

Ontario Specialized Transit Services Fact Book 2019 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 2018 and 2019, along with key performance indicators, for each of the Ontario specialized transit systems. It also provides a provincial summary, as well as a summary comparing the performance indicators by population group.

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Supplementary Notes Please contact CUTA's Research, Technical and Member Services Department for any corrections or comments. Copyright © 2020 Canadian Urban Transit Association (CUTA) - Association canadienne du transport urbain (ACTU)		
Abstract The Ontario Specialized Transit Services Fact Book – 2019 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 2018 and 2019, 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 Person with Disabilities; Operating and Financial Statistics; Performance Indicators		Language RTS-20-21: English
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Notes on 2019 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 2019/20 Dedicated Gas Tax allocation.

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I. ONTARIO SUMMARY

Ontario

Number of Systems Reporting:	86	Systems with Dedicated Service:	82	95%	REGISTRANTS	
Population Served:	12,994,465	Operated by:			Ambulatory:	100,461
Service Area (km²):	60,636	Transit System/Municipality:	38	44%	Non-Ambulatory:	56,872
Communities Served:	198	Private Contractor:	34	40%	Attendants:	34,608
		Private Non-Profit Organization:	30	35%	Companions:	4,150
		Systems with Non-Dedicated Service:	38	44%	Other:	4,502
		Systems with a Taxi Scrip Program:	33	38%	Total:	205,228

ELIGIBILITY CRITERIA

Description						Method of Determination					
Cognitive	58	67%	Sensory	54	63%	Internal Assessment	42	49%	Paper Application	61	71%
Age	30	35%	Environmental	36	42%	External Contract	10	12%	Healthcare Professional	58	67%
Physical	67	78%	Other	14	16%	Committee	7	8%	Other	7	8%

OPERATING STATISTICS

Dedicated Service	2018	2019
Revenue Vehicle Kilometres	48,250,979	50,749,780
Total Vehicle Kilometres	57,187,593	62,803,118
Revenue Vehicle Hours	2,426,120	2,758,168
Total Vehicle Hours	2,595,471	2,929,902
Non-Dedicated Service		
Total Vehicle Kilometres	14,793,405	25,916,719
Total Vehicle Hours	477,369	1,204,155

PASSENGER DATA

Dedicated Service	2018	2019
Ambulatory	4,298,083	4,361,423
Non-Ambulatory	2,123,437	2,187,331
Total	6,454,740	6,585,262
Attendants	302,221	340,019
Companions	102,945	109,166
Other	47,069	24,563
Total	452,235	473,748
Non-Dedicated Service		
Ambulatory	2,393,808	2,445,094
Non-Ambulatory	226,927	247,993
Total	2,620,702	2,703,675
Attendants	68,555	63,837
Companions	57,093	55,159
Other	111,931	116,249
Total	237,579	235,245
Total Eligible Passenger Trips	9,085,392	9,288,936
Total Support Person Trips	693,415	721,540
Total Trips	9,778,807	10,010,476

Total Primary Passenger Trips by Booking Type

Subscription/Pre-Booked	4,171,763	4,697,875
Reservation	4,559,135	4,109,005
On-Demand/Day-of	312,457	373,625
Total Trips Requested	8,419,748	10,238,481
Cancelled in Advance	2,115,004	2,462,047
Cancelled Late	300,337	358,114
No-Shows	190,051	227,919
Cancelled at Door	89,494	108,472

SCHEDULING

Advanced Booking Notice (days): 29
Minimum Notice for Reservation (hours): 16

FARE STRUCTURE (Average)

	Cash	Unit Price	Monthly Pass
Adult/General	3.97	3.66	85.48
Child	3.05	2.43	50.70
Student	3.43	2.50	64.24
Senior	3.38	2.49	57.83
Attendant	3.80	3.35	67.00
Companion	3.33	2.94	80.67

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	944	424
Reservation Clerks	48	40
Dispatchers	88	40
Other Transport Operations	169	9
Mechanics	130	13
General Administration	136	34
Other	30	10
Total	1,544	570
Average Top Operator Wage Rate (internal):		\$23.67
Average Top Mechanic Wage Rate (internal):		\$32.99

INDICATORS

Financial	2018	2019
R/C Ratio	7.3%	7.4%
Net Operating Cost / Capita	\$23.13	\$24.48
Total Expense / Passenger	\$32.75	\$34.31
Total Expense / Eligible Passenger	\$35.25	\$36.97
Transportation Expense / Passenger		
Dedicated Service	\$32.27	\$34.10
Non-Dedicated Service	\$20.39	\$20.21
Transportation Expense / Hour (Dedicated Service)	\$85.86	\$82.16
Operating		
Registrants / Capita	0.0151	0.0158
Passengers / Capita	0.7614	0.7704
Passengers / Registrants	50.44	48.78
Passengers / Hour (Dedicated Service)	2.85	2.56
Kms / Passenger (Dedicated Service)	6.99	7.19
Average Speed (Dedicated Service)	19.89	18.40

OPERATING EXPENSES

	2018	2019
Administration	\$39,032,642	\$43,315,984
Transportation Operations		
Internal Dedicated Service	\$103,506,566	\$107,355,511
Contract Dedicated Service	\$80,613,824	\$96,427,669
Contract Non-Dedicated Service	\$55,461,279	\$56,701,284
Contract Taxi Scrip	\$2,830,305	\$2,690,954
Vehicle and Facility Maintenance	\$29,752,992	\$28,042,926
Fuel and Energy Consumption	\$8,981,325	\$8,891,051
Total Operating Expenses	\$320,269,264	\$343,425,349

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	17	451		3
Minivans	465	90	1	6
Vans	137	109	2	5
Small Buses	766	-	4	11
Low-floor	95	1	3	10
Other	35	-	4	9
Total	1,515	652		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$22,089,964	\$23,745,236
Other Revenue	\$1,134,684	\$1,552,155
Total Revenue	\$23,224,648	\$25,297,391
Federal Operating Contributions	\$107,001	\$141,703
Provincial Operating Contributions	\$13,280,489	\$13,401,265
Municipal Operating Contributions	\$284,077,563	\$304,536,421
Other Operating Contributions	\$419,383	\$590,218
Total Operating Revenues and Funding	\$319,813,101	\$343,833,015

CAPITAL EXPENSES

Vehicle Purchase	\$11,803,464	\$11,060,148
Debt Servicing	\$153,174	\$186,449
Other	\$9,318,654	\$221,480
Total Capital Expenses	\$21,275,295	\$11,468,077

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	\$9,328,342	\$1,129,451
Provincial Capital Contributions	\$3,606,469	\$1,781,565
Municipal Capital Contributions	\$8,232,108	\$5,298,373
Other Capital Contributions	\$630,723	\$305,850
Total Capital Funding	\$21,765,981	\$8,515,240

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II. Population Group Summaries

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

Population Group 1 (> 150,000)

Number of Systems Reporting:	13	Systems with Dedicated Service:	13	100%	REGISTRANTS	
Population Served:	10,076,727	Operated by:			Ambulatory:	66,958
Service Area (km²):	17,818	Transit System/Municipality:	9	69%	Non-Ambulatory:	36,977
Communities Served:	61	Private Contractor:	8	62%	Attendants:	25,307
		Private Non-Profit Organization:	3	23%	Companions:	1,711
		Systems with Non-Dedicated Service:	9	69%	Other:	1,351
		Systems with a Taxi Scrip Program:	8	62%	Total:	132,304

ELIGIBILITY CRITERIA

Description						Method of Determination					
Cognitive	11	85%	Sensory	11	85%	Internal Assessment	4	31%	Paper Application	8	62%
Age	1	8%	Environmental	10	77%	External Contract	6	46%	Healthcare Professional	8	62%
Physical	11	85%	Other	1	8%	Committee	1	8%	Other	3	23%

OPERATING STATISTICS

Dedicated Service	2018	2019
Revenue Vehicle Kilometres	38,591,154	41,665,205
Total Vehicle Kilometres	45,526,673	51,483,363
Revenue Vehicle Hours	1,957,817	2,311,406
Total Vehicle Hours	2,047,143	2,389,681
Non-Dedicated Service		
Total Vehicle Kilometres	14,237,203	22,324,524
Total Vehicle Hours	454,559	861,033

PASSENGER DATA

Dedicated Service	2018	2019
Ambulatory	3,554,243	3,577,855
Non-Ambulatory	1,696,087	1,746,443
Total	5,250,330	5,324,298
Attendants	220,272	252,280
Companions	87,147	85,782
Other	46,411	19,553
Total	353,830	357,615
Non-Dedicated Service		
Ambulatory	2,251,488	2,289,374
Non-Ambulatory	197,953	214,249
Total	2,449,441	2,503,623
Attendants	58,709	53,167
Companions	53,596	48,919
Other	111,931	116,249
Total	224,236	218,335
Total Eligible Passenger Trips	7,699,795	7,827,921
Total Support Person Trips	580,837	588,497
Total Trips	8,280,632	8,416,418

Total Primary Passenger Trips by Booking Type

Subscription/Pre-Booked	3,635,593	4,167,310
Reservation	4,006,330	3,601,512
On-Demand/Day-of	223,138	249,025
Total Trips Requested	6,989,601	8,762,891
Cancelled in Advance	1,959,676	2,296,892
Cancelled Late	262,945	317,803
No-Shows	167,229	204,875
Cancelled at Door	80,463	101,796

SCHEDULING

Advanced Booking Notice (days): 10
Minimum Notice for Reservation (hours): 11

FARE STRUCTURE (Average)

	Cash	Unit Price	Monthly Pass
Adult/General	3.78	3.12	122.25
Child	3.02	2.05	56.67
Student	3.67	2.21	90.52
Senior	3.36	2.22	70.39
Attendant	3.00		
Companion	3.94	3.31	141.33

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	737	132
Reservation Clerks	32	22
Dispatchers	44	21
Other Transport Operations	164	4
Mechanics	112	1
General Administration	93	5
Other	22	10
Total	1,204	195
Average Top Operator Wage Rate (internal):		\$28.17
Average Top Mechanic Wage Rate (internal):		\$36.66

INDICATORS

Financial	2018	2019
R/C Ratio	6.2%	6.4%
Net Operating Cost / Capita	\$26.45	\$27.86
Total Expense / Passenger	\$33.70	\$35.62
Total Expense / Eligible Passenger	\$36.25	\$38.30
Transportation Expense / Passenger		
Dedicated Service	\$34.05	\$36.35
Non-Dedicated Service	\$21.04	\$20.92
Transportation Expense / Hour (Dedicated Service)	\$93.22	\$86.43
Operating		
Registrants / Capita	0.0133	0.0131
Passengers / Capita	0.8370	0.8352
Passengers / Registrants	63.15	63.61
Passengers / Hour (Dedicated Service)	2.86	2.46
Kms / Passenger (Dedicated Service)	6.89	7.33
Average Speed (Dedicated Service)	19.71	18.03

OPERATING EXPENSES

	2018	2019
Administration	\$31,920,240	\$36,305,283
Transportation Operations		
Internal Dedicated Service	\$89,564,464	\$93,138,059
Contract Dedicated Service	\$69,109,350	\$82,900,102
Contract Non-Dedicated Service	\$53,950,972	\$54,713,913
Contract Taxi Scrip	\$2,308,720	\$2,235,031
Vehicle and Facility Maintenance	\$25,812,784	\$24,178,998
Fuel and Energy Consumption	\$6,338,706	\$6,319,494
Total Operating Expenses	\$279,095,569	\$299,790,851

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	449		3
Minivans	414	72	1	3
Vans	81	105	3	6
Small Buses	555	-	4	8
Low-floor	21	-	4	10
Other	17	-	3	5
Total	1,088	626		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$16,886,330	\$18,456,913
Other Revenue	\$530,320	\$602,388
Total Revenue	\$17,416,650	\$19,059,301
Federal Operating Contributions	-	-
Provincial Operating Contributions	\$7,253,358	\$7,194,214
Municipal Operating Contributions	\$254,330,595	\$273,534,962
Other Operating Contributions	\$1,078	\$35,244
Total Operating Revenues and Funding	\$279,001,656	\$299,823,724

CAPITAL EXPENSES

Vehicle Purchase	\$4,733,875	\$8,311,420
Debt Servicing	-	-
Other	\$8,249,724	\$170,227
Total Capital Expenses	\$12,983,602	\$8,481,647

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	\$7,598,427	\$938,556
Provincial Capital Contributions	\$675,570	\$988,935
Municipal Capital Contributions	\$4,449,755	\$3,308,810
Other Capital Contributions	\$554,628	\$269,770
Total Capital Funding	\$13,278,380	\$5,506,072

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

Number of Systems Reporting:	22	Systems with Dedicated Service:	21	95%	REGISTRANTS	
Population Served:	1,965,835	Operated by:			Ambulatory:	19,987
Service Area (km²):	17,148	Transit System/Municipality:	9	41%	Non-Ambulatory:	10,739
Communities Served:	52	Private Contractor:	4	18%	Attendants:	2,563
		Private Non-Profit Organization:	9	41%	Companions:	986
		Systems with Non-Dedicated Service:	15	68%	Other:	1,345
		Systems with a Taxi Scrip Program:	14	64%	Total:	39,888

ELIGIBILITY CRITERIA

Description						Method of Determination					
Cognitive	17	77%	Sensory	14	64%	Internal Assessment	13	59%	Paper Application	18	82%
Age	9	41%	Environmental	12	55%	External Contract	2	9%	Healthcare Professional	14	64%
Physical	20	91%	Other	2	9%	Committee	1	5%	Other	1	5%

OPERATING STATISTICS

Dedicated Service	2018	2019
Revenue Vehicle Kilometres	7,535,199	6,661,958
Total Vehicle Kilometres	8,797,985	8,406,821
Revenue Vehicle Hours	345,112	290,685
Total Vehicle Hours	372,280	363,029
Non-Dedicated Service		
Total Vehicle Kilometres	312,596	2,507,400
Total Vehicle Hours	11,755	63,694

PASSENGER DATA

Dedicated Service	2018	2019
Ambulatory	487,833	507,617
Non-Ambulatory	287,142	284,306
Total	774,975	791,923
Attendants	55,518	58,592
Companions	11,742	14,697
Other	284	5,010
Total	67,544	78,299
Non-Dedicated Service		
Ambulatory	105,092	110,652
Non-Ambulatory	7,608	14,269
Total	112,700	124,921
Attendants	8,390	9,473
Companions	3,479	1,796
Other	-	-
Total	11,869	11,269
Total Eligible Passenger Trips	887,675	916,843
Total Support Person Trips	79,413	89,568
Total Trips	967,088	1,006,411

Total Primary Passenger Trips by Booking Type

Subscription/Pre-Booked	327,943	323,473
Reservation	412,214	355,918
On-Demand/Day-of	18,847	13,768
Total Trips Requested	909,172	905,788
Cancelled in Advance	112,922	115,321
Cancelled Late	26,405	26,019
No-Shows	16,947	14,921
Cancelled at Door	7,374	3,363

SCHEDULING

Advanced Booking Notice (days): 31
Minimum Notice for Reservation (hours): 17

FARE STRUCTURE (Average)

	Cash	Unit Price	Monthly Pass
Adult/General	4.62	4.51	83.72
Child	3.75		58.00
Student	3.25	2.35	69.94
Senior	3.18	2.26	57.23
Attendant	2.83	2.35	67.00
Companion	2.89	2.44	60.33

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	167	157
Reservation Clerks	8	8
Dispatchers	29	12
Other Transport Operations	1	3
Mechanics	5	4
General Administration	26	11
Other	5	-
Total	241	195
Average Top Operator Wage Rate (internal):		\$25.47
Average Top Mechanic Wage Rate (internal):		\$33.88

INDICATORS

Financial	2018	2019
R/C Ratio	11.2%	11.1%
Net Operating Cost / Capita	\$12.81	\$13.60
Total Expense / Passenger	\$29.67	\$29.87
Total Expense / Eligible Passenger	\$32.33	\$32.78
Transportation Expense / Passenger		
Dedicated Service	\$25.63	\$26.52
Non-Dedicated Service	\$12.33	\$11.89
Transportation Expense / Hour (Dedicated Service)	\$58.00	\$63.57
Operating		
Registrants / Capita	0.0192	0.0203
Passengers / Capita	0.4863	0.5120
Passengers / Registrants	25.33	25.23
Passengers / Hour (Dedicated Service)	2.44	2.99
Kms / Passenger (Dedicated Service)	8.94	7.66
Average Speed (Dedicated Service)	21.83	22.92

OPERATING EXPENSES

	2018	2019
Administration	\$5,569,157	\$5,359,806
Transportation Operations		
Internal Dedicated Service	\$9,931,903	\$10,283,473
Contract Dedicated Service	\$6,974,731	\$8,055,126
Contract Non-Dedicated Service	\$1,193,253	\$1,268,976
Contract Taxi Scrip	\$342,218	\$350,073
Vehicle and Facility Maintenance	\$2,674,878	\$2,747,208
Fuel and Energy Consumption	\$2,009,212	\$1,992,195
Total Operating Expenses	\$28,695,352	\$30,056,855

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	2		3
Minivans	25	14	1	12
Vans	32	2	2	6
Small Buses	148	-	3	10
Low-floor	31	-	3	10
Other	12	-	5	12
Total	249	18		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$2,825,482	\$2,954,097
Other Revenue	\$388,140	\$368,601
Total Revenue	\$3,213,622	\$3,322,698
Federal Operating Contributions	-	-
Provincial Operating Contributions	\$3,847,500	\$4,032,802
Municipal Operating Contributions	\$21,997,655	\$22,737,983
Other Operating Contributions	\$92,480	\$143,708
Total Operating Revenues and Funding	\$27,823,460	\$30,086,712

CAPITAL EXPENSES

Vehicle Purchase	\$6,005,556	\$2,242,431
Debt Servicing	\$49,175	\$6
Other	\$849,382	\$41,437
Total Capital Expenses	\$6,904,113	\$2,283,874

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	\$1,429,105	\$130,089
Provincial Capital Contributions	\$2,330,233	\$353,157
Municipal Capital Contributions	\$3,131,505	\$1,790,622
Other Capital Contributions	\$39,475	\$36,080
Total Capital Funding	\$6,930,317	\$2,309,948

Population Group 3 (< 50,000)

Number of Systems Reporting:	51	Systems with Dedicated Service:	48	94%	REGISTRANTS	
Population Served:	951,903	Operated by:			Ambulatory:	13,516
Service Area (km²):	25,670	Transit System/Municipality:	20	39%	Non-Ambulatory:	9,156
Communities Served:	85	Private Contractor:	22	43%	Attendants:	6,738
		Private Non-Profit Organization:	18	35%	Companions:	1,453
		Systems with Non-Dedicated Service:	14	27%	Other:	1,806
		Systems with a Taxi Scrip Program:	11	22%	Total:	33,036

ELIGIBILITY CRITERIA

Description						Method of Determination					
Cognitive	30	59%	Sensory	29	57%	Internal Assessment	25	49%	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	2018	2019
Revenue Vehicle Kilometres	2,124,626	2,422,617
Total Vehicle Kilometres	2,862,935	2,912,934
Revenue Vehicle Hours	123,191	156,077
Total Vehicle Hours	176,048	177,192
Non-Dedicated Service		
Total Vehicle Kilometres	243,606	1,084,795
Total Vehicle Hours	11,055	279,428

PASSENGER DATA

Dedicated Service	2018	2019
Ambulatory	256,007	275,951
Non-Ambulatory	140,208	156,582
Total	429,435	469,041
Attendants	26,431	29,147
Companions	4,056	8,687
Other	374	-
Total	30,861	37,834
Non-Dedicated Service		
Ambulatory	37,228	45,068
Non-Ambulatory	21,366	19,475
Total	58,561	75,131
Attendants	1,456	1,197
Companions	18	4,444
Other	-	-
Total	1,474	5,641
Total Eligible Passenger Trips	497,922	544,172
Total Support Person Trips	33,165	43,475
Total Trips	531,087	587,647

Total Primary Passenger Trips by Booking Type

Subscription/Pre-Booked	208,227	207,092
Reservation	140,591	151,575
On-Demand/Day-of	70,472	110,832
Total Trips Requested	520,975	569,802
Cancelled in Advance	42,406	49,834
Cancelled Late	10,987	14,292
No-Shows	5,875	8,123
Cancelled at Door	1,657	3,313

SCHEDULING

Advanced Booking Notice (days): 35
Minimum Notice for Reservation (hours): 17

FARE STRUCTURE (Average)

	Cash	Unit Price	Monthly Pass
Adult/General	3.70	3.18	60.40
Child	2.91	2.62	44.20
Student	3.48	2.70	46.09
Senior	3.51	2.77	49.17
Attendant	4.32	3.85	
Companion	3.31	3.18	40.33

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	40	135
Reservation Clerks	8	10
Dispatchers	15	7
Other Transport Operations	4	2
Mechanics	13	8
General Administration	17	18
Other	3	-
Total	99	180
Average Top Operator Wage Rate (internal):		\$20.87
Average Top Mechanic Wage Rate (internal):		\$30.45

INDICATORS

Financial	2018	2019
R/C Ratio	20.8%	21.5%
Net Operating Cost / Capita	\$10.29	\$11.20
Total Expense / Passenger	\$23.50	\$23.11
Total Expense / Eligible Passenger	\$25.06	\$24.95
Transportation Expense / Passenger		
Dedicated Service	\$22.68	\$21.90
Non-Dedicated Service	\$8.27	\$10.20
Transportation Expense / Hour (Dedicated Service)	\$59.29	\$62.66
Operating		
Registrants / Capita	0.0256	0.0347
Passengers / Capita	0.5528	0.6173
Passengers / Registrants	21.63	17.79
Passengers / Hour (Dedicated Service)	3.74	3.25
Kms / Passenger (Dedicated Service)	4.62	4.78
Average Speed (Dedicated Service)	17.25	15.52

OPERATING EXPENSES

	2018	2019
Administration	\$1,543,245	\$1,650,895
Transportation Operations		
Internal Dedicated Service	\$4,010,199	\$3,933,979
Contract Dedicated Service	\$4,529,743	\$5,472,441
Contract Non-Dedicated Service	\$317,054	\$718,395
Contract Taxi Scrip	\$179,367	\$105,850
Vehicle and Facility Maintenance	\$1,265,330	\$1,116,720
Fuel and Energy Consumption	\$633,407	\$579,362
Total Operating Expenses	\$12,478,343	\$13,577,643

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	17	-		
Minivans	26	4	1	3
Vans	24	2	2	4
Small Buses	63	-	4	12
Low-floor	43	1	4	11
Other	6	-	4	7
Total	178	8		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$2,378,152	\$2,334,226
Other Revenue	\$216,224	\$581,166
Total Revenue	\$2,594,376	\$2,915,392
Federal Operating Contributions	\$107,001	\$141,703
Provincial Operating Contributions	\$2,179,631	\$2,174,249
Municipal Operating Contributions	\$7,749,313	\$8,263,476
Other Operating Contributions	\$325,825	\$411,266
Total Operating Revenues and Funding	\$12,987,985	\$13,922,579

CAPITAL EXPENSES

Vehicle Purchase	\$1,064,033	\$506,297
Debt Servicing	\$103,999	\$186,443
Other	\$219,548	\$9,816
Total Capital Expenses	\$1,387,580	\$702,556

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	\$300,810	\$60,806
Provincial Capital Contributions	\$600,666	\$439,473
Municipal Capital Contributions	\$650,848	\$198,941
Other Capital Contributions	\$36,620	-
Total Capital Funding	\$1,557,284	\$699,220

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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	92		
Non-Ambulatory	70	Attendants	3
Other	0	Companions	4
Total	162	Total	7

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
 Seniors, and any person whose mobility impairment is severe enough that they can not use local taxi service.

Method of Determination	
☒ Internal Assessment	☐ Paper Application
☐ External Contract	☒ Healthcare Professional
☐ Committee	☐ 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:

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	☐	\$2.50	-	-	-	-	
Companion	☐	\$2.50	-	-	-	-	

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	2018	2019
Ambulatory	2,749	2,850
Non-Ambulatory	271	290
Total	3,020	3,140
Attendants	16	16
Companions	10	10
Other	-	-
Total	26	26
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	3,020	3,140
Total Support Person Trips	26	26
Total Trips	3,046	3,166

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	1,510	1,625
Reservation	-	-
On-Demand/Day-of	1,510	1,515
Total Trips Requested	3,031	3,200
Cancelled in Advance	10	15
Cancelled Late	34	45
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2018	2019
Administration	\$7,000	-
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$14,848	\$32,604
Fuel and Energy Consumption	\$1,935	-
Total Operating Expenses	\$23,783	\$32,604

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$5,357	\$3,760
Other Revenue	-	-
Total Revenue	\$5,357	\$3,760

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$20,000	\$23,942
Municipal Operating Contributions	-	\$8,662
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$25,357	\$36,364

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	\$81,239	-
Other Capital Contributions	-	-
Total Capital Funding	\$81,230	-

OPERATING STATISTICS

Dedicated Service	2018	2019
Revenue Vehicle Kilometres	12,779	13,450
Total Vehicle Kilometres	14,198	14,570
Revenue Vehicle Hours	1,048	1,125
Total Vehicle Hours	1,138	1,203
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	-	1
Other	-	-
Total	-	1

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	\$40.00		

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	2018	2019
R/C Ratio	22.5 %	11.5 %
Net Operating Cost / Capita	\$6.69	\$10.48
Total Expense / Passenger	\$7.81	\$10.30
Total Expense / Eligible Passenger	\$7.88	\$10.38
Transportation Expense / Passenger		
Dedicated Service	\$5.51	\$10.30
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$14.75	\$27.10
Operating		
Registrants / Capita	0.0596	0.0614
Passengers / Capita	1.1064	1.1500
Passengers / Registrants	18.57	18.73
Passengers / Revenue Hour (Dedicated Service)	2.91	2.81
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	4.20	4.25
Average Speed (Dedicated Service)	12.19	11.96

Bancroft, ON

Bancroft Community Transit

Contact	Gwen Coish	Population Served:	14,583
Title	Director of Operations	Service Area (km²):	2,941.0
Telephone	613-334-8309	Main Community Served:	Bancroft
Email	gwenc@bancroftcommunitytransit.com	Other Communities Served:	Highlands East

ACTIVE REGISTRANTS

Ambulatory	350		
Non-Ambulatory	1,106	Attendants	15
Other	0	Companions	8
Total	1,456	Total	23

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description

Method of Determination

☒ Internal Assessment	☐ Paper Application
☐ External Contract	☐ Healthcare Professional
☐ Committee	☐ 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	2018	2019
Ambulatory	80	79
Non-Ambulatory	7,296	7,389
Total	7,376	7,468
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	7,376	7,468
Total Support Person Trips	-	-
Total Trips	7,376	7,468

Total Eligible Passenger Trips by Booking Type

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

OPERATING EXPENSES

	2018	2019
Administration	\$9,200	\$9,200
Transportation Operations		
Internal Dedicated Service	\$47,940	\$49,880
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$8,923	\$5,604
Fuel and Energy Consumption	\$11,642	\$13,500
Total Operating Expenses	\$77,705	\$78,184

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$12,658	\$15,756
Other Revenue	\$10,000	\$10,000
Total Revenue	\$22,658	\$25,756

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$21,029	\$40,908
Municipal Operating Contributions	\$11,000	\$4,250
Other Operating Contributions	\$35,170	\$7,000
Total Operating Revenues and Funding	\$89,857	\$77,914

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	2018	2019
Revenue Vehicle Kilometres	31,637	36,987
Total Vehicle Kilometres	32,521	37,769
Revenue Vehicle Hours	590	692
Total Vehicle Hours	603	705
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	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	3	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	2018	2019
R/C Ratio	29.2 %	32.9 %
Net Operating Cost / Capita	\$3.77	\$3.60
Total Expense / Passenger	\$10.53	\$10.47
Total Expense / Eligible Passenger	\$10.53	\$10.47
Transportation Expense / Passenger		
Dedicated Service	\$9.29	\$9.24
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$113.61	\$97.85
Operating		
Registrants / Capita	0.0740	0.1014
Passengers / Capita	0.5058	0.5121
Passengers / Registrants	6.84	5.05
Passengers / Revenue Hour (Dedicated Service)	12.50	10.79
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	4.29	4.95
Average Speed (Dedicated Service)	53.62	53.45

Barrie, ON

Barrie Transit

Contact Tyrell Turner
 Title Manager of Business Services
 Telephone 705-739-4220
 Email tyrell.turner@barrie.ca

Population Served: 148,136
 Service Area (km²): 113.0
 Main Community Served: City of Barrie
 Other Communities Served: Essa

ACTIVE REGISTRANTS

Ambulatory	2,556		
Non-Ambulatory	1,729	Attendants	238
Other	120	Companions	134
Total	4,405	Total	372

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description

Eligibility is considered on a case-by-case basis for persons with a disability unable to use Conventional Transit; it is not based on a particular disability, use of an assistive device, age, unable to drive, income or lack of available public transit in an applicant's area or for those who find it more difficult or are unwilling to use Conventional Transit.

Applicants must be residents of the City of Barrie. Passengers whose medical conditions require specific transportation (e.g. extreme fragility requiring transportation below regular speeds or inability to remain on the vehicle for up to 1 hour) need to contact a non-emergency medical carrier for transportation.

Method of Determination

☐ Internal Assessment	☒ Paper Application
☐ External Contract	☒ Healthcare Professional
☐ Committee	☐ 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: 2019-11-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.25	\$2.80	-	-	\$87.00	
Child	☒	-	-	-	-	-	0-12
Student	☐	\$3.25	\$2.45	-	-	\$66.75	with ID
Senior	☐	\$3.00	\$2.10	-	-	\$52.00	65+
Attendant	☒	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

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

Other:

Advanced Booking Notice (days): 7

Minimum Notice for Reservation (hours): 24

Booking Method: Telephone Only

REMARKS

PASSENGER DATA

Dedicated Service	2018	2019
Ambulatory	36,166	39,888
Non-Ambulatory	17,119	12,391
Total	53,285	52,279
Attendants	2,478	2,820
Companions	1,919	1,590
Other	-	-
Total	4,397	4,410

Non-Dedicated Service

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

Total Eligible Passenger Trips **53,285** **52,279**

Total Support Person Trips **4,397** **4,410**

Total Trips **57,682** **56,689**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	13,445	13,884
Reservation	34,903	34,782
On-Demand/Day-of	4,937	3,613
Total Trips Requested	65,109	64,887
Cancelled in Advance	9,900	11,484
Cancelled Late	10	51
No-Shows	682	708
Cancelled at Door	12	64

OPERATING EXPENSES

	2018	2019
Administration	\$176,563	\$178,811
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$1,125,821	\$1,053,757
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$1,302,384	\$1,232,568

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$39,912	\$32,639
Other Revenue	-	-
Total Revenue	\$39,912	\$32,639

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$275,000	\$275,000
Municipal Operating Contributions	\$1,027,384	\$924,929
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$314,912	\$1,232,568

CAPITAL EXPENSES

Vehicle Purchase	\$320,228	-
Debt Servicing	-	-
Other	\$7,470	\$11,544
Total Capital Expenses	\$327,698	\$11,544

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	\$163,849	-
Provincial Capital Contributions	-	\$11,544
Municipal Capital Contributions	\$163,849	-
Other Capital Contributions	-	-
Total Capital Funding	\$327,698	\$11,544

OPERATING STATISTICS

Dedicated Service	2018	2019
Revenue Vehicle Kilometres	355,857	-
Total Vehicle Kilometres	404,383	-
Revenue Vehicle Hours	24,425	-
Total Vehicle Hours	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	2018	2019
R/C Ratio	3.1 %	2.7 %
Net Operating Cost / Capita	\$8.52	\$8.10
Total Expense / Passenger	\$22.58	\$21.74
Total Expense / Eligible Passenger	\$24.44	\$23.58
Transportation Expense / Passenger		
Dedicated Service	\$19.52	\$18.59
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$41.57	-

Operating

Registrants / Capita	0.0337	0.0322
Passengers / Capita	0.3894	0.3827
Passengers / Registrants	11.57	11.87
Passengers / Revenue Hour (Dedicated Service)	2.36	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	6.17	-
Average Speed (Dedicated Service)	14.57	-

Belleville, ON

Belleville Transit

Contact	Paul Buck	Population Served:	50,716
Title	Manager of Transit Services	Service Area (km²):	247.2
Telephone	613-962-4344 x3556	Main Community Served:	City of Belleville
Email	pbuck@city.belleville.on.ca	Other Communities Served:	

ACTIVE REGISTRANTS

Ambulatory	1,840		
Non-Ambulatory	1,200	Attendants	150
Other	0	Companions	0
Total	3,040	Total	150

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description

Method of Determination

☐ Internal Assessment	☒ Paper Application
☐ External Contract	☒ Healthcare Professional
☐ Committee	☐ 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: 2019-07-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.00	-	-	-	\$76.00	
Child	☐	\$2.00	-	-	-	-	5-11
Student	☐	\$3.00	-	-	-	\$60.00	12+ with ID
Senior	☐	\$2.25	-	-	-	\$60.00	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: we do not operate on Stat holidays

Advanced Booking Notice (days): 7

Minimum Notice for Reservation (hours): 2

Booking Method: Via telephone call in

REMARKS

PASSENGER DATA

Dedicated Service	2018	2019
Ambulatory	13,458	14,803
Non-Ambulatory	6,597	7,256
Total	20,055	22,059
Attendants	12	320
Companions	20	178
Other	-	-
Total	32	498

Non-Dedicated Service

Ambulatory	2,650	2,915
Non-Ambulatory	300	330
Total	2,950	3,245
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-

Total Eligible Passenger Trips **23,005** **25,304**

Total Support Person Trips **32** **498**

Total Trips **23,037** **25,802**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	2,990	18,978
Reservation	17,253	5,820
On-Demand/Day-of	2,762	506
Total Trips Requested	28,654	25,802
Cancelled in Advance	2,824	1,723
Cancelled Late	2,000	922
No-Shows	824	53
Cancelled at Door	12	12

OPERATING EXPENSES

	2018	2019
Administration	-	-
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$401,266	\$293,233
Contract Non-Dedicated Service	\$22,650	\$32,582
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$423,916	\$325,815

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$10,224	\$8,079
Other Revenue	-	-
Total Revenue	\$10,224	\$8,079

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$418,652	\$322,736
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$428,876	\$325,815

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	2018	2019
Revenue Vehicle Kilometres	63,257	61,102
Total Vehicle Kilometres	63,337	61,102
Revenue Vehicle Hours	5,760	6,140
Total Vehicle Hours	5,783	6,140

Non-Dedicated Service

Accessible Service		
Total Vehicle Kilometres	13,440	13,440
Total Vehicle Hours	250	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	2018	2019
R/C Ratio	2.4 %	2.5 %
Net Operating Cost / Capita	\$8.16	\$6.27
Total Expense / Passenger	\$18.40	\$12.63
Total Expense / Eligible Passenger	\$18.43	\$12.88
Transportation Expense / Passenger		
Dedicated Service	\$19.98	\$13.00
Non-Dedicated Service	\$7.68	\$10.04
Transportation Expense / Hour (Dedicated Service)	\$69.39	\$47.76

Operating

Registrants / Capita	0.0813	0.0629
Passengers / Capita	0.4542	0.5088
Passengers / Registrants	5.58	8.09
Passengers / Revenue Hour (Dedicated Service)	3.49	3.67
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	3.15	2.71
Average Speed (Dedicated Service)	10.98	9.95

Blind River, ON

Liberty Express Liberte

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

Population Served: 3,472
 Service Area (km²): 330.0
 Main Community Served: Blind River
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	86		
Non-Ambulatory	48	Attendants	0
Other	0	Companions	0
Total	134	Total	0

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
 Must live in the municipality of Blind River, Seniors 65+, physical disability, visual disability, developmental disability, cognitive disability, medial condition, recovering from surgery.

Method of Determination	
☒ Internal Assessment	☒ Paper Application
☐ External Contract	☒ Healthcare Professional
☐ Committee	☐ 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: All eligible riders pay \$3.50 one way.

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

PASSENGER DATA

Dedicated Service	2018	2019
Ambulatory	990	1,223
Non-Ambulatory	224	247
Total	1,214	1,470
Attendants	25	36
Companions	-	-
Other	-	-
Total	25	36
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	1,214	1,470
Total Support Person Trips	25	36
Total Trips	1,239	1,506

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	-	1,470
Cancelled in Advance	451	534
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2018	2019
Administration	\$1,662	\$1,871
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$11,000	\$10,560
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$2,322	\$1,361
Fuel and Energy Consumption	\$5,314	\$3,372
Total Operating Expenses	\$20,298	\$17,164

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$10,919	\$13,419
Other Revenue	-	-
Total Revenue	\$10,919	\$13,419

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$9,550	\$8,997
Municipal Operating Contributions	\$10,747	\$8,169
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$31,216	\$30,585

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	2018	2019
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	17,586	20,955
Revenue Vehicle Hours	-	-
Total Vehicle Hours	1,948	1,964
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	\$20.08	2019-01-01	CUPE Local 5171
Reservation Clerks	\$23.89	2019-01-01	CUPE Local 5171
Dispatchers	-	-	-
Mechanics	\$29.44	2019-01-01	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	2018	2019
R/C Ratio	53.8 %	78.2 %
Net Operating Cost / Capita	\$2.57	\$1.08
Total Expense / Passenger	\$16.38	\$11.40
Total Expense / Eligible Passenger	\$16.72	\$11.68
Transportation Expense / Passenger		
Dedicated Service	\$15.04	\$10.15
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$9.57	\$7.79

Operating

Registrants / Capita	0.0274	0.0386
Passengers / Capita	0.3394	0.4338
Passengers / Registrants	12.39	11.24
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

Bracebridge, ON

Bracebridge Mobility

Contact Kim Ball
 Title Roads Clerk
 Telephone 705-645-6319 x244
 Email kball@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	87
Other	0	Companions	0
Total	131	Total	87

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description

1. Bracebridge Mobility is intended for a person who, due to functional mobility problems, is physically unable to walk a distance of 175 meters (approximately 600 feet).
2. Elderly persons are not automatically eligible for Bracebridge Mobility. Only persons physically unable to board the public transit vehicle are eligible for the service.
3. Blind persons able to board public transit are not automatically eligible for Bracebridge Mobility.
4. Persons with mental health issues/cognitive disabilities may be eligible for the service if, in addition to the above, they have a physical disability that prevents them from boarding a public transit vehicle.

Method of Determination

☒ Internal Assessment	☒ Paper Application
☐ External Contract	☒ Healthcare Professional
☐ Committee	☐ 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	☐	\$2.50	-	-	-	\$50.00	

Other:

SERVICE HOURS / SCHEDULING

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

PASSENGER DATA

Dedicated Service	2018	2019
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	3,836
Attendants	-	1,548
Companions	-	8
Other	-	-
Total	-	1,556
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	2,677	3,836
Total Support Person Trips	128	1,556
Total Trips	2,805	5,392

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	2,007	-
Reservation	536	-
On-Demand/Day-of	134	-
Total Trips Requested	2,710	4,000
Cancelled in Advance	20	-
Cancelled Late	10	-
No-Shows	5	-
Cancelled at Door	3	-

OPERATING EXPENSES

	2018	2019
Administration	-	-
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$84,655	\$119,185
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$84,655	\$119,185

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$3,693	\$2,816
Other Revenue	-	-
Total Revenue	\$3,693	\$2,816

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$84,655	\$116,369
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$84,655	\$119,185

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	2018	2019
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	-	-
Revenue Vehicle Hours	-	3,160
Total Vehicle Hours	-	3,160
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	-	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	-
Other	-	-
Total	-	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	1	-	2	3
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	1	-		

Vehicle Ownership: Contractor, 1 vehicle

Vehicle Maintenance: Contractor

INDICATORS

Financial	2018	2019
R/C Ratio	4.4 %	2.4 %
Net Operating Cost / Capita	\$13.49	\$19.39
Total Expense / Passenger	\$30.18	\$22.10
Total Expense / Eligible Passenger	\$31.62	\$31.07
Transportation Expense / Passenger		
Dedicated Service	-	\$22.10
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	\$37.72

Operating

Registrants / Capita	0.0453	0.0363
Passengers / Capita	0.4675	0.8987
Passengers / Registrants	10.31	24.73
Passengers / Revenue Hour (Dedicated Service)	-	1.71
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

Brant County, ON

Subsidized Transportation Program

Contact	Sheena Yarek	Population Served:	37,000
Title	Supervisor, Public Transit & Accessibility Services	Service Area (km²):	843.3
Telephone	519-442-1818	Main Community Served:	County of Brant
Email	sheena.yarek@brant.ca	Other Communities Served:	

ACTIVE REGISTRANTS

Ambulatory	442		
Non-Ambulatory	258	Attendants	0
Other	0	Companions	0
Total	700	Total	0

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
Available to any person with a permanent or temporary disability and that is a resident or visitor of the County of Brant.

Method of Determination	
☐ Internal Assessment	☒ Paper Application
☐ External Contract	☒ Healthcare Professional
☐ Committee	☐ 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:

Program users book their rides directly with taxi company by 1:00pm the day before. Users pay the drive the flat rate, this is subtracted from the metered rate and the County of Brant is then billed 60% of the remaining cost.

FARE STRUCTURE

Effective Date: 2015-02-01

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

SERVICE HOURS / SCHEDULING

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

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

We do not track if companions or support persons accompany program user. In 2019 we launched an on-demand microtransit service. Many trips for specialized transit were displaced onto the microtransit service.

PASSENGER DATA

Dedicated Service	2018	2019
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	5,016	-
Non-Ambulatory	3,344	-
Total	8,360	6,940
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	8,360	6,940
Total Support Person Trips	-	-
Total Trips	8,360	6,940

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	8,360	6,940
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	8,360	6,940
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2018	2019
Administration	\$50,050	\$66,012
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$115,608	\$102,810
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$165,658	\$168,822

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$71,400	\$57,210
Other Revenue	-	-
Total Revenue	\$71,400	\$57,210

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$165,658	\$168,822
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$237,058	\$271,632

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	2018	2019
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	-	-
Revenue Vehicle Hours	-	-
Total Vehicle Hours	-	-
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	118,000	96,313
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	2018	2019
R/C Ratio	43.1 %	33.9 %
Net Operating Cost / Capita	\$2.55	\$3.02
Total Expense / Passenger	\$19.82	\$24.33
Total Expense / Eligible Passenger	\$19.82	\$24.33
Transportation Expense / Passenger		
Dedicated Service	-	-
Non-Dedicated Service	\$13.83	\$14.81
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0197	0.0189
Passengers / Capita	0.2259	0.1876
Passengers / Registrants	11.48	9.91
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

Brantford, ON

Brantford Lift

Contact Elisabeth van der Made
 Title Manager of Transit
 Telephone 519-759-4150 X5894
 Email evandermade@brantford.ca

Population Served: 104,113
 Service Area (km²): 102.4
 Main Community Served: Brantford
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	1,521		
Non-Ambulatory	1,318	Attendants	0
Other	0	Companions	0
Total	2,839	Total	0

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
 Unable to board or use conventional transit.

Method of Determination

☒ Internal Assessment	☒ Paper Application
☐ External Contract	☒ Healthcare Professional
☐ Committee	☐ 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	\$2.45	-	-	-	

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	2018	2019
Ambulatory	28,034	28,975
Non-Ambulatory	22,630	20,204
Total	50,664	49,179
Attendants	5,211	4,878
Companions	-	980
Other	-	-
Total	5,211	5,858
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	50,664	49,179
Total Support Person Trips	5,211	5,858
Total Trips	55,875	55,037

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	29,167	30,024
Reservation	26,263	24,729
On-Demand/Day-of	445	284
Total Trips Requested	61,411	68,929
Cancelled in Advance	8,236	11,682
Cancelled Late	467	5,692
No-Shows	752	765
Cancelled at Door	426	535

OPERATING EXPENSES

	2018	2019
Administration	\$22,769	\$27,705
Transportation Operations		
Internal Dedicated Service	\$1,268,859	\$1,318,486
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$246,777	\$302,168
Fuel and Energy Consumption	\$134,831	\$132,255
Total Operating Expenses	\$1,673,236	\$1,780,613

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$102,056	\$99,039
Other Revenue	-	-
Total Revenue	\$102,056	\$99,039

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$72,057	\$71,920
Municipal Operating Contributions	\$1,499,123	\$1,609,655
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$1,673,236	\$1,780,613

CAPITAL EXPENSES

Vehicle Purchase	\$494,612	\$130,089
Debt Servicing	-	\$6
Other	-	-
Total Capital Expenses	\$494,612	\$130,095

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	\$406,007	\$130,089
Provincial Capital Contributions	\$44,303	-
Municipal Capital Contributions	\$44,303	-
Other Capital Contributions	-	-
Total Capital Funding	\$494,612	\$130,089

OPERATING STATISTICS

Dedicated Service	2018	2019
Revenue Vehicle Kilometres	339,698	348,830
Total Vehicle Kilometres	339,698	348,830
Revenue Vehicle Hours	23,434	23,007
Total Vehicle Hours	23,434	23,007
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	\$27.30	2019-07-07	ATU Local 685
Reservation Clerks	-		
Dispatchers	\$27.30	2019-07-07	ATU Local 685
Mechanics	\$37.12	2019-07-07	ATU Local 685

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

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
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	2018	2019
R/C Ratio	6.1 %	5.6 %
Net Operating Cost / Capita	\$15.79	\$16.15
Total Expense / Passenger	\$29.95	\$32.35
Total Expense / Eligible Passenger	\$33.03	\$36.21
Transportation Expense / Passenger		
Dedicated Service	\$29.54	\$31.85
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$70.43	\$76.19

Operating

Registrants / Capita	0.0270	0.0273
Passengers / Capita	0.5615	0.5286
Passengers / Registrants	20.81	19.39
Passengers / Revenue Hour (Dedicated Service)	2.38	2.39
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	6.08	6.34
Average Speed (Dedicated Service)	14.50	15.16

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	461		
Non-Ambulatory	553	Attendants	597
Other	0	Companions	0
Total	1,014	Total	597

ADVISORY COMMITTEE

Organization

☐ Internal
☐ External

Mandate

☐ Policy
☐ Recommendation
☐ Decision Making
☐ Other

ELIGIBILITY CRITERIA

Description

A rider must be cognitively or physically unable to use Conventional (Urban) Transit service in order to be eligible for Para (Specialized) transit

Method of Determination

☐ Internal Assessment	☒ Paper Application
☐ External Contract	☒ Healthcare Professional
☐ Committee	☐ 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	-	-	-	-	
Child	☒	-	-	-	-	-	0-5
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☐	-	-	-	-	-	
Companion	☐	\$2.25	-	-	-	-	
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

PASSENGER DATA

Dedicated Service	2018	2019
Ambulatory	6,760	7,283
Non-Ambulatory	4,688	4,261
Total	11,448	11,544
Attendants	1,434	1,485
Companions	-	-
Other	-	-
Total	1,434	1,485
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	11,448	11,544
Total Support Person Trips	1,434	1,485
Total Trips	12,882	13,029

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	5,293	4,221
Reservation	5,371	6,163
On-Demand/Day-of	784	1,160
Total Trips Requested	13,546	13,640
Cancelled in Advance	1,928	1,914
Cancelled Late	-	-
No-Shows	170	182
Cancelled at Door	-	-

OPERATING EXPENSES

	2018	2019
Administration	\$12,215	\$12,668
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$430,205	\$406,438
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$442,420	\$419,106

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$20,469	\$18,859
Other Revenue	\$31,327	\$28,773
Total Revenue	\$51,796	\$47,632

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$44,609	\$42,495
Municipal Operating Contributions	\$346,015	\$328,979
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$442,420	\$419,106

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	2018	2019
Revenue Vehicle Kilometres	59,511	97,573
Total Vehicle Kilometres	59,511	97,573
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	2018	2019
R/C Ratio	11.7 %	11.4 %
Net Operating Cost / Capita	\$17.86	\$16.99
Total Expense / Passenger	\$34.34	\$32.17
Total Expense / Eligible Passenger	\$38.65	\$36.31
Transportation Expense / Passenger		
Dedicated Service	\$33.40	\$31.19
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0626	0.0737
Passengers / Capita	0.5890	0.5957
Passengers / Registrants	9.41	8.09
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	4.62	7.49
Average Speed (Dedicated Service)	-	-

Burlington, ON

Burlington Transit

Contact Shannon Cole
 Title Business Services Coordinator
 Telephone 905-335-7869 x7449
 Email shannon.cole@burlington.ca

Population Served: 179,236
 Service Area (km²): 97.8
 Main Community Served: Burlington
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	673		
Non-Ambulatory	364	Attendants	187
Other	0	Companions	1
Total	1,037	Total	188

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description

Outlined by the Accessibility for Ontarians with Disabilities Act (AODA). Categories of Applicant Eligibility are as follows:

- Unconditional – A person with a disability that prevents them from using conventional transportation services.
- Temporary – A person with a temporary disability that prevents them from using conventional transportation services.
- Conditional – A person with a disability where environmental or physical barriers limit their ability to consistently use conventional transportation services.

Method of Determination

☐ Internal Assessment	☐ Paper Application
☐ External Contract	☐ Healthcare Professional
☐ Committee	☐ 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: 2019-05-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.50	\$2.75	\$2.75	\$2.75	\$100.00	
Child	☐	\$3.50	\$1.90	\$1.90	\$1.90	\$40.00	6-12
Student	☐	\$3.50	\$1.90	\$1.90	\$1.90	\$75.00	13-19 (Youth)
Senior	☐	\$3.50	\$1.90	\$1.90	-	\$61.00	65+
Attendant	☐	-	-	-	-	-	
Companion	☐	\$3.50	-	-	-	-	

Other: Seniors Free weekdays 9:30 am to 2:30 pm (Free65 Pilot) started May/2019

SERVICE HOURS / SCHEDULING

Monday	04:25 to 01:30	Friday	04:25 to 01:30
Tuesday	04:25 to 01:30	Saturday	06:25 to 01:30
Wednesday	04:25 to 01:30	Sunday	07:15 to 22:20
Thursday	04:25 to 01:30	Holiday	07:15 to 19:20

Other:

Advanced Booking Notice (days): 14

Minimum Notice for Reservation (hours): 48

Booking Method: Call in, book online, IVR

REMARKS

In Q1 2020, Burlington Transit conducted a data cleanup of the Specialized Transit dispatch software database to ensure the data being reported is accurate, consistent, and up to date with reporting logic. This will account for the significant change in 'active registrants' and 'support person' counts, as there were duplicate records being reported and inactive clients unaccounted for in the old reporting system.

PASSENGER DATA

Dedicated Service	2018	2019
Ambulatory	32,699	33,021
Non-Ambulatory	14,044	14,561
Total	46,743	47,582
Attendants	-	2,712
Companions	-	1,476
Other	-	-
Total	-	4,188
Non-Dedicated Service		
Ambulatory	-	3,474
Non-Ambulatory	-	87
Total	-	3,561
Attendants	-	76
Companions	-	122
Other	-	-
Total	-	198
Total Eligible Passenger Trips	46,743	51,143
Total Support Person Trips	2,767	4,386
Total Trips	49,510	55,529

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	30,487
Reservation	-	19,258
On-Demand/Day-of	-	1,272
Total Trips Requested	-	67,824
Cancelled in Advance	-	7,198
Cancelled Late	-	5,319
No-Shows	-	1,134
Cancelled at Door	-	440

OPERATING EXPENSES

	2018	2019
Administration	\$188,949	\$184,694
Transportation Operations		
Internal Dedicated Service	\$1,249,894	\$1,469,148
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$317,211	\$167,350
Fuel and Energy Consumption	\$134,020	\$123,962
Total Operating Expenses	\$1,890,074	\$1,945,154

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$72,113	\$53,056
Other Revenue	-	-
Total Revenue	\$72,113	\$53,056
Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$1,817,961	\$1,971,439
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$1,890,074	\$2,024,496

CAPITAL EXPENSES

Vehicle Purchase	-	\$908,578
Debt Servicing	-	-
Other	\$193,324	\$11,825
Total Capital Expenses	\$193,324	\$920,403

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	\$89,822	\$394,898
Provincial Capital Contributions	\$56,406	\$281,299
Municipal Capital Contributions	\$104	\$244,207
Other Capital Contributions	\$46,992	-
Total Capital Funding	\$193,324	\$920,403

OPERATING STATISTICS

Dedicated Service	2018	2019
Revenue Vehicle Kilometres	227,186	454,470
Total Vehicle Kilometres	227,186	454,470
Revenue Vehicle Hours	8,645	27,587
Total Vehicle Hours	8,645	27,587
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	11	4
Reservation Clerks	2	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	1	-
General Administration	-	-
Other	1	-
Total	15	4

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$29.58	2019-07-01	CUPE 2723
Reservation Clerks	-		
Dispatchers	-		
Mechanics	\$36.40	2019-07-01	CUPE 2723
Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	1	-	1	3
Vans	2	-	2	3
Small Buses	11	-	5	10
Low-floor	-	-	-	-
Other	-	-	-	-
Total	14	-		

Vehicle Ownership: Burlington Transit

Vehicle Maintenance: Burlington Transit

INDICATORS

Financial	2018	2019
R/C Ratio	3.8 %	2.7 %
Net Operating Cost / Capita	\$10.14	\$10.56
Total Expense / Passenger	\$38.18	\$35.03
Total Expense / Eligible Passenger	\$40.44	\$38.03
Transportation Expense / Passenger		
Dedicated Service	\$36.39	\$34.01
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$196.78	\$63.81
Operating		
Registrants / Capita	0.0502	0.0068
Passengers / Capita	0.2762	0.3098
Passengers / Registrants	5.50	45.33
Passengers / Revenue Hour (Dedicated Service)	5.41	1.88
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	4.86	8.78
Average Speed (Dedicated Service)	26.28	16.47

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	280		
Non-Ambulatory	0	Attendants	618
Other	0	Companions	0
Total	280	Total	618

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
 All Caledon seniors 60+ and individuals age 16 + with visible and invisible disabilities including physical, sensory, cognitive or mental health related

Method of Determination	
☐ Internal Assessment	☒ Paper Application
☐ External Contract	☒ Healthcare Professional
☐ Committee	☐ 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	☐	-	-	-	-	-	different fee for different destinations
Attendant	☐	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other: Fee \$4.00 within Caledon/ Brampton \$10.00/Mississauga \$20.00

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 18:00
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

PASSENGER DATA

Dedicated Service	2018	2019
Ambulatory	14,635	25,127
Non-Ambulatory	-	-
Total	14,635	25,127
Attendants	-	618
Companions	-	-
Other	-	-
Total	-	618
Non-Dedicated Service		
Ambulatory	6,056	-
Non-Ambulatory	-	-
Total	6,056	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	20,691	25,127
Total Support Person Trips	-	618
Total Trips	20,691	25,745

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	20,671	18,091
Reservation	-	7,036
On-Demand/Day-of	20	-
Total Trips Requested	20,691	28,091
Cancelled in Advance	1,840	2,578
Cancelled Late	1,840	-
No-Shows	43	225
Cancelled at Door	65	15

OPERATING EXPENSES

	2018	2019
Administration	\$94,520	\$97,109
Transportation Operations		
Internal Dedicated Service	\$477,840	\$555,712
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$136,581	\$136,123
Fuel and Energy Consumption	\$61,099	\$61,812
Total Operating Expenses	\$770,040	\$850,756

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$106,935	\$116,448
Other Revenue	\$1,388	-
Total Revenue	\$108,323	\$116,448

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$566,747	\$602,551
Municipal Operating Contributions	\$94,970	\$19,354
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$770,040	\$738,353

CAPITAL EXPENSES

Vehicle Purchase	\$68,830	\$197,513
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$68,830	\$197,513

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	\$68,830	\$197,513
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	\$68,830	\$197,513

OPERATING STATISTICS

Dedicated Service	2018	2019
Revenue Vehicle Kilometres	388,369	416,336
Total Vehicle Kilometres	388,369	416,336
Revenue Vehicle Hours	16,534	18,283
Total Vehicle Hours	16,534	18,283
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	143,941	126,353
Total Vehicle Hours	4,662	4,201

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	16
Reservation Clerks	-	3
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	2
Other	-	-
Total	-	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	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	1	-	3
Minivans	2	-	1	3
Vans	2	1	1	3
Small Buses	8	-	3	10
Low-floor	-	-	-	-
Other	-	-	-	-
Total	12	2		

Vehicle Ownership: Agency CCS

Vehicle Maintenance: Agency CCS

INDICATORS

Financial	2018	2019
R/C Ratio	14.1 %	13.7 %
Net Operating Cost / Capita	\$9.95	\$11.04
Total Expense / Passenger	\$37.22	\$33.05
Total Expense / Eligible Passenger	\$37.22	\$33.86
Transportation Expense / Passenger		
Dedicated Service	\$46.16	\$29.27
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$40.86	\$41.22

Operating

Registrants / Capita	0.0132	0.0135
Passengers / Capita	0.3111	0.3871
Passengers / Registrants	23.54	28.67
Passengers / Revenue Hour (Dedicated Service)	0.89	1.41
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	26.54	16.17
Average Speed (Dedicated Service)	23.49	22.77

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

ADVISORY COMMITTEE

OrganizationMandate

☐ Internal

☐ External

☐ Policy

☐ Recommendation

☐ Decision Making

☐ Other

ELIGIBILITY CRITERIA

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: 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	2018	2019
Ambulatory	-	-
Non-Ambulatory	-	-
Total	5,085	5,121
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	5,085	5,121
Total Support Person Trips	-	-
Total Trips	5,085	5,121

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

	2018	2019
Administration	\$20,409	\$20,395
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$43,577	\$46,969
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$4,659	\$25,526
Fuel and Energy Consumption	\$4,144	\$3,785
Total Operating Expenses	\$72,789	\$96,675

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$16,055	\$14,601
Other Revenue	-	-
Total Revenue	\$16,055	\$14,601

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$17,547	\$17,547
Municipal Operating Contributions	\$39,187	\$64,527
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$72,789	\$96,675

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	2018	2019
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	-	-
Revenue Vehicle Hours	1,500	1,300
Total Vehicle Hours	1,500	1,300
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	\$33.92	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	2018	2019
R/C Ratio	22.1 %	15.1 %
Net Operating Cost / Capita	\$28.89	\$41.79
Total Expense / Passenger	\$14.31	\$18.88
Total Expense / Eligible Passenger	\$14.31	\$18.88
Transportation Expense / Passenger		
Dedicated Service	\$10.30	\$14.90
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$34.92	\$58.68

Operating

Registrants / Capita	-	-
Passengers / Capita	2.5891	2.6074
Passengers / Registrants	-	-
Passengers / Revenue Hour (Dedicated Service)	3.39	3.94
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	979		
Non-Ambulatory	689	Attendants	692
Other	0	Companions	0
Total	1,668	Total	692

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
 Unable to use conventional public transit. Must be approved by health care professional.

Method of Determination	
☐ Internal Assessment	☒ Paper Application
☐ External Contract	☒ Healthcare Professional
☐ Committee	☐ 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	-	-	-	\$60.00	
Child	☐	\$3.00	-	-	-	-	
Student	☐	\$3.00	-	-	-	-	
Senior	☐	\$3.00	-	-	-	-	
Attendant	☐	-	-	-	-	-	rider needs assistance to travel
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	2018	2019
Ambulatory	10,865	10,053
Non-Ambulatory	15,889	15,385
Total	26,754	25,438
Attendants	2,657	1,610
Companions	-	3,044
Other	-	-
Total	2,657	4,654
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	26,754	25,438
Total Support Person Trips	2,657	4,654
Total Trips	29,411	30,092

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	26,754	25,438
On-Demand/Day-of	-	-
Total Trips Requested	25,390	22,372
Cancelled in Advance	661	723
Cancelled Late	-	-
No-Shows	1,307	1,463
Cancelled at Door	-	-

OPERATING EXPENSES

	2018	2019
Administration	\$10,909	\$10,855
Transportation Operations		
Internal Dedicated Service	-	\$44,521
Contract Dedicated Service	\$543,073	\$565,729
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$553,982	\$621,105

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$82,195	\$77,811
Other Revenue	-	-
Total Revenue	\$82,195	\$77,811

Federal Operating Contributions	-	\$17,570
Provincial Operating Contributions	-	\$26,951
Municipal Operating Contributions	\$471,787	\$498,773
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$553,982	\$621,105

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	2018	2019
Revenue Vehicle Kilometres	142,000	143,000
Total Vehicle Kilometres	142,000	143,000
Revenue Vehicle Hours	4,446	6,000
Total Vehicle Hours	4,446	6,000
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	-
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	2018	2019
R/C Ratio	14.8 %	12.5 %
Net Operating Cost / Capita	\$10.48	\$12.07
Total Expense / Passenger	\$18.84	\$20.64
Total Expense / Eligible Passenger	\$20.71	\$24.42
Transportation Expense / Passenger		
Dedicated Service	\$18.47	\$20.28
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$122.15	\$101.71
Operating		
Registrants / Capita	0.0375	0.0524
Passengers / Capita	0.6536	0.6687
Passengers / Registrants	17.44	12.75
Passengers / Revenue Hour (Dedicated Service)	6.62	5.02
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	4.83	4.75
Average Speed (Dedicated Service)	31.94	23.83

Cobourg, ON

Cobourg Transit

Contact	Renee Champagne	Population Served:	19,440
Title	Engineering and Public Transit Administrator	Service Area (km²):	13.0
Telephone	905-372-4555	Main Community Served:	Cobourg
Email	rchampagne@cobourg.ca	Other Communities Served:	

ACTIVE REGISTRANTS

Ambulatory	92		
Non-Ambulatory	532	Attendants	231
Other	0	Companions	0
Total	624	Total	231

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description	Method of Determination
☒ Internal Assessment	☒ Paper Application
☐ External Contract	☒ Healthcare Professional
☐ Committee	☐ 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	☒	-	\$1.60	-	-	\$25.00	0-5
Student	☐	-	\$1.60	-	-	\$50.00	
Senior	☐	-	\$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: May 1 Council approved an extension to service: Mon-Fri, Sat and Sun until 11 pm

Advanced Booking Notice (days): 30

Minimum Notice for Reservation (hours): 24

Booking Method: Telephone

REMARKS

PASSENGER DATA

Dedicated Service	2018	2019
Ambulatory	-	-
Non-Ambulatory	-	-
Total	8,393	9,577
Attendants	288	924
Companions	-	45
Other	-	-
Total	288	969
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	8,393	9,577
Total Support Person Trips	288	969
Total Trips	8,681	10,546

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	10,899	13,287
Cancelled in Advance	1,328	1,915
Cancelled Late	32	1,113
No-Shows	939	556
Cancelled at Door	101	-

OPERATING EXPENSES

	2018	2019
Administration	-	-
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$175,688	\$206,665
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$175,688	\$206,665

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$16,786	\$26,862
Other Revenue	-	-
Total Revenue	\$16,786	\$26,862

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$158,902	\$179,803
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$175,688	\$206,665

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	\$63,302	-
Total Capital Expenses	\$63,302	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	\$31,651	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	\$31,651	-
Other Capital Contributions	-	-
Total Capital Funding	\$31,651	-

OPERATING STATISTICS

Dedicated Service	2018	2019
Revenue Vehicle Kilometres	49,986	42,317
Total Vehicle Kilometres	49,986	42,317
Revenue Vehicle Hours	4,367	5,285
Total Vehicle Hours	4,367	5,285
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	2018	2019
R/C Ratio	9.6 %	13.0 %
Net Operating Cost / Capita	\$8.58	\$9.25
Total Expense / Passenger	\$20.24	\$19.60
Total Expense / Eligible Passenger	\$20.93	\$21.58
Transportation Expense / Passenger		
Dedicated Service	\$20.24	\$19.60
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$40.23	\$39.10
Operating		
Registrants / Capita	0.0394	0.0440
Passengers / Capita	0.4688	0.5425
Passengers / Registrants	11.89	12.33
Passengers / Revenue Hour (Dedicated Service)	1.99	2.00
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	5.76	4.01
Average Speed (Dedicated Service)	11.45	8.01

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	103		
Non-Ambulatory	29	Attendants	0
Other	0	Companions	0
Total	132	Total	0

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
 Individuals who are physically unable to climb or descend steps used on Public Transit Facilities or walk a distance of 175 metres.

Method of Determination	
☒ Internal Assessment	☒ Paper Application
☐ External Contract	☒ Healthcare Professional
☐ Committee	☐ 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	2018	2019
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	5,782	6,506
Non-Ambulatory	1,108	877
Total	6,857	7,383
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	6,857	7,383
Total Support Person Trips	-	-
Total Trips	6,857	7,383

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	6,857	7,383
Total Trips Requested	6,857	7,383
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2018	2019
Administration	\$14,831	\$15,415
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$66,257	\$77,031
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$906	\$667
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$81,994	\$93,113

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$39,760	\$43,340
Other Revenue	-	-
Total Revenue	\$39,760	\$43,340

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$31,812	\$38,940
Municipal Operating Contributions	\$10,422	\$10,833
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$81,994	\$93,113

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	2018	2019
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	2018	2019
R/C Ratio	48.5 %	46.6 %
Net Operating Cost / Capita	\$7.94	\$9.35
Total Expense / Passenger	\$11.96	\$12.61
Total Expense / Eligible Passenger	\$11.96	\$12.61
Transportation Expense / Passenger		
Dedicated Service	-	-
Non-Dedicated Service	\$9.66	\$10.43
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0242	0.0248
Passengers / Capita	1.2887	1.3875
Passengers / Registrants	53.16	55.93
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

Collingwood, ON

Canadian Red Cross

Contact Fadia Abboud
 Title Assistant Manager
 Telephone 705-721-3313 x5229
 Email fadia.abboud@redcross.ca

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

ACTIVE REGISTRANTS

Ambulatory	254		
Non-Ambulatory	67	Attendants	0
Other	0	Companions	25
Total	321	Total	25

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
 Cognitive, Age, Physical, Sensory

Method of Determination

☒ Internal Assessment	☒ Paper Application
☐ External Contract	☐ Healthcare Professional
☐ Committee	☐ 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): 24

Booking Method: bookings by client

REMARKS

PASSENGER DATA

Dedicated Service	2018	2019
Ambulatory	3,604	4,943
Non-Ambulatory	2,984	1,455
Total	6,588	6,398
Attendants	-	-
Companions	-	324
Other	-	-
Total	-	324
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	6,588	6,398
Total Support Person Trips	-	324
Total Trips	6,588	6,722

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	8,534	3,978
Reservation	-	2,325
On-Demand/Day-of	-	95
Total Trips Requested	8,534	9,020
Cancelled in Advance	1,658	2,618
Cancelled Late	14	-
No-Shows	74	-
Cancelled at Door	89	4

OPERATING EXPENSES

	2018	2019
Administration	\$38,948	\$34,467
Transportation Operations		
Internal Dedicated Service	\$85,290	\$113,050
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$16,381	\$7,461
Fuel and Energy Consumption	\$7,948	\$11,026
Total Operating Expenses	\$148,567	\$166,004

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$10,211	\$11,421
Other Revenue	-	-
Total Revenue	\$10,211	\$11,421

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$134,851	\$154,583
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$145,062	\$166,004

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	2018	2019
Revenue Vehicle Kilometres	37,417	30,569
Total Vehicle Kilometres	37,417	33,868
Revenue Vehicle Hours	3,240	2,693
Total Vehicle Hours	3,240	2,903
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	6
Low-floor	-	-	-	-
Other	-	-	-	-
Total	2	-		

Vehicle Ownership: Town of Collingwood

Vehicle Maintenance: Canadian Red Cross

INDICATORS

Financial	2018	2019
R/C Ratio	6.9 %	6.9 %
Net Operating Cost / Capita	\$6.59	\$7.36
Total Expense / Passenger	\$22.55	\$24.70
Total Expense / Eligible Passenger	\$22.55	\$25.95
Transportation Expense / Passenger		
Dedicated Service	\$16.64	\$19.57
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$33.83	\$45.31
Operating		
Registrants / Capita	0.0160	0.0165
Passengers / Capita	0.3137	0.3201
Passengers / Registrants	19.67	19.43
Passengers / Revenue Hour (Dedicated Service)	2.03	2.50
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	5.68	4.55
Average Speed (Dedicated Service)	11.55	11.35

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	854		
Non-Ambulatory	699	Attendants	163
Other	0	Companions	70
Total	1,553	Total	233

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
 Physical - Not able to walk to bus
 Step and Cognitive

Method of Determination

☐ Internal Assessment	☒ Paper Application
☐ External Contract	☒ Healthcare Professional
☐ Committee	☐ 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: 2019-05-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.00	\$2.50	-	-	\$65.00	18-64
Child	☒	-	-	-	-	-	5 and under
Student	☐	\$3.00	\$2.50	-	-	\$53.00	6 to 17 & adult students
Senior	☐	\$3.00	\$2.50	-	-	\$46.00	65+
Attendant	☒	-	-	-	-	-	12+
Companion	☐	\$3.00	-	-	-	\$46.00	

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	2018	2019
Ambulatory	14,331	19,232
Non-Ambulatory	12,207	9,533
Total	26,538	28,765
Attendants	3,052	3,148
Companions	1,303	1,377
Other	-	-
Total	4,355	4,525

Non-Dedicated Service

Ambulatory	2,662	2,137
Non-Ambulatory	-	-
Total	2,662	2,137
Attendants	91	92
Companions	18	12
Other	-	-
Total	109	104

Total Eligible Passenger Trips **29,200** **30,902**

Total Support Person Trips **4,464** **4,629**

Total Trips **33,664** **35,531**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	17,993	12,052
Reservation	-	-
On-Demand/Day-of	8,545	18,850
Total Trips Requested	37,951	35,504
Cancelled in Advance	3,493	3,915
Cancelled Late	-	41
No-Shows	552	646
Cancelled at Door	-	-

OPERATING EXPENSES

	2018	2019
Administration	\$299,141	\$279,048
Transportation Operations		
Internal Dedicated Service	\$636,974	\$786,320
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$24,031	\$21,535
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$286,145	\$207,562
Fuel and Energy Consumption	\$66,473	\$52,396
Total Operating Expenses	\$1,312,764	\$1,346,861

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$105,036	\$112,027
Other Revenue	\$76,771	-
Total Revenue	\$181,807	\$112,027

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$300,539	\$219,500
Municipal Operating Contributions	\$830,691	\$1,015,334
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$1,313,034	\$1,346,861

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	\$61,693	\$132,109
Other	-	-
Total Capital Expenses	\$61,693	\$132,109

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	\$61,693	\$132,109
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	\$61,693	\$132,109

OPERATING STATISTICS

Dedicated Service	2018	2019
Revenue Vehicle Kilometres	175,890	150,366
Total Vehicle Kilometres	175,890	150,366
Revenue Vehicle Hours	12,742	12,742
Total Vehicle Hours	12,742	12,742

Non-Dedicated Service

Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	8,344	11,952
Total Vehicle Hours	5,150	561

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	\$27.73	2019-01-01	ATU Local 946
Reservation Clerks	\$23.78	2018-10-01	CUPE Local 3251
Dispatchers	\$34.75	2019-01-01	Non -Union
Mechanics	\$27.59	2019-04-01	CUPE Local 234

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: The City of Cornwall

Vehicle Maintenance: The City of Cornwall

INDICATORS

Financial	2018	2019
R/C Ratio	13.9 %	8.3 %
Net Operating Cost / Capita	\$24.41	\$26.65
Total Expense / Passenger	\$39.00	\$37.91
Total Expense / Eligible Passenger	\$44.96	\$43.58
Transportation Expense / Passenger		
Dedicated Service	\$32.03	\$31.43
Non-Dedicated Service	\$8.67	\$9.61
Transportation Expense / Hour (Dedicated Service)	\$77.66	\$82.11

Operating

Registrants / Capita	0.0395	0.0385
Passengers / Capita	0.7265	0.7667
Passengers / Registrants	18.41	19.89
Passengers / Revenue Hour (Dedicated Service)	2.42	2.61
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	5.69	4.52
Average Speed (Dedicated Service)	13.80	11.80

Cramahe, ON

Community Care Northumberland Specialized Transportation

Contact	Bobby-Jo Preston	Population Served:	35,052
Title	Manager of Transportation	Service Area (km²):	1,282.6
Telephone	1-866-768-7778	Main Community Served:	Northumberland County
Email	bj.preston@commcare.ca	Other Communities Served:	Cramahe, Alnwick/Haldimand, Hamilton

ACTIVE REGISTRANTS

Ambulatory	134		
Non-Ambulatory	11	Attendants	6
Other	0	Companions	2
Total	145	Total	8

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description

Method of Determination

☒ Internal Assessment	☒ Paper Application
☐ External Contract	☐ Healthcare Professional
☐ Committee	☐ Other

DEDICATED SERVICE

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

NON-DEDICATED SERVICE

Operated By:	☐ Taxi
	☐ Rideshare Service
	☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2008-11-08

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

Other:

SERVICE HOURS / SCHEDULING

Monday	08:00 to 17:30	Friday	08:00 to 17:30
Tuesday	08:00 to 17:30	Saturday	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	2018	2019
Ambulatory	4,255	6,331
Non-Ambulatory	398	160
Total	4,653	6,491
Attendants	19	6
Companions	13	2
Other	-	-
Total	32	8
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	4,653	6,491
Total Support Person Trips	32	8
Total Trips	4,685	6,499

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	2,792	2,723
Reservation	1,396	1,815
On-Demand/Day-of	465	905
Total Trips Requested	5,920	6,941
Cancelled in Advance	380	348
Cancelled Late	506	321
No-Shows	132	252
Cancelled at Door	245	125

OPERATING EXPENSES

	2018	2019
Administration	\$12,949	\$17,870
Transportation Operations		
Internal Dedicated Service	\$129,671	\$128,265
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$3,980	\$4,952
Fuel and Energy Consumption	\$20,500	\$21,960
Total Operating Expenses	\$167,100	\$173,047

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$21,800	\$21,331
Other Revenue	\$500	-
Total Revenue	\$22,300	\$21,331

Federal Operating Contributions	-	\$86,116
Provincial Operating Contributions	\$124,100	\$17,232
Municipal Operating Contributions	\$21,000	\$48,368
Other Operating Contributions	\$22,000	-
Total Operating Revenues and Funding	\$189,400	\$173,047

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	2018	2019
Revenue Vehicle Kilometres	99,899	73,159
Total Vehicle Kilometres	135,921	126,378
Revenue Vehicle Hours	2,458	1,920
Total Vehicle Hours	3,328	3,109
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	6
Reservation Clerks	1	-
Dispatchers	1	-
Other Transport Operations	1	-
Mechanics	-	-
General Administration	-	1
Other	1	-
Total	4	7

UNION AFFILIATION & TOP WAGES

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

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$16.24	2019-01-04	
Reservation Clerks	\$17.85	2019-01-04	
Dispatchers	\$19.25	2019-01-04	
Mechanics	-		

VEHICLE DATA

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

Vehicle Ownership: Community Care Northumberland
 Vehicle Maintenance: Community Care Northumberland

INDICATORS

Financial	2018	2019
R/C Ratio	13.4 %	12.3 %
Net Operating Cost / Capita	\$4.13	\$4.33
Total Expense / Passenger	\$35.67	\$26.63
Total Expense / Eligible Passenger	\$35.91	\$26.66
Transportation Expense / Passenger		
Dedicated Service	\$32.90	\$23.88
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$46.32	\$49.91
Operating		
Registrants / Capita	0.0040	0.0044
Passengers / Capita	0.1337	0.1854
Passengers / Registrants	33.46	42.48
Passengers / Revenue Hour (Dedicated Service)	1.91	3.38
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	21.32	11.26
Average Speed (Dedicated Service)	40.64	38.10

Dryden, ON

MyLift

Contact Nicole Gale
 Title Manager
 Telephone 807-223-1425 x5
 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	51		
Non-Ambulatory	104	Attendants	15
Other	0	Companions	12
Total	155	Total	27

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description	Method of Determination
Must be a senior (55+), low Income, or student. Clients must pre-register for approval to book rides. Third-party bookings/ billings are permitted for medical/ employment/ education/ senior recreation purposes.	☒ 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		\$2.50	-	-	-	-	Priority given for medical rides
Child	☐	\$2.50	-	-	-	-	no car carrier available
Student	☐	\$2.50	-	-	-	-	to or from school only
Senior	☐	\$2.50	-	-	-	-	55+
Attendant	☒	-	-	-	-	-	Specialized need clients
Companion	☐	\$2.50	-	-	-	-	

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: some evenings/ weekend/ special event bookings. Case by case basis

Advanced Booking Notice (days): 1

Minimum Notice for Reservation (hours): 12

Booking Method: by phone and email

REMARKS

Ride service is limited to within Municipal boundaries.

PASSENGER DATA

Dedicated Service	2018	2019
Ambulatory	1,968	3,203
Non-Ambulatory	1,218	1,377
Total	3,186	4,580
Attendants	-	63
Companions	-	-
Other	-	-
Total	-	63
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	3,186	4,580
Total Support Person Trips	-	63
Total Trips	3,186	4,643

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	4,480
Reservation	989	-
On-Demand/Day-of	-	100
Total Trips Requested	4,956	4,942
Cancelled in Advance	221	244
Cancelled Late	-	-
No-Shows	117	118
Cancelled at Door	-	-

OPERATING EXPENSES

	2018	2019
Administration	\$46,743	\$3,127
Transportation Operations		
Internal Dedicated Service	-	\$44,587
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$734	\$4,296
Fuel and Energy Consumption	\$13,107	\$10,667
Total Operating Expenses	\$60,584	\$62,677

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$12,637	\$13,485
Other Revenue	-	-
Total Revenue	\$12,637	\$13,485

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	\$6,671
Municipal Operating Contributions	\$60,584	\$42,521
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$73,221	\$62,677

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	2018	2019
Revenue Vehicle Kilometres	28,363	31,703
Total Vehicle Kilometres	28,459	31,730
Revenue Vehicle Hours	1,939	1,898
Total Vehicle Hours	1,984	2,010
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	-	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	-	1
General Administration	1	-
Other	-	-
Total	1	4

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$19.29	2019-01-01	
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		IBEW

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	2018	2019
R/C Ratio	20.9 %	21.5 %
Net Operating Cost / Capita	\$6.19	\$6.35
Total Expense / Passenger	\$19.02	\$13.50
Total Expense / Eligible Passenger	\$19.02	\$13.68
Transportation Expense / Passenger		
Dedicated Service	\$4.34	\$12.83
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$6.98	\$29.63
Operating		
Registrants / Capita	0.0489	0.0235
Passengers / Capita	0.4111	0.5992
Passengers / Registrants	8.41	25.51
Passengers / Revenue Hour (Dedicated Service)	1.64	2.45
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	8.90	6.83
Average Speed (Dedicated Service)	14.63	16.70

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: 699,460
 Service Area (km²): 2,537.0
 Main Community Served: Durham Region
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	500		
Non-Ambulatory	2,090	Attendants	431
Other	153	Companions	0
Total	2,743	Total	431

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description

As per AODA, eligibility criteria/categories include Unconditional (person with a disability that prevents the person from using conventional transit services), Conditional (person with a disability where environmental or physical barriers limit their ability to consistently use conventional transportation services), and Temporary (person with a temporary disability that prevents them from using conventional transportation services).

Method of Determination

☐ Internal Assessment	☐ Paper Application
☐ External Contract	☐ Healthcare Professional
☐ Committee	☒ Other

DEDICATED SERVICE

Operated By:

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

NON-DEDICATED SERVICE

Operated By:

☒	Taxi
☐	Rideshare Service
☐	Other

Delivery Model:

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

FARE STRUCTURE

Effective Date: 2019-05-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.75	\$3.20	-	-	\$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 \$139 per semester (Fall 2019), GO Fare Integration \$0.80 co-fare with valid GO, Low Income Transit Access Program max \$44.80/mo

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: Xmas Day is reduced service

Advanced Booking Notice (days): 7

Minimum Notice for Reservation (hours): 0

Booking Method: by phone or online with ID and password

REMARKS

we don't have ability to track companions at this time

PASSENGER DATA

Dedicated Service	2018	2019
Ambulatory	73,305	73,598
Non-Ambulatory	37,203	36,241
Total	110,508	109,839
Attendants	-	-
Companions	-	-
Other	11,773	-
Total	11,773	-

Non-Dedicated Service

Ambulatory	45,583	45,902
Non-Ambulatory	23,134	22,501
Total	68,717	68,403
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-

Total Eligible Passenger Trips **179,225** **178,242**

Total Support Person Trips **11,773** **12,547**

Total Trips **190,998** **190,789**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	129,246	101,598
Reservation	87,485	74,862
On-Demand/Day-of	-	1,782
Total Trips Requested	218,575	218,461
Cancelled in Advance	35,019	37,812
Cancelled Late	845	2,185
No-Shows	1,577	2,376
Cancelled at Door	845	2,185

OPERATING EXPENSES

	2018	2019
Administration	\$836,614	\$1,002,555
Transportation Operations		
Internal Dedicated Service	\$4,087,131	\$4,513,207
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$1,641,195	\$1,626,574
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$702,367	\$939,555
Fuel and Energy Consumption	\$339,075	\$312,685
Total Operating Expenses	\$7,606,382	\$8,394,576

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$265,525	\$244,971
Other Revenue	-	-
Total Revenue	\$265,525	\$244,971

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$7,340,857	\$8,149,605
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$7,606,382	\$8,394,576

CAPITAL EXPENSES

Vehicle Purchase	\$909,960	-
Debt Servicing	-	-
Other	\$8,998	\$1,685
Total Capital Expenses	\$918,958	\$1,685

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	\$454,980	-
Municipal Capital Contributions	\$463,978	\$1,685
Other Capital Contributions	-	-
Total Capital Funding	\$918,958	\$1,685

OPERATING STATISTICS

Dedicated Service	2018	2019
Revenue Vehicle Kilometres	1,200,840	980,626
Total Vehicle Kilometres	1,200,840	1,226,031
Revenue Vehicle Hours	49,548	39,984
Total Vehicle Hours	49,548	51,875

Non-Dedicated Service

Accessible Service		
Total Vehicle Kilometres	624,005	613,629
Total Vehicle Hours	27,400	28,133
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	22	12
Reservation Clerks	-	5
Dispatchers	2	2
Other Transport Operations	-	-
Mechanics	-	-
General Administration	5	-
Other	-	-
Total	29	19

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$32.24	2019-03-01	Unifor 222
Reservation Clerks	\$29.48	2019-03-01	Unifor 222
Dispatchers	\$36.00	2019-03-01	Unifor 222
Mechanics	\$40.22	2019-03-01	Unifor 222

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	5
Vans	-	-	-	-
Small Buses	30	-	4	12
Low-floor	-	-	-	-
Other	-	-	-	-
Total	32	-		

Vehicle Ownership: Durham Region

Vehicle Maintenance: Durham Region Transit

INDICATORS

Financial	2018	2019
R/C Ratio	3.5 %	2.9 %
Net Operating Cost / Capita	\$10.72	\$11.65
Total Expense / Passenger	\$39.82	\$44.00
Total Expense / Eligible Passenger	\$42.44	\$47.10
Transportation Expense / Passenger		
Dedicated Service	\$41.94	\$52.49
Non-Dedicated Service	\$23.88	\$23.78
Transportation Expense / Hour (Dedicated Service)	\$103.51	\$111.14

Operating

Registrants / Capita	0.0064	0.0045
Passengers / Capita	0.2788	0.2728
Passengers / Registrants	43.71	60.11
Passengers / Revenue Hour (Dedicated Service)	2.47	2.75
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	9.82	8.93
Average Speed (Dedicated Service)	24.24	24.53

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	68		
Non-Ambulatory	73	Attendants	16
Other	0	Companions	0
Total	141	Total	16

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description Residents that have cognitive, physical or sensory disabilities.

Method of Determination

☐ Internal Assessment	☒ Paper Application
☐ External Contract	☐ Healthcare Professional
☒ Committee	☐ 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: 2020-04-01

	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	2018	2019
Ambulatory	660	754
Non-Ambulatory	430	466
Total	1,090	1,220
Attendants	176	202
Companions	-	-
Other	-	-
Total	176	202
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	1,090	1,220
Total Support Person Trips	176	202
Total Trips	1,266	1,422

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	186	239
Reservation	67	85
On-Demand/Day-of	13	17
Total Trips Requested	266	341
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2018	2019
Administration	\$5,767	\$5,923
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$9,875	\$20,766
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$1,600	\$9,156
Fuel and Energy Consumption	\$2,035	\$1,949
Total Operating Expenses	\$19,277	\$37,794

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$7,555	\$10,786
Other Revenue	-	-
Total Revenue	\$7,555	\$10,786

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	\$6,303
Municipal Operating Contributions	\$11,722	\$20,705
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$19,277	\$37,794

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	2018	2019
Revenue Vehicle Kilometres	2,976	3,994
Total Vehicle Kilometres	3,501	4,699
Revenue Vehicle Hours	417	499
Total Vehicle Hours	491	587
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	\$27.82	2019-01-01	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	2018	2019
R/C Ratio	39.2 %	28.5 %
Net Operating Cost / Capita	\$1.80	\$4.16
Total Expense / Passenger	\$15.23	\$26.58
Total Expense / Eligible Passenger	\$17.69	\$30.98
Transportation Expense / Passenger		
Dedicated Service	\$10.67	\$22.41
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$27.52	\$54.29
Operating		
Registrants / Capita	0.0235	0.0242
Passengers / Capita	0.1948	0.2188
Passengers / Registrants	8.27	9.06
Passengers / Revenue Hour (Dedicated Service)	3.04	2.85
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	2.35	2.81
Average Speed (Dedicated Service)	7.14	8.00

Elliot Lake, ON

Elliot Lake Handi Lift

Contact Helene Godbout
 Title Community Service Coordinator
 Telephone 705-848-2019 x233
 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	114		
Non-Ambulatory	31	Attendants	8
Other	0	Companions	17
Total	145	Total	25

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
 physically unable to board a conventional transit vehicle, or walk a distance of 175 metres (approximately 500 feet)

Method of Determination	
☐ Internal Assessment	☒ Paper Application
☐ External Contract	☒ Healthcare Professional
☐ Committee	☐ 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	-	-	-	\$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	2018	2019
Ambulatory	6,570	6,319
Non-Ambulatory	2,142	2,247
Total	8,712	8,566
Attendants	-	252
Companions	1,422	1,269
Other	-	-
Total	1,422	1,521
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	8,712	8,566
Total Support Person Trips	1,422	1,521
Total Trips	10,134	10,087

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	4,000	6,424
Reservation	4,652	1,874
On-Demand/Day-of	-	268
Total Trips Requested	8,712	9,846
Cancelled in Advance	190	693
Cancelled Late	33	347
No-Shows	108	160
Cancelled at Door	54	80

OPERATING EXPENSES

	2018	2019
Administration	-	-
Transportation Operations		
Internal Dedicated Service	\$148,976	\$152,696
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$13,204	\$2,322
Fuel and Energy Consumption	\$12,468	\$13,116
Total Operating Expenses	\$174,648	\$168,134

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$3,584	\$4,676
Other Revenue	-	-
Total Revenue	\$3,584	\$4,676

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$171,064	\$163,458
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$174,648	\$168,134

CAPITAL EXPENSES

Vehicle Purchase	\$130,324	\$146,941
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$130,324	\$146,941

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	\$65,162	-
Municipal Capital Contributions	\$65,162	\$146,941
Other Capital Contributions	-	-
Total Capital Funding	\$130,324	\$146,941

OPERATING STATISTICS

Dedicated Service	2018	2019
Revenue Vehicle Kilometres	-	36,694
Total Vehicle Kilometres	38,692	36,694
Revenue Vehicle Hours	-	3,640
Total Vehicle Hours	3,640	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	12
Low-floor	1	-	5	17
Other	-	-	-	-
Total	2	-		

Vehicle Ownership: The City of Elliot Lake - 2

Vehicle Maintenance: The City of Elliot Lake

INDICATORS

Financial	2018	2019
R/C Ratio	2.1 %	2.8 %
Net Operating Cost / Capita	\$16.29	\$15.57
Total Expense / Passenger	\$17.23	\$16.67
Total Expense / Eligible Passenger	\$20.05	\$19.63
Transportation Expense / Passenger		
Dedicated Service	\$17.23	\$16.67
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$47.98	\$46.19

Operating

Registrants / Capita	0.0209	0.0162
Passengers / Capita	0.9653	0.9608
Passengers / Registrants	46.27	59.34
Passengers / Revenue Hour (Dedicated Service)	-	2.77
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	3.64
Average Speed (Dedicated Service)	-	10.08

Espanola, ON

Espanola Care Van

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

ACTIVE REGISTRANTS

Ambulatory	220		
Non-Ambulatory	13	Attendants	0
Other	0	Companions	2
Total	233	Total	2

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
Residents age 55 and over
Residents with Disabilities

Method of Determination

☐ Internal Assessment	☒ Paper Application
☐ External Contract	☐ Healthcare Professional
☐ Committee	☐ 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		\$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	2018	2019
Ambulatory	4,848	4,722
Non-Ambulatory	257	301
Total	5,105	5,023
Attendants	-	-
Companions	52	50
Other	-	-
Total	52	50
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	5,105	5,023
Total Support Person Trips	52	50
Total Trips	5,157	5,073

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	5,157	5,023
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	-	-
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2018	2019
Administration	\$5,176	\$5,118
Transportation Operations		
Internal Dedicated Service	\$54,175	\$54,601
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$2,008	\$1,330
Fuel and Energy Consumption	\$6,129	\$5,430
Total Operating Expenses	\$67,488	\$66,479

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$12,892	\$12,558
Other Revenue	-	-
Total Revenue	\$12,892	\$12,558

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$45,137	-
Municipal Operating Contributions	\$9,459	\$53,921
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$67,488	\$66,479

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	2018	2019
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	-	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	1	-
General Administration	-	-
Other	-	-
Total	1	1

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$18.52	2019-01-01	
Reservation Clerks	-		
Dispatchers	-		
Mechanics	\$34.08	2019-01-01	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	2018	2019
R/C Ratio	19.1 %	18.9 %
Net Operating Cost / Capita	\$10.93	\$10.79
Total Expense / Passenger	\$13.09	\$13.10
Total Expense / Eligible Passenger	\$13.22	\$13.23
Transportation Expense / Passenger		
Dedicated Service	\$12.08	\$12.10
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0462	0.0470
Passengers / Capita	1.0322	1.0154
Passengers / Registrants	22.32	21.59
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	Population Served:	30,710
Title	EA to Director, IS and Division Coordinator	Service Area (km²):	168.0
Telephone	905-871-1600 x2401	Main Community Served:	Fort Erie
Email	jpennellajje@forterie.ca	Other Communities Served:	

ACTIVE REGISTRANTS

Ambulatory	143		
Non-Ambulatory	59	Attendants	12
Other	0	Companions	3
Total	202	Total	15

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
Service application completed by a Health Professional, if approved a FAST client number is assigned to the client and, information is provided to the third party contractor for processing.

Method of Determination	
☒ Internal Assessment	☒ Paper Application
☐ External Contract	☒ Healthcare Professional
☐ Committee	☐ 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	-	-	-	-	>5 yrs old
Child	☐	-	-	-	-	-	<5yrs old
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☐	-	-	-	-	-	If required based on Application submitted
Companion	☐	-	-	-	-	-	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	2018	2019
Ambulatory	6,072	7,497
Non-Ambulatory	1,934	2,321
Total	8,006	9,818
Attendants	11	149
Companions	26	219
Other	374	-
Total	411	368
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	8,006	9,818
Total Support Person Trips	411	368
Total Trips	8,417	10,186

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	5,677	6,505
Reservation	2,329	3,224
On-Demand/Day-of	-	89
Total Trips Requested	11,789	13,974
Cancelled in Advance	1,398	3,438
Cancelled Late	1,454	61
No-Shows	94	247
Cancelled at Door	75	410

OPERATING EXPENSES

	2018	2019
Administration	\$10,056	\$21,879
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$305,327	\$302,340
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$26,368	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$341,751	\$324,219

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$12,523	\$24,848
Other Revenue	-	-
Total Revenue	\$12,523	\$24,848

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$153,400	\$152,600
Municipal Operating Contributions	\$175,828	\$146,771
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$341,751	\$324,219

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	2018	2019
Revenue Vehicle Kilometres	56,505	83,612
Total Vehicle Kilometres	85,788	102,789
Revenue Vehicle Hours	1,445	3,854
Total Vehicle Hours	6,606	4,680
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	2	3
Reservation Clerks	1	1
Dispatchers	1	1
Other Transport Operations	-	1
Mechanics	1	-
General Administration	-	1
Other	-	-
Total	5	7

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$17.50	2019-10-01	
Reservation Clerks	\$18.00	2019-10-01	
Dispatchers	\$23.00	2019-10-01	
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$24.00	2019-10-01	
Reservation Clerks	-		
Dispatchers	-		
Mechanics	\$35.00	2019-10-01	

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 Pro-Master Vans

Vehicle Maintenance: BTS Network Inc.

INDICATORS

Financial	2018	2019
R/C Ratio	3.7 %	7.7 %
Net Operating Cost / Capita	\$10.72	\$9.75
Total Expense / Passenger	\$40.60	\$31.83
Total Expense / Eligible Passenger	\$42.69	\$33.02
Transportation Expense / Passenger		
Dedicated Service	\$39.41	\$29.68
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$50.21	\$64.60

Operating

Registrants / Capita	0.0063	0.0071
Passengers / Capita	0.2741	0.3317
Passengers / Registrants	43.39	46.94
Passengers / Revenue Hour (Dedicated Service)	5.82	2.64
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	6.71	8.21
Average Speed (Dedicated Service)	39.10	21.69

Fort Frances, ON

Fort Frances Handi-van

Contact	Aaron Bisson	Population Served:	7,420
Title	Recreation and Culture Manager	Service Area (km²):	7.3
Telephone	807-274-4561 x1717	Main Community Served:	Fort Frances
Email	abisson@fortfrances.ca	Other Communities Served:	

ACTIVE REGISTRANTS

Ambulatory	0		
Non-Ambulatory	0	Attendants	0
Other	1,414	Companions	0
Total	1,414	Total	0

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
Referral from a Doctor

Method of Determination

☐ Internal Assessment	☐ Paper Application
☐ External Contract	☒ Healthcare Professional
☐ Committee	☐ 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: 2019-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.00	-	-	-	-	
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☒	-	-	-	-	-	
Companion	☒	-	-	-	-	-	
Other:	Board of Education \$5.50						

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	2018	2019
Ambulatory	-	-
Non-Ambulatory	8,634	8,430
Total	8,634	8,430
Attendants	4	8
Companions	-	-
Other	-	-
Total	4	8

Non-Dedicated Service

Ambulatory	-	-
Non-Ambulatory	8,635	10,500
Total	8,635	10,500
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-

Total Eligible Passenger Trips	17,269	18,930
Total Support Person Trips	4	8
Total Trips	17,273	18,938

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	8,634	8,430
On-Demand/Day-of	8,635	10,500
Total Trips Requested	17,808	18,930
Cancelled in Advance	539	1,680
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2018	2019
Administration	\$13,433	\$15,439
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$130,475	\$161,257
Contract Non-Dedicated Service	\$22,974	\$28,075
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$7,687	\$13,595
Fuel and Energy Consumption	\$15,663	\$15,471
Total Operating Expenses	\$190,232	\$233,837

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$29,019	\$24,601
Other Revenue	-	-
Total Revenue	\$29,019	\$24,601

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$41,004	\$82,272
Municipal Operating Contributions	\$102,674	\$105,856
Other Operating Contributions	\$17,535	\$21,648
Total Operating Revenues and Funding	\$190,232	\$234,377

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	2018	2019
Revenue Vehicle Kilometres	32,596	32,272
Total Vehicle Kilometres	32,596	32,272
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	2019-01-01	CUPE Local 65

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$23.67	2019-01-01	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	2018	2019
R/C Ratio	15.3 %	10.5 %
Net Operating Cost / Capita	\$21.73	\$28.20
Total Expense / Passenger	\$11.01	\$12.35
Total Expense / Eligible Passenger	\$11.02	\$12.35
Transportation Expense / Passenger		
Dedicated Service	\$17.81	\$22.56
Non-Dedicated Service	\$2.66	\$2.67
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0456	0.1906
Passengers / Capita	2.3279	2.5523
Passengers / Registrants	51.10	13.39
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	3.77	3.82
Average Speed (Dedicated Service)	-	-

Greater Sudbury, ON

Greater Sudbury

Contact Laura Kenyon
 Title Transit Planning Coordinator
 Telephone 705-674-4455 x3039
 Email Laura.kenyon@greatersudbury.ca

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

ACTIVE REGISTRANTS

Ambulatory	1,151		
Non-Ambulatory	903	Attendants	412
Other	0	Companions	564
Total	2,054	Total	976

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description

GOVA Plus is a transit service that provides transportation to persons with disabilities and whose disability prevents them from using the conventional transit system, either all or some of the time.

We provide unconditional eligibility, conditional eligibility and temporary eligibility

Method of Determination

☒ Internal Assessment	☒ Paper Application
☒ External Contract	☐ Healthcare Professional
☐ Committee	☐ 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:

GOVA Plus provider uses Taxi for efficiency and overflow

FARE STRUCTURE

Effective Date: 2019-01-07

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.50	\$2.92	-	-	\$88.00	
Child	☒	-	-	-	-	-	Age 4 or older, under 60"
Student	☐	\$3.50	\$2.50	-	-	\$75.00	
Senior	☐	\$3.50	\$2.50	-	-	\$56.00	65 or older
Attendant	☒	-	-	-	-	-	
Companion	☐	\$3.50	\$2.50	-	-	-	

Other: 31 Monthly Pass - Youth can travel for free with card holder and it is transferrable.

SERVICE HOURS / SCHEDULING

Monday	07:00 to 12:00	Friday	07:00 to 12:00
Tuesday	07:00 to 12:00	Saturday	07:00 to 12:00
Wednesday	07:00 to 12:00	Sunday	07:00 to 12:00
Thursday	07:00 to 12:00	Holiday	07:00 to 12:00

Other:

Advanced Booking Notice (days): 30

Minimum Notice for Reservation (hours): 0

Booking Method: Phone/Email

REMARKS

PASSENGER DATA

Dedicated Service	2018	2019
Ambulatory	57,274	53,963
Non-Ambulatory	40,392	41,579
Total	97,666	95,542
Attendants	7,748	7,243
Companions	3,524	3,574
Other	-	-
Total	11,272	10,817
Non-Dedicated Service		
Ambulatory	18,648	25,008
Non-Ambulatory	-	-
Total	18,648	25,008
Attendants	440	820
Companions	293	492
Other	-	-
Total	733	1,312
Total Eligible Passenger Trips	116,314	120,549
Total Support Person Trips	12,005	12,129
Total Trips	128,319	132,678

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	61,664	63,061
Reservation	53,945	56,348
On-Demand/Day-of	705	1,141
Total Trips Requested	145,391	148,998
Cancelled in Advance	11,205	11,587
Cancelled Late	-	-
No-Shows	5,867	4,732
Cancelled at Door	-	-

OPERATING EXPENSES

	2018	2019
Administration	\$227,117	\$232,723
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$2,682,757	\$2,771,795
Contract Non-Dedicated Service	\$331,266	\$452,523
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$3,241,140	\$3,457,041

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$215,137	\$290,411
Other Revenue	-	-
Total Revenue	\$215,137	\$290,411

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$141,334	\$141,334
Municipal Operating Contributions	\$2,884,669	\$3,025,296
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$3,241,140	\$3,457,041

CAPITAL EXPENSES

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

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	\$9,813	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	-
Other Capital Contributions	\$3,271	-
Total Capital Funding	\$13,084	-

OPERATING STATISTICS

Dedicated Service	2018	2019
Revenue Vehicle Kilometres	1,106,314	1,115,360
Total Vehicle Kilometres	1,106,314	1,115,360
Revenue Vehicle Hours	51,730	50,123
Total Vehicle Hours	51,730	50,123
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	1,115,360
Total Vehicle Hours	-	50,123
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	20	24
Reservation Clerks	-	-
Dispatchers	3	4
Other Transport Operations	-	-
Mechanics	2	-
General Administration	1	-
Other	2	-
Total	28	28

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	\$21.78		
Reservation Clerks	-		
Dispatchers	\$21.76		
Mechanics	\$35.82		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	-	-	-	-
Small Buses	-	-	-	-
Low-floor	15	-	4	10
Other	3	-	4	10
Total	18	-		

Vehicle Ownership: Contractor (19)

Vehicle Maintenance: Contractor

INDICATORS

Financial	2018	2019
R/C Ratio	6.6 %	8.4 %
Net Operating Cost / Capita	\$20.22	\$21.16
Total Expense / Passenger	\$25.26	\$26.06
Total Expense / Eligible Passenger	\$27.87	\$28.68
Transportation Expense / Passenger		
Dedicated Service	\$24.63	\$26.06
Non-Dedicated Service	\$17.09	\$17.19
Transportation Expense / Hour (Dedicated Service)	\$51.86	\$55.30
Operating		
Registrants / Capita	0.0204	0.0202
Passengers / Capita	0.8574	0.8865
Passengers / Registrants	42.10	43.79
Passengers / Revenue Hour (Dedicated Service)	2.11	2.12
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	10.16	10.49
Average Speed (Dedicated Service)	21.39	22.25

Municipality of Greenstone

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

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description

Our vehicles are used for Senior 55 years and older living in the Municipality of Greenstone.

ACTIVE REGISTRANTS			
		Method of Determination	
Population Served: 4,726 Service Area (km²): 3,000.0 Main Community Served: Greenstone Other Communities Served:	Ambulatory	☐ Internal Assessment	Paper Application
	Non-Ambulatory	☐ External Contract	Healthcare Professional
	Other	☐ Committee	☒ Other
	Total	195	Total 38

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

PASSENGER DATA

Dedicated Service	2018	2019
Ambulatory	2,394	2,522
Non-Ambulatory	14	10
Total	2,408	2,532
Attendants	-	-
Companions	50	76
Other	-	-
Total	50	76
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	2,408	2,532
Total Support Person Trips	50	76
Total Trips	2,458	2,608

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	2,070	2,200
Reservation	-	-
On-Demand/Day-of	338	332
Total Trips Requested	1,095	1,165
Cancelled in Advance	109	94
Cancelled Late	-	3
No-Shows	-	2
Cancelled at Door	-	2

OPERATING EXPENSES

	2018	2019
Administration	\$19,437	\$17,478
Transportation Operations		
Internal Dedicated Service	\$46,258	\$42,365
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$12,560	\$21,587
Fuel and Energy Consumption	\$5,504	\$6,481
Total Operating Expenses	\$83,759	\$87,911

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,038	\$1,158
Other Revenue	-	-
Total Revenue	\$1,038	\$1,158

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$56,603	\$56,603
Municipal Operating Contributions	\$26,118	\$30,150
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$83,759	\$87,911

CAPITAL EXPENSES

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

CAPITAL FUNDING CONTRIBUTIONS

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

OPERATING STATISTICS

Dedicated Service	2018	2019
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	-	-
Revenue Vehicle Hours	5,516	5,746
Total Vehicle Hours	5,516	5,746
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	\$28.24	2019-01-01	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	2018	2019
R/C Ratio	1.2 %	1.3 %
Net Operating Cost / Capita	\$17.50	\$18.36
Total Expense / Passenger	\$34.08	\$33.71
Total Expense / Eligible Passenger	\$34.78	\$34.72
Transportation Expense / Passenger		
Dedicated Service	\$26.17	\$27.01
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$11.66	\$12.26
Operating		
Registrants / Capita	0.0440	0.0493
Passengers / Capita	0.5201	0.5518
Passengers / Registrants	11.82	11.19
Passengers / Revenue Hour (Dedicated Service)	0.45	0.45
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

Guelph, ON

Guelph Transit

Contact	Ujjwal Verma	Population Served:	131,794
Title	Business Services, Business Specialist	Service Area (km²):	87.0
Telephone	519-822-1260 x3655	Main Community Served:	Guelph
Email	Ujjwal.Verma@guelph.ca	Other Communities Served:	

ACTIVE REGISTRANTS

Ambulatory	1,084		
Non-Ambulatory	455	Attendants	0
Other	0	Companions	0
Total	1,539	Total	0

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
Be physically unable to walk a distance of 175 metres

Method of Determination	
☒ Internal Assessment	☐ Paper Application
☐ External Contract	☐ Healthcare Professional
☐ Committee	☐ 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

FARE STRUCTURE

Effective Date: 2017-01-01

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

Other:

SERVICE HOURS / SCHEDULING

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

Other:

Advanced Booking Notice (days): 7

Minimum Notice for Reservation (hours): 3

Booking Method: Telephone, Internet or Mobile App

REMARKS

PASSENGER DATA

Dedicated Service	2018	2019
Ambulatory	32,203	36,110
Non-Ambulatory	13,849	15,342
Total	46,052	51,452
Attendants	-	-
Companions	2,483	2,767
Other	-	-
Total	2,483	2,767
Non-Dedicated Service		
Ambulatory	137	24
Non-Ambulatory	48	5
Total	185	29
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	46,237	51,481
Total Support Person Trips	2,483	2,767
Total Trips	48,720	54,248

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	22,060	-
Reservation	31,920	-
On-Demand/Day-of	1,440	-
Total Trips Requested	48,720	-
Cancelled in Advance	4,569	1,539
Cancelled Late	944	-
No-Shows	739	968
Cancelled at Door	146	-

OPERATING EXPENSES

	2018	2019
Administration	-	-
Transportation Operations		
Internal Dedicated Service	\$1,538,926	\$1,279,570
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	\$37,235	\$22,131
Vehicle and Facility Maintenance	\$430,163	\$404,895
Fuel and Energy Consumption	\$185,651	\$234,203
Total Operating Expenses	\$2,191,976	\$1,940,799

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$22,363	\$24,624
Other Revenue	-	-
Total Revenue	\$22,363	\$24,624

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$2,191,976	\$1,916,175
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$2,191,976	\$1,940,799

CAPITAL EXPENSES

Vehicle Purchase	\$894,391	\$113,091
Debt Servicing	-	-
Other	-	\$9,826
Total Capital Expenses	\$894,391	\$122,917

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	\$56,617	-
Municipal Capital Contributions	\$837,774	\$122,917
Other Capital Contributions	-	-
Total Capital Funding	\$894,391	\$122,917

OPERATING STATISTICS

Dedicated Service	2018	2019
Revenue Vehicle Kilometres	313,595	363,274
Total Vehicle Kilometres	313,595	363,274
Revenue Vehicle Hours	17,927	20,739
Total Vehicle Hours	17,927	20,739
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	6	7
Reservation Clerks	-	-
Dispatchers	3	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	-
Other	-	-
Total	9	7

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$30.31	2019-01-01	ATU 1189
Reservation Clerks	-		
Dispatchers	\$30.31	2019-01-01	ATU 1189
Mechanics	\$35.57	2019-01-01	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	2	-	3	4
Small Buses	10	-	5	4
Low-floor	-	-	-	-
Other	-	-	-	-
Total	12	-		

Vehicle Ownership: Guelph Transit - All

Vehicle Maintenance: Guelph Transit - All

INDICATORS

Financial	2018	2019
R/C Ratio	1.0 %	1.3 %
Net Operating Cost / Capita	\$16.46	\$14.54
Total Expense / Passenger	\$44.99	\$35.78
Total Expense / Eligible Passenger	\$47.41	\$37.70
Transportation Expense / Passenger		
Dedicated Service	\$44.40	\$35.39
Non-Dedicated Service	\$201.27	\$763.14
Transportation Expense / Hour (Dedicated Service)	\$120.20	\$92.52

Operating

Registrants / Capita	0.0307	0.0117
Passengers / Capita	0.3697	0.4116
Passengers / Registrants	12.04	35.25
Passengers / Revenue Hour (Dedicated Service)	2.71	2.61
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	6.46	6.70
Average Speed (Dedicated Service)	17.49	17.52

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	2,439		
Non-Ambulatory	362	Attendants	0
Other	0	Companions	0
Total	2,801	Total	0

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description	Method of Determination
☒ Internal Assessment	☒ Paper Application
☐ External Contract	☒ Healthcare Professional
☐ Committee	☐ 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 Scrip Program

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	2018	2019
Ambulatory	32,724	34,566
Non-Ambulatory	13,408	16,378
Total	46,132	50,944
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	30,174	29,267
Non-Ambulatory	-	-
Total	30,174	29,267
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	76,306	80,211
Total Support Person Trips	-	-
Total Trips	76,306	80,211

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	37,802	40,461
Cancelled in Advance	8,459	5,551
Cancelled Late	1,572	985
No-Shows	403	218
Cancelled at Door	1,110	868

OPERATING EXPENSES

	2018	2019
Administration	\$496,643	\$454,172
Transportation Operations		
Internal Dedicated Service	\$179,815	-
Contract Dedicated Service	\$179,768	\$433,607
Contract Non-Dedicated Service	\$51,123	\$62,154
Contract Taxi Scrip	\$230,375	\$227,817
Vehicle and Facility Maintenance	\$24,361	\$60,259
Fuel and Energy Consumption	\$67,593	\$66,548
Total Operating Expenses	\$1,229,679	\$1,304,557

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$261,799	\$279,356
Other Revenue	\$7,382	\$7,722
Total Revenue	\$269,181	\$287,078

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$446,624	\$566,422
Municipal Operating Contributions	\$513,074	\$450,257
Other Operating Contributions	\$800	\$800
Total Operating Revenues and Funding	\$1,229,679	\$1,304,557

CAPITAL EXPENSES

Vehicle Purchase	\$53,932	\$116,613
Debt Servicing	-	-
Other	\$68,364	-
Total Capital Expenses	\$122,296	\$116,613

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	\$122,296	\$116,613
Other Capital Contributions	-	-
Total Capital Funding	\$122,296	\$116,613

OPERATING STATISTICS

Dedicated Service	2018	2019
Revenue Vehicle Kilometres	278,868	268,906
Total Vehicle Kilometres	278,868	268,906
Revenue Vehicle Hours	10,797	13,695
Total Vehicle Hours	10,797	13,695
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	\$24.42	2019-01-01	
Reservation Clerks	-		
Dispatchers	-		
Mechanics	\$34.76	2019-06-01	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	-	-	-	-
Vans	3	-	1	3
Small Buses	2	-	2	7
Low-floor	3	-	3	18
Other	-	-	-	-
Total	8	-		

Vehicle Ownership: Municipality

Vehicle Maintenance: Town of Halton Hills

INDICATORS

Financial	2018	2019
R/C Ratio	21.9 %	22.0 %
Net Operating Cost / Capita	\$15.70	\$16.64
Total Expense / Passenger	\$16.12	\$16.26
Total Expense / Eligible Passenger	\$16.12	\$16.26
Transportation Expense / Passenger		
Dedicated Service	\$9.79	\$11.00
Non-Dedicated Service	\$9.33	\$9.91
Transportation Expense / Hour (Dedicated Service)	\$41.82	\$40.92

Operating

Registrants / Capita	0.0446	0.0458
Passengers / Capita	1.2476	1.3115
Passengers / Registrants	27.99	28.64
Passengers / Revenue Hour (Dedicated Service)	4.27	3.72
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	6.05	5.28
Average Speed (Dedicated Service)	25.83	19.64

Hamilton, ON

Accessible Transportation Services

Contact	Owen Quinn	Population Served:	540,000
Title	Project Manager	Service Area (km²):	1,117.0
Telephone	905-546-2424	Main Community Served:	City of Hamilton
Email	Owen.Quinn@hamilton.ca	Other Communities Served:	

ACTIVE REGISTRANTS

Ambulatory	2,768		
Non-Ambulatory	6,357	Attendants	0
Other	694	Companions	0
Total	9,819	Total	0

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
Accessible Transportation Services are available to persons who, due to physical or functional limitations, are unable to use conventional public transit.

Method of Determination	
☐ Internal Assessment	☒ Paper Application
☒ External Contract	☒ Healthcare Professional
☐ Committee	☐ Other

DEDICATED SERVICE

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

NON-DEDICATED SERVICE

Operated By:	☒ Taxi
	☐ Rideshare Service
	☐ Other

Delivery Model:

Taxi Scrip Program: 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: 2019-09-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.25	\$2.50	-	-	\$110.00	Unit Price - Ticket
Child	☒	-	-	-	-	-	
Student	☐	\$3.25	\$2.05	-	-	\$90.20	Unit Price - Ticket
Senior	☐	\$3.25	\$2.05	-	-	\$32.50	Unit Price - Ticket
Attendant	☒	-	-	-	-	-	
Companion	☐	\$3.25	\$2.50	-	-	\$110.00	Unit Price - Ticket

Other: Child < 5 yrs; Student 5-19 yrs; Golden Age (80+) free to Hamilton residents; Seniors Annual Pass - \$325.00

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	2018	2019
Ambulatory	319,949	355,037
Non-Ambulatory	358,376	376,514
Total	678,325	731,551
Attendants	63,156	71,990
Companions	16,348	16,368
Other	-	-
Total	79,504	88,358
Non-Dedicated Service		
Ambulatory	81,364	88,679
Non-Ambulatory	7,494	7,397
Total	88,858	96,076
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	767,183	827,627
Total Support Person Trips	79,504	88,358
Total Trips	846,687	915,985

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	399,174	417,443
Reservation	301,037	326,473
On-Demand/Day-of	146,476	172,069
Total Trips Requested	1,158,887	1,185,506
Cancelled in Advance	124,306	142,369
Cancelled Late	124,850	154,259
No-Shows	19,037	23,915
Cancelled at Door	15,672	17,923

OPERATING EXPENSES

	2018	2019
Administration	\$828,118	\$2,242,983
Transportation Operations		
Internal Dedicated Service	\$11,451,721	\$11,113,563
Contract Dedicated Service	\$7,694,630	\$10,346,564
Contract Non-Dedicated Service	\$38,748	\$30,885
Contract Taxi Scrip	\$922,958	\$907,493
Vehicle and Facility Maintenance	\$677,419	\$629,964
Fuel and Energy Consumption	\$823,291	\$654,272
Total Operating Expenses	\$22,436,884	\$25,925,694

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,785,373	\$1,417,343
Other Revenue	\$26,624	\$34,165
Total Revenue	\$1,811,997	\$1,451,508

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$1,810,520	\$1,810,520
Municipal Operating Contributions	\$18,813,290	\$22,628,422
Other Operating Contributions	\$1,078	\$35,244
Total Operating Revenues and Funding	\$22,436,884	\$25,925,694

CAPITAL EXPENSES

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

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	\$760	-
Municipal Capital Contributions	\$17,054	-
Other Capital Contributions	-	-
Total Capital Funding	\$17,814	-

OPERATING STATISTICS

Dedicated Service	2018	2019
Revenue Vehicle Kilometres	6,692,869	7,991,365
Total Vehicle Kilometres	6,692,869	7,991,365
Revenue Vehicle Hours	332,767	377,168
Total Vehicle Hours	332,767	377,168
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	66	60
Reservation Clerks	4	5
Dispatchers	8	5
Other Transport Operations	2	-
Mechanics	5	-
General Administration	34	-
Other	3	3
Total	122	73

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	38	-	1	3
Vans	-	105	-	6
Small Buses	21	-	2	5
Low-floor	4	-	3	10
Other	6	-	3	3
Total	69	105		

Vehicle Ownership: Non-Profit Organization - Capital Lease

Vehicle Maintenance: Non-Profit Organization/Contractor

INDICATORS

Financial	2018	2019
R/C Ratio	8.1 %	5.6 %
Net Operating Cost / Capita	\$38.19	\$45.32
Total Expense / Passenger	\$26.50	\$28.30
Total Expense / Eligible Passenger	\$29.25	\$31.33
Transportation Expense / Passenger		
Dedicated Service	\$27.25	\$27.74
Non-Dedicated Service	\$10.82	\$9.77
Transportation Expense / Hour (Dedicated Service)	\$62.05	\$60.30
Operating		
Registrants / Capita	0.0170	0.0182
Passengers / Capita	1.5679	1.6963
Passengers / Registrants	92.46	93.29
Passengers / Revenue Hour (Dedicated Service)	2.28	2.17
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	8.83	9.75
Average Speed (Dedicated Service)	20.11	21.19

Hanover, ON

Saugeen Mobility and Regional Transit

Contact	Roger Cook	Population Served:	78,918
Title	Manager	Service Area (km²):	4,300.8
Telephone	519-881-2589	Main Community Served:	Hanover
Email	roger@saugeenmobility.ca	Other Communities Served:	Arran-Elderslie, Brockton, Chatsworth, Huron-Kinlo

ACTIVE REGISTRANTS

Ambulatory	0		
Non-Ambulatory	0	Attendants	0
Other	1,098	Companions	0
Total	1,098	Total	0

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
Residents with physical and/or mental challenges, cognitive challenges or visual impairments that keep them from easily using conventional transit or taxi services.

Method of Determination

☒ Internal Assessment	☒ Paper Application
☐ External Contract	☐ Healthcare Professional
☐ Committee	☐ 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	\$7.50	\$7.50	\$7.50	-	
Child	☐	\$7.50	-	-	-	-	
Student	☐	\$7.50	-	-	-	-	
Senior	☐	\$7.50	-	-	-	-	
Attendant	☐	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other: \$2.00 plus \$.50/km with a \$7.50 minimum, short extra stops are \$2.50

SERVICE HOURS / SCHEDULING

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

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

PASSENGER DATA

Dedicated Service	2018	2019
Ambulatory	9,706	14,961
Non-Ambulatory	21,343	16,023
Total	31,049	30,984
Attendants	4,971	-
Companions	-	-
Other	-	4,726
Total	4,971	4,726
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	31,049	30,984
Total Support Person Trips	4,971	4,726
Total Trips	36,020	35,710

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	6,210	9,295
Reservation	21,734	18,590
On-Demand/Day-of	3,105	3,099
Total Trips Requested	-	30,984
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	153	178
Cancelled at Door	172	157

OPERATING EXPENSES

	2018	2019
Administration	\$428,193	\$435,728
Transportation Operations		
Internal Dedicated Service	\$1,006,928	\$1,034,569
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$120,168	\$116,184
Fuel and Energy Consumption	\$209,227	\$186,293
Total Operating Expenses	\$1,764,516	\$1,772,774

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$310,776	\$320,521
Other Revenue	\$123,735	\$112,924
Total Revenue	\$434,511	\$433,445

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$693,394	\$669,224
Municipal Operating Contributions	\$630,000	\$660,000
Other Operating Contributions	\$6,611	\$7,249
Total Operating Revenues and Funding	\$1,764,516	\$1,769,918

CAPITAL EXPENSES

Vehicle Purchase	\$153,728	-
Debt Servicing	-	-
Other	\$8,737	\$20,067
Total Capital Expenses	\$162,465	\$20,067

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	\$162,465	\$20,067
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	\$162,465	\$20,067

OPERATING STATISTICS

Dedicated Service	2018	2019
Revenue Vehicle Kilometres	464,718	470,052
Total Vehicle Kilometres	1,027,579	1,044,306
Revenue Vehicle Hours	-	-
Total Vehicle Hours	-	-
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	470,052
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	20	7
Reservation Clerks	-	-
Dispatchers	1	-
Other Transport Operations	1	-
Mechanics	-	-
General Administration	2	-
Other	-	-
Total	24	7

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$22.19	2020-01-17	
Reservation Clerks	-		
Dispatchers	\$20.28	2020-01-17	
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	2018	2019
R/C Ratio	24.6 %	24.5 %
Net Operating Cost / Capita	\$16.85	\$16.97
Total Expense / Passenger	\$48.99	\$49.64
Total Expense / Eligible Passenger	\$56.83	\$57.22
Transportation Expense / Passenger		
Dedicated Service	\$37.10	\$37.44
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0141	0.0139
Passengers / Capita	0.4564	0.4525
Passengers / Registrants	32.45	32.52
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	12.90	13.16
Average Speed (Dedicated Service)	-	-

Hearst, ON

Hearst Community Transportation Association

Contact	Miriam Mitron	Population Served:	5,090
Title	Administrative assistant	Service Area (km²):	841.0
Telephone	705-372-2825	Main Community Served:	Hearst
Email	mmitron@hearst.ca	Other Communities Served:	

ACTIVE REGISTRANTS

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

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
- Aged 65 or older
- Physical disabilities
- Visual impairment
- Developmental disabilities
- Severe arthritis
- Partial paralysis
- Fractures
- Cancer (illness) requiring accessibility accessories
- Inability to climb or descend stairs
- Inability to walk more than 175 meters (600ft)

Method of Determination

☐ Internal Assessment	☒ Paper Application
☐ External Contract	☒ Healthcare Professional
☐ Committee	☐ 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	☐	-	-	-	-	-	

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	2018	2019
Ambulatory	-	-
Non-Ambulatory	-	-
Total	9,878	10,190
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	9,878	10,190
Total Support Person Trips	-	-
Total Trips	9,878	10,190

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	509
Reservation	-	-
On-Demand/Day-of	-	9,681
Total Trips Requested	9,878	10,190
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2018	2019
Administration	\$42,522	\$43,800
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$99,245	\$101,726
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$141,767	\$145,526

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$32,113	\$33,118
Other Revenue	\$8,500	\$8,500
Total Revenue	\$40,613	\$41,618

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$45,733	\$45,914
Municipal Operating Contributions	\$55,421	\$57,994
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$141,767	\$145,526

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	2018	2019
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	30,264	30,275
Revenue Vehicle Hours	-	-
Total Vehicle Hours	2,652	2,570
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	\$15.00		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	\$32.00		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$15.00		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	\$32.00		

VEHICLE DATA

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

Vehicle Ownership: Lacroix Community Transportation

Vehicle Maintenance: Lacroix Community Transportation

INDICATORS

Financial	2018	2019
R/C Ratio	28.7 %	28.6 %
Net Operating Cost / Capita	\$19.87	\$20.41
Total Expense / Passenger	\$14.35	\$14.28
Total Expense / Eligible Passenger	\$14.35	\$14.28
Transportation Expense / Passenger		
Dedicated Service	\$10.05	\$9.98
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$37.42	\$39.58
Operating		
Registrants / Capita	0.0833	0.0833
Passengers / Capita	1.9407	2.0020
Passengers / Registrants	23.30	24.03
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	55		
Non-Ambulatory	146	Attendants	46
Other	0	Companions	0
Total	201	Total	46

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description

- Persons who are physically unable to climb or descend steps used on conventional public transit facilities and/or
- Persons unable to walk a distance of 175 metres (575 feet)
- Visually impaired persons subject to confirmation letter from C.N.I.B. attached to the application

Method of Determination

☒ Internal Assessment	☒ Paper Application
☐ External Contract	☒ Healthcare Professional
☐ Committee	☐ 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 approved subscribers. Drivers collect ticket as payment. Tickets are purchased as required by subscribers 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	☐	-	\$3.00	-	-	-	
Student	☐	-	\$3.00	-	-	-	
Senior	☐	-	\$3.00	-	-	-	
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 directly to book rides

REMARKS

PASSENGER DATA

Dedicated Service	2018	2019
Ambulatory	-	-
Non-Ambulatory	525	541
Total	525	541
Attendants	77	61
Companions	-	-
Other	-	-
Total	77	61
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	5,887	6,030
Total	5,887	6,030
Attendants	851	675
Companions	-	-
Other	-	-
Total	851	675
Total Eligible Passenger Trips	6,412	6,571
Total Support Person Trips	928	736
Total Trips	7,340	7,307

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	192	198
Reservation	128	131
On-Demand/Day-of	6,092	6,242
Total Trips Requested	6,457	6,614
Cancelled in Advance	45	53
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2018	2019
Administration	\$3,153	\$8,862
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$66,646	\$65,265
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$69,799	\$74,127

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$21,051	\$20,763
Other Revenue	-	-
Total Revenue	\$21,051	\$20,763

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$48,748	\$53,364
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$69,799	\$74,127

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	2018	2019
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	1	1
Other	-	-
Total	1	1

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	-	-	-	-
Vans	1	-	1	-
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	8	-		

Vehicle Ownership: controlled operator 8

Vehicle Maintenance: Controlled Operator 8

INDICATORS

Financial	2018	2019
R/C Ratio	30.2 %	28.0 %
Net Operating Cost / Capita	\$3.82	\$4.18
Total Expense / Passenger	\$9.51	\$10.14
Total Expense / Eligible Passenger	\$10.89	\$11.28
Transportation Expense / Passenger		
Dedicated Service	-	-
Non-Dedicated Service	\$9.89	\$9.73
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0185	0.0194
Passengers / Capita	0.5754	0.5728
Passengers / Registrants	31.10	29.58
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

Kapuskasing, ON

KAP ACCESSIBLE BUS SERVICE

Contact	Jennifer Marchand	Population Served:	6,989
Title	Executive Director	Service Area (km²):	85.5
Telephone	705-337-4260	Main Community Served:	Kapuskasing
Email	melanie.fortier@kapuskasing.ca	Other Communities Served:	0

ACTIVE REGISTRANTS

Ambulatory	641		
Non-Ambulatory	0	Attendants	0
Other	0	Companions	0
Total	641	Total	0

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description

Committee is comprised of Town Councillors, 4 members of Public, Town Treasurer as resource person, and Accessible bus operator as resource person. People with disabilities are encouraged to submit their names to sit on the committee. Consultation with people with disabilities when conducting assessments will be mandatory.

Method of Determination	
☐ Internal Assessment	☐ Paper Application
☐ External Contract	☒ Healthcare Professional
☐ Committee	☐ 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: 2019-01-01

	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	2018	2019
Ambulatory	12,795	13,333
Non-Ambulatory	2,577	2,581
Total	15,372	15,914
Attendants	625	673
Companions	-	-
Other	-	-
Total	625	673
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	15,372	15,914
Total Support Person Trips	625	673
Total Trips	15,997	16,587

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	15,372	15,914
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	15,411	16,025
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	156	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2018	2019
Administration	\$7,677	\$11,926
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$169,680	\$168,942
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$5,224	\$3,116
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$182,581	\$183,984

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$19,680	\$26,805
Other Revenue	-	-
Total Revenue	\$19,680	\$26,805

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$63,572	\$73,074
Municipal Operating Contributions	\$99,329	\$84,105
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$182,581	\$183,984

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	2018	2019
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	2018	2019
R/C Ratio	10.8 %	14.6 %
Net Operating Cost / Capita	\$23.31	\$22.49
Total Expense / Passenger	\$11.41	\$11.09
Total Expense / Eligible Passenger	\$11.88	\$11.56
Transportation Expense / Passenger		
Dedicated Service	\$10.93	\$10.37
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0844	0.0917
Passengers / Capita	2.2889	2.3733
Passengers / Registrants	27.11	25.88
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	84
Other	0	Companions	42
Total	171	Total	126

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description	Method of Determination
☒ Internal Assessment	☒ Paper Application
☐ External Contract	☒ Healthcare Professional
☐ Committee	☐ 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	-	-	-	\$60.00	18 and over
Child	☒	\$1.25	-	-	-	-	8 to 14
Student	☐	\$1.75	-	-	-	-	H/S, College, University
Senior	☐	\$1.75	-	-	-	-	65 and over
Attendant	☒	-	-	-	-	-	
Companion	☐	\$2.25	-	-	-	-	

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	09:00 to 16:00
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

PASSENGER DATA

Dedicated Service	2018	2019
Ambulatory	12,975	12,355
Non-Ambulatory	4,799	9,650
Total	17,774	22,005
Attendants	561	332
Companions	-	111
Other	-	-
Total	561	443

Non-Dedicated Service

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

Total Eligible Passenger Trips	17,774	22,005
Total Support Person Trips	561	443
Total Trips	18,335	22,448

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	11,731	12,873
Reservation	-	8,700
On-Demand/Day-of	6,043	432
Total Trips Requested	19,097	15,811
Cancelled in Advance	2,245	1,677
Cancelled Late	637	846
No-Shows	560	775
Cancelled at Door	6	390

OPERATING EXPENSES

	2018	2019
Administration	\$82,548	\$91,114
Transportation Operations		
Internal Dedicated Service	\$213,070	\$209,843
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$204,169	\$204,886
Fuel and Energy Consumption	\$44,445	\$40,786
Total Operating Expenses	\$544,232	\$546,629

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$7,015	\$10,209
Other Revenue	\$1,393	\$1,330
Total Revenue	\$8,409	\$11,539

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$162,480	\$201,327
Municipal Operating Contributions	\$373,343	\$333,763
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$544,232	\$546,629

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	\$156,246	\$9,816
Total Capital Expenses	\$156,246	\$9,816

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	\$156,246	\$9,816
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	\$156,246	\$9,816

OPERATING STATISTICS

Dedicated Service	2018	2019
Revenue Vehicle Kilometres	24,449	82,960
Total Vehicle Kilometres	43,249	82,960
Revenue Vehicle Hours	1,291	8,626
Total Vehicle Hours	3,987	8,626

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	2018	2019
R/C Ratio	1.6 %	2.1 %
Net Operating Cost / Capita	\$25.87	\$25.83
Total Expense / Passenger	\$29.68	\$24.35
Total Expense / Eligible Passenger	\$30.62	\$24.84
Transportation Expense / Passenger		
Dedicated Service	\$25.18	\$20.29
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$115.80	\$52.81

Operating

Registrants / Capita	0.0083	0.0143
Passengers / Capita	0.8852	1.0838
Passengers / Registrants	107.22	75.58
Passengers / Revenue Hour (Dedicated Service)	14.20	2.60
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	1.33	3.70
Average Speed (Dedicated Service)	18.94	9.62

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	190		
Non-Ambulatory	61	Attendants	370
Other	0	Companions	84
Total	251	Total	454

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description

To provide a service within the City of Kenora limits for those who for whatever reason are unable to take traditional means of transportation. A registration form must be filled out - by the client and Medical Professional and signed by both.

Method of Determination

☐ Internal Assessment	☒ Paper Application
☐ External Contract	☒ Healthcare Professional
☐ Committee	☐ 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:

A multimodal service provides trips using a combination of at least two different modes.

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	2018	2019
Ambulatory	3,488	4,159
Non-Ambulatory	2,326	1,314
Total	5,814	5,473
Attendants	581	370
Companions	83	84
Other	-	-
Total	664	454

Non-Dedicated Service

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

Total Eligible Passenger Trips **5,814** **5,473**

Total Support Person Trips **664** **454**

Total Trips **6,478** **5,927**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	3,779	3,064
Reservation	1,744	2,263
On-Demand/Day-of	291	146
Total Trips Requested	5,878	5,523
Cancelled in Advance	18	27
Cancelled Late	25	13
No-Shows	12	15
Cancelled at Door	9	4

OPERATING EXPENSES

	2018	2019
Administration	\$29,290	\$30,750
Transportation Operations		
Internal Dedicated Service	\$54,255	\$57,583
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$14,613	\$10,158
Fuel and Energy Consumption	\$9,116	\$10,917
Total Operating Expenses	\$107,274	\$109,408

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$30,335	\$27,228
Other Revenue	\$21,170	\$16,791
Total Revenue	\$51,505	\$44,019

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$81,800	\$81,800
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$133,305	\$125,819

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	2018	2019
Revenue Vehicle Kilometres	29,148	26,121
Total Vehicle Kilometres	29,366	27,663
Revenue Vehicle Hours	2,030	2,230
Total Vehicle Hours	2,235	2,384

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	2018	2019
R/C Ratio	48.0 %	40.2 %
Net Operating Cost / Capita	\$3.42	\$4.01
Total Expense / Passenger	\$16.56	\$18.46
Total Expense / Eligible Passenger	\$18.45	\$19.99
Transportation Expense / Passenger		
Dedicated Service	\$12.04	\$13.27
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$34.89	\$32.99

Operating

Registrants / Capita	0.0152	0.0433
Passengers / Capita	0.3974	0.3636
Passengers / Registrants	26.12	8.41
Passengers / Revenue Hour (Dedicated Service)	3.19	2.66
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	4.50	4.41
Average Speed (Dedicated Service)	14.36	11.71

Kingston, ON

Kingston Access Service

Contact	Trevor Fray	Population Served:	123,798
Title	Executive Director	Service Area (km²):	451.2
Telephone	613-542-2512	Main Community Served:	Kingston
Email	trevor@kingstonaccessbus.com	Other Communities Served:	

ACTIVE REGISTRANTS

Ambulatory	0		
Non-Ambulatory	0	Attendants	0
Other	0	Companions	0
Total	4,200	Total	0

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
Unable to use Kingston Transit due to disability.

Method of Determination	
☒ Internal Assessment	☒ Paper Application
☐ External Contract	☒ Healthcare Professional
☐ Committee	☐ 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: 2019-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.00	-	-	-	\$76.00	
Child	☐	\$3.00	-	-	-	\$76.00	
Student	☐	\$3.00	-	-	-	\$76.00	
Senior	☐	\$3.00	-	-	-	\$76.00	
Attendant	☒	-	-	-	-	-	
Companion	☒	-	-	-	-	-	
Other:	Senior Low Income: 28.25						

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	2018	2019
Ambulatory	46,323	47,692
Non-Ambulatory	35,954	36,964
Total	82,277	84,656
Attendants	16,226	16,179
Companions	383	362
Other	-	-
Total	16,609	16,541

Non-Dedicated Service

Ambulatory	650	847
Non-Ambulatory	-	-
Total	650	847
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-

Total Eligible Passenger Trips **82,927** **85,503**

Total Support Person Trips **16,609** **16,541**

Total Trips **99,536** **102,044**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	42,250	40,172
Reservation	40,677	45,331
On-Demand/Day-of	-	-
Total Trips Requested	112,467	118,369
Cancelled in Advance	16,245	18,668
Cancelled Late	9,060	8,395
No-Shows	2,091	2,087
Cancelled at Door	-	-

OPERATING EXPENSES

	2018	2019
Administration	\$743,753	\$399,938
Transportation Operations		
Internal Dedicated Service	\$1,674,196	\$2,184,241
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$6,157	\$9,269
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$313,948	\$294,864
Fuel and Energy Consumption	\$314,637	\$291,927
Total Operating Expenses	\$3,052,691	\$3,180,239

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$216,645	\$224,237
Other Revenue	\$19,530	\$11,352
Total Revenue	\$236,175	\$235,589

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$87,819	\$93,065
Municipal Operating Contributions	\$2,962,297	\$2,884,160
Other Operating Contributions	\$2,575	\$5,229
Total Operating Revenues and Funding	\$3,052,691	\$3,218,043

CAPITAL EXPENSES

Vehicle Purchase	\$300,278	\$388,642
Debt Servicing	-	-
Other	\$14,000	-
Total Capital Expenses	\$314,278	\$388,642

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	\$314,278	\$388,642
Other Capital Contributions	-	-
Total Capital Funding	\$314,278	\$388,642

OPERATING STATISTICS

Dedicated Service	2018	2019
Revenue Vehicle Kilometres	824,642	-
Total Vehicle Kilometres	824,642	862,934
Revenue Vehicle Hours	47,990	-
Total Vehicle Hours	47,990	49,694

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	\$23.01	2019-01-01	UNIFOR 4266
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

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

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	-	-	-	-
Small Buses	28	-	4	6
Low-floor	-	-	-	-
Other	-	-	-	-
Total	28	-		

Vehicle Ownership: Kingston Access Services

Vehicle Maintenance: Kingston Access Services

INDICATORS

Financial	2018	2019
R/C Ratio	7.7 %	7.4 %
Net Operating Cost / Capita	\$23.94	\$23.79
Total Expense / Passenger	\$30.67	\$31.17
Total Expense / Eligible Passenger	\$36.81	\$37.19
Transportation Expense / Passenger		
Dedicated Service	\$23.29	\$27.38
Non-Dedicated Service	\$9.47	\$10.94
Transportation Expense / Hour (Dedicated Service)	\$47.98	\$55.76

Operating

Registrants / Capita	-	0.0339
Passengers / Capita	0.8460	0.8243
Passengers / Registrants	-	24.30
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	Population Served:	77,585
Title	Executive Director	Service Area (km²):	3,043.0
Telephone	613-264-8256	Main Community Served:	Lanark County and the Town of Smiths Falls
Email	ed@lanarktransport.com	Other Communities Served:	Perth, Carleton Place, Almonte

ACTIVE REGISTRANTS

Ambulatory	1,518		
Non-Ambulatory	364	Attendants	0
Other	0	Companions	0
Total	1,882	Total	0

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
Must live within Lanark County or The Town of Smiths Falls. Residents of neighbouring municipalities who require accessible transportation and it is not available in their area may also qualify for service.

Method of Determination	
☒ Internal Assessment	☐ Paper Application
☐ External Contract	☐ Healthcare Professional
☐ Committee	☐ 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 on weekends, holidays or outside of these hours.

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	2018	2019
Ambulatory	16,950	13,980
Non-Ambulatory	749	1,015
Total	17,699	14,995
Attendants	3,337	3,519
Companions	-	-
Other	-	-
Total	3,337	3,519
Non-Dedicated Service		
Ambulatory	24	7
Non-Ambulatory	-	-
Total	24	7
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	17,723	15,002
Total Support Person Trips	3,337	3,519
Total Trips	21,060	18,521

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	16,827	14,252
Reservation	-	-
On-Demand/Day-of	885	750
Total Trips Requested	21,442	18,458
Cancelled in Advance	3,560	1,233
Cancelled Late	-	1,863
No-Shows	94	-
Cancelled at Door	-	252

OPERATING EXPENSES

	2018	2019
Administration	\$146,800	\$207,013
Transportation Operations		
Internal Dedicated Service	\$667,593	\$486,120
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$82,823	\$73,381
Fuel and Energy Consumption	\$76,120	\$70,360
Total Operating Expenses	\$973,336	\$836,874

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$489,376	\$456,659
Other Revenue	\$12,846	\$8,346
Total Revenue	\$502,222	\$465,005

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$266,413	\$398,000
Municipal Operating Contributions	\$204,701	\$113,706
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$973,336	\$976,711

CAPITAL EXPENSES

Vehicle Purchase	\$166,138	\$124,033
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$166,138	\$124,033

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	\$166,138	\$124,033
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	\$166,138	\$124,033

OPERATING STATISTICS

Dedicated Service	2018	2019
Revenue Vehicle Kilometres	679,734	607,659
Total Vehicle Kilometres	679,734	607,659
Revenue Vehicle Hours	-	-
Total Vehicle Hours	-	-
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	150,346
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	457,313
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	13
Reservation Clerks	-	-
Dispatchers	2	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	1	1
Other	-	-
Total	3	14

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$18.60		
Reservation Clerks	-		
Dispatchers	\$23.00		
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	2018	2019
R/C Ratio	51.6 %	55.6 %
Net Operating Cost / Capita	\$6.07	\$4.79
Total Expense / Passenger	\$46.22	\$45.19
Total Expense / Eligible Passenger	\$54.92	\$55.78
Transportation Expense / Passenger		
Dedicated Service	\$39.29	\$34.02
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0266	0.0243
Passengers / Capita	0.2714	0.2387
Passengers / Registrants	10.19	9.84
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	32.31	32.82
Average Speed (Dedicated Service)	-	-

Leamington, ON

South Essex Community Council

Contact	Mark Wybenga	Population Served:	52,072
Title	Department Coordinator, Community Services	Service Area (km²):	759.5
Telephone	519-326-8629 x344	Main Community Served:	Leamington
Email	mwybenga@secc.on.ca	Other Communities Served:	Kingsville, Wheatley

ACTIVE REGISTRANTS

Ambulatory	373		
Non-Ambulatory	219	Attendants	0
Other	0	Companions	0
Total	592	Total	0

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
Seniors age 55+, persons with disabilities, other by exception upon consultation with Case Manager

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		\$12.00	-	-	-	-	18+
Child	☐	-	-	-	-	-	8+ with parental escort
Student	☐	-	-	-	-	-	8+ with parental consent
Senior	☐	-	-	-	-	-	55+
Attendant	☒	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other: \$12.00 is general fare in tri-town area; \$19.00 to other municipalities in Essex County; \$28.00 to City of Windsor

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; subject to driver availability

Advanced Booking Notice (days): 30

Minimum Notice for Reservation (hours): 48

Booking Method: Phone in or fax request form

REMARKS

PASSENGER DATA

Dedicated Service	2018	2019
Ambulatory	4,591	4,685
Non-Ambulatory	2,700	2,747
Total	7,291	7,432
Attendants	451	557
Companions	-	-
Other	-	-
Total	451	557
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	7,291	7,432
Total Support Person Trips	451	557
Total Trips	7,742	7,989

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	2,114	2,156
Reservation	5,104	5,202
On-Demand/Day-of	73	74
Total Trips Requested	7,626	7,724
Cancelled in Advance	198	92
Cancelled Late	56	84
No-Shows	19	49
Cancelled at Door	49	62

OPERATING EXPENSES

	2018	2019
Administration	\$13,976	\$18,867
Transportation Operations		
Internal Dedicated Service	\$224,905	\$234,789
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$11,790	\$12,559
Fuel and Energy Consumption	\$41,074	\$33,672
Total Operating Expenses	\$291,745	\$299,887

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$73,777	\$93,937
Other Revenue	\$331	-
Total Revenue	\$74,108	\$93,937

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$177,637	\$165,950
Municipal Operating Contributions	\$40,000	\$40,000
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$291,745	\$299,887

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	\$15,000	\$15,000
Other Capital Contributions	\$11,204	\$11,080
Total Capital Funding	\$26,204	\$26,080

OPERATING STATISTICS

Dedicated Service	2018	2019
Revenue Vehicle Kilometres	-	108,235
Total Vehicle Kilometres	121,979	108,235
Revenue Vehicle Hours	-	4,680
Total Vehicle Hours	4,739	4,680
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	8
Reservation Clerks	-	-
Dispatchers	1	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	2	-
Other	1	-
Total	4	8

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	2018	2019
R/C Ratio	25.4 %	31.3 %
Net Operating Cost / Capita	\$4.18	\$3.96
Total Expense / Passenger	\$37.68	\$37.54
Total Expense / Eligible Passenger	\$40.01	\$40.35
Transportation Expense / Passenger		
Dedicated Service	\$35.88	\$35.18
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$58.61	\$60.05
Operating		
Registrants / Capita	0.0113	0.0114
Passengers / Capita	0.1487	0.1534
Passengers / Registrants	13.12	13.49
Passengers / Revenue Hour (Dedicated Service)	-	1.71
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	13.55
Average Speed (Dedicated Service)	-	23.13

London, ON

London Transit Commission

Contact	Kelly Paleczny	Population Served:	377,500
Title	General Manager	Service Area (km²):	166.0
Telephone	519-451-1340	Main Community Served:	City of London
Email	kpaleczn@londontransit.ca	Other Communities Served:	

ACTIVE REGISTRANTS

Ambulatory	6,522		
Non-Ambulatory	4,168	Attendants	0
Other	0	Companions	0
Total	10,690	Total	0

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description	Method of Determination
☐ Internal Assessment	☒ Paper Application
☒ External Contract	☒ Healthcare Professional
☐ Committee	☐ 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	2018	2019
Ambulatory	174,177	197,053
Non-Ambulatory	89,727	101,511
Total	263,904	298,564
Attendants	32,620	34,845
Companions	-	-
Other	-	-
Total	32,620	34,845
Non-Dedicated Service		
Ambulatory	19,359	-
Non-Ambulatory	9,963	-
Total	29,322	-
Attendants	3,612	-
Companions	-	-
Other	-	-
Total	3,612	-
Total Eligible Passenger Trips	293,226	298,564
Total Support Person Trips	36,236	34,845
Total Trips	329,462	333,409

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	93,833	95,541
Reservation	175,471	178,666
On-Demand/Day-of	23,922	24,357
Total Trips Requested	-	341,320
Cancelled in Advance	19,935	19,154
Cancelled Late	13,284	17,040
No-Shows	6,885	6,562
Cancelled at Door	-	-

OPERATING EXPENSES

	2018	2019
Administration	\$139,379	\$143,560
Transportation Operations		
Internal Dedicated Service	\$1,129,800	\$1,179,636
Contract Dedicated Service	\$6,637,889	\$7,870,212
Contract Non-Dedicated Service	\$593,821	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$8,500,889	\$9,193,409

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$557,811	\$570,652
Other Revenue	-	-
Total Revenue	\$557,811	\$570,652

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$2,730,279	\$3,104,557
Municipal Operating Contributions	\$5,212,799	\$5,518,200
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$8,500,889	\$9,193,409

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	2018	2019
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	-	-
Revenue Vehicle Hours	-	147,100
Total Vehicle Hours	-	147,100
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	7	-
Dispatchers	4	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	1	-
Other	-	-
Total	12	-

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	-	-	-
Reservation Clerks	\$29.50	2019-04-01	-
Dispatchers	\$30.52	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	-	-	-	-
Vans	2	-	-	12
Small Buses	44	-	6	10
Low-floor	-	-	-	-
Other	-	-	-	-
Total	46	-		

Vehicle Ownership: Voyago

Vehicle Maintenance: Voyago

INDICATORS

Financial	2018	2019
R/C Ratio	6.6 %	6.2 %
Net Operating Cost / Capita	\$21.04	\$22.84
Total Expense / Passenger	\$25.80	\$27.57
Total Expense / Eligible Passenger	\$28.99	\$30.79
Transportation Expense / Passenger		
Dedicated Service	\$26.20	\$27.14
Non-Dedicated Service	\$18.03	-
Transportation Expense / Hour (Dedicated Service)	-	\$61.52
Operating		
Registrants / Capita	0.0256	0.0283
Passengers / Capita	0.8727	0.8832
Passengers / Registrants	34.03	31.19
Passengers / Revenue Hour (Dedicated Service)	-	2.27
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

Machin, ON

Municipality of Machin

Contact	Tammy Rob	Population Served:	1,008
Title	Clerk Treasurer	Service Area (km²):	273.0
Telephone	807-227-2633 x22	Main Community Served:	Vermilion Bay, Minnitaki, Eagle River
Email	clerktreasurer@visitmachin.com	Other Communities Served:	

ACTIVE REGISTRANTS

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

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description

Method of Determination

☒ Internal Assessment	☐ Paper Application
☐ External Contract	☒ Healthcare Professional
☒ Committee	☐ 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	2018	2019
Ambulatory	1,270	1,188
Non-Ambulatory	-	-
Total	1,270	1,188
Attendants	1,270	1,188
Companions	-	-
Other	-	-
Total	1,270	1,188
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	1,270	1,188
Total Support Person Trips	1,270	1,188
Total Trips	2,540	2,376

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	1,270	1,188
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2018	2019
Administration	\$600	\$600
Transportation Operations		
Internal Dedicated Service	\$19,596	\$19,777
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$12,549	\$13,578
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$32,745	\$33,955

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$9,466	\$8,528
Other Revenue	-	-
Total Revenue	\$9,466	\$8,528

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$23,823	\$17,823
Municipal Operating Contributions	\$8,922	\$16,132
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$32,745	\$42,483

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	2018	2019
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	2018	2019
R/C Ratio	28.9 %	25.1 %
Net Operating Cost / Capita	\$23.09	\$25.23
Total Expense / Passenger	\$12.89	\$14.29
Total Expense / Eligible Passenger	\$25.78	\$28.58
Transportation Expense / Passenger		
Dedicated Service	\$12.66	\$14.04
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0427	0.0427
Passengers / Capita	2.5198	2.3571
Passengers / Registrants	59.07	55.26
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

Marmora and Lake, ON

Central Hastings Support Network

Contact	Sally Gale	Population Served:	21,731	Ambulatory	397	Attendants	0
Title	Executive Director	Service Area (km²):	2,293.7	Non-Ambulatory	4	Companions	100
Telephone	16134735255	Main Community Served:	Central Hastings	Other	0		
Email	sallyg@chsninc.ca	Other Communities Served:	Madoc, Marmora, Tweed, Stirling	Total	401	Total	100

ACTIVE REGISTRANTS

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
Service is approved and paid for by the rider's service provider - mainly OW or ODSP, so the client's worker decided eligibility. Cash rides are also provided if not approved by worker.

Method of Determination

☐ Internal Assessment	☐ Paper Application
☐ External Contract	☐ Healthcare Professional
☐ Committee	☐ 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:

Trips are booked through Central Hastings Support Network (CHSN) Office. Approval for rides is obtained from the worker who will be paying for the trip (usually ODSP or OW) Volunteer Drivers are booked for the trip, they are reimbursed after the trip and the service provider is invoiced for the trip + 15% service arrangement fee, then

FARE STRUCTURE

Effective Date: 2014-10-01

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

Other: All trips are based on 47¢/km, but calculated on a flat rate between towns/villages. Attendants and companions ride for free.

SERVICE HOURS / SCHEDULING

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

Other: Service is available 24 hours a day, 354 days a year.

Advanced Booking Notice (days): 365

Minimum Notice for Reservation (hours): 1

Booking Method: Client calls trips in to the Central Hastings Support Network office

REMARKS

Attendants and companions are freely able to ride with passengers requiring assistance. Approximately 1/4 of passengers take a companion with them. Central Hastings Support Network has provided transportation to medical appointments for many years - it has only recently come to my attention through other OPTA members that the service we provide is similar to others as a Specialized Transportation service.
Door to door service is offered throughout Hastings County as other areas offer Mobility Transit services but not all offer door to door.

PASSENGER DATA

Dedicated Service	2018	2019
Ambulatory	-	-
Non-Ambulatory	-	8
Total	-	8
Attendants	-	-
Companions	-	4
Other	-	-
Total	-	4
Non-Dedicated Service		
Ambulatory	-	17,730
Non-Ambulatory	-	-
Total	-	17,730
Attendants	-	-
Companions	-	4,432
Other	-	-
Total	-	4,432
Total Eligible Passenger Trips	-	17,738
Total Support Person Trips	-	4,436
Total Trips	-	22,174

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	17,322
On-Demand/Day-of	-	416
Total Trips Requested	-	17,984
Cancelled in Advance	-	52
Cancelled Late	-	78
No-Shows	-	52
Cancelled at Door	-	52

OPERATING EXPENSES

	2018	2019
Administration	-	\$90,764
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	\$383,321
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	\$15,952
Fuel and Energy Consumption	-	-
Total Operating Expenses	-	\$490,037

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	-	-
Other Revenue	-	\$443,852
Total Revenue	-	\$443,852

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	-	-
Other Operating Contributions	-	\$70,295
Total Operating Revenues and Funding	-	\$514,147

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	2018	2019
Revenue Vehicle Kilometres	-	168
Total Vehicle Kilometres	-	168
Revenue Vehicle Hours	-	12
Total Vehicle Hours	-	(3)
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	815,577
Total Vehicle Hours	-	271,859

EMPLOYEE DATA

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

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	\$16.38	2010-06-01	
Dispatchers	\$14.00	2016-01-01	
Mechanics	-		

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

VEHICLE DATA

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

Vehicle Ownership: Central Hastings Support Network

Vehicle Maintenance: Central Hastings Support Network

INDICATORS

Financial	2018	2019
R/C Ratio	0.0 %	90.6 %
Net Operating Cost / Capita	-	\$2.13
Total Expense / Passenger	-	\$22.10
Total Expense / Eligible Passenger	-	\$27.63
Transportation Expense / Passenger		
Dedicated Service	-	\$1,329.33
Non-Dedicated Service	-	\$17.30
Transportation Expense / Hour (Dedicated Service)	-	(\$5,317)
Operating		
Registrants / Capita	-	0.0231
Passengers / Capita	-	1.0204
Passengers / Registrants	-	44.26
Passengers / Revenue Hour (Dedicated Service)	-	1.00
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	14.00
Average Speed (Dedicated Service)	-	14.00

Meaford, ON

Meaford Specialized Transit Service

Contact	Bradey Carbert	Population Served:	11,000
Title	Manager, Assets & Technology Services	Service Area (km²):	588.6
Telephone	519-538-1060 x1307	Main Community Served:	Meaford
Email	bcarbert@meaford.ca	Other Communities Served:	Leith, Bognor, Annan

ACTIVE REGISTRANTS

Ambulatory	21		
Non-Ambulatory	85	Attendants	0
Other	0	Companions	40
Total	106	Total	40

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
As per Specialized Transit Policy.

Method of Determination

☒ Internal Assessment	☒ Paper Application
☐ External Contract	☒ Healthcare Professional
☒ Committee	☐ 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	☐	\$2.00	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	00:00 to 00:00	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): 14

Minimum Notice for Reservation (hours): 8

Booking Method: Telephone Bookings are received by Contracted Service Provider

REMARKS

Service in 2019 grew as a result of

- The discontinuation of the conventional transit system on July 1, 2019. As the conventional route was accessible, some of the specialized patrons would use that service if they required access to goods or services on the transit route. After the conventional system ended, these riders had to schedule their rides entirely using the specialized system. This increased the monthly avg. from 140 to 190 riders for the remainder of the year.
- There was an adjustment in the service hours in order to facilitate morning requests, which likely increased ridership by 10 riders per month.
- There was a relaunch of the program due to the update of our specialized transit policy. This included an update of the existing database and additional promotion of the program.

PASSENGER DATA

Dedicated Service	2018	2019
Ambulatory	286	303
Non-Ambulatory	1,040	2,012
Total	1,326	2,315
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	1,326	2,315
Total Support Person Trips	-	-
Total Trips	1,326	2,315

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	1,326	2,315
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2018	2019
Administration	\$2,300	\$12,853
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$34,167	\$45,082
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$5,238	\$8,544
Fuel and Energy Consumption	\$3,500	\$7,500
Total Operating Expenses	\$45,205	\$73,979

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$3,544	\$6,310
Other Revenue	-	-
Total Revenue	\$3,544	\$6,310

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$4,159	-
Municipal Operating Contributions	\$37,502	\$67,669
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$45,205	\$73,979

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	2018	2019
Revenue Vehicle Kilometres	16,228	20,698
Total Vehicle Kilometres	16,228	20,698
Revenue Vehicle Hours	543	830
Total Vehicle Hours	1,022	1,268
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	2018	2019
R/C Ratio	7.8 %	8.5 %
Net Operating Cost / Capita	\$3.79	\$6.15
Total Expense / Passenger	\$34.09	\$31.96
Total Expense / Eligible Passenger	\$34.09	\$31.96
Transportation Expense / Passenger		
Dedicated Service	\$32.36	\$26.40
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$41.98	\$48.21

Operating

Registrants / Capita	0.0136	0.0133
Passengers / Capita	0.1205	0.2105
Passengers / Registrants	8.84	15.86
Passengers / Revenue Hour (Dedicated Service)	2.44	2.79
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	12.24	8.94
Average Speed (Dedicated Service)	29.89	24.94

Midland, ON

Midland Accessible Transit

Contact	Rick Ignas	Population Served:	17,000
Title	Transportation Manager	Service Area (km²):	30.2
Telephone	705-526-4321	Main Community Served:	Town of Midland
Email	transportation@communityreach.ca	Other Communities Served:	

ACTIVE REGISTRANTS

Ambulatory	384		
Non-Ambulatory	171	Attendants	19
Other	0	Companions	9
Total	555	Total	28

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description

Unable to use conventional transit service due to physical, cognitive, visual or sensory disability.
Application requires completed medical assessment filled out by a health care professional.

Method of Determination	
☒ Internal Assessment	☐ Paper Application
☐ External Contract	☒ Healthcare Professional
☒ Committee	☐ 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	\$1.25	-	-	-	18 to 64
Child	☐	-	-	-	-	-	6 and under
Student	☐	\$1.75	\$1.00	-	-	-	6 to 18
Senior	☐	\$1.75	\$1.00	-	-	-	65 plus
Attendant	☐	-	-	-	-	-	
Companion	☐	\$2.00	\$1.25	-	-	-	

Other: Pass Card system Adult = 20 rides @\$25 Student /Senior 20 rides @ \$20

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 for special events.

Advanced Booking Notice (days): 30

Minimum Notice for Reservation (hours): 1

Booking Method: Phone or Email

REMARKS

PASSENGER DATA

Dedicated Service	2018	2019
Ambulatory	7,422	9,166
Non-Ambulatory	2,823	3,056
Total	10,245	12,222
Attendants	134	135
Companions	30	30
Other	-	-
Total	164	165

Non-Dedicated Service

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

Total Eligible Passenger Trips **10,245** **12,222**

Total Support Person Trips **164** **165**

Total Trips **10,409** **12,387**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	3,037	3,667
Reservation	5,158	3,667
On-Demand/Day-of	2,050	4,888
Total Trips Requested	10,245	13,016
Cancelled in Advance	692	555
Cancelled Late	-	158
No-Shows	13	55
Cancelled at Door	-	26

OPERATING EXPENSES

	2018	2019
Administration	-	\$10,624
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$193,312	\$298,191
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$8,145	\$11,780
Fuel and Energy Consumption	\$9,031	\$25,713
Total Operating Expenses	\$210,488	\$346,308

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$14,956	\$11,854
Other Revenue	-	-
Total Revenue	\$14,956	\$11,854

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	\$40,400
Municipal Operating Contributions	\$199,482	\$294,054
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$214,438	\$346,308

CAPITAL EXPENSES

Vehicle Purchase	\$70,000	\$48,624
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$70,000	\$48,624

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	\$40,400	\$48,624
Municipal Capital Contributions	\$199,482	-
Other Capital Contributions	-	-
Total Capital Funding	\$239,882	\$48,624

OPERATING STATISTICS

Dedicated Service	2018	2019
Revenue Vehicle Kilometres	72,416	95,727
Total Vehicle Kilometres	85,195	106,363
Revenue Vehicle Hours	5,437	7,059
Total Vehicle Hours	6,396	7,843

Non-Dedicated Service

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

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	8
Reservation Clerks	-	3
Dispatchers	1	1
Other Transport Operations	-	-
Mechanics	-	1
General Administration	1	-
Other	-	-
Total	2	13

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	\$32.38	2019-01-01	OPSEU-Local 328

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	\$14.50	2019-01-01	
Dispatchers	\$18.00	2019-01-01	
Mechanics	-		

VEHICLE DATA

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

Vehicle Ownership: Town of Midland \

Vehicle Maintenance: Town of Midland

INDICATORS

Financial	2018	2019
R/C Ratio	7.1 %	3.4 %
Net Operating Cost / Capita	\$11.50	\$19.67
Total Expense / Passenger	\$20.22	\$27.96
Total Expense / Eligible Passenger	\$20.55	\$28.33
Transportation Expense / Passenger		
Dedicated Service	\$20.22	\$27.10
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$32.91	\$42.80

Operating

Registrants / Capita	0.0272	0.0343
Passengers / Capita	0.6123	0.7286
Passengers / Registrants	22.48	21.25
Passengers / Revenue Hour (Dedicated Service)	1.91	1.75
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	6.96	7.73
Average Speed (Dedicated Service)	13.32	13.56

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	239		
Non-Ambulatory	46	Attendants	184
Other	0	Companions	0
Total	285	Total	184

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description

Method of Determination

☐ Internal Assessment	☒ Paper Application
☒ External Contract	☒ Healthcare Professional
☒ Committee	☐ 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	☐	-	-	-	-	-	
Other:	CNIB=FREE						

SERVICE HOURS / SCHEDULING

Monday	05:20 to 22:11	Friday	05:20 to 22:11
Tuesday	05:20 to 22:11	Saturday	07:10 to 19:40
Wednesday	05:20 to 22:11	Sunday	00:00 to 00:00
Thursday	05:20 to 22:11	Holiday	00:00 to 00:00

Other: Service hours reduced by 1 hour effective April 2019 on weekdays, ending at 22:11

Advanced Booking Notice (days): 7

Minimum Notice for Reservation (hours): 1

Booking Method: Telephone into a centralized reservationist

REMARKS

PASSENGER DATA

Dedicated Service	2018	2019
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	21,240	25,659
Non-Ambulatory	-	4,938
Total	21,240	30,597
Attendants	7,353	7,672
Companions	37	292
Other	-	-
Total	7,390	7,964
Total Eligible Passenger Trips	21,240	30,597
Total Support Person Trips	7,390	7,964
Total Trips	28,630	38,561

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

	2018	2019
Administration	-	\$30,207
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$542,913	\$502,324
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$542,913	\$532,531

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$59,759	\$57,630
Other Revenue	-	-
Total Revenue	\$59,759	\$57,630

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$483,154	\$474,901
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$501,037	\$523,531

CAPITAL EXPENSES

Vehicle Purchase	-	\$619,001
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	\$619,001

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	\$619,001
Other Capital Contributions	-	-
Total Capital Funding	-	\$619,001

OPERATING STATISTICS

Dedicated Service	2018	2019
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	2018	2019
R/C Ratio	11.0 %	10.8 %
Net Operating Cost / Capita	\$4.02	\$3.95
Total Expense / Passenger	\$18.96	\$13.81
Total Expense / Eligible Passenger	\$25.56	\$17.40
Transportation Expense / Passenger		
Dedicated Service	-	-
Non-Dedicated Service	\$18.96	\$13.03
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0062	0.0039
Passengers / Capita	0.2381	0.3207
Passengers / Registrants	38.38	82.22
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
Title	General Manager	Service Area (km²):	274.2
Telephone	905 729 0057 x1427	Main Community Served:	Alliston
Email	Administrative Clerk	Other Communities Served:	Beeton, Tottenham & Tecumseth

ACTIVE REGISTRANTS

Ambulatory	358		
Non-Ambulatory	0	Attendants	0
Other	0	Companions	0
Total	358	Total	0

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description

Seniors and residents with special assistance mobility needs to attend medical appointments/procedures/programs within the Town as well as once per week trip to local grocery store.

Method of Determination

☐ Internal Assessment	☒ Paper Application
☐ External Contract	☐ Healthcare Professional
☐ Committee	☐ 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:

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: Weekend appointments at hospital are allowed.

Advanced Booking Notice (days): 0

Minimum Notice for Reservation (hours): 0

Booking Method: Directly to Taxi company

REMARKS

Ridership decrease could be due to a change in fare collection, implemented in May, where customers paid for the full taxi fare up front and applied for a reimbursement.

PASSENGER DATA

Dedicated Service	2018	2019
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	8,566	4,742
Non-Ambulatory	-	-
Total	8,566	4,742
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	8,566	4,742
Total Support Person Trips	-	-
Total Trips	8,566	4,742

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	8,566	-
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	-	8,966
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2018	2019
Administration	-	-
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	\$116,848	\$60,687
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$116,848	\$60,687

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$27,753	\$15,262
Other Revenue	-	-
Total Revenue	\$27,753	\$15,262

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$140,000	\$120,000
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$167,753	\$120,000

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	2018	2019
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	1	-
Other	-	-
Total	1	-

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	2018	2019
R/C Ratio	23.8 %	25.2 %
Net Operating Cost / Capita	\$2.55	\$1.30
Total Expense / Passenger	\$13.64	\$12.80
Total Expense / Eligible Passenger	\$13.64	\$12.80
Transportation Expense / Passenger		
Dedicated Service	-	-
Non-Dedicated Service	\$13.64	\$12.80
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0132	0.0102
Passengers / Capita	0.2447	0.1355
Passengers / Registrants	18.54	13.25
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	531	Attendants	228
Non-Ambulatory	490	Companions	20
Other	0		
Total	1,021	Total	248

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
Anyone who is unable to use conventional Transit service due to their disabilities can apply for specialized transit service. Visitors to Niagara Falls who are registered users of a similar service in their hometown can book the service and must show proof of their hometown registration at time of boarding.

Method of Determination	
☒ Internal Assessment	☒ Paper Application
☐ External Contract	☒ Healthcare Professional
☐ Committee	☐ 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	\$2.80	-	-	\$80.00	Under 65
Child	☒	-	-	-	-	-	0-5
Student		\$2.75	\$2.50	-	-	\$65.00	65+
Senior		\$2.75	\$2.50	-	-	\$65.00	
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	2018	2019
Ambulatory	16,914	16,375
Non-Ambulatory	6,638	834
Total	23,552	17,209
Attendants	1,639	2,869
Companions	155	513
Other	-	-
Total	1,794	3,382

Non-Dedicated Service

Ambulatory	874	6,410
Non-Ambulatory	365	402
Total	1,239	6,812
Attendants	121	124
Companions	8	19
Other	-	-
Total	129	143

Total Eligible Passenger Trips **24,791** **24,021**

Total Support Person Trips **1,923** **3,525**

Total Trips **26,714** **27,546**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	15,533	12,975
Reservation	9,258	9,810
On-Demand/Day-of	-	130
Total Trips Requested	35,859	22,785
Cancelled in Advance	5,412	5,810
Cancelled Late	2,979	494
No-Shows	369	455
Cancelled at Door	228	274

OPERATING EXPENSES

	2018	2019
Administration	\$17,885	\$19,435
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$507,280	\$613,943
Contract Non-Dedicated Service	\$20,909	\$20,409
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$155,411	\$218,190
Fuel and Energy Consumption	\$78,744	\$64,743
Total Operating Expenses	\$780,228	\$936,719

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$67,781	\$51,572
Other Revenue	-	-
Total Revenue	\$67,781	\$51,572

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$762,563	\$885,147
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$830,344	\$936,719

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	2018	2019
Revenue Vehicle Kilometres	-	95,463
Total Vehicle Kilometres	200,827	141,810
Revenue Vehicle Hours	10,718	16,304
Total Vehicle Hours	16,931	20,655

Non-Dedicated Service

Accessible Service		
Total Vehicle Kilometres	-	3,913
Total Vehicle Hours	-	833
Non-Accessible Service		
Total Vehicle Kilometres	-	1,955
Total Vehicle Hours	-	416

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	11
Reservation Clerks	-	1
Dispatchers	2	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	2	-
Other	-	-
Total	4	12

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	\$17.93	2019-01-01	
Reservation Clerks	\$17.93	2019-01-01	
Dispatchers	\$21.67	2019-01-01	
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	2018	2019
R/C Ratio	8.7 %	5.5 %
Net Operating Cost / Capita	\$8.09	\$10.05
Total Expense / Passenger	\$29.21	\$34.01
Total Expense / Eligible Passenger	\$31.47	\$39.00
Transportation Expense / Passenger		
Dedicated Service	\$29.25	\$43.56
Non-Dedicated Service	\$15.28	\$2.93
Transportation Expense / Hour (Dedicated Service)	\$43.79	\$43.42

Operating

Registrants / Capita	0.0121	0.0144
Passengers / Capita	0.3033	0.3128
Passengers / Registrants	25.06	21.71
Passengers / Revenue Hour (Dedicated Service)	2.36	1.26
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	4.64
Average Speed (Dedicated Service)	-	5.86

Niagara Region, ON

Niagara Specialized Transit

Contact Leah Lane
 Title Transit Service Planning Analyst
 Telephone 905-980-6000 x3601
 Email leah.lane@niagararegion.ca

Population Served: 447,888
 Service Area (km²): 1,854.0
 Main Community Served: Niagara Region
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	926		
Non-Ambulatory	0	Attendants	346
Other	0	Companions	128
Total	926	Total	474

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
 Does the applicant have a disability that prohibits them from using conventional transit? This includes physical, psychological, etc.

Method of Determination	
☐ Internal Assessment	☒ Paper Application
☐ External Contract	☒ Healthcare Professional
☐ Committee	☐ 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	-	-	-	\$160.00	19-65
Child	☐	-	-	-	-	-	
Student	☐	\$5.00	-	-	-	\$130.00	6-18
Senior	☐	\$5.00	-	-	-	\$130.00	65+
Attendant	☐	-	-	-	-	-	
Companion	☐	\$6.00	-	-	-	\$160.00	Limit 1 per trip

Other:

SERVICE HOURS / SCHEDULING

Monday	07:00 to 22:00	Friday	07:00 to 22:00
Tuesday	07:00 to 22:00	Saturday	07:00 to 22:00
Wednesday	07:00 to 22:00	Sunday	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): 24

Booking Method: Telephone and email

REMARKS

PASSENGER DATA

Dedicated Service	2018	2019
Ambulatory	15,709	-
Non-Ambulatory	14,358	28,680
Total	30,067	28,680
Attendants	3,165	4,936
Companions	642	768
Other	-	-
Total	3,807	5,704
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	30,067	28,680
Total Support Person Trips	3,807	5,704
Total Trips	33,874	34,384

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	30,067	-
Reservation	-	28,680
On-Demand/Day-of	-	-
Total Trips Requested	39,216	37,083
Cancelled in Advance	8,061	7,088
Cancelled Late	188	231
No-Shows	353	421
Cancelled at Door	547	663

OPERATING EXPENSES

	2018	2019
Administration	-	\$2,326
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$2,627,829	\$1,986,442
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$2,627,829	\$1,988,768

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$151,123	\$120,670
Other Revenue	-	-
Total Revenue	\$151,123	\$120,670

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$536,500	\$122,000
Municipal Operating Contributions	\$1,940,206	\$1,746,097
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$2,627,829	\$1,988,768

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	2018	2019
Revenue Vehicle Kilometres	749,548	1,195,208
Total Vehicle Kilometres	1,090,771	370,658
Revenue Vehicle Hours	22,531	43,505
Total Vehicle Hours	32,979	6,387
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	6
Reservation Clerks	4	3
Dispatchers	2	2
Other Transport Operations	3	-
Mechanics	1	1
General Administration	3	2
Other	-	1
Total	31	15

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$17.50		
Reservation Clerks	\$18.00		
Dispatchers	\$23.00		
Mechanics	-		

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	19	-	2	3
Vans	-	-	-	-
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	4	-	4	6
Total	23	1		

Vehicle Ownership: Contractor - All

Vehicle Maintenance: Contractor

INDICATORS

Financial	2018	2019
R/C Ratio	5.8 %	6.1 %
Net Operating Cost / Capita	\$5.53	\$4.17
Total Expense / Passenger	\$77.58	\$57.84
Total Expense / Eligible Passenger	\$87.40	\$69.34
Transportation Expense / Passenger		
Dedicated Service	\$77.58	\$57.77
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$79.68	\$311.01
Operating		
Registrants / Capita	0.0019	0.0031
Passengers / Capita	0.0756	0.0768
Passengers / Registrants	39.07	24.56
Passengers / Revenue Hour (Dedicated Service)	1.50	0.79
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	22.13	34.76
Average Speed (Dedicated Service)	33.27	27.47

North Bay , ON

North Bay Para Bus

Contact Lucy Dubois
 Title Supervisor
 Telephone 705-474-0626 x2289
 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	292		
Non-Ambulatory	233	Attendants	145
Other	4	Companions	0
Total	529	Total	145

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
 Not be able to walk approximate distance of 175m and not able to access conventional transit.

Method of Determination	
☐ Internal Assessment	☒ Paper Application
☐ External Contract	☒ Healthcare Professional
☐ Committee	☐ 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 (accessible and regular) used during hours when buses are no longer on the road

FARE STRUCTURE

Effective Date: 2015-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.00	\$2.70	-	-	-	
Child	☐	\$3.00	\$2.70	-	-	-	
Student	☐	\$3.00	\$2.70	-	-	-	
Senior	☐	\$3.00	\$2.70	-	-	-	
Attendant	☐	\$3.00	\$2.70	-	-	-	
Companion	☐	\$3.00	\$2.70	-	-	-	
Other:	School Trip \$13.92						

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, fax, or letter correspondence

REMARKS

PASSENGER DATA

Dedicated Service	2018	2019
Ambulatory	11,028	12,585
Non-Ambulatory	10,003	10,248
Total	21,031	22,833
Attendants	2,877	3,112
Companions	-	-
Other	-	-
Total	2,877	3,112
Non-Dedicated Service		
Ambulatory	3,588	2,338
Non-Ambulatory	1,357	1,018
Total	4,945	3,356
Attendants	363	270
Companions	-	-
Other	-	-
Total	363	270
Total Eligible Passenger Trips	25,976	26,189
Total Support Person Trips	3,240	3,382
Total Trips	29,216	29,571

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	12,762	12,286
Reservation	-	-
On-Demand/Day-of	12,893	13,579
Total Trips Requested	39,142	43,499
Cancelled in Advance	9,040	12,485
Cancelled Late	4,199	4,806
No-Shows	217	293
Cancelled at Door	31	50

OPERATING EXPENSES

	2018	2019
Administration	\$12,578	\$2,324
Transportation Operations		
Internal Dedicated Service	\$424,708	-
Contract Dedicated Service	-	\$560,742
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	\$62,519	\$45,163
Vehicle and Facility Maintenance	\$111,049	\$129,365
Fuel and Energy Consumption	\$58,488	\$55,515
Total Operating Expenses	\$669,342	\$793,109

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$76,274	\$88,821
Other Revenue	\$10,310	-
Total Revenue	\$86,584	\$88,821

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$582,758	\$704,288
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$669,342	\$793,109

CAPITAL EXPENSES

Vehicle Purchase	\$228,394	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$228,394	-

CAPITAL FUNDING CONTRIBUTIONS

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

OPERATING STATISTICS

Dedicated Service	2018	2019
Revenue Vehicle Kilometres	106,171	113,494
Total Vehicle Kilometres	123,485	131,070
Revenue Vehicle Hours	10,329	10,943
Total Vehicle Hours	10,329	10,943
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	5
Reservation Clerks	-	-
Dispatchers	1	-
Other Transport Operations	-	-
Mechanics	2	-
General Administration	-	-
Other	1	-
Total	8	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	\$19.40	2019-10-01	
Reservation Clerks	-		
Dispatchers	\$18.00	2019-10-01	
Mechanics	\$30.29	2019-01-01	2 - PSAC

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	2018	2019
R/C Ratio	12.9 %	11.2 %
Net Operating Cost / Capita	\$12.38	\$14.96
Total Expense / Passenger	\$22.91	\$26.82
Total Expense / Eligible Passenger	\$25.77	\$30.28
Transportation Expense / Passenger		
Dedicated Service	\$24.86	\$28.74
Non-Dedicated Service	\$11.78	\$12.46
Transportation Expense / Hour (Dedicated Service)	\$57.53	\$68.14

Operating

Registrants / Capita	0.0144	0.0143
Passengers / Capita	0.6205	0.6280
Passengers / Registrants	43.09	43.87
Passengers / Revenue Hour (Dedicated Service)	2.31	2.37
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	4.44	4.37
Average Speed (Dedicated Service)	10.28	10.37

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	230		
Non-Ambulatory	58	Attendants	66
Other	0	Companions	0
Total	288	Total	66

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
 Seniors and persons with a disability

Method of Determination

☒ Internal Assessment	☐ Paper Application
☐ External Contract	☐ Healthcare Professional
☐ Committee	☐ 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; 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 \$11.00/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	2018	2019
Ambulatory	5,861	5,851
Non-Ambulatory	1,020	1,252
Total	6,881	7,103
Attendants	736	610
Companions	-	-
Other	-	-
Total	736	610
Non-Dedicated Service		
Ambulatory	802	1,265
Non-Ambulatory	-	-
Total	802	1,265
Attendants	26	35
Companions	-	-
Other	-	-
Total	26	35
Total Eligible Passenger Trips	7,683	8,368
Total Support Person Trips	762	645
Total Trips	8,445	9,013

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	5,224	5,858
Reservation	2,382	2,426
On-Demand/Day-of	77	84
Total Trips Requested	9,599	10,605
Cancelled in Advance	1,587	1,757
Cancelled Late	-	-
No-Shows	-	5
Cancelled at Door	329	475

OPERATING EXPENSES

	2018	2019
Administration	\$18,998	\$29,658
Transportation Operations		
Internal Dedicated Service	\$69,144	\$75,944
Contract Dedicated Service	\$101	\$182
Contract Non-Dedicated Service	\$18,625	\$24,667
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$8,647	\$12,225
Fuel and Energy Consumption	\$9,872	\$8,973
Total Operating Expenses	\$125,386	\$151,650

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$83,458	\$92,940
Other Revenue	-	-
Total Revenue	\$83,458	\$92,940

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$41,928	\$58,710
Municipal Operating Contributions	-	\$13,846
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$125,386	\$151,650

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	2018	2019
Revenue Vehicle Kilometres	-	45,084
Total Vehicle Kilometres	37,818	45,084
Revenue Vehicle Hours	-	2,770
Total Vehicle Hours	2,448	2,770
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	48,103	65,035
Total Vehicle Hours	1,257	1,680

EMPLOYEE DATA

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

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$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	2018	2019
R/C Ratio	66.6 %	61.3 %
Net Operating Cost / Capita	\$3.19	\$4.47
Total Expense / Passenger	\$14.85	\$16.83
Total Expense / Eligible Passenger	\$16.32	\$18.12
Transportation Expense / Passenger		
Dedicated Service	\$11.52	\$12.62
Non-Dedicated Service	\$22.49	\$18.97
Transportation Expense / Hour (Dedicated Service)	\$35.85	\$35.14
Operating		
Registrants / Capita	0.0305	0.0270
Passengers / Capita	0.6432	0.6864
Passengers / Registrants	21.11	25.46
Passengers / Revenue Hour (Dedicated Service)	-	2.78
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	5.85
Average Speed (Dedicated Service)	-	16.28

Oakville, ON

Oakville Transit

Contact Ragini Govender
 Title Analyst
 Telephone 905-845-6601 x3937
 Email ragini.govender@oakville.ca

Population Served: 211,000
 Service Area (km²): 103.5
 Main Community Served: Town of Oakville
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	3,059		
Non-Ambulatory	1,035	Attendants	763
Other	0	Companions	0
Total	4,094	Total	763

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
 Anyone who is unable to use conventional transit service due to their disability is eligible to apply.

Method of Determination	
☐ Internal Assessment	☐ Paper Application
☐ External Contract	☐ Healthcare Professional
☐ Committee	☐ 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: 2019-03-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$4.00	\$3.10	-	-	\$129.00	20 to 64 years
Child	☒	-	-	-	-	-	Children 0-5 years of age ride for free when accompanied by a fare paying adult.
Student	☐	\$4.00	\$2.38	-	-	\$82.40	
Senior	☒	\$4.00	\$1.96	-	-	\$61.80	65 years and over
Attendant	☒	-	-	-	-	-	When accompanying someone with a disability who has an identified medical requirement for support.
Companion	☐	\$4.00	-	-	-	-	Person accompanying approved applicant.

Other: Youth Freedom Monthly Pass - \$20. GO Riders cash co fare - \$0.80c

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: Bookings can be made by phone with a care-A-van Coordinator, or through self-serve booking service by phone, online or with the Amble mobile app.

REMARKS

Attendants are not registered customers. The medical practitioner identifies on the application if the customer requires an attendant/support person.

PASSENGER DATA

Dedicated Service	2018	2019
Ambulatory	45,728	49,547
Non-Ambulatory	16,947	15,107
Total	62,675	64,654
Attendants	6,734	6,242
Companions	4,743	4,925
Other	-	-
Total	11,477	11,167
Non-Dedicated Service		
Ambulatory	62,942	59,849
Non-Ambulatory	2,735	2,630
Total	65,677	62,479
Attendants	4,393	4,618
Companions	2,881	3,154
Other	-	-
Total	7,274	7,772
Total Eligible Passenger Trips	128,352	127,133
Total Support Person Trips	18,751	18,939
Total Trips	147,103	146,072

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	42,356	36,869
Reservation	66,743	71,194
On-Demand/Day-of	19,253	19,070
Total Trips Requested	147,103	146,072
Cancelled in Advance	8,600	7,240
Cancelled Late	-	-
No-Shows	3,249	2,386
Cancelled at Door	-	-

OPERATING EXPENSES

	2018	2019
Administration	\$681,478	\$583,747
Transportation Operations		
Internal Dedicated Service	\$1,883,508	\$2,012,402
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$1,158,808	\$1,175,873
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$286,399	\$322,264
Fuel and Energy Consumption	\$167,255	\$143,494
Total Operating Expenses	\$4,177,450	\$4,237,780

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$318,046	\$328,508
Other Revenue	-	-
Total Revenue	\$318,046	\$328,508

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$354,400	\$354,400
Municipal Operating Contributions	\$3,505,004	\$3,554,872
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$4,177,450	\$4,237,780

CAPITAL EXPENSES

Vehicle Purchase	\$434,410	\$3,976,329
Debt Servicing	-	-
Other	\$241,531	-
Total Capital Expenses	\$675,944	\$3,976,329

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	\$272,662	\$31,882
Provincial Capital Contributions	\$163,424	\$699,102
Municipal Capital Contributions	\$27,000	-
Other Capital Contributions	\$507,636	\$269,770
Total Capital Funding	\$970,722	\$1,000,754

OPERATING STATISTICS

Dedicated Service	2018	2019
Revenue Vehicle Kilometres	712,205	747,448
Total Vehicle Kilometres	712,205	747,448
Revenue Vehicle Hours	38,585	38,663
Total Vehicle Hours	39,443	39,504
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	-
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	4	4
Mechanics	-	-
General Administration	-	-
Other	1	-
Total	23	4

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$31.96	2019-02-01	
Reservation Clerks	\$35.38	2019-02-01	
Dispatchers	-		
Mechanics	\$38.23	2019-02-01	

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		Unifor 1256
Reservation Clerks	-		CUPE 1329
Dispatchers	-		
Mechanics	-		Unifor 1256

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	-	-	-	-
Small Buses	23	-	3	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	23	-		

Vehicle Ownership: Municipal Transit System

Vehicle Maintenance: Municipal Transit System

INDICATORS

Financial	2018	2019
R/C Ratio	7.6 %	7.8 %
Net Operating Cost / Capita	\$19.18	\$18.53
Total Expense / Passenger	\$28.40	\$29.01
Total Expense / Eligible Passenger	\$32.55	\$33.33
Transportation Expense / Passenger		
Dedicated Service	\$31.52	\$32.68
Non-Dedicated Service	\$15.88	\$16.74
Transportation Expense / Hour (Dedicated Service)	\$59.25	\$62.73

Operating

Registrants / Capita	0.0205	0.0230
Passengers / Capita	0.7311	0.6923
Passengers / Registrants	35.69	30.07
Passengers / Revenue Hour (Dedicated Service)	1.92	1.96
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	9.60	9.86
Average Speed (Dedicated Service)	18.46	19.33

Orillia, ON

Orillia Wheelchair Limousine Service

Contact: Jeff Hunter
 Title: Manager, Construction and Transit
 Telephone: 705-325-2213
 Email: jhunter@orillia.ca

Population Served: 31,166
 Service Area (km²): 28.8
 Main Community Served: Orillia
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	0		
Non-Ambulatory	736	Attendants	195
Other	0	Companions	0
Total	736	Total	195

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description

Method of Determination

☐ Internal Assessment	☒ Paper Application
☒ External Contract	☒ Healthcare Professional
☐ Committee	☐ 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	-	-	-	\$59.00	
Child	☐	\$2.50	-	-	-	\$59.00	
Student	☐	\$2.50	-	-	-	\$59.00	
Senior	☐	\$2.50	-	-	-	\$59.00	
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	2018	2019
Ambulatory	-	-
Non-Ambulatory	6,751	6,663
Total	6,751	6,663
Attendants	303	360
Companions	-	-
Other	-	-
Total	303	360
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	6,751	6,663
Total Support Person Trips	303	360
Total Trips	7,054	7,023

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	5,004	5,147
Reservation	1,914	1,652
On-Demand/Day-of	-	-
Total Trips Requested	-	-
Cancelled in Advance	358	499
Cancelled Late	-	-
No-Shows	122	176
Cancelled at Door	-	-

OPERATING EXPENSES

	2018	2019
Administration	-	-
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$317,136	\$332,813
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$317,136	\$332,813

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$12,145	\$14,350
Other Revenue	\$500	\$500
Total Revenue	\$12,645	\$14,850

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$304,491	\$317,963
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$317,136	\$332,813

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	2018	2019
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	-	-
Revenue Vehicle Hours	5,144	5,144
Total Vehicle Hours	5,144	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	-	4	-
Other	-	-	-	-
Total	1	-		

Vehicle Ownership: City of Orillia
 Vehicle Maintenance: TOK Transit

INDICATORS

Financial	2018	2019
R/C Ratio	4.0 %	4.5 %
Net Operating Cost / Capita	\$9.77	\$10.20
Total Expense / Passenger	\$44.96	\$47.39
Total Expense / Eligible Passenger	\$46.98	\$49.95
Transportation Expense / Passenger		
Dedicated Service	\$44.96	\$47.39
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$61.65	\$64.70
Operating		
Registrants / Capita	0.0237	0.0299
Passengers / Capita	0.2263	0.2253
Passengers / Registrants	9.55	7.54
Passengers / Revenue Hour (Dedicated Service)	1.37	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	Mandate
☐ Internal	☐ Policy
☐ External	☐ Recommendation
	☐ Decision Making
	☐ Other

ELIGIBILITY CRITERIA

Description

Para Transpo offers three categories of eligibility. The categories align with the Integrated Accessibility Standards Regulation (IASR O. Reg. 191/11) and the Accessibility for Ontarians with Disabilities Act 2005 (AODA).

Unconditional: A person with a disability that prevents them from using conventional transit.

Temporary: A person with a temporary disability that prevents them from using conventional transit. An applicant who qualifies for temporary service requires specialized transit for a defined period of time.

Conditional: A person with a disability where environmental or physical barriers limit their ability to consistently use conventional transit. An applicant who qualifies for conditional service may be able to use conventional transit for all or part of their trip, but may also qualify for specialized transit under specific circumstances.

Method of Determination

☐ Internal Assessment	☐ Paper Application
☒ External Contract	☐ Healthcare Professional
☐ Committee	☐ 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 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: 2019-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.60	\$3.55	-	-	\$119.50	
Child	☐	\$1.85	\$1.80	-	-	-	6-12
Student	☐	-	-	-	-	-	
Senior	☐	\$2.70	\$2.65	-	-	\$45.50	65+
Attendant	☒	-	-	-	-	-	
Companion	☐	\$3.60	\$3.55	-	-	-	

Other: Child 5 and under ride free. Access and community pass \$43.25 monthly, \$1.75 on Presto (no cash discount), Rural Fare: \$9.50

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	2018	2019
Ambulatory	228,107	206,999
Non-Ambulatory	124,803	114,904
Total	352,910	321,903
Attendants	24,438	25,991
Companions	24,076	21,008
Other	-	-
Total	48,514	46,999
Non-Dedicated Service		
Ambulatory	440,518	460,331
Non-Ambulatory	106,997	106,009
Total	547,515	566,340
Attendants	27,293	29,276
Companions	29,654	26,433
Other	10,775	12,806
Total	67,722	68,515
Total Eligible Passenger Trips	900,425	888,243
Total Support Person Trips	116,236	115,514
Total Trips	1,016,661	1,003,757

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	484,062	490,097
Reservation	376,454	382,741
On-Demand/Day-of	27,580	22,410
Total Trips Requested	1,047,090	1,133,476
Cancelled in Advance	53,231	63,682
Cancelled Late	105,754	116,999
No-Shows	28,227	29,779
Cancelled at Door	32,470	39,969

OPERATING EXPENSES

	2018	2019
Administration	\$3,827,774	\$3,897,640
Transportation Operations		
Internal Dedicated Service	\$11,623,557	\$11,811,650
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$15,483,461	\$16,565,589
Contract Taxi Scrip	\$339,572	\$293,546
Vehicle and Facility Maintenance	\$2,972,564	\$2,975,408
Fuel and Energy Consumption	\$1,023,934	\$1,067,581
Total Operating Expenses	\$35,270,862	\$36,611,414

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$2,309,830	\$2,269,401
Other Revenue	\$16,380	\$18,082
Total Revenue	\$2,326,210	\$2,287,483

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$32,944,652	\$34,323,931
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$35,270,862	\$36,611,414

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	\$78,029	\$53,055
Total Capital Expenses	\$78,029	\$53,055

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	\$78,029	\$53,055
Other Capital Contributions	-	-
Total Capital Funding	\$78,029	\$53,055

OPERATING STATISTICS

Dedicated Service	2018	2019
Revenue Vehicle Kilometres	3,836,453	2,274,198
Total Vehicle Kilometres	4,634,629	2,735,773
Revenue Vehicle Hours	184,883	175,464
Total Vehicle Hours	184,883	175,464
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	8,093,252
Total Vehicle Hours	-	401,135
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	118	-
Reservation Clerks	11	-
Dispatchers	4	4
Other Transport Operations	15	-
Mechanics	11	-
General Administration	3	-
Other	8	-
Total	170	4

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$28.92	2019-01-01	ATU 279 Para
Reservation Clerks	\$35.40	2019-01-01	ATU1760
Dispatchers	\$36.60	2019-01-01	ATU Local 279
Mechanics	\$37.38	2019-04-01	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	2018	2019
R/C Ratio	6.6 %	6.3 %
Net Operating Cost / Capita	\$33.23	\$34.62
Total Expense / Passenger	\$34.69	\$36.47
Total Expense / Eligible Passenger	\$39.17	\$41.22
Transportation Expense / Passenger		
Dedicated Service	\$38.91	\$42.98
Non-Dedicated Service	\$25.72	\$26.56
Transportation Expense / Hour (Dedicated Service)	\$84.49	\$90.36

Operating

Registrants / Capita	0.0103	0.0103
Passengers / Capita	1.0255	1.0124
Passengers / Registrants	99.37	98.11
Passengers / Revenue Hour (Dedicated Service)	2.17	2.10
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	9.56	6.16
Average Speed (Dedicated Service)	20.75	12.96

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: 22,030
 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	Mandate
☒ Internal	☒ Policy
☒ External	☒ Recommendation
	☐ Decision Making
	☒ Other

ELIGIBILITY CRITERIA

Description
 Approval of a completed application is required, including completion of a form with doctor signatures.

Method of Determination	
☐ Internal Assessment	☐ Paper Application
☐ External Contract	☒ Healthcare Professional
☐ Committee	☐ 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	☒	\$2.50	-	-	-	-	0-5
Student	☐	-	-	-	-	\$35.00	Student Card
Senior	☐	-	-	-	-	\$55.00	65+
Attendant	☒	-	-	-	-	-	Registered
Companion	☐	-	-	-	-	-	

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	2018	2019
Ambulatory	5,420	-
Non-Ambulatory	1,755	-
Total	7,175	7,784
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	7,175	7,784
Total Support Person Trips	702	-
Total Trips	7,877	7,784

Total Eligible Passenger Trips by Booking Type

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

OPERATING EXPENSES

	2018	2019
Administration	\$36,485	-
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$229,423	\$232,572
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	\$19,949	-
Total Operating Expenses	\$285,857	\$232,572

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$11,017	\$8,931
Other Revenue	-	-
Total Revenue	\$11,017	\$8,931

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$274,840	\$255,220
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$285,857	\$264,151

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	2018	2019
Revenue Vehicle Kilometres	38,910	3,428
Total Vehicle Kilometres	40,850	3,583
Revenue Vehicle Hours	3,610	-
Total Vehicle Hours	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	26	1	1	-
Other	-	-	-	-
Total	26	1		

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

Vehicle Maintenance: First Student Canada

INDICATORS

Financial	2018	2019
R/C Ratio	3.9 %	3.8 %
Net Operating Cost / Capita	\$12.48	\$10.15
Total Expense / Passenger	\$36.29	\$29.88
Total Expense / Eligible Passenger	\$39.84	\$29.88
Transportation Expense / Passenger		
Dedicated Service	\$34.76	\$29.88
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$66.06	-
Operating		
Registrants / Capita	0.0048	0.0048
Passengers / Capita	0.3576	0.3533
Passengers / Registrants	74.31	73.43
Passengers / Revenue Hour (Dedicated Service)	1.99	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	5.42	0.44
Average Speed (Dedicated Service)	10.78	-

Parry Sound, ON

WPSDCSS - Volunteer Transportation (CSS) -Parry Sound Transit

Contact	Linda Taylor	Population Served:	6,321
Title	Program Director	Service Area (km²):	8.1
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

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

ELIGIBILITY CRITERIA

Description

Method of Determination

☒ Internal Assessment	☐ Paper Application
☐ External Contract	☐ Healthcare Professional
☐ Committee	☐ 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	2018	2019
Ambulatory	-	-
Non-Ambulatory	-	4,207
Total	-	4,207
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	7,249	4,207
Total Support Person Trips	-	-
Total Trips	7,249	4,207

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	4,207
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	8,000	4,207
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2018	2019
Administration	-	\$803
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$58,518	\$123,118
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$203,659	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$262,178	\$123,921

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$245,838	\$16,152
Other Revenue	-	-
Total Revenue	\$245,838	\$16,152

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$80,774	\$41,480
Municipal Operating Contributions	-	\$803
Other Operating Contributions	-	\$65,486
Total Operating Revenues and Funding	\$326,612	\$123,921

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	2018	2019
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	1	-
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	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	2018	2019
R/C Ratio	93.8 %	13.0 %
Net Operating Cost / Capita	\$0.38	\$17.05
Total Expense / Passenger	\$36.17	\$29.46
Total Expense / Eligible Passenger	\$36.17	\$29.46
Transportation Expense / Passenger		
Dedicated Service	-	\$29.27
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	-	-
Passengers / Capita	0.1693	0.6656
Passengers / Registrants	-	-
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

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	5,390		
Non-Ambulatory	2,187	Attendants	1,511
Other	300	Companions	1,117
Total	7,877	Total	2,628

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
 Cognitive, Physical, Sensory, Environmental

Method of Determination	
☒ Internal Assessment	☒ Paper Application
☒ External Contract	☒ Healthcare Professional
☐ Committee	☐ 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: 2019-05-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.75	-	-	-	\$124.00	
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	2018	2019
Ambulatory	144,640	160,288
Non-Ambulatory	137,166	129,487
Total	281,806	289,775
Attendants	32,356	34,208
Companions	29,628	30,917
Other	34,638	19,553
Total	96,622	84,678
Non-Dedicated Service		
Ambulatory	224,588	249,582
Non-Ambulatory	31,525	35,006
Total	256,113	284,588
Attendants	23,411	19,197
Companions	21,061	19,210
Other	23,200	26,460
Total	67,672	64,867
Total Eligible Passenger Trips	537,919	574,363
Total Support Person Trips	164,294	149,545
Total Trips	702,213	723,908

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	256,569	305,986
Reservation	387,806	371,909
On-Demand/Day-of	-	-
Total Trips Requested	645,425	757,447
Cancelled in Advance	63,439	87,920
Cancelled Late	7,311	10,346
No-Shows	8,236	8,921
Cancelled at Door	5,371	6,868

OPERATING EXPENSES

	2018	2019
Administration	\$3,768,074	\$3,862,487
Transportation Operations		
Internal Dedicated Service	\$7,770,680	\$8,086,402
Contract Dedicated Service	\$6,031,073	\$6,017,786
Contract Non-Dedicated Service	\$7,061,701	\$7,653,031
Contract Taxi Scrip	\$218,517	\$190,375
Vehicle and Facility Maintenance	\$2,133,859	\$2,172,552
Fuel and Energy Consumption	\$429,694	\$344,835
Total Operating Expenses	\$27,413,598	\$28,327,468

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$2,256,332	\$2,457,092
Other Revenue	\$23,180	\$68,132
Total Revenue	\$2,279,512	\$2,525,224

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$798,528	\$774,606
Municipal Operating Contributions	\$24,335,557	\$25,027,638
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$27,413,597	\$28,327,468

CAPITAL EXPENSES

Vehicle Purchase	-	\$1,056,279
Debt Servicing	-	-
Other	\$7,710,028	\$103,662
Total Capital Expenses	\$7,710,028	\$1,159,941

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	\$6,988,259	\$397,285
Provincial Capital Contributions	-	\$8,534
Municipal Capital Contributions	\$721,769	\$754,121
Other Capital Contributions	-	-
Total Capital Funding	\$7,710,028	\$1,159,941

OPERATING STATISTICS

Dedicated Service	2018	2019
Revenue Vehicle Kilometres	3,628,072	3,776,828
Total Vehicle Kilometres	4,256,417	4,262,872
Revenue Vehicle Hours	168,269	178,503
Total Vehicle Hours	194,178	194,757
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	1,267,740	1,382,948
Total Vehicle Hours	55,677	62,052
Non-Accessible Service		
Total Vehicle Kilometres	2,461,742	2,854,782
Total Vehicle Hours	61,666	73,975

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	50	26
Reservation Clerks	-	-
Dispatchers	10	-
Other Transport Operations	-	-
Mechanics	3	-
General Administration	19	-
Other	7	5
Total	89	31

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$26.80	2019-04-01	CUPE 966
Reservation Clerks	-		
Dispatchers	\$43.24	2019-04-01	
Mechanics	\$33.07	2019-04-01	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	-	128	-	4
Minivans	45	72	1	3
Vans	39	-	2	4
Small Buses	65	-	4	4
Low-floor	-	-	-	-
Other	-	-	-	-
Total	149	200		

Vehicle Ownership: TransHelp, contractor

Vehicle Maintenance: TransHelp, Contract Services

INDICATORS

Financial	2018	2019
R/C Ratio	8.3 %	8.9 %
Net Operating Cost / Capita	\$18.19	\$18.67
Total Expense / Passenger	\$39.04	\$39.13
Total Expense / Eligible Passenger	\$50.96	\$49.32
Transportation Expense / Passenger		
Dedicated Service	\$43.25	\$44.39
Non-Dedicated Service	\$22.48	\$22.44
Transportation Expense / Hour (Dedicated Service)	\$84.28	\$85.35
Operating		
Registrants / Capita	0.0075	0.0076
Passengers / Capita	0.5082	0.5239
Passengers / Registrants	67.89	68.91
Passengers / Revenue Hour (Dedicated Service)	2.25	2.10
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	9.59	10.09
Average Speed (Dedicated Service)	21.56	21.16

Pembroke, ON

Pembroke Handi-Bus

Contact	Dan Callaghan	Population Served:	24,800
Title	Manager	Service Area (km²):	91.2
Telephone	613-735-6998	Main Community Served:	City of Pembroke
Email	ppembrokehandibus@bellnet.ca	Other Communities Served:	Laurentian Valley Twsp , Town of PetawawaTown of Petawawa

ACTIVE REGISTRANTS

Ambulatory	262		
Non-Ambulatory	158	Attendants	0
Other	0	Companions	0
Total	420	Total	0

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
Unable to utilize conventional transportation due to physical or intellectual disabilities

Method of Determination	
☐ Internal Assessment	☒ Paper Application
☐ External Contract	☒ Healthcare Professional
☐ Committee	☐ 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	-	-	-	-	
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: Saturday, Sunday and Holidays by special request

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	2018	2019
Ambulatory	5,880	6,247
Non-Ambulatory	2,195	1,936
Total	8,075	8,183
Attendants	960	960
Companions	-	-
Other	-	-
Total	960	960
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	8,075	8,183
Total Support Person Trips	960	960
Total Trips	9,035	9,143

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	9,035	9,283
Cancelled in Advance	232	203
Cancelled Late	-	-
No-Shows	108	41
Cancelled at Door	-	-

OPERATING EXPENSES

	2018	2019
Administration	\$95,092	\$88,832
Transportation Operations		
Internal Dedicated Service	\$100,662	\$103,760
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$61,107	\$51,877
Fuel and Energy Consumption	\$19,763	\$17,767
Total Operating Expenses	\$276,624	\$262,236

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$58,686	\$58,432
Other Revenue	-	-
Total Revenue	\$58,686	\$58,432

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$125,000	\$120,000
Municipal Operating Contributions	\$37,500	\$37,500
Other Operating Contributions	\$62,191	\$42,490
Total Operating Revenues and Funding	\$283,377	\$258,423

CAPITAL EXPENSES

Vehicle Purchase	-	\$72,504
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	\$72,504

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	\$72,504
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	\$72,504

OPERATING STATISTICS

Dedicated Service	2018	2019
Revenue Vehicle Kilometres	61,342	57,709
Total Vehicle Kilometres	61,342	57,709
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	\$18.52	2019-04-07	
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	7
Small Buses	1	-	3	8
Low-floor	1	-	4	5
Other	-	-	-	-
Total	3	-		

Vehicle Ownership: Non-profit organization

Vehicle Maintenance: Non-profit organization

INDICATORS

Financial	2018	2019
R/C Ratio	21.2 %	22.3 %
Net Operating Cost / Capita	\$8.79	\$8.22
Total Expense / Passenger	\$30.62	\$28.68
Total Expense / Eligible Passenger	\$34.26	\$32.05
Transportation Expense / Passenger		
Dedicated Service	\$20.09	\$18.97
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0177	0.0169
Passengers / Capita	0.3643	0.3687
Passengers / Registrants	20.58	21.77
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	6.79	6.31
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 dmraycraft@knollcrestlodge.com

Population Served: 12,000
 Service Area (km²): 171.0
 Main Community Served: Perth East
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	817		
Non-Ambulatory	56	Attendants	129
Other	0	Companions	0
Total	873	Total	129

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
 Cognitive, physical, sensory, environmental

Method of Determination	
☒ Internal Assessment	☐ Paper Application
☐ External Contract	☒ Healthcare Professional
☐ Committee	☐ 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	08:30 to 16:00	Friday	08:30 to 16:00
Tuesday	08:30 to 16:00	Saturday	00:00 to 00:00
Wednesday	08:30 to 16:00	Sunday	00:00 to 00:00
Thursday	08:30 to 16:00	Holiday	00:00 to 00:00

Other: After hours, weekends and holidays 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	2018	2019
Ambulatory	9,266	9,627
Non-Ambulatory	664	897
Total	9,930	10,524
Attendants	705	1,244
Companions	-	-
Other	-	-
Total	705	1,244
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	9,930	10,524
Total Support Person Trips	705	1,244
Total Trips	10,635	11,768

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	2,323	2,507
Reservation	6,047	5,417
On-Demand/Day-of	1,560	2,600
Total Trips Requested	10,721	11,166
Cancelled in Advance	1,314	1,735
Cancelled Late	-	-
No-Shows	17	21
Cancelled at Door	-	-

OPERATING EXPENSES

	2018	2019
Administration	\$5,361	\$5,897
Transportation Operations		
Internal Dedicated Service	\$101,164	\$100,986
Contract Dedicated Service	\$978	\$1,054
Contract Non-Dedicated Service	\$2,913	\$708
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$15,673	\$23,814
Fuel and Energy Consumption	\$25,692	\$25,482
Total Operating Expenses	\$151,781	\$157,941

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$65,253	\$71,465
Other Revenue	-	-
Total Revenue	\$65,253	\$71,465

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$61,842	\$60,447
Municipal Operating Contributions	\$7,500	\$7,500
Other Operating Contributions	\$17,186	\$18,529
Total Operating Revenues and Funding	\$151,781	\$157,941

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	2018	2019
Revenue Vehicle Kilometres	96,136	102,837
Total Vehicle Kilometres	97,353	104,139
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	\$17.68	2019-09-28	
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	2018	2019
R/C Ratio	43.0 %	45.3 %
Net Operating Cost / Capita	\$7.21	\$7.21
Total Expense / Passenger	\$14.27	\$13.42
Total Expense / Eligible Passenger	\$15.29	\$15.01
Transportation Expense / Passenger		
Dedicated Service	\$13.49	\$12.86
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0662	0.0835
Passengers / Capita	0.8862	0.9807
Passengers / Registrants	13.39	11.74
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	9.04	8.74
Average Speed (Dedicated Service)	-	-

Peterborough, ON

Peterborough Transit

Contact	Robin St Pierre	Population Served:	81,032
Title	Operations Supervisor Specialized Services	Service Area (km²):	67.4
Telephone	705-742-7777 x2888	Main Community Served:	City Of Peterborough
Email	rstpierre@peterborough.ca	Other Communities Served:	

ACTIVE REGISTRANTS

Ambulatory	602		
Non-Ambulatory	567	Attendants	189
Other	25	Companions	0
Total	1,194	Total	189

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description	Method of Determination
☐ Internal Assessment	☒ Paper Application
☐ External Contract	☒ Healthcare Professional
☐ Committee	☐ Other

DEDICATED SERVICE

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

NON-DEDICATED SERVICE

Operated By:	☒ Taxi
	☐ Rideshare Service
	☐ Other

Delivery Model:
For Emergencies Only

FARE STRUCTURE

Effective Date: 2013-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.50	-	-	-	\$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: No service on Christmas Day or New Years Day

Advanced Booking Notice (days): 14

Minimum Notice for Reservation (hours): 1

Booking Method: Phone

REMARKS

PASSENGER DATA

Dedicated Service	2018	2019
Ambulatory	13,393	23,633
Non-Ambulatory	12,866	11,606
Total	26,259	35,239
Attendants	1,239	5,771
Companions	-	369
Other	-	-
Total	1,239	6,140

Non-Dedicated Service

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

Total Eligible Passenger Trips **26,259** **35,239**

Total Support Person Trips **1,239** **6,140**

Total Trips **27,498** **41,379**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	8,140	14,964
Reservation	17,331	-
On-Demand/Day-of	788	-
Total Trips Requested	44,038	40,545
Cancelled in Advance	6,925	3,928
Cancelled Late	364	183
No-Shows	1,218	1,197
Cancelled at Door	4,278	-

OPERATING EXPENSES

	2018	2019
Administration	\$830,708	\$838,338
Transportation Operations		
Internal Dedicated Service	\$405,997	\$385,741
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	\$237	\$473
Vehicle and Facility Maintenance	\$140,277	-
Fuel and Energy Consumption	\$112,863	\$134,547
Total Operating Expenses	\$1,490,082	\$1,359,099

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$121,250	\$155,204
Other Revenue	-	-
Total Revenue	\$121,250	\$155,204

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$169,400	\$195,070
Municipal Operating Contributions	\$1,199,432	\$1,008,825
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$1,490,082	\$1,359,099

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	2018	2019
Revenue Vehicle Kilometres	239,332	231,674
Total Vehicle Kilometres	265,924	272,557
Revenue Vehicle Hours	16,811	17,580
Total Vehicle Hours	18,679	20,682

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

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$29.25	2019-07-01	ATU 3120
Reservation Clerks	\$30.83	2019-12-31	CUPE 126
Dispatchers	-		
Mechanics	\$32.15	2019-12-31	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	2018	2019
R/C Ratio	8.1 %	11.4 %
Net Operating Cost / Capita	\$16.89	\$14.86
Total Expense / Passenger	\$54.19	\$32.85
Total Expense / Eligible Passenger	\$56.75	\$38.57
Transportation Expense / Passenger		
Dedicated Service	\$23.97	\$12.57
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$35.29	\$25.16

Operating

Registrants / Capita	0.0158	0.0171
Passengers / Capita	0.3393	0.5107
Passengers / Registrants	21.52	29.92
Passengers / Revenue Hour (Dedicated Service)	1.64	2.35
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	8.70	5.60
Average Speed (Dedicated Service)	14.24	13.18

Peterborough County, ON

Caremobile

Contact	Anne Trudel-Inglis	Population Served:	81,032
Title	Program coordinator	Service Area (km²):	3,769.3
Telephone	705-775-3083 x205	Main Community Served:	Peterborough County
Email	atrudel-inglis@commcareptbo.org	Other Communities Served:	

ACTIVE REGISTRANTS

Ambulatory	43		
Non-Ambulatory	56	Attendants	59
Other	0	Companions	0
Total	99	Total	59

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
Service is available to individuals living in Peterborough County, over the age of 18 with physical challenges who are unable to access conventional transportation.

Method of Determination	
☒ Internal Assessment	☒ Paper Application
☐ External Contract	☒ Healthcare Professional
☐ Committee	☐ 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: Holidays

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	2018	2019
Ambulatory	1,918	1,330
Non-Ambulatory	724	1,024
Total	2,642	2,354
Attendants	91	155
Companions	21	25
Other	-	-
Total	112	180
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	2,642	2,354
Total Support Person Trips	112	180
Total Trips	2,754	2,534

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	2,246	2,000
Reservation	344	306
On-Demand/Day-of	52	48
Total Trips Requested	3,018	2,844
Cancelled in Advance	175	300
Cancelled Late	175	162
No-Shows	2	2
Cancelled at Door	-	-

OPERATING EXPENSES

	2018	2019
Administration	\$8,484	\$10,374
Transportation Operations		
Internal Dedicated Service	\$91,425	\$91,559
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$6,517	\$5,205
Fuel and Energy Consumption	\$13,212	\$13,614
Total Operating Expenses	\$119,638	\$120,752

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$20,849	\$20,829
Other Revenue	\$286	\$1,070
Total Revenue	\$21,135	\$21,899

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$64,676	\$65,221
Municipal Operating Contributions	\$33,770	\$33,600
Other Operating Contributions	\$57	\$32
Total Operating Revenues and Funding	\$119,638	\$120,752

CAPITAL EXPENSES

Vehicle Purchase	\$18,935	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$18,935	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	\$18,935	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	\$18,935	-

OPERATING STATISTICS

Dedicated Service	2018	2019
Revenue Vehicle Kilometres	45,308	42,545
Total Vehicle Kilometres	77,598	79,677
Revenue Vehicle Hours	2,000	2,494
Total Vehicle Hours	4,000	4,494
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	77,598	79,677
Total Vehicle Hours	4,000	4,494
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	-	4

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	2018	2019
R/C Ratio	17.7 %	18.1 %
Net Operating Cost / Capita	\$1.22	\$1.22
Total Expense / Passenger	\$43.44	\$47.65
Total Expense / Eligible Passenger	\$45.28	\$51.30
Transportation Expense / Passenger		
Dedicated Service	\$40.36	\$43.56
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$27.79	\$24.56

Operating

Registrants / Capita	0.0016	0.0019
Passengers / Capita	0.0340	0.0313
Passengers / Registrants	21.52	16.04
Passengers / Revenue Hour (Dedicated Service)	1.38	1.02
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	16.45	16.79
Average Speed (Dedicated Service)	22.65	17.06

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	0		
Non-Ambulatory	0	Attendants	0
Other	0	Companions	0
Total	236	Total	0

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
 Cognitive, Age, Physical, Sensory, Environmental

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: 2014-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.00	-	-	-	\$50.00	
Child	☒	-	-	-	-	-	
Student	☐	\$1.50	-	-	-	\$30.00	
Senior	☐	\$1.50	-	-	-	\$30.00	
Attendant	☒	-	-	-	-	-	
Companion	☒	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	07:00 to 20:00	Friday	07:00 to 20:00
Tuesday	07:00 to 20:00	Saturday	09:00 to 16:00
Wednesday	07:00 to 20:00	Sunday	00:00 to 00:00
Thursday	07:00 to 20:00	Holiday	00:00 to 00:00

Other:

Advanced Booking Notice (days): 60

Minimum Notice for Reservation (hours): 24

Booking Method: Phone in

REMARKS

PASSENGER DATA

Dedicated Service	2018	2019
Ambulatory	2,379	1,313
Non-Ambulatory	1,113	4,271
Total	3,492	5,584
Attendants	-	-
Companions	255	727
Other	-	-
Total	255	727
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	3,492	5,584
Total Support Person Trips	255	727
Total Trips	3,747	6,311

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	3,907	5,584
On-Demand/Day-of	-	-
Total Trips Requested	4,640	6,194
Cancelled in Advance	568	400
Cancelled Late	56	82
No-Shows	332	75
Cancelled at Door	192	25

OPERATING EXPENSES

	2018	2019
Administration	-	\$180
Transportation Operations		
Internal Dedicated Service	-	\$110,554
Contract Dedicated Service	\$83,559	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	\$652
Fuel and Energy Consumption	\$7,182	\$8,216
Total Operating Expenses	\$90,741	\$119,602

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$3,115	\$4,484
Other Revenue	-	-
Total Revenue	\$3,115	\$4,484

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$87,864	\$115,118
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$90,979	\$119,602

CAPITAL EXPENSES

Vehicle Purchase	\$47,258	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$47,258	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	\$47,258	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	\$47,258	-

OPERATING STATISTICS

Dedicated Service	2018	2019
Revenue Vehicle Kilometres	-	48,070
Total Vehicle Kilometres	19,244	48,070
Revenue Vehicle Hours	-	3,662
Total Vehicle Hours	720	3,662
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

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

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$18.78		
Reservation Clerks	-		
Dispatchers	\$26.96		
Mechanics	\$28.84	2019-01-01	CUPE

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	2
Vans	-	-	-	-
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	1	-		

Vehicle Ownership: Municipality

Vehicle Maintenance: Municipality

INDICATORS

Financial	2018	2019
R/C Ratio	3.4 %	3.8 %
Net Operating Cost / Capita	\$7.10	\$9.32
Total Expense / Passenger	\$24.22	\$18.95
Total Expense / Eligible Passenger	\$25.99	\$21.42
Transportation Expense / Passenger		
Dedicated Service	\$24.22	\$18.92
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$126.03	\$32.61

Operating

Registrants / Capita	0.0372	0.0191
Passengers / Capita	0.3034	0.5110
Passengers / Registrants	8.16	26.74
Passengers / Revenue Hour (Dedicated Service)	-	1.72
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	7.62
Average Speed (Dedicated Service)	-	13.13

Prince Edward County, ON

Prince Edward County

Contact	Shelly Ackers	Population Served:	25,490
Title	Executive Director	Service Area (km²):	1,048.3
Telephone	613-392-9640	Main Community Served:	Prince Edward County
Email	shelly.ackers@quinteaccess.org	Other Communities Served:	

ACTIVE REGISTRANTS

Ambulatory	735		
Non-Ambulatory	636	Attendants	85
Other	0	Companions	20
Total	1,371	Total	105

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
Persons with disabilities and seniors 65+

Method of Determination	
☒ Internal Assessment	☒ Paper Application
☐ External Contract	☒ Healthcare Professional
☐ Committee	☐ 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	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
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	2018	2019
Ambulatory	8,474	8,897
Non-Ambulatory	3,087	3,427
Total	11,561	12,324
Attendants	138	400
Companions	-	20
Other	-	-
Total	138	420
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	11,561	12,324
Total Support Person Trips	138	420
Total Trips	11,699	12,744

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	7,668	6,071
Reservation	3,492	5,713
On-Demand/Day-of	263	120
Total Trips Requested	13,007	14,000
Cancelled in Advance	455	555
Cancelled Late	800	910
No-Shows	25	48
Cancelled at Door	142	148

OPERATING EXPENSES

	2018	2019
Administration	\$77,202	\$111,325
Transportation Operations		
Internal Dedicated Service	\$130,405	-
Contract Dedicated Service	-	\$126,181
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$207,607	\$237,506

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$61,504	\$78,439
Other Revenue	-	-
Total Revenue	\$61,504	\$78,439

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$97,980	\$118,007
Municipal Operating Contributions	\$43,123	\$36,060
Other Operating Contributions	\$5,000	\$5,000
Total Operating Revenues and Funding	\$207,607	\$237,506

CAPITAL EXPENSES

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

CAPITAL FUNDING CONTRIBUTIONS

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

OPERATING STATISTICS

Dedicated Service	2018	2019
Revenue Vehicle Kilometres	93,817	101,871
Total Vehicle Kilometres	152,171	146,104
Revenue Vehicle Hours	2,411	2,037
Total Vehicle Hours	4,911	4,655
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	16
Low-floor	-	-	-	-
Other	-	-	-	-
Total	2	-		

Vehicle Ownership: City of Quinte West

Vehicle Maintenance: Quinte Access Transportation

INDICATORS

Financial	2018	2019
R/C Ratio	29.6 %	33.0 %
Net Operating Cost / Capita	\$5.73	\$6.24
Total Expense / Passenger	\$17.75	\$18.64
Total Expense / Eligible Passenger	\$17.96	\$19.27
Transportation Expense / Passenger		
Dedicated Service	\$11.15	\$9.90
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$26.55	\$27.11
Operating		
Registrants / Capita	0.0504	0.0579
Passengers / Capita	0.4590	0.5000
Passengers / Registrants	9.10	8.63
Passengers / Revenue Hour (Dedicated Service)	4.85	6.26
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	8.02	7.99
Average Speed (Dedicated Service)	38.91	50.01

Quinte West, ON

Quinte Access Transportation

Contact	Shelly Ackers	Population Served:	54,014
Title	Executive Director	Service Area (km²):	722.0
Telephone	613-392-9640	Main Community Served:	City of Quinte West
Email	shelly.ackers@quinteaccess.org	Other Communities Served:	Municipality of Brighton

ACTIVE REGISTRANTS

Ambulatory	2,165		
Non-Ambulatory	1,117	Attendants	361
Other	0	Companions	39
Total	3,282	Total	400

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
persons with disabilities and seniors 55+

Method of Determination

☒ Internal Assessment	☒ Paper Application
☐ External Contract	☒ Healthcare Professional
☐ Committee	☐ 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		\$2.00	\$2.00	\$2.00	\$2.00	\$30.00	
Child	☒	-	-	-	-	-	Preschool
Student	☐	\$2.00	\$2.00	\$2.00	\$2.00	\$15.00	
Senior	☐	\$2.00	\$2.00	\$2.00	\$2.00	\$30.00	55+
Attendant	☒	-	-	-	-	-	
Companion	☐	\$2.00	\$2.00	\$2.00	\$2.00	\$30.00	

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	2018	2019
Ambulatory	28,479	29,591
Non-Ambulatory	9,450	8,333
Total	37,929	37,924
Attendants	2,023	1,505
Companions	-	-
Other	-	-
Total	2,023	1,505
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	37,929	37,924
Total Support Person Trips	2,023	1,505
Total Trips	39,952	39,429

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	10,587	14,592
Reservation	26,314	22,574
On-Demand/Day-of	1,028	758
Total Trips Requested	42,813	44,253
Cancelled in Advance	1,487	2,272
Cancelled Late	2,638	3,129
No-Shows	223	246
Cancelled at Door	318	402

OPERATING EXPENSES

	2018	2019
Administration	\$123,650	\$286,030
Transportation Operations		
Internal Dedicated Service	\$491,742	-
Contract Dedicated Service	-	\$562,041
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$71,186	\$102,591
Fuel and Energy Consumption	\$99,406	\$121,614
Total Operating Expenses	\$785,983	\$1,072,276

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$167,890	\$186,055
Other Revenue	-	-
Total Revenue	\$167,890	\$186,055

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$308,634	\$210,000
Municipal Operating Contributions	\$242,659	\$562,300
Other Operating Contributions	\$66,799	\$113,921
Total Operating Revenues and Funding	\$785,983	\$1,072,276

CAPITAL EXPENSES

Vehicle Purchase	\$51,795	\$249,629
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$51,795	\$249,629

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	\$26,795	\$224,629
Other Capital Contributions	\$25,000	\$25,000
Total Capital Funding	\$51,795	\$249,629

OPERATING STATISTICS

Dedicated Service	2018	2019
Revenue Vehicle Kilometres	421,475	406,479
Total Vehicle Kilometres	463,193	443,812
Revenue Vehicle Hours	10,147	9,522
Total Vehicle Hours	16,492	16,362
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	8
Reservation Clerks	1	-
Dispatchers	2	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	4	2
Other	-	-
Total	25	10

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	\$18.11	2019-01-01	
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	2018	2019
R/C Ratio	21.4 %	17.4 %
Net Operating Cost / Capita	\$11.44	\$16.41
Total Expense / Passenger	\$19.67	\$27.20
Total Expense / Eligible Passenger	\$20.72	\$28.27
Transportation Expense / Passenger		
Dedicated Service	\$16.58	\$19.94
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$40.16	\$48.05

Operating

Registrants / Capita	0.0646	0.0682
Passengers / Capita	0.7397	0.7300
Passengers / Registrants	11.44	10.71
Passengers / Revenue Hour (Dedicated Service)	3.94	4.14
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	10.55	10.31
Average Speed (Dedicated Service)	41.54	42.69

Renfrew, ON

Sunshine Coach Service

Contact	Neil Virgin	Population Served:	27,246
Title	Operations Manager	Service Area (km²):	2,864.2
Telephone	613-432-2134	Main Community Served:	Town of Renfrew
Email	sunshinecoach@sunshinecoach.ca	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	Mandate
☒ Internal	☒ Policy
☐ External	☒ Recommendation
	☒ Decision Making
	☐ Other

ELIGIBILITY CRITERIA

Description
Any and all forms of disability embraced under AODA

Method of Determination

☐ Internal Assessment	☒ Paper Application
☒ External Contract	☒ Healthcare Professional
☐ Committee	☐ 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	-	-	-	-	
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☒	-	-	-	-	-	
Companion	☒	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	07:00 to 16:30	Friday	07:00 to 22:00
Tuesday	07:00 to 16:30	Saturday	07:00 to 22:00
Wednesday	07:00 to 16:30	Sunday	09:00 to 22:00
Thursday	07:00 to 16:30	Holiday	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

PASSENGER DATA

Dedicated Service	2018	2019
Ambulatory	31,241	31,609
Non-Ambulatory	7,782	8,373
Total	39,023	39,982
Attendants	3,992	3,774
Companions	-	-
Other	-	-
Total	3,992	3,774
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	39,023	39,982
Total Support Person Trips	3,992	3,774
Total Trips	43,015	43,756

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	25,365	23,989
Reservation	9,756	7,996
On-Demand/Day-of	3,902	7,997
Total Trips Requested	39,023	39,982
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2018	2019
Administration	\$141,318	\$141,964
Transportation Operations		
Internal Dedicated Service	\$650,357	\$725,023
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$57,322	\$79,529
Fuel and Energy Consumption	\$91,978	\$97,374
Total Operating Expenses	\$940,975	\$1,043,890

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$568,318	\$667,077
Other Revenue	\$32,269	\$37,196
Total Revenue	\$600,587	\$704,273

Federal Operating Contributions	\$69,139	-
Provincial Operating Contributions	\$162,041	\$161,621
Municipal Operating Contributions	\$17,050	\$37,608
Other Operating Contributions	\$92,158	\$140,388
Total Operating Revenues and Funding	\$940,975	\$1,043,890

CAPITAL EXPENSES

Vehicle Purchase	\$74,558	\$73,923
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$74,558	\$73,923

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	\$74,558	\$73,923
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	\$74,558	\$73,923

OPERATING STATISTICS

Dedicated Service	2018	2019
Revenue Vehicle Kilometres	367,897	408,503
Total Vehicle Kilometres	565,996	627,766
Revenue Vehicle Hours	13,714	15,023
Total Vehicle Hours	21,098	23,113
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	17
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	1	-
General Administration	2	1
Other	-	-
Total	5	18

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$28.48	2019-05-01	
Reservation Clerks	-		
Dispatchers	-		
Mechanics	\$24.29	2019-05-01	

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	13	-	2	4
Vans	-	-	-	-
Small Buses	1	-	4	10
Low-floor	-	-	-	-
Other	1	-	-	2
Total	15	-		

Vehicle Ownership: Non-profit organization

Vehicle Maintenance: Non-profit organization

INDICATORS

Financial	2018	2019
R/C Ratio	63.8 %	67.5 %
Net Operating Cost / Capita	\$12.63	\$12.46
Total Expense / Passenger	\$21.88	\$23.86
Total Expense / Eligible Passenger	\$24.11	\$26.11
Transportation Expense / Passenger		
Dedicated Service	\$18.59	\$20.61
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$37.90	\$39.02
Operating		
Registrants / Capita	0.0278	0.0275
Passengers / Capita	1.5961	1.6060
Passengers / Registrants	57.35	58.34
Passengers / Revenue Hour (Dedicated Service)	3.14	2.91
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	8.55	9.34
Average Speed (Dedicated Service)	26.83	27.19

Sarnia, ON

Samia Care A Van

Contact Andrew Savor
 Title Transit Superintendent
 Telephone 519-336-3271
 Email andrew.savor@sarnia.ca

Population Served: 74,779
 Service Area (km²): 167.3
 Main Community Served: City of Sarnia
 Other Communities Served: Village of Point Edward

ACTIVE REGISTRANTS

Ambulatory	203		
Non-Ambulatory	191	Attendants	0
Other	0	Companions	0
Total	394	Total	68

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
 A client must have a condition that prevents them from using our fully accessible, conventional transit service. We require substantiation from a medical professional in writing.

Method of Determination	
☐ Internal Assessment	☒ Paper Application
☐ External Contract	☒ Healthcare Professional
☐ Committee	☐ 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	\$2.35	-	-	\$74.00	over age 12
Child	☒	-	-	-	-	-	0-5
Student	☐	\$3.00	\$2.35	-	-	\$159.00	elementary/secondary
Senior	☐	\$3.00	\$2.35	-	-	\$60.00	age 65+
Attendant	☐	\$3.00	\$2.35	-	-	\$74.00	
Companion	☐	\$3.00	\$2.35	-	-	\$74.00	

Other: support persons travel for free if accompanying a registered client who has indicated the need for a support person. Ontario Works passes are geared to income and cost either \$5 or they are free. We offer a summer savings pass that covers July and August for \$112

SERVICE HOURS / SCHEDULING

Monday	06:30 to 22:00	Friday	06:30 to 22:00
Tuesday	06:30 to 22:00	Saturday	08:00 to 22:30
Wednesday	06:30 to 22:00	Sunday	09:00 to 18:30
Thursday	06:30 to 22:00	Holiday	to

Other: We offer special service for Canada Day and New Years Eve.

Advanced Booking Notice (days): 30

Minimum Notice for Reservation (hours): 24

Booking Method: Requests are phoned in to dispatcher answering machine - Dispatcher takes them off in the queue in the order they arrived - then processes them into system

REMARKS

Point Edward passenger revenue \$315, Point Edward contract revenue \$29,021.79, Point Edward Ridership 510, Point Edward registrants 5

PASSENGER DATA

Dedicated Service	2018	2019
Ambulatory	17,858	17,059
Non-Ambulatory	10,294	9,662
Total	28,152	26,721
Attendants	155	1,097
Companions	-	-
Other	-	-
Total	155	1,097
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	28,152	26,721
Total Support Person Trips	155	1,097
Total Trips	28,307	27,818

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	17,317	17,130
Reservation	9,618	7,346
On-Demand/Day-of	-	-
Total Trips Requested	34,561	35,118
Cancelled in Advance	3,784	3,579
Cancelled Late	1,174	941
No-Shows	719	577
Cancelled at Door	355	437

OPERATING EXPENSES

	2018	2019
Administration	\$187,837	\$620,190
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$212,603	\$191,543
Fuel and Energy Consumption	\$132,271	\$113,866
Total Operating Expenses	\$532,711	\$925,599

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$80,688	\$85,457
Other Revenue	\$55,622	\$51,021
Total Revenue	\$136,310	\$136,478

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$115,398	\$116,921
Municipal Operating Contributions	\$281,003	\$808,678
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$532,711	\$925,599

CAPITAL EXPENSES

Vehicle Purchase	\$560,000	-
Debt Servicing	-	-
Other	\$737,727	-
Total Capital Expenses	\$1,297,727	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	\$280,000	-
Municipal Capital Contributions	\$1,017,727	-
Other Capital Contributions	-	-
Total Capital Funding	\$1,297,727	-

OPERATING STATISTICS

Dedicated Service	2018	2019
Revenue Vehicle Kilometres	189,212	195,941
Total Vehicle Kilometres	189,212	195,941
Revenue Vehicle Hours	13,878	12,740
Total Vehicle Hours	13,878	12,740
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	6	-
Reservation Clerks	-	-
Dispatchers	1	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	-
Other	-	-
Total	7	-

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$27.67	2019-01-01	Unifor L127
Reservation Clerks	-		
Dispatchers	\$36.73	2019-01-01	CUPE 3690
Mechanics	\$32.25	2019-01-01	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 - City of Sarnia

Vehicle Maintenance: Municipal Transit System - City of Sarnia

INDICATORS

Financial	2018	2019
R/C Ratio	25.6 %	14.7 %
Net Operating Cost / Capita	\$5.50	\$10.55
Total Expense / Passenger	\$18.82	\$33.27
Total Expense / Eligible Passenger	\$18.92	\$34.64
Transportation Expense / Passenger		
Dedicated Service	\$12.18	\$10.98
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$24.85	\$23.97
Operating		
Registrants / Capita	-	0.0062
Passengers / Capita	0.3925	0.3720
Passengers / Registrants	-	60.21
Passengers / Revenue Hour (Dedicated Service)	2.04	2.18
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	6.68	7.04
Average Speed (Dedicated Service)	13.63	15.38

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	194		
Non-Ambulatory	341	Attendants	0
Other	0	Companions	0
Total	535	Total	0

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
 The applicant is unable to walk 175 m, the average length of the average city block.

Method of Determination	
☐ Internal Assessment	☒ Paper Application
☐ External Contract	☒ Healthcare Professional
☐ Committee	☐ 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		\$2.90	-	-	-	\$67.00	
Child	☒	-	-	-	-	-	12 and under when riding with an Adult
Student	☐	-	-	-	-	-	
Senior	☐	\$2.90	-	-	-	\$57.00	60 and over
Attendant	☐	-	-	-	-	-	
Companion	☐	-	\$2.90	-	-	-	
Other:	40 ride fo \$80, 12 ride fo \$18.40, 6 ride for \$9.20						

SERVICE HOURS / SCHEDULING

Monday	06:00 to 00:00	Friday	06:00 to 00:00
Tuesday	06:00 to 00:00	Saturday	06:15 to 00:00
Wednesday	06:00 to 00:00	Sunday	07:15 to 00:00
Thursday	06:00 to 00:00	Holiday	06:15 to 00:00

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	2018	2019
Ambulatory	11,404	10,545
Non-Ambulatory	19,637	18,889
Total	31,041	29,434
Attendants	2,621	2,194
Companions	-	-
Other	-	-
Total	2,621	2,194
Non-Dedicated Service		
Ambulatory	13,251	12,088
Non-Ambulatory	-	2,106
Total	13,251	14,194
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	44,292	43,628
Total Support Person Trips	2,621	2,194
Total Trips	46,913	45,822

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	-	-
Cancelled in Advance	-	9,722
Cancelled Late	-	67
No-Shows	791	181
Cancelled at Door	-	-

OPERATING EXPENSES

	2018	2019
Administration	\$805,376	\$833,720
Transportation Operations		
Internal Dedicated Service	\$5,765	\$3,828
Contract Dedicated Service	\$228,405	\$250,590
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$65,689	\$77,489
Fuel and Energy Consumption	\$124,021	\$127,008
Total Operating Expenses	\$1,229,256	\$1,292,635

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$74,212	\$65,094
Other Revenue	-	-
Total Revenue	\$74,212	\$65,094

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$311,130	\$311,130
Municipal Operating Contributions	\$843,914	\$916,411
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$1,229,256	\$1,292,635

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	2018	2019
Revenue Vehicle Kilometres	266,411	257,692
Total Vehicle Kilometres	266,411	257,692
Revenue Vehicle Hours	18,010	17,797
Total Vehicle Hours	18,010	17,797
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	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	2018	2019
R/C Ratio	6.0 %	5.0 %
Net Operating Cost / Capita	\$16.52	\$17.56
Total Expense / Passenger	\$26.20	\$28.21
Total Expense / Eligible Passenger	\$27.75	\$29.63
Transportation Expense / Passenger		
Dedicated Service	\$12.59	\$14.51
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$23.54	\$25.79
Operating		
Registrants / Capita	0.0067	0.0077
Passengers / Capita	0.6711	0.6555
Passengers / Registrants	100.24	85.65
Passengers / Revenue Hour (Dedicated Service)	1.87	1.78
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	7.91	8.15
Average Speed (Dedicated Service)	14.79	14.48

Schreiber, ON

Schreiber Terrace Bay Handitransit

Contact	Nathan Dias	Population Served:	2,690	Ambulatory	0		
Title	CAO/Clerk	Service Area (km²):	187.8	Non-Ambulatory	0	Attendants	0
Telephone	807-824-2711 x225	Main Community Served:	Schreiber	Other	0	Companions	0
Email	cao@schreiber.ca	Other Communities Served:	Terrace Bay	Total	0	Total	0

ACTIVE REGISTRANTS

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description

Persons aged 55 or older. Any person who is temporarily or permanently physically or mentally disabled. Companions and registered caregivers.

Method of Determination	
☐ Internal Assessment	☒ Paper Application
☐ External Contract	☒ Healthcare Professional
☐ Committee	☐ 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	-	-	-	-	Medically necessary
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
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	2018	2019
Ambulatory	1,542	2,839
Non-Ambulatory	579	537
Total	2,121	3,376
Attendants	-	-
Companions	13	213
Other	-	-
Total	13	213
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	2,121	3,376
Total Support Person Trips	13	213
Total Trips	2,134	3,589

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	2,106	3,376
Reservation	-	-
On-Demand/Day-of	15	-
Total Trips Requested	2,148	3,589
Cancelled in Advance	15	-
Cancelled Late	-	-
No-Shows	8	-
Cancelled at Door	6	-

OPERATING EXPENSES

	2018	2019
Administration	\$685	\$1,509
Transportation Operations		
Internal Dedicated Service	\$45,204	\$61,935
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$3,168	\$6,448
Fuel and Energy Consumption	\$5,641	\$7,238
Total Operating Expenses	\$54,698	\$77,130

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$8,035	\$9,794
Other Revenue	-	-
Total Revenue	\$8,035	\$9,794

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$46,663	\$67,336
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$54,698	\$77,130

CAPITAL EXPENSES

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

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	\$22,472	\$22,472
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	\$22,472	\$22,472

OPERATING STATISTICS

Dedicated Service	2018	2019
Revenue Vehicle Kilometres	20,954	31,697
Total Vehicle Kilometres	29,156	39,222
Revenue Vehicle Hours	384	741
Total Vehicle Hours	539	871
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

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

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$23.80	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	-	-	-	-
Vans	1	-	2	5
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	1	-		

Vehicle Ownership: Township of Schreiber

Vehicle Maintenance: Township of Schreiber

INDICATORS

Financial	2018	2019
R/C Ratio	14.7 %	12.7 %
Net Operating Cost / Capita	\$17.35	\$25.03
Total Expense / Passenger	\$25.63	\$21.49
Total Expense / Eligible Passenger	\$25.79	\$22.85
Transportation Expense / Passenger		
Dedicated Service	\$25.31	\$21.07
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$100.21	\$86.82
Operating		
Registrants / Capita	0.0409	-
Passengers / Capita	0.7933	1.3342
Passengers / Registrants	19.40	-
Passengers / Revenue Hour (Dedicated Service)	5.56	4.84
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	9.82	8.83
Average Speed (Dedicated Service)	54.57	42.78

Simcoe County, ON

Simcoe County LINX Plus

Contact Dennis Childs
 Title Transit Manager
 Telephone 705 726 9300 x1003
 Email dennis.childs@simcoe.ca

Population Served: 305,516
 Service Area (km²): 5,000.0
 Main Community Served: Simcoe County
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	28		
Non-Ambulatory	33	Attendants	18
Other	9	Companions	0
Total	70	Total	18

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description

Eligibility criteria for LINX PLUS+ transit service is based on the principles of fairness, equality and equity. The County of Simcoe does not discriminate on the basis of age, income, or ability. Residents will be assessed on case-by-case basis. Visitors to Simcoe County who are active registrants of another accessible public transit service may also qualify for LINX PLUS+ transit service. Once registered with the LINX PLUS+ transit service, riders can use our accessible service for medical and social appointments, within a defined transit service area. LINX PLUS+ is not an attendant care service. Passengers whose medical conditions require specific transportation (i.e. extreme fragility requiring transportation below regular speeds or inability to remain on the vehicle for up to 80 minutes) need to contact a non-emergency medical carrier for transportation.

Method of Determination

☒ Internal Assessment	☒ Paper Application
☐ External Contract	☒ Healthcare Professional
☐ Committee	☐ 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: 2018-08-06

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

Other:

SERVICE HOURS / SCHEDULING

Monday	05:30 to 21:00	Friday	05:30 to 21:00
Tuesday	05:30 to 21:00	Saturday	07:00 to 21:00
Wednesday	05:30 to 21:00	Sunday	08:00 to 21:00
Thursday	05:30 to 21:00	Holiday	08:00 to 21:00

Other:

Advanced Booking Notice (days): 7

Minimum Notice for Reservation (hours): 3

Booking Method: by phone

REMARKS

We have a formal agreement with other transit properties.

PASSENGER DATA

Dedicated Service	2018	2019
Ambulatory	-	45
Non-Ambulatory	-	200
Total	-	245
Attendants	-	40
Companions	-	-
Other	-	-
Total	-	40
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	24	245
Total Support Person Trips	-	40
Total Trips	24	285

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	245
On-Demand/Day-of	-	-
Total Trips Requested	24	270
Cancelled in Advance	-	20
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	5

OPERATING EXPENSES

	2018	2019
Administration	-	\$752,253
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	\$752,253

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$24	\$10,000
Other Revenue	-	-
Total Revenue	\$24	\$10,000

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$90,356	\$743,253
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$90,356	\$753,253

CAPITAL EXPENSES

Vehicle Purchase	\$33,000	\$320,000
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$33,000	\$320,000

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	\$33,000	\$320,000
Other Capital Contributions	-	-
Total Capital Funding	\$33,000	\$320,000

OPERATING STATISTICS

Dedicated Service	2018	2019
Revenue Vehicle Kilometres	294	4,981
Total Vehicle Kilometres	394	21,187
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	\$4.00		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

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

Vehicle Ownership: County of Simcoe - 4

Vehicle Maintenance: Contractor - First Canada

INDICATORS

Financial	2018	2019
R/C Ratio	0.0 %	1.3 %
Net Operating Cost / Capita	\$0.30	\$2.43
Total Expense / Passenger	\$3,763.83	\$2,639.48
Total Expense / Eligible Passenger	\$3,763.83	\$3,070.42
Transportation Expense / Passenger		
Dedicated Service	-	-
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0001	0.0003
Passengers / Capita	0.0001	0.0009
Passengers / Registrants	0.83	3.24
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	17.48
Average Speed (Dedicated Service)	29.40	-

Sioux Lookout, ON

Sioux Lookout Hub Transit Inc.

Contact	Jude Dawes	Population Served:	5,272
Title	Program Co-ordinator	Service Area (km²):	537.0
Telephone	807-737-4802	Main Community Served:	Sioux Lookout
Email	jude_doug@yahoo.ca	Other Communities Served:	

ACTIVE REGISTRANTS

Ambulatory	6		
Non-Ambulatory	2	Attendants	0
Other	0	Companions	0
Total	8	Total	0

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description	Method of Determination
☐ Internal Assessment	☐ Paper Application
☐ External Contract	☐ Healthcare Professional
☐ Committee	☐ 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	-	-	\$90.00	> 13
Child	☐	\$1.00	-	-	-	-	< 13
Student	☐	-	-	-	-	-	
Senior	☐	\$4.00	\$2.90	-	-	\$90.00	
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	2018	2019
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	9,716	9,716
Non-Ambulatory	804	1,050
Total	10,520	14,414
Attendants	125	125
Companions	-	-
Other	-	-
Total	125	125
Total Eligible Passenger Trips	10,520	14,414
Total Support Person Trips	125	125
Total Trips	10,645	14,539

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	1,940	1,916
Reservation	-	-
On-Demand/Day-of	8,580	12,498
Total Trips Requested	10,530	14,414
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2018	2019
Administration	\$74,993	\$110,594
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$9,384	\$15,028
Fuel and Energy Consumption	\$15,945	\$19,511
Total Operating Expenses	\$100,321	\$145,132

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$48,607	\$58,440
Other Revenue	\$7,170	\$2,876
Total Revenue	\$55,776	\$61,316

Federal Operating Contributions	\$37,862	\$3,892
Provincial Operating Contributions	-	\$46,344
Municipal Operating Contributions	\$31,600	\$31,600
Other Operating Contributions	\$10,300	\$19,243
Total Operating Revenues and Funding	\$135,539	\$162,395

CAPITAL EXPENSES

Vehicle Purchase	-	\$84,280
Debt Servicing	-	\$2,334
Other	-	-
Total Capital Expenses	-	\$86,614

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	\$60,806
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	\$60,806

OPERATING STATISTICS

Dedicated Service	2018	2019
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	-	-
Revenue Vehicle Hours	-	-
Total Vehicle Hours	-	-
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	33,470	47,959
Total Vehicle Hours	2,240	2,664
Non-Accessible Service		
Total Vehicle Kilometres	33,470	47,959
Total Vehicle Hours	2,240	2,664

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	2018	2019
R/C Ratio	55.6 %	42.3 %
Net Operating Cost / Capita	\$8.45	\$15.90
Total Expense / Passenger	\$9.42	\$9.98
Total Expense / Eligible Passenger	\$9.54	\$10.07
Transportation Expense / Passenger		
Dedicated Service	-	-
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0019	0.0015
Passengers / Capita	2.0192	2.7578
Passengers / Registrants	1,064.50	1,817.38
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: 133,113
 Service Area (km²): 97.0
 Main Community Served: St. Catharines
 Other Communities Served: Thorold

ACTIVE REGISTRANTS

Ambulatory	854		
Non-Ambulatory	501	Attendants	62
Other	0	Companions	0
Total	1,355	Total	62

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
 A physically disabled resident whose mobility restrictions (temporary or permanent) prevents or severely inhibits a person from using conventional transportation services. The inability to walk to the closest bus stop and the inability to board a conventional bus.

Method of Determination

☐ Internal Assessment	☐ Paper Application
☐ External Contract	☐ Healthcare Professional
☐ Committee	☐ 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

2019 Thorold Stats/ Registrants 58 /passengers for yr 4,072 / passenger revenue \$4,532 / contract revenue \$111,117

PASSENGER DATA

Dedicated Service	2018	2019
Ambulatory	16,535	16,149
Non-Ambulatory	10,229	10,825
Total	26,764	26,974
Attendants	1,296	1,279
Companions	820	1,362
Other	-	-
Total	2,116	2,641
Non-Dedicated Service		
Ambulatory	3,277	3,296
Non-Ambulatory	3,630	3,969
Total	6,907	7,265
Attendants	254	270
Companions	697	857
Other	-	-
Total	951	1,127
Total Eligible Passenger Trips	33,671	34,239
Total Support Person Trips	3,067	3,768
Total Trips	36,738	38,007

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	1,684	-
Reservation	30,304	32,527
On-Demand/Day-of	1,684	1,712
Total Trips Requested	41,396	42,174
Cancelled in Advance	4,682	4,329
Cancelled Late	874	1,324
No-Shows	411	432
Cancelled at Door	-	-

OPERATING EXPENSES

	2018	2019
Administration	\$819,287	\$204,260
Transportation Operations		
Internal Dedicated Service	\$263,369	\$885,809
Contract Dedicated Service	\$113,234	\$125,200
Contract Non-Dedicated Service	\$111,402	\$111,117
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$231,863	\$241,409
Fuel and Energy Consumption	\$76,203	\$84,897
Total Operating Expenses	\$1,615,358	\$1,652,692

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$90,448	\$88,062
Other Revenue	-	-
Total Revenue	\$90,448	\$88,062

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$1,524,910	\$1,411,973
Other Operating Contributions	\$9,538	-
Total Operating Revenues and Funding	\$1,624,896	\$1,500,035

CAPITAL EXPENSES

Vehicle Purchase	\$807,207	\$193,820
Debt Servicing	\$49,175	-
Other	-	-
Total Capital Expenses	\$856,382	\$193,820

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	\$807,207	-
Municipal Capital Contributions	\$49,175	\$193,820
Other Capital Contributions	-	-
Total Capital Funding	\$856,382	\$193,820

OPERATING STATISTICS

Dedicated Service	2018	2019
Revenue Vehicle Kilometres	249,234	267,477
Total Vehicle Kilometres	264,067	282,717
Revenue Vehicle Hours	14,369	14,876
Total Vehicle Hours	14,369	14,876
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	24,276	26,824
Total Vehicle Hours	1,734	1,916
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

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

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$29.77	2019-07-01	ATU Local 846
Reservation Clerks	-		
Dispatchers	\$23.30	2019-07-01	
Mechanics	\$35.66	2019-07-01	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	9	-	4	5
Low-floor	2	-	3	10
Other	-	-	-	-
Total	12	-		

Vehicle Ownership: Transit Commission owns all
 Vehicle Maintenance: Transit Commission

INDICATORS

Financial	2018	2019
R/C Ratio	5.6 %	5.3 %
Net Operating Cost / Capita	\$11.61	\$11.75
Total Expense / Passenger	\$43.97	\$43.48
Total Expense / Eligible Passenger	\$47.97	\$48.27
Transportation Expense / Passenger		
Dedicated Service	\$23.71	\$45.16
Non-Dedicated Service	\$14.18	\$13.24
Transportation Expense / Hour (Dedicated Service)	\$47.65	\$89.90
Operating		
Registrants / Capita	0.0100	0.0106
Passengers / Capita	0.2796	0.2855
Passengers / Registrants	27.92	26.82
Passengers / Revenue Hour (Dedicated Service)	2.01	1.99
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	8.63	9.03
Average Speed (Dedicated Service)	17.35	17.98

St. Marys , ON

St Marys & Area Mobility Service

Contact	Lauren Beer	Population Served:	32,404
Title	Manager	Service Area (km²):	1,653.0
Telephone	519-284-4010	Main Community Served:	St Marys
Email	lbeer@town.stmarys.on.ca	Other Communities Served:	Perth South, Zorra, Thames Centre

ACTIVE REGISTRANTS

Ambulatory	466		
Non-Ambulatory	98	Attendants	0
Other	0	Companions	0
Total	564	Total	0

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description

All clients must reside within one of the four municipalities we serve. All clients must meet at least one additional criteria:

- Over the age of 55
- Require accessible transportation service
- Recovering from injury or illness and require transportation for medical appointments
- Identify a need for additional support when accessing transportation services (i.e. require an attendant or companion, require assistance to navigate safely to your destination, etc.)
- Transportation is fully funded by a Third Party (i.e. ODSP, OW, Insurance, etc.)

Method of Determination

☒ Internal Assessment	☐ Paper Application
☐ External Contract	☒ Healthcare Professional
☐ Committee	☐ 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:	Out of town transportation is fared per km						

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: Trips only booked during business hours, demand service not available when dispatch office is closed

Advanced Booking Notice (days): 30

Minimum Notice for Reservation (hours): 24

Booking Method: Telephone or in-person in our office

REMARKS

Clients from other municipalities can be registered to use our service to return home from a local hospital or Long Term Care facility.

PASSENGER DATA

Dedicated Service	2018	2019
Ambulatory	11,510	12,040
Non-Ambulatory	1,508	1,509
Total	13,018	13,549
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	-	634
Non-Ambulatory	-	-
Total	-	634
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	13,018	14,183
Total Support Person Trips	-	-
Total Trips	13,018	14,183

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	3,905	5,727
Reservation	8,982	-
On-Demand/Day-of	130	8,456
Total Trips Requested	14,889	16,575
Cancelled in Advance	1,813	2,204
Cancelled Late	5	-
No-Shows	4	10
Cancelled at Door	81	161

OPERATING EXPENSES

	2018	2019
Administration	\$57,939	\$80,965
Transportation Operations		
Internal Dedicated Service	\$126,744	\$139,670
Contract Dedicated Service	\$31,884	-
Contract Non-Dedicated Service	-	\$14,963
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$11,417	\$16,386
Fuel and Energy Consumption	\$17,275	\$19,021
Total Operating Expenses	\$245,259	\$271,005

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$160,887	\$160,124
Other Revenue	-	-
Total Revenue	\$160,887	\$160,124

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$110,177	\$133,502
Municipal Operating Contributions	\$19,862	\$21,451
Other Operating Contributions	\$37,231	\$8,476
Total Operating Revenues and Funding	\$328,157	\$323,553

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	2018	2019
Revenue Vehicle Kilometres	73,986	88,448
Total Vehicle Kilometres	76,086	88,448
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	5
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	1	1
Other	-	-
Total	2	6

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$18.79	2019-04-01	
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

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

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	1	-	1	3
Vans	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	2018	2019
R/C Ratio	65.6 %	59.1 %
Net Operating Cost / Capita	\$2.60	\$3.42
Total Expense / Passenger	\$18.84	\$19.11
Total Expense / Eligible Passenger	\$18.84	\$19.11
Transportation Expense / Passenger		
Dedicated Service	\$14.39	\$12.92
Non-Dedicated Service	-	\$23.60
Transportation Expense / Hour (Dedicated Service)	\$30.26	-
Operating		
Registrants / Capita	0.0139	0.0174
Passengers / Capita	0.4017	0.4377
Passengers / Registrants	28.86	25.15
Passengers / Revenue Hour (Dedicated Service)	2.23	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	5.68	6.53
Average Speed (Dedicated Service)	12.67	-

St. Thomas, ON

City of St. Thomas Transit

Contact	Ross Patrick	Population Served:	38,909
Title	Transportation Technician	Service Area (km²):	35.6
Telephone	519-631-0368 x5133	Main Community Served:	St. Thomas
Email	rpatrick@stthomas.ca	Other Communities Served:	

ACTIVE REGISTRANTS

Ambulatory	304		
Non-Ambulatory	532	Attendants	0
Other	0	Companions	0
Total	836	Total	0

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
Application reviews:
1) Assessment of Health Condition
2) Status of Condition
3) Certifying Regulated Health Practitioner Information

Method of Determination

☐ Internal Assessment	☒ Paper Application
☐ External Contract	☒ Healthcare Professional
☐ Committee	☒ 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	2018	2019
Ambulatory	7,724	7,663
Non-Ambulatory	8,562	9,159
Total	16,286	16,822
Attendants	875	875
Companions	-	-
Other	-	-
Total	875	875
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	16,286	16,822
Total Support Person Trips	875	875
Total Trips	17,161	17,697

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	20,571	21,011
Cancelled in Advance	4,010	3,825
Cancelled Late	-	-
No-Shows	186	286
Cancelled at Door	-	-

OPERATING EXPENSES

	2018	2019
Administration	-	-
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$527,937	\$581,246
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$527,937	\$581,246

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$42,550	\$45,927
Other Revenue	-	-
Total Revenue	\$42,550	\$45,927

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$64,989	\$64,989
Municipal Operating Contributions	\$420,398	\$470,330
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$527,937	\$581,246

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	2018	2019
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	-	-
Revenue Vehicle Hours	7,532	7,802
Total Vehicle Hours	7,532	7,802
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	2018	2019
R/C Ratio	8.1 %	7.9 %
Net Operating Cost / Capita	\$12.47	\$13.76
Total Expense / Passenger	\$30.76	\$32.84
Total Expense / Eligible Passenger	\$32.42	\$34.55
Transportation Expense / Passenger		
Dedicated Service	\$30.76	\$32.84
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$70.09	\$74.50
Operating		
Registrants / Capita	0.0211	0.0215
Passengers / Capita	0.4411	0.4548
Passengers / Registrants	20.88	21.17
Passengers / Revenue Hour (Dedicated Service)	2.28	2.27
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: 33,000
 Service Area (km²): 28.0
 Main Community Served: Stratford
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	700		
Non-Ambulatory	250	Attendants	125
Other	0	Companions	0
Total	950	Total	125

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
 Pre-registered service with a medical certificate signed by a medical professional stating the client is unable to ride the conventional system.

Method of Determination

☒ Internal Assessment	☒ Paper Application
☐ External Contract	☒ Healthcare Professional
☐ Committee	☐ 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:	Day Pass, Family Pass						

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	2018	2019
Ambulatory	13,400	16,841
Non-Ambulatory	8,276	4,450
Total	21,676	21,291
Attendants	215	278
Companions	110	52
Other	-	-
Total	325	330

Non-Dedicated Service

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

Total Eligible Passenger Trips **21,676** **21,291**

Total Support Person Trips **325** **330**

Total Trips **22,001** **21,621**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	2,911	3,368
Reservation	18,555	17,742
On-Demand/Day-of	210	181
Total Trips Requested	22,226	22,385
Cancelled in Advance	720	684
Cancelled Late	310	210
No-Shows	150	151
Cancelled at Door	65	49

OPERATING EXPENSES

	2018	2019
Administration	-	-
Transportation Operations		
Internal Dedicated Service	\$409,031	\$372,556
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$14,099	\$16,779
Fuel and Energy Consumption	\$16,117	\$16,955
Total Operating Expenses	\$439,247	\$406,290

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$49,398	\$51,806
Other Revenue	-	-
Total Revenue	\$49,398	\$51,806

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$458,729	\$354,484
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$508,127	\$406,290

CAPITAL EXPENSES

Vehicle Purchase	-	\$80,025
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	\$80,025

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	\$80,025
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	\$80,025

OPERATING STATISTICS

Dedicated Service	2018	2019
Revenue Vehicle Kilometres	101,255	108,555
Total Vehicle Kilometres	101,255	108,555
Revenue Vehicle Hours	8,736	8,850
Total Vehicle Hours	8,736	8,850

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	6
Reservation Clerks	-	-
Dispatchers	1	1
Other Transport Operations	-	-
Mechanics	2	-
General Administration	1	-
Other	-	-
Total	6	7

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$24.95	2019-01-01	IBEW 636
Reservation Clerks	-		
Dispatchers	\$19.50	2019-01-01	IBEW 636
Mechanics	\$34.74	2019-05-01	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	2018	2019
R/C Ratio	11.3 %	12.8 %
Net Operating Cost / Capita	\$12.00	\$10.74
Total Expense / Passenger	\$19.96	\$18.79
Total Expense / Eligible Passenger	\$20.26	\$19.08
Transportation Expense / Passenger		
Dedicated Service	\$19.96	\$18.79
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$50.28	\$45.91

Operating

Registrants / Capita	0.0275	0.0326
Passengers / Capita	0.6770	0.6552
Passengers / Registrants	24.58	20.11
Passengers / Revenue Hour (Dedicated Service)	2.52	2.44
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	4.60	5.02
Average Speed (Dedicated Service)	11.59	12.27

Thunder Bay, ON

Lift+ Specialized Transit

Contact Brad Loroff
 Title Manager, Transit Services
 Telephone 807-684-2187
 Email bloroff@thunderbay.ca

Population Served: 107,909
 Service Area (km²): 328.0
 Main Community Served: Thunder Bay
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	577		
Non-Ambulatory	280	Attendants	0
Other	0	Companions	0
Total	857	Total	0

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
 A passenger can use paratransit if they are unable to use the conventional bus due to a disability, both physical and cognitive.

Method of Determination

☒ Internal Assessment	☒ Paper Application
☐ External Contract	☐ Healthcare Professional
☐ Committee	☐ 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: 2016-04-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.75	-	-	-	-	
Child	☒	-	-	-	-	-	0-5
Student	☐	-	-	-	-	-	
Senior	☐	\$2.75	-	-	-	\$55.00	60+
Attendant	☒	-	-	-	-	-	With ID
Companion	☐	\$2.75	-	-	-	\$77.00	

Other:

SERVICE HOURS / SCHEDULING

Monday	06:00 to 00:30	Friday	06:00 to 00:30
Tuesday	06:00 to 00:30	Saturday	06:00 to 00:30
Wednesday	06:00 to 00:30	Sunday	08:00 to 23:30
Thursday	06:00 to 00:30	Holiday	08:00 to 23:30

Other:

Advanced Booking Notice (days): 7

Minimum Notice for Reservation (hours): 0

Booking Method: telephone

REMARKS

PASSENGER DATA

Dedicated Service	2018	2019
Ambulatory	53,030	44,754
Non-Ambulatory	23,240	27,053
Total	76,270	71,807
Attendants	2,632	3,686
Companions	2,212	2,727
Other	-	-
Total	4,844	6,413
Non-Dedicated Service		
Ambulatory	3,717	2,174
Non-Ambulatory	1,301	1,027
Total	5,018	3,201
Attendants	189	147
Companions	2,031	106
Other	-	-
Total	2,220	253
Total Eligible Passenger Trips	81,288	75,008
Total Support Person Trips	7,064	6,666
Total Trips	88,352	81,674

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	22,761	18,002
Reservation	57,714	55,506
On-Demand/Day-of	813	1,500
Total Trips Requested	95,436	90,234
Cancelled in Advance	15,234	8,873
Cancelled Late	2,104	1,566
No-Shows	1,343	1,774
Cancelled at Door	-	-

OPERATING EXPENSES

	2018	2019
Administration	\$333,275	\$364,963
Transportation Operations		
Internal Dedicated Service	\$1,385,185	\$1,554,946
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$106,833	\$78,598
Contract Taxi Scrip	\$62,050	\$68,300
Vehicle and Facility Maintenance	\$405,546	\$497,489
Fuel and Energy Consumption	\$239,500	\$227,907
Total Operating Expenses	\$2,532,389	\$2,792,203

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$166,483	\$154,645
Other Revenue	\$160,176	\$163,120
Total Revenue	\$326,659	\$317,765

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$151,237	\$150,994
Municipal Operating Contributions	\$2,054,493	\$2,323,444
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$2,532,389	\$2,792,203

CAPITAL EXPENSES

Vehicle Purchase	\$1,137,674	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$1,137,674	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	\$511,936	-
Provincial Capital Contributions	\$625,738	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	\$1,137,674	-

OPERATING STATISTICS

Dedicated Service	2018	2019
Revenue Vehicle Kilometres	437,573	569,544
Total Vehicle Kilometres	650,653	700,284
Revenue Vehicle Hours	33,367	34,534
Total Vehicle Hours	36,692	40,891
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	2018	2019
R/C Ratio	12.9 %	11.4 %
Net Operating Cost / Capita	\$15.10	\$22.93
Total Expense / Passenger	\$28.66	\$34.19
Total Expense / Eligible Passenger	\$31.15	\$37.23
Transportation Expense / Passenger		
Dedicated Service	\$25.03	\$29.15
Non-Dedicated Service	\$23.33	\$42.53
Transportation Expense / Hour (Dedicated Service)	\$55.33	\$55.77
Operating		
Registrants / Capita	0.0066	0.0079
Passengers / Capita	0.6050	0.7569
Passengers / Registrants	91.65	95.30
Passengers / Revenue Hour (Dedicated Service)	2.43	2.27
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	5.39	7.28
Average Speed (Dedicated Service)	13.11	16.49

Timmins, ON

Timmins Handy Transit

Contact	Ashish Patel	Population Served:	41,000
Title	Operation Supervisor of Transit	Service Area (km²):	24.0
Telephone	705-360-2600 x3502	Main Community Served:	City of Timmins
Email	ashish.patel@timmins.ca	Other Communities Served:	Schumacher, South Porcupine, Porcupine

ACTIVE REGISTRANTS

Ambulatory	50		
Non-Ambulatory	150	Attendants	20
Other	0	Companions	30
Total	200	Total	50

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
Customers cannot walk more than 175 steps to their stops and Doctors assessment is required.

Method of Determination

☒ Internal Assessment	☒ Paper Application
☐ External Contract	☒ Healthcare Professional
☐ Committee	☐ 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		\$3.00	-	-	-	-	18+
Child	☒	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	\$2.75	-	-	-	-	
Attendant	☐	\$2.75	-	-	-	-	
Companion	☐	\$2.75	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	06:30 to 23:30	Friday	06:30 to 23:30
Tuesday	06:30 to 23:30	Saturday	06:30 to 23:30
Wednesday	06:30 to 23:30	Sunday	08:30 to 19:30
Thursday	06:30 to 23:30	Holiday	00:00 to 00:00

Other:

Advanced Booking Notice (days): 1

Minimum Notice for Reservation (hours): 24

Booking Method: 24 hour notice is required for booking. Bookings are done via email and telephone

REMARKS

PASSENGER DATA

Dedicated Service	2018	2019
Ambulatory	-	3,000
Non-Ambulatory	-	11,709
Total	9,864	14,709
Attendants	82	100
Companions	8	75
Other	-	-
Total	90	175
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	9,864	14,709
Total Support Person Trips	90	175
Total Trips	9,954	14,884

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	7,398	7,300
Reservation	2,170	6,500
On-Demand/Day-of	295	909
Total Trips Requested	12,327	22,491
Cancelled in Advance	2,453	1,058
Cancelled Late	-	2,116
No-Shows	10	2,058
Cancelled at Door	-	1,000

OPERATING EXPENSES

	2018	2019
Administration	\$162,540	\$162,685
Transportation Operations		
Internal Dedicated Service	\$232,209	\$207,950
Contract Dedicated Service	-	\$14,790
Contract Non-Dedicated Service	-	\$20
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$46,829	\$96,000
Fuel and Energy Consumption	\$31,335	\$8,030
Total Operating Expenses	\$472,912	\$489,475

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$44,319	\$61,724
Other Revenue	-	-
Total Revenue	\$44,319	\$61,724

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$428,593	\$427,751
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$472,912	\$489,475

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	2018	2019
Revenue Vehicle Kilometres	101,100	-
Total Vehicle Kilometres	101,100	-
Revenue Vehicle Hours	5,149	-
Total Vehicle Hours	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	5
Reservation Clerks	-	-
Dispatchers	3	1
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	-
Other	-	-
Total	5	6

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$24.90	2020-04-01	CUPE 1544
Reservation Clerks	-		
Dispatchers	\$25.95	2020-04-01	CUPE 1544
Mechanics	-		CUPE 1544

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$24.90	2020-04-01	
Reservation Clerks	-		
Dispatchers	\$25.95	2020-04-01	
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	-	-	-	-
Small Buses	6	-	5	10
Low-floor	-	-	-	-
Other	-	-	-	-
Total	6	-		

Vehicle Ownership: Timmins Handy Transit

Vehicle Maintenance: Timmins Handy Transit

INDICATORS

Financial	2018	2019
R/C Ratio	9.4 %	12.6 %
Net Operating Cost / Capita	\$11.70	\$10.43
Total Expense / Passenger	\$47.51	\$32.89
Total Expense / Eligible Passenger	\$47.94	\$33.28
Transportation Expense / Passenger		
Dedicated Service	\$31.18	\$21.95
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$60.28	-
Operating		
Registrants / Capita	0.0196	0.0061
Passengers / Capita	0.2718	0.3630
Passengers / Registrants	13.90	59.54
Passengers / Revenue Hour (Dedicated Service)	1.93	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	10.16	-
Average Speed (Dedicated Service)	19.63	-

Toronto, ON

TTC Wheel-Trans

Contact Daniel Mruck
 Title Budget Coordinator
 Telephone 416-393-4963
 Email daniel.mruck@ttc.ca

Population Served: 3,035,567
 Service Area (km²): 630.0
 Main Community Served: Toronto
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	31,776		
Non-Ambulatory	13,364	Attendants	0
Other	0	Companions	0
Total	45,140	Total	0

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
 Cognitive, Physical, Sensory, Environmental

Method of Determination

☒ Internal Assessment	☒ Paper Application
☒ External Contract	☒ Healthcare Professional
☒ Committee	☒ 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: 2019-01-01

	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	2018	2019
Ambulatory	2,082,743	2,087,229
Non-Ambulatory	753,476	720,725
Total	2,836,219	2,807,954
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	1,313,330	1,311,916
Non-Ambulatory	7,766	31,386
Total	1,321,096	1,343,302
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	4,157,315	4,151,256
Total Support Person Trips	-	-
Total Trips	4,157,315	4,151,256

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	1,824,940	2,280,690
Reservation	2,332,375	1,870,566
On-Demand/Day-of	-	-
Total Trips Requested	3,043,890	4,151,256
Cancelled in Advance	1,555,510	1,821,482
Cancelled Late	-	-
No-Shows	89,659	122,255
Cancelled at Door	21,143	28,120

OPERATING EXPENSES

	2018	2019
Administration	\$18,924,551	\$20,974,875
Transportation Operations		
Internal Dedicated Service	\$40,251,435	\$42,212,360
Contract Dedicated Service	\$34,818,337	\$44,241,273
Contract Non-Dedicated Service	\$26,398,049	\$25,894,840
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$17,829,773	\$16,045,400
Fuel and Energy Consumption	\$2,910,574	\$3,192,906
Total Operating Expenses	\$141,132,719	\$152,561,653

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$7,435,822	\$8,977,463
Other Revenue	-	-
Total Revenue	\$7,435,822	\$8,977,463

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$133,696,897	\$143,584,190
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$141,132,719	\$152,561,653

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	2018	2019
Revenue Vehicle Kilometres	16,818,355	19,146,812
Total Vehicle Kilometres	19,417,938	22,455,114
Revenue Vehicle Hours	870,633	947,985
Total Vehicle Hours	897,538	977,476
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	9,883,716	9,379,913
Total Vehicle Hours	309,816	295,738
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	392	-
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	137	-
Mechanics	89	-
General Administration	7	-
Other	-	-
Total	625	-

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$35.45	2019-04-01	ATU Local 113
Reservation Clerks	-		
Dispatchers	-		
Mechanics	\$42.30	2019-04-01	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	-	255	-	3
Minivans	265	-	1	2
Vans	-	-	-	-
Small Buses	266	-	4	8
Low-floor	-	-	-	-
Other	-	-	-	-
Total	531	255		

Vehicle Ownership: Transit Commission - 266

Vehicle Maintenance: Transit Commission

INDICATORS

Financial	2018	2019
R/C Ratio	5.3 %	5.9 %
Net Operating Cost / Capita	\$45.63	\$47.30
Total Expense / Passenger	\$33.95	\$36.75
Total Expense / Eligible Passenger	\$33.95	\$36.75
Transportation Expense / Passenger		
Dedicated Service	\$33.78	\$37.64
Non-Dedicated Service	\$19.98	\$19.28
Transportation Expense / Hour (Dedicated Service)	\$106.75	\$108.13
Operating		
Registrants / Capita	0.0154	0.0149
Passengers / Capita	1.4189	1.3675
Passengers / Registrants	92.10	91.96
Passengers / Revenue Hour (Dedicated Service)	3.26	2.96
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	5.93	6.82
Average Speed (Dedicated Service)	19.32	20.20

Trent Hills, ON

Community Care Northumberland Specialized Transportation

Contact	Bobby-Jo Preston	Population Served:	12,900
Title	Manager of Transportation	Service Area (km²):	512.0
Telephone	1-866-768-7778	Main Community Served:	Trent Hills
Email	bj.preston@commcare.ca	Other Communities Served:	

ACTIVE REGISTRANTS

Ambulatory	110		
Non-Ambulatory	112	Attendants	78
Other	0	Companions	34
Total	222	Total	112

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
Must require the assistance of the specialized vehicle, for wheel chair, walker, medical or disability

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: 2010-01-01

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

Other:

SERVICE HOURS / SCHEDULING

Monday	08:00 to 18:00	Friday	08:00 to 18:00
Tuesday	08:00 to 18:00	Saturday	00:00 to 00:00
Wednesday	08:00 to 18:00	Sunday	00:00 to 00:00
Thursday	08:00 to 18:00	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	2018	2019
Ambulatory	3,792	5,835
Non-Ambulatory	1,526	2,558
Total	5,318	8,393
Attendants	21	78
Companions	14	34
Other	-	-
Total	35	112
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	5,318	8,393
Total Support Person Trips	35	112
Total Trips	5,353	8,505

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	3,191	3,973
Reservation	1,595	1,987
On-Demand/Day-of	532	1,191
Total Trips Requested	6,472	8,393
Cancelled in Advance	577	643
Cancelled Late	346	321
No-Shows	173	158
Cancelled at Door	51	120

OPERATING EXPENSES

	2018	2019
Administration	\$10,665	\$12,427
Transportation Operations		
Internal Dedicated Service	\$134,127	\$139,682
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$14,218	\$11,022
Fuel and Energy Consumption	\$19,843	\$18,247
Total Operating Expenses	\$178,853	\$181,378

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$32,098	\$36,744
Other Revenue	\$2,355	\$5,143
Total Revenue	\$34,453	\$41,887

Federal Operating Contributions	-	\$34,125
Provincial Operating Contributions	\$99,400	\$91,257
Municipal Operating Contributions	\$45,500	\$14,109
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$179,353	\$181,378

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	2018	2019
Revenue Vehicle Kilometres	84,196	78,570
Total Vehicle Kilometres	131,257	127,886
Revenue Vehicle Hours	2,854	4,100
Total Vehicle Hours	4,010	5,406
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	5
Reservation Clerks	1	-
Dispatchers	1	-
Other Transport Operations	1	-
Mechanics	-	-
General Administration	-	2
Other	1	-
Total	4	7

UNION AFFILIATION & TOP WAGES

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

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$16.24	2019-01-04	
Reservation Clerks	\$17.85	2019-01-04	
Dispatchers	\$19.25	2019-01-04	
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	2018	2019
R/C Ratio	19.3 %	23.1 %
Net Operating Cost / Capita	\$11.19	\$10.81
Total Expense / Passenger	\$33.41	\$21.33
Total Expense / Eligible Passenger	\$33.63	\$21.61
Transportation Expense / Passenger		
Dedicated Service	\$31.42	\$19.86
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$41.94	\$31.25

Operating

Registrants / Capita	0.0191	0.0259
Passengers / Capita	0.4150	0.6593
Passengers / Registrants	21.76	25.46
Passengers / Revenue Hour (Dedicated Service)	1.88	2.07
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	15.73	9.24
Average Speed (Dedicated Service)	29.50	19.16

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	500		
Non-Ambulatory	222	Attendants	184
Other	0	Companions	0
Total	722	Total	184

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
 Unable to use conventional public transit. Must be approved by Health Care Professional.

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: 2016-12-31

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.00	-	-	-	\$60.00	
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☒	-	-	-	-	-	rider must need assistance to travel
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	2018	2019
Ambulatory	5,626	4,955
Non-Ambulatory	1,186	1,699
Total	6,812	6,654
Attendants	1,305	1,471
Companions	-	-
Other	-	-
Total	1,305	1,471

Non-Dedicated Service

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

Total Eligible Passenger Trips **6,812** **6,654**

Total Support Person Trips **1,305** **1,471**

Total Trips **8,117** **8,125**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	6,654
Reservation	6,812	-
On-Demand/Day-of	-	-
Total Trips Requested	7,003	6,847
Cancelled in Advance	160	158
Cancelled Late	-	-
No-Shows	31	35
Cancelled at Door	-	-

OPERATING EXPENSES

	2018	2019
Administration	\$13,617	\$10,857
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$207,422	\$217,259
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$221,039	\$228,116

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$19,652	\$19,503
Other Revenue	-	-
Total Revenue	\$19,652	\$19,503

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$201,387	\$208,613
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$221,039	\$228,116

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	2018	2019
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	-	-
Revenue Vehicle Hours	3,809	6,000
Total Vehicle Hours	3,809	6,000

Non-Dedicated Service

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

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	-
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	2018	2019
R/C Ratio	8.9 %	8.6 %
Net Operating Cost / Capita	\$18.31	\$18.96
Total Expense / Passenger	\$27.23	\$28.08
Total Expense / Eligible Passenger	\$32.45	\$34.28
Transportation Expense / Passenger		
Dedicated Service	\$25.55	\$26.74
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$54.46	\$36.21

Operating

Registrants / Capita	0.0776	0.0824
Passengers / Capita	0.7379	0.7386
Passengers / Registrants	9.50	8.97
Passengers / Revenue Hour (Dedicated Service)	2.13	1.35
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

Waterloo Region - Rural, ON

Kiwanis Transit

Contact	Cheryl Fisher	Population Served:	59,000	Ambulatory	1,622		
Title	General Manager	Service Area (km²):	843.0	Non-Ambulatory	600	Attendants	0
Telephone	519-669-4533	Main Community Served:	Woolwich Township	Other	0	Companions	229
Email	cheryl@k-transit.com	Other Communities Served:	Wilmot Township, Wellesley Township	Total	2,222	Total	229

ACTIVE REGISTRANTS

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description

To be eligible applicants must reside within the townships of Wilmot, Wellesley, or Woolwich townships. As well clients must have a medical condition determined by a medical professional that limits their ability to use conventional transit or be 65 years of age or older.

Method of Determination

☐ Internal Assessment	☐ Paper Application
☐ External Contract	☐ Healthcare Professional
☐ Committee	☐ 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: 2019-09-21

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General	☐	\$3.25	\$2.86	-	-	\$90.00	18+
Child	☐	-	-	-	-	-	0-5
Student	☐	\$3.25	\$2.49	-	-	\$75.00	Elementary, Highschool
Senior	☐	\$3.25	\$2.49	-	-	\$75.00	65+
Attendant	☒	-	-	-	-	-	Mandatory attendant - able to provide support
Companion	☐	\$3.25	-	-	-	-	Must travel with eligible rider

Other:

SERVICE HOURS / SCHEDULING

Monday	06:00 to 18:00	Friday	06:00 to 18:00
Tuesday	06:00 to 18:00	Saturday	07:00 to 17:00
Wednesday	06:00 to 18:00	Sunday	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

GRT mobility Plus clients may use our service when one portion of their trip includes transportation into Wellesley, Wilmot or Woolwich Townships.

PASSENGER DATA

Dedicated Service	2018	2019
Ambulatory	30,078	27,271
Non-Ambulatory	12,891	19,749
Total	42,969	47,020
Attendants	2,206	2,720
Companions	205	250
Other	-	-
Total	2,411	2,970

Non-Dedicated Service

Ambulatory	4,182	2,745
Non-Ambulatory	1,792	1,320
Total	5,974	4,065
Attendants	33	440
Companions	413	30
Other	-	-
Total	446	470

Total Eligible Passenger Trips **48,943** **51,085**

Total Support Person Trips **2,857** **3,440**

Total Trips **51,800** **54,525**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	27,878	29,498
Reservation	20,955	21,434
On-Demand/Day-of	110	153
Total Trips Requested	48,943	61,337
Cancelled in Advance	7,535	9,719
Cancelled Late	61	74
No-Shows	140	10
Cancelled at Door	187	269

OPERATING EXPENSES

	2018	2019
Administration	-	-
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$1,736,200	\$1,950,960
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$1,736,200	\$1,950,960

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$103,817	\$114,606
Other Revenue	\$5,025	\$13,046
Total Revenue	\$108,842	\$127,652

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$1,714,100	\$1,935,963
Other Operating Contributions	\$6,100	\$16,477
Total Operating Revenues and Funding	\$1,829,042	\$2,080,092

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	2018	2019
Revenue Vehicle Kilometres	765,602	729,389
Total Vehicle Kilometres	765,602	729,389
Revenue Vehicle Hours	20,615	21,571
Total Vehicle Hours	20,615	21,571
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	16,002	15,480
Total Vehicle Hours	332	344
Non-Accessible Service		
Total Vehicle Kilometres	37,339	46,437
Total Vehicle Hours	777	1,029

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	9	3
Reservation Clerks	-	-
Dispatchers	1	2
Other Transport Operations	-	3
Mechanics	-	-
General Administration	2	-
Other	-	-
Total	12	8

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$24.38	2019-01-01	
Reservation Clerks	-		
Dispatchers	\$24.38	2019-01-01	
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	-	2	-	5
Vans	-	-	-	-
Small Buses	8	-	6	12
Low-floor	-	-	-	-
Other	-	-	-	-
Total	8	2		

Vehicle Ownership: The Regional Municipality of Waterloo - 8

Vehicle Maintenance: Woolwich Transit Inc.

INDICATORS

Financial	2018	2019
R/C Ratio	6.3 %	6.5 %
Net Operating Cost / Capita	\$27.58	\$30.90
Total Expense / Passenger	\$33.52	\$35.78
Total Expense / Eligible Passenger	\$35.47	\$38.19
Transportation Expense / Passenger		
Dedicated Service	\$38.26	\$39.03
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$84.22	\$90.44
Operating		
Registrants / Capita	0.0357	0.0415
Passengers / Capita	0.8780	0.9242
Passengers / Registrants	24.57	22.25
Passengers / Revenue Hour (Dedicated Service)	2.20	2.32
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	16.87	14.59
Average Speed (Dedicated Service)	37.14	33.81

Waterloo Region - Urban, ON

Grand River Transit

Contact Lynda Stelmach
 Title Accounting Assistant, Transit Services
 Telephone 519-585-7597 x7312
 Email stlynda@regionofwaterloo.ca

Population Served: 546,970
 Service Area (km²): 315.8
 Main Community Served: Kitchener, Waterloo, Cambridge
 Other Communities Served: North Dumfries

ACTIVE REGISTRANTS

Ambulatory	2,286		
Non-Ambulatory	1,396	Attendants	20,796
Other	0	Companions	0
Total	3,682	Total	20,796

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
 Any type of disability, as per AODA, plus Age/65 or older in North Dumfries)

Method of Determination

☐ Internal Assessment	☒ Paper Application
☒ External Contract	☒ Healthcare Professional
☐ Committee	☐ 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: 2019-09-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.25	\$2.86	-	-	\$90.00	18+
Child	☒	-	-	-	-	-	0-5
Student	☐	\$3.25	\$2.49	-	-	\$75.00	Elementary, Highschool
Senior	☐	\$3.25	\$2.49	-	-	\$75.00	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	2018	2019
Ambulatory	66,988	75,328
Non-Ambulatory	60,917	68,440
Total	127,905	143,768
Attendants	12,237	20,796
Companions	-	-
Other	-	-
Total	12,237	20,796

Non-Dedicated Service

Ambulatory	63,804	69,641
Non-Ambulatory	8,339	9,233
Total	72,143	78,874
Attendants	-	-
Companions	-	-
Other	77,956	76,983
Total	77,956	76,983

Total Eligible Passenger Trips **200,048** **222,642**

Total Support Person Trips **90,193** **97,779**

Total Trips **290,241** **320,421**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	130,605	150,115
Reservation	69,805	61,430
On-Demand/Day-of	534	2,254
Total Trips Requested	263,464	299,475
Cancelled in Advance	47,604	49,429
Cancelled Late	1,769	2,441
No-Shows	3,096	3,472
Cancelled at Door	1,379	1,741

OPERATING EXPENSES

	2018	2019
Administration	\$1,413,903	\$1,465,920
Transportation Operations		
Internal Dedicated Service	\$4,793,357	\$5,038,397
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$1,575,189	\$1,767,121
Contract Taxi Scrip	\$826,878	\$843,617
Vehicle and Facility Maintenance	\$728,023	\$781,680
Fuel and Energy Consumption	\$375,317	\$351,737
Total Operating Expenses	\$9,712,667	\$10,248,473

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$436,787	\$655,866
Other Revenue	\$459,106	\$469,119
Total Revenue	\$895,893	\$1,124,985

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$1,023,131	\$1,023,131
Municipal Operating Contributions	\$7,793,643	\$8,100,356
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$9,712,667	\$10,248,473

CAPITAL EXPENSES

Vehicle Purchase	\$320,306	\$696,907
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$320,306	\$696,907

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	\$320,306	\$696,907
Other Capital Contributions	-	-
Total Capital Funding	\$320,306	\$696,907

OPERATING STATISTICS

Dedicated Service	2018	2019
Revenue Vehicle Kilometres	1,388,429	1,428,987
Total Vehicle Kilometres	1,416,764	1,458,151
Revenue Vehicle Hours	60,417	61,176
Total Vehicle Hours	61,650	62,425

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	2019-01-01	UNIFOR 4304
Reservation Clerks	-		
Dispatchers	\$30.68	2019-01-01	UNIFOR 4304
Mechanics	\$34.81	2019-01-01	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	2018	2019
R/C Ratio	9.2 %	11.0 %
Net Operating Cost / Capita	\$16.59	\$16.68
Total Expense / Passenger	\$33.46	\$31.98
Total Expense / Eligible Passenger	\$48.55	\$46.03
Transportation Expense / Passenger		
Dedicated Service	\$42.08	\$37.50
Non-Dedicated Service	\$16.00	\$16.75
Transportation Expense / Hour (Dedicated Service)	\$95.65	\$98.87

Operating

Registrants / Capita	0.0290	0.0448
Passengers / Capita	0.5462	0.5858
Passengers / Registrants	18.83	13.09
Passengers / Revenue Hour (Dedicated Service)	2.32	2.69
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	9.91	8.68
Average Speed (Dedicated Service)	22.98	23.36

Welland, ON

Welland Transit - (WellTrans)

Contact Alicia Moore
 Title 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	0	Attendants	62
Other	102	Companions	0
Total	297	Total	62

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
 Must have physical mobility impairment preventing passenger from boarding a conventional bus or getting to a stop.

Method of Determination	
☒ Internal Assessment	☒ Paper Application
☐ External Contract	☒ Healthcare Professional
☐ Committee	☐ Other

DEDICATED SERVICE

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

NON-DEDICATED SERVICE

Operated By: ☒ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:
 accessible taxi service

FARE STRUCTURE

Effective Date: 2017-06-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.00	\$2.50	-	-	\$85.00	
Child	☒	-	-	-	-	-	<5
Student	☐	\$3.00	\$2.20	-	-	\$75.00	Elementary and high school
Senior	☐	\$3.00	\$2.10	-	-	-	65+
Attendant	☐	-	-	-	-	-	Mandatory
Companion	☐	-	-	-	-	-	

Other: CNIB Free with CNIB Card/ Youth is 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	2018	2019
Ambulatory	6,160	6,160
Non-Ambulatory	6,432	6,432
Total	12,592	12,592
Attendants	1,182	1,182
Companions	-	-
Other	284	284
Total	1,466	1,466
Non-Dedicated Service		
Ambulatory	212	212
Non-Ambulatory	172	172
Total	384	384
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	12,976	12,976
Total Support Person Trips	1,466	1,466
Total Trips	14,442	14,442

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	4,399	4,399
Reservation	8,577	8,577
On-Demand/Day-of	-	-
Total Trips Requested	13,795	13,795
Cancelled in Advance	652	652
Cancelled Late	87	87
No-Shows	64	64
Cancelled at Door	16	16

OPERATING EXPENSES

	2018	2019
Administration	\$92,321	\$100,223
Transportation Operations		
Internal Dedicated Service	\$249,358	\$268,103
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	\$12,321	\$31,352
Vehicle and Facility Maintenance	\$19,175	\$12,859
Fuel and Energy Consumption	\$42,760	\$26,929
Total Operating Expenses	\$415,935	\$439,466

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$23,305	\$28,993
Other Revenue	\$1,819	-
Total Revenue	\$25,124	\$28,993

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$390,811	\$410,473
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$415,935	\$439,466

CAPITAL EXPENSES

Vehicle Purchase	\$200,000	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$200,000	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	\$100,000	-
Municipal Capital Contributions	\$100,000	-
Other Capital Contributions	-	-
Total Capital Funding	\$200,000	-

OPERATING STATISTICS

Dedicated Service	2018	2019
Revenue Vehicle Kilometres	106,000	106,000
Total Vehicle Kilometres	106,000	106,000
Revenue Vehicle Hours	6,600	6,600
Total Vehicle Hours	6,600	6,600
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	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	\$29.07	2019-01-01	ATU 1633
Reservation Clerks	-		
Dispatchers	-		
Mechanics	\$36.49	2019-01-01	ATU 1633

VEHICLE DATA

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

Vehicle Ownership: Welland Transit

Vehicle Maintenance: Welland Transit

INDICATORS

Financial	2018	2019
R/C Ratio	6.0 %	6.6 %
Net Operating Cost / Capita	\$7.47	\$7.85
Total Expense / Passenger	\$28.80	\$30.43
Total Expense / Eligible Passenger	\$32.05	\$33.87
Transportation Expense / Passenger		
Dedicated Service	\$22.14	\$21.90
Non-Dedicated Service	\$32.09	\$81.65
Transportation Expense / Hour (Dedicated Service)	\$47.17	\$46.65

Operating

Registrants / Capita	0.0069	0.0069
Passengers / Capita	0.2762	0.2762
Passengers / Registrants	40.23	40.23
Passengers / Revenue Hour (Dedicated Service)	2.13	2.13
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	7.54	7.54
Average Speed (Dedicated Service)	16.06	16.06

West Elgin, ON

Four Counties Transportation

Contact Magda Badura
 Title C.A.O. - 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	1,103		
Non-Ambulatory	247	Attendants	0
Other	0	Companions	0
Total	1,350	Total	0

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description

There are the following eligibility criteria:

1. Unconditional - A person with a disability that prevents them from using conventional transit.
2. Conditional - A person with a disability where environmental or physical barriers limit their ability to consistently use conventional transit. An applicant who qualifies for conditional service may be able to use conventional transit for all or part of their trip, but may also qualify for specialized transit under specific circumstances for some or all of their trip.
3. Temporary - A person with a temporary disability that prevents them from using conventional transit. An applicant who qualifies for temporary service requires specialized transit for a defined period of time.

Method of Determination

☐ Internal Assessment	☒ Paper Application
☐ External Contract	☒ Healthcare Professional
☒ Committee	☐ 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	☐	-	\$6.00	-	-	-	Photo ID
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	\$6.00	\$6.00	-	-	-	Photo ID
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): 1

Minimum Notice for Reservation (hours): 24

Booking Method: Dedicated phone line

REMARKS

In 2019, passenger trips were being recorded incorrectly by operators. The ridership figure is an estimation of what ridership would be had ridership been counted accurately.

PASSENGER DATA

Dedicated Service	2018	2019
Ambulatory	2,233	2,370
Non-Ambulatory	897	494
Total	3,130	2,864
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	1,096	-
Non-Ambulatory	231	-
Total	1,327	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	4,457	2,864
Total Support Person Trips	-	-
Total Trips	4,457	2,864

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	2,717	1,405
Reservation	-	27
On-Demand/Day-of	60	-
Total Trips Requested	3,130	1,761
Cancelled in Advance	36	46
Cancelled Late	-	-
No-Shows	11	-
Cancelled at Door	7	9

OPERATING EXPENSES

	2018	2019
Administration	\$55,989	-
Transportation Operations		
Internal Dedicated Service	\$1,364	\$55,845
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$4,248	\$12,898
Fuel and Energy Consumption	\$15,667	\$14,532
Total Operating Expenses	\$77,268	\$83,276

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$21,115	\$11,260
Other Revenue	-	\$7,071
Total Revenue	\$21,115	\$18,331

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$35,705	\$35,454
Municipal Operating Contributions	\$19,443	\$29,491
Other Operating Contributions	\$1,005	-
Total Operating Revenues and Funding	\$77,268	\$83,276

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	2018	2019
Revenue Vehicle Kilometres	66,942	62,800
Total Vehicle Kilometres	66,942	62,800
Revenue Vehicle Hours	2,040	1,236
Total Vehicle Hours	2,040	1,236
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	\$22.80	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	-	-	-	-
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	2018	2019
R/C Ratio	27.3 %	22.0 %
Net Operating Cost / Capita	\$2.44	\$2.82
Total Expense / Passenger	\$17.34	\$29.08
Total Expense / Eligible Passenger	\$17.34	\$29.08
Transportation Expense / Passenger		
Dedicated Service	\$6.80	\$29.08
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$10.43	\$67.37
Operating		
Registrants / Capita	0.0055	0.0587
Passengers / Capita	0.1938	0.1245
Passengers / Registrants	35.09	2.12
Passengers / Revenue Hour (Dedicated Service)	1.53	2.32
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	21.39	21.93
Average Speed (Dedicated Service)	32.81	50.81

West Perth , ON

Mitchell and Area Mobility Bus

Contact	Vicky Wolfe Hinz	Population Served:	9,129
Title	Manager	Service Area (km²):	567.0
Telephone	519-348-8612 x226	Main Community Served:	Municipality of West Perth
Email	maco@ritzlutheranvilla.com	Other Communities Served:	Mitchell, Dublin, Monkton, Carlingford, Brodhagen

ACTIVE REGISTRANTS

Ambulatory	140		
Non-Ambulatory	126	Attendants	82
Other	0	Companions	0
Total	266	Total	82

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
Seniors, those with a disability (physical or cognitive) or recovering from injury, illness or accident.

Method of Determination

☒ Internal Assessment	☐ Paper Application
☐ External Contract	☐ Healthcare Professional
☐ Committee	☐ 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: 2019-04-01

	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	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: centralized booking service called "Easyride"

REMARKS

PASSENGER DATA

Dedicated Service	2018	2019
Ambulatory	2,762	1,487
Non-Ambulatory	1,198	2,466
Total	3,960	3,953
Attendants	503	525
Companions	-	-
Other	-	-
Total	503	525
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	3,960	3,953
Total Support Person Trips	503	525
Total Trips	4,463	4,478

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	3,168	3,162
Reservation	594	593
On-Demand/Day-of	198	198
Total Trips Requested	4,177	4,287
Cancelled in Advance	214	343
Cancelled Late	-	-
No-Shows	3	3
Cancelled at Door	-	8

OPERATING EXPENSES

	2018	2019
Administration	\$33,767	\$31,207
Transportation Operations		
Internal Dedicated Service	\$69,414	\$71,337
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$9,940	\$10,113
Fuel and Energy Consumption	\$7,706	\$7,423
Total Operating Expenses	\$120,827	\$120,080

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$21,210	\$17,032
Other Revenue	\$13,959	\$19,134
Total Revenue	\$35,169	\$36,166

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$89,698	\$77,939
Municipal Operating Contributions	\$12,000	\$12,000
Other Operating Contributions	\$26,049	\$12,711
Total Operating Revenues and Funding	\$162,916	\$138,816

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	2018	2019
Revenue Vehicle Kilometres	40,120	45,433
Total Vehicle Kilometres	41,130	46,643
Revenue Vehicle Hours	2,630	2,790
Total Vehicle Hours	2,780	2,950
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	2018	2019
R/C Ratio	29.1 %	30.1 %
Net Operating Cost / Capita	\$9.38	\$9.19
Total Expense / Passenger	\$27.07	\$26.82
Total Expense / Eligible Passenger	\$30.51	\$30.38
Transportation Expense / Passenger		
Dedicated Service	\$19.51	\$19.85
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$31.32	\$30.13
Operating		
Registrants / Capita	0.0484	0.0381
Passengers / Capita	0.4889	0.4905
Passengers / Registrants	10.10	12.87
Passengers / Revenue Hour (Dedicated Service)	1.70	1.61
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	8.99	10.15
Average Speed (Dedicated Service)	15.25	16.28

Windsor, ON

Handi-Transit Windsor

Contact	Lori Colenutt	Population Served:	233,687	Ambulatory	2,118		
Title	General Manager	Service Area (km²):	195.6	Non-Ambulatory	1,972	Attendants	0
Telephone	519-966-0930	Main Community Served:	Windsor	Other	0	Companions	0
Email	handitransitwindsor@gmail.com	Other Communities Served:	LaSalle	Total	4,090	Total	0

ACTIVE REGISTRANTS

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description	Method of Determination
A disability which precluded use of Conventional Transit System.	☐ 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	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	☐	\$3.00	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

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

Other: yes based on passenger requests

Advanced Booking Notice (days): 28

Minimum Notice for Reservation (hours): 2

Booking Method: all bookings made by phone

REMARKS

For 2019 we had 119 registered LaSalle Passengers who took 2,285 trips. LaSalle service contract revenue was \$43,300.75 and passenger revenue was \$11,996.25. we also provided 167 Attendant trips and no cost.

PASSENGER DATA

Dedicated Service	2018	2019
Ambulatory	31,223	31,990
Non-Ambulatory	21,541	20,404
Total	52,764	52,394
Attendants	1,976	2,954
Companions	1,413	774
Other	-	-
Total	3,389	3,728

Non-Dedicated Service

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

Total Eligible Passenger Trips **52,764** **52,394**

Total Support Person Trips **3,389** **3,728**

Total Trips **56,153** **56,122**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	21,164	23,420
Reservation	30,292	27,437
On-Demand/Day-of	1,308	1,537
Total Trips Requested	73,310	72,084
Cancelled in Advance	15,508	14,406
Cancelled Late	4,281	4,536
No-Shows	734	713
Cancelled at Door	-	-

OPERATING EXPENSES

	2018	2019
Administration	\$29,432	\$27,289
Transportation Operations		
Internal Dedicated Service	\$1,110,935	\$1,122,366
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$127,808	\$144,825
Fuel and Energy Consumption	\$135,335	\$128,014
Total Operating Expenses	\$1,403,510	\$1,422,494

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$237,694	\$214,782
Other Revenue	\$280	\$7,007
Total Revenue	\$237,974	\$221,789

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$1,071,600	\$1,153,236
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$1,309,574	\$1,375,025

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	2018	2019
Revenue Vehicle Kilometres	350,651	349,038
Total Vehicle Kilometres	491,408	492,942
Revenue Vehicle Hours	21,761	22,406
Total Vehicle Hours	21,761	22,406

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	14
Reservation Clerks	-	-
Dispatchers	3	3
Other Transport Operations	-	-
Mechanics	-	-
General Administration	2	-
Other	-	-
Total	10	17

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$22.50	2019-01-01	Teamsters Local 879
Reservation Clerks	-		
Dispatchers	\$22.50	2019-01-01	Teamsters Local 879
Mechanics	-		

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

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	-	-	-	-
Small Buses	13	-	5	6
Low-floor	-	-	-	-
Other	-	-	-	-
Total	13	-		

Vehicle Ownership: Handi-Transit - 13

Vehicle Maintenance: Handi-Transit

INDICATORS

Financial	2018	2019
R/C Ratio	17.0 %	15.6 %
Net Operating Cost / Capita	\$4.99	\$5.14
Total Expense / Passenger	\$24.99	\$25.35
Total Expense / Eligible Passenger	\$26.60	\$27.15
Transportation Expense / Passenger		
Dedicated Service	\$24.47	\$24.86
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$63.14	\$62.27

Operating

Registrants / Capita	0.0272	0.0175
Passengers / Capita	0.2403	0.2402
Passengers / Registrants	8.82	13.72
Passengers / Revenue Hour (Dedicated Service)	2.58	2.50
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	6.24	6.22
Average Speed (Dedicated Service)	16.11	15.58

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	430		
Non-Ambulatory	35	Attendants	3,154
Other	388	Companions	913
Total	853	Total	4,067

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description

1) Unconditional - cannot use conventional
 2) Temporary - recovering from a surgery
 3) Conditional - cannot use conventional Dec 1 - Mar 31 (snow & ice)

Method of Determination

☐ Internal Assessment	☒ Paper Application
☐ External Contract	☒ Healthcare Professional
☐ Committee	☐ 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	\$2.50	-	-	\$60.00	
Child	☒	-	-	-	-	-	0-5
Student	☐	\$2.50	\$2.50	-	-	\$48.00	
Senior	☐	\$2.50	\$2.50	-	-	\$48.00	65+
Attendant	☒	-	-	-	-	-	
Companion	☐	-	-	-	-	-	
Other:	veterans- free						

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: full service offered on Civic Holiday

Advanced Booking Notice (days): 7

Minimum Notice for Reservation (hours): 24

Booking Method: Call in to the dispatch service

REMARKS

PASSENGER DATA

Dedicated Service	2018	2019
Ambulatory	23,487	25,277
Non-Ambulatory	9,430	7,693
Total	32,917	32,970
Attendants	2,789	3,154
Companions	667	913
Other	-	-
Total	3,456	4,067
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	32,917	32,970
Total Support Person Trips	3,456	4,067
Total Trips	36,373	37,037

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	16,289	17,511
Reservation	16,627	14,501
On-Demand/Day-of	-	-
Total Trips Requested	38,852	38,526
Cancelled in Advance	2,646	2,744
Cancelled Late	2,522	2,821
No-Shows	148	240
Cancelled at Door	171	175

OPERATING EXPENSES

	2018	2019
Administration	-	\$21,610
Transportation Operations		
Internal Dedicated Service	\$79,461	\$65,249
Contract Dedicated Service	\$842,506	\$828,634
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$42,307	\$28,547
Fuel and Energy Consumption	\$32,000	\$11,009
Total Operating Expenses	\$996,274	\$955,049

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$83,173	\$89,379
Other Revenue	-	-
Total Revenue	\$83,173	\$89,379

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$45,000	\$45,000
Municipal Operating Contributions	\$823,101	\$820,670
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$996,274	\$955,049

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	\$42,306	\$52,000
Other	-	-
Total Capital Expenses	\$42,306	\$52,000

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	\$42,306	\$52,000
Other Capital Contributions	-	-
Total Capital Funding	\$42,306	\$52,000

OPERATING STATISTICS

Dedicated Service	2018	2019
Revenue Vehicle Kilometres	-	124,748
Total Vehicle Kilometres	159,382	132,748
Revenue Vehicle Hours	-	15,668
Total Vehicle Hours	18,997	16,068
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	\$28.33	2019-01-01	CUPE 1146
Reservation Clerks	-		
Dispatchers	-		
Mechanics	\$31.17	2019-01-01	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	2018	2019
R/C Ratio	8.4 %	9.4 %
Net Operating Cost / Capita	\$22.27	\$21.11
Total Expense / Passenger	\$27.39	\$25.79
Total Expense / Eligible Passenger	\$30.27	\$28.97
Transportation Expense / Passenger		
Dedicated Service	\$27.39	\$25.20
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$52.44	\$58.09

Operating

Registrants / Capita	0.0282	0.1200
Passengers / Capita	0.8871	0.9033
Passengers / Registrants	31.49	7.53
Passengers / Revenue Hour (Dedicated Service)	-	2.36
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	3.37
Average Speed (Dedicated Service)	-	7.96

York Region, ON

YRT - Mobility On-Request

Contact Steven Baldo
 Title Supervisor, Contract Administration
 Telephone 905-762-1282
 Email steven.baldo@york.ca

Population Served: 1,126,735
 Service Area (km²): 1,776.0
 Main Community Served: York Region
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	3,470		
Non-Ambulatory	1,222	Attendants	1,255
Other	195	Companions	465
Total	4,887	Total	1,720

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description

"1. A person with a disability that prevents them from using conventional transportation services shall be categorized as having unconditional eligibility.
 2. A person with a temporary disability that prevents them from using conventional transportation services shall be categorized as having temporary eligibility.
 3. A person with a disability where environmental or physical barriers limit their ability to consistently use conventional transportation services shall be categorized as having conditional eligibility."

Method of Determination	
☒ Internal Assessment	☒ Paper Application
☐ External Contract	☐ Healthcare Professional
☐ Committee	☒ 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		\$4.25	\$3.88	-	-	\$154.00	20-64
Child	☐	\$4.25	\$2.40	-	-	\$65.00	0-12
Student	☐	-	-	-	-	-	
Senior	☐	\$4.25	\$2.40	-	-	\$65.00	65+
Attendant	☐	-	-	-	-	-	
Companion	☐	\$4.25	\$3.88	-	-	\$154.00	

Other: Presto and Mobile App payment follow 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	2018	2019
Ambulatory	338,975	307,720
Non-Ambulatory	67,529	119,669
Total	406,504	427,389
Attendants	43,590	47,566
Companions	10,297	9,546
Other	-	-
Total	53,887	57,112
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	406,504	427,389
Total Support Person Trips	53,887	57,112
Total Trips	460,391	484,501

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	223,577	235,064
Reservation	178,862	188,051
On-Demand/Day-of	4,065	4,274
Total Trips Requested	352,617	352,617
Cancelled in Advance	28,463	39,092
Cancelled Late	4,663	4,447
No-Shows	6,176	2,941
Cancelled at Door	3,036	3,882

OPERATING EXPENSES

	2018	2019
Administration	\$1,281,968	\$1,164,954
Transportation Operations		
Internal Dedicated Service	\$4,212,446	\$4,578,928
Contract Dedicated Service	\$11,299,592	\$12,437,825
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	\$795	-
Vehicle and Facility Maintenance	\$37,361	-
Fuel and Energy Consumption	\$211	\$8
Total Operating Expenses	\$16,832,373	\$18,181,715

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,059,850	\$1,137,109
Other Revenue	\$4,750	\$5,883
Total Revenue	\$1,064,600	\$1,142,992

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	\$5,000

Municipal Operating Contributions	\$15,767,773	\$17,033,723
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$16,832,373	\$18,181,715

CAPITAL EXPENSES

Vehicle Purchase	\$3,036,199	\$1,353,327
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$3,036,199	\$1,353,327

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	\$247,684	\$114,491
Provincial Capital Contributions	-	-
Municipal Capital Contributions	\$2,788,515	\$1,238,835
Other Capital Contributions	-	-
Total Capital Funding	\$3,036,199	\$1,353,327

OPERATING STATISTICS

Dedicated Service	2018	2019
Revenue Vehicle Kilometres	2,986,252	3,315,244
Total Vehicle Kilometres	5,385,252	9,267,352
Revenue Vehicle Hours	199,768	251,865
Total Vehicle Hours	223,737	307,532
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	4	9
Dispatchers	5	-
Other Transport Operations	3	-
Mechanics	-	-
General Administration	9	3
Other	2	1
Total	23	13

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	\$35.10	2019-04-01	CUPE 905
Dispatchers	\$35.10	2019-04-01	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	-	65	-	4
Minivans	44	-	2	2
Vans	-	-	-	-
Small Buses	-	-	-	-
Low-floor	17	-	5	10
Other	7	-	2	6
Total	68	65		

Vehicle Ownership: Region owned buses & Promasters and private contractors for sedan & AVs

Vehicle Maintenance: Multiple contractors

INDICATORS

Financial	2018	2019
R/C Ratio	6.3 %	6.3 %
Net Operating Cost / Capita	\$14.48	\$15.12
Total Expense / Passenger	\$36.56	\$37.53
Total Expense / Eligible Passenger	\$41.41	\$42.54
Transportation Expense / Passenger		
Dedicated Service	\$33.77	\$35.12
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$69.50	\$55.33

Operating

Registrants / Capita	0.0059	0.0059
Passengers / Capita	0.4228	0.4300
Passengers / Registrants	71.73	73.33
Passengers / Revenue Hour (Dedicated Service)	2.30	1.92
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	6.49	6.84
Average Speed (Dedicated Service)	14.95	13.16

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)	=	$\frac{\text{Revenue Vehicle Kilometres (Dedicated Service)}}{\text{Revenue Vehicle Hours (Dedicated Service)}}$