

Ontario Specialized Transit Services Fact Book 2020 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 2019 and 2020, 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 © 2021 Canadian Urban Transit Association (CUTA) - Association canadienne du transport urbain (ACTU)		
Abstract The Ontario Specialized Transit Services Fact Book – 2020 Operating Data contains operating statistics collected from over 85 Ontario specialized transit systems which provide transit services for persons with disabilities. The Fact Book provides detailed data for 2019 and 2020, 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-21-21: English	
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Leamington	91	Waterloo Region - Urban	179
London	93	Welland	181
Machin	95	West Elgin	183
Marmora and Lake	97	West Perth	185
Meaford	99	Windsor	187
Midland	101	Woodstock	
Milton	103	York Region	

Notes on 2020 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 2020/21 Dedicated Gas Tax allocation.

In 2020, Canadian public transit was severely impacted by the COVID-19 pandemic which began affecting transit systems as early as March 2020. As a result of COVID-19 precautions, Canadian public transit saw an average decrease of 40 - 60% in total ridership.

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I. ONTARIO SUMMARY

Ontario

Number of Systems Reporting:	86	Systems with Dedicated Service:	84	98%	REGISTRANTS	
Population Served:	13,104,910	Operated by:			Ambulatory:	104,012
Service Area (km²):	60,146	Transit System/Municipality:	37	43%	Non-Ambulatory:	50,107
Communities Served:	197	Private Contractor:	34	40%	Attendants:	18,210
		Private Non-Profit Organization:	31	36%	Companions:	6,470
		Systems with Non-Dedicated Service:	35	41%	Other:	2,275
		Systems with a Taxi Scrip Program:	31	36%	Total:	181,131

ELIGIBILITY CRITERIA

Method of Determination

Internal Assessment	45	52%	Paper Application	66	77%
External Contract	14	16%	Healthcare Professional	63	73%
Committee	8	9%	Other	7	8%

OPERATING STATISTICS

Dedicated Service	2019	2020
Revenue Vehicle Kilometres	50,780,055	30,836,962
Total Vehicle Kilometres	62,803,118	39,240,511
Revenue Vehicle Hours	2,760,738	2,143,043
Total Vehicle Hours	2,929,902	2,318,037
Non-Dedicated Service		
Total Vehicle Kilometres	25,820,406	7,455,925
Total Vehicle Hours	1,204,155	331,353

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	4,592,393	2,257,216
Non-Ambulatory	1,963,924	848,703
Total	6,592,855	3,129,694
Attendants	343,178	139,876
Companions	109,757	46,559
Other	24,563	7,506
Total	477,498	193,932
Non-Dedicated Service		
Ambulatory	2,442,410	766,302
Non-Ambulatory	247,993	77,704
Total	2,694,051	844,006
Attendants	64,497	16,107
Companions	68,217	18,421
Other	116,249	57,976
Total	248,963	92,412
Total Eligible Passenger Trips	9,286,875	3,978,342
Total Support Person Trips	726,461	286,344
Total Trips	10,013,336	4,264,686

Total Primary Passenger Trips by Booking Type

Subscription/Pre-Booked	4,690,935	1,573,433
Reservation	4,109,005	2,097,055
On-Demand/Day-of	373,625	209,991
Total Trips Requested	10,231,541	4,895,644
Cancelled in Advance	2,462,047	1,252,871
Cancelled Late	358,114	170,820
No-Shows	227,919	95,525
Cancelled at Door	108,472	44,895

SCHEDULING

Advanced Booking Notice (days): 30
Minimum Notice for Reservation (hours): 15

FARE STRUCTURE (Average)

	Cash	Unit Price	Monthly Pass
Adult/General	4.10	4.09	88.09
Child	3.17	3.78	57.08
Student	3.45	3.39	65.52
Senior	3.45	3.15	56.46
Attendant	3.97	3.85	60.00
Companion	3.93	3.02	104.42

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	951	326
Reservation Clerks	45	35
Dispatchers	97	32
Other Transport Operations	164	9
Mechanics	114	14
General Administration	128	28
Other	49	22
Total	1,549	463
Average Top Operator Wage Rate (internal):		\$23.90
Average Top Mechanic Wage Rate (internal):		\$33.97

INDICATORS

Financial	2019	2020
R/C Ratio	7.4%	4.7%
Net Operating Cost / Capita	\$24.54	\$18.32
Total Expense / Passenger	\$34.28	\$59.10
Total Expense / Eligible Passenger	\$36.96	\$63.35
Transportation Expense / Passenger		
Dedicated Service	\$34.05	\$57.42
Non-Dedicated Service	\$20.15	\$21.70
Transportation Expense / Hour (Dedicated Service)	\$82.16	\$82.33
Operating		
Registrants / Capita	0.0158	0.0138
Passengers / Capita	0.7728	0.3254
Passengers / Registrants	48.96	23.54
Passengers / Hour (Dedicated Service)	2.56	1.55
Kms / Passenger (Dedicated Service)	7.18	9.28
Average Speed (Dedicated Service)	18.39	14.39

OPERATING EXPENSES

	2019	2020
Administration	\$43,249,972	\$40,872,044
Transportation Operations		
Internal Dedicated Service	\$107,388,115	\$99,703,032
Contract Dedicated Service	\$96,427,669	\$57,658,036
Contract Non-Dedicated Service	\$56,598,474	\$18,967,976
Contract Taxi Scrip	\$2,690,954	\$1,347,655
Vehicle and Facility Maintenance	\$28,010,322	\$27,472,684
Fuel and Energy Consumption	\$8,891,051	\$6,019,538
Total Operating Expenses	\$343,256,527	\$252,041,958

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	6	437		3
Minivans	288	183	1	6
Vans	145	113	2	5
Small Buses	762	8	4	10
Low-floor	75	1	4	10
Other	36	1	4	9
Total	1,320	744		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$23,688,026	\$11,072,366
Other Revenue	\$1,552,155	\$869,345
Total Revenue	\$25,240,181	\$11,941,720
Federal Operating Contributions	\$141,703	\$881,932
Provincial Operating Contributions	\$13,401,265	\$9,801,863
Municipal Operating Contributions	\$304,367,599	\$232,225,003
Other Operating Contributions	\$590,218	\$436,620
Total Operating Revenues and Funding	\$343,561,383	\$255,050,285

CAPITAL EXPENSES

Vehicle Purchase	\$11,060,148	\$9,042,583
Debt Servicing	\$186,449	\$318,275
Other	\$221,480	\$1,713,443
Total Capital Expenses	\$11,468,077	\$11,074,301

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	\$311,778
Federal Capital Contributions	\$1,129,451	\$3,490,891
Provincial Capital Contributions	\$1,781,565	\$1,600,255
Municipal Capital Contributions	\$5,298,373	\$5,775,009
Other Capital Contributions	\$305,850	\$78,715
Total Capital Funding	\$8,515,240	\$11,256,648

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II. Population Group Summaries

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

Population Group 1 (> 150,000)

Number of Systems Reporting:	14	Systems with Dedicated Service:	14	100%	REGISTRANTS	
Population Served:	10,325,616	Operated by:			Ambulatory:	67,347
Service Area (km²):	17,931	Transit System/Municipality:	7	50%	Non-Ambulatory:	29,456
Communities Served:	62	Private Contractor:	9	64%	Attendants:	10,914
		Private Non-Profit Organization:	3	21%	Companions:	3,311
		Systems with Non-Dedicated Service:	8	57%	Other:	914
		Systems with a Taxi Scrip Program:	8	57%	Total:	111,999

ELIGIBILITY CRITERIA

Method of Determination

Internal Assessment	5	36%	Paper Application	12	86%
External Contract	9	64%	Healthcare Professional	12	86%
Committee	1	7%	Other	3	21%

OPERATING STATISTICS

Dedicated Service	2019	2020
Revenue Vehicle Kilometres	41,665,205	24,256,275
Total Vehicle Kilometres	51,483,363	31,671,283
Revenue Vehicle Hours	2,311,406	1,695,137
Total Vehicle Hours	2,389,681	1,838,616

Non-Dedicated Service		
Total Vehicle Kilometres	22,324,524	6,399,313
Total Vehicle Hours	861,033	288,321

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	3,847,004	1,873,122
Non-Ambulatory	1,537,136	632,809
Total	5,384,170	2,505,931
Attendants	258,259	104,096
Companions	87,963	35,717
Other	19,553	5,624
Total	365,775	145,437

Non-Dedicated Service		
Ambulatory	2,286,690	701,567
Non-Ambulatory	214,249	62,053
Total	2,500,939	763,620
Attendants	53,827	15,034
Companions	61,977	17,905
Other	116,249	57,976
Total	232,053	90,915

Total Eligible Passenger Trips	7,885,079	3,269,551
Total Support Person Trips	597,828	236,352
Total Trips	8,482,907	3,505,903

Total Primary Passenger Trips by Booking Type

Subscription/Pre-Booked	4,181,194	1,333,535
Reservation	3,636,294	1,879,046
On-Demand/Day-of	252,638	128,977
Total Trips Requested	8,827,778	4,117,449
Cancelled in Advance	2,308,376	1,025,953
Cancelled Late	317,854	145,490
No-Shows	205,583	86,983
Cancelled at Door	101,860	42,780

SCHEDULING

Advanced Booking Notice (days): 10

Minimum Notice for Reservation (hours): 10

FARE STRUCTURE (Average)

	Cash	Unit Price	Monthly Pass
Adult/General	3.58	2.93	118.39
Child	3.05	2.40	65.00
Student	3.47	2.22	85.38
Senior	3.25	2.09	61.94
Attendant	3.00		
Companion	3.94	3.19	141.33

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	780	67
Reservation Clerks	30	16
Dispatchers	54	11
Other Transport Operations	160	4
Mechanics	97	2
General Administration	85	6
Other	42	22
Total	1,248	128

Average Top Operator Wage Rate (internal): \$29.97

Average Top Mechanic Wage Rate (internal): \$37.63

INDICATORS

Financial	2019	2020
R/C Ratio	6.3%	4.0%
Net Operating Cost / Capita	\$27.57	\$20.23
Total Expense / Passenger	\$35.49	\$62.05
Total Expense / Eligible Passenger	\$38.18	\$66.53
Transportation Expense / Passenger		
Dedicated Service	\$36.10	\$61.52
Non-Dedicated Service	\$20.84	\$22.81
Transportation Expense / Hour (Dedicated Service)	\$86.87	\$88.72
Operating		
Registrants / Capita	0.0134	0.0108
Passengers / Capita	0.8296	0.3395
Passengers / Registrants	61.88	31.30
Passengers / Hour (Dedicated Service)	2.49	1.56
Kms / Passenger (Dedicated Service)	7.25	9.15
Average Speed (Dedicated Service)	18.03	14.31

OPERATING EXPENSES

	2019	2020
Administration	\$36,484,094	\$34,924,483
Transportation Operations		
Internal Dedicated Service	\$93,138,059	\$87,510,058
Contract Dedicated Service	\$83,953,859	\$47,560,382
Contract Non-Dedicated Service	\$54,713,913	\$18,365,012
Contract Taxi Scrip	\$2,235,031	\$1,127,348
Vehicle and Facility Maintenance	\$24,178,998	\$23,528,994
Fuel and Energy Consumption	\$6,319,494	\$4,517,916
Total Operating Expenses	\$301,023,419	\$217,534,193

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	435		3
Minivans	240	168	1	3
Vans	94	109	2	5
Small Buses	545	-	4	8
Low-floor	31	-	4	9
Other	17	1	3	4
Total	927	713		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$18,489,552	\$8,398,962
Other Revenue	\$602,388	\$294,440
Total Revenue	\$19,091,940	\$8,693,411
Federal Operating Contributions	-	\$175,806
Provincial Operating Contributions	\$7,469,214	\$4,555,518
Municipal Operating Contributions	\$274,459,891	\$205,392,354
Other Operating Contributions	\$35,244	\$13,813
Total Operating Revenues and Funding	\$301,056,292	\$218,830,890

CAPITAL EXPENSES

Vehicle Purchase	\$8,311,420	\$6,032,581
Debt Servicing	-	-
Other	\$181,771	\$1,489,624
Total Capital Expenses	\$8,493,191	\$7,522,205

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	\$157,539
Federal Capital Contributions	\$938,556	\$3,035,259
Provincial Capital Contributions	\$1,000,479	\$841,136
Municipal Capital Contributions	\$3,308,810	\$3,521,257
Other Capital Contributions	\$269,770	\$60,144
Total Capital Funding	\$5,517,616	\$7,615,336

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

Number of Systems Reporting:	21	Systems with Dedicated Service:	21	100%	REGISTRANTS	
Population Served:	1,834,423	Operated by:			Ambulatory:	19,005
Service Area (km²):	17,035	Transit System/Municipality:	10	48%	Non-Ambulatory:	9,825
Communities Served:	50	Private Contractor:	3	14%	Attendants:	2,495
		Private Non-Profit Organization:	9	43%	Companions:	2,374
		Systems with Non-Dedicated Service:	14	67%	Other:	1,160
		Systems with a Taxi Scrip Program:	13	62%	Total:	34,859

ELIGIBILITY CRITERIA

Method of Determination

Internal Assessment	14	67%	Paper Application	19	90%
External Contract	3	14%	Healthcare Professional	16	76%
Committee	3	14%	Other	1	5%

OPERATING STATISTICS

Dedicated Service	2019	2020
Revenue Vehicle Kilometres	6,661,958	4,764,006
Total Vehicle Kilometres	8,406,821	5,385,257
Revenue Vehicle Hours	290,685	329,726
Total Vehicle Hours	363,029	348,582
Non-Dedicated Service		
Total Vehicle Kilometres	2,507,400	712,872
Total Vehicle Hours	63,694	29,919

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	467,729	249,687
Non-Ambulatory	271,915	137,126
Total	739,644	398,114
Attendants	55,772	22,063
Companions	13,107	8,616
Other	5,010	1,882
Total	73,889	32,561
Non-Dedicated Service		
Ambulatory	110,652	34,760
Non-Ambulatory	14,269	3,167
Total	124,921	37,927
Attendants	9,473	565
Companions	1,796	399
Other	-	-
Total	11,269	964
Total Eligible Passenger Trips	864,564	436,041
Total Support Person Trips	85,158	33,525
Total Trips	949,722	469,566

Total Primary Passenger Trips by Booking Type

Subscription/Pre-Booked	309,589	127,047
Reservation	321,136	156,681
On-Demand/Day-of	10,155	15,768
Total Trips Requested	840,901	472,343
Cancelled in Advance	103,837	156,458
Cancelled Late	25,968	19,640
No-Shows	14,213	6,266
Cancelled at Door	3,299	1,381

SCHEDULING

Advanced Booking Notice (days): 33
Minimum Notice for Reservation (hours): 15

FARE STRUCTURE (Average)

	Cash	Unit Price	Monthly Pass
Adult/General	4.73	6.09	83.72
Child	2.50	5.61	52.50
Student	2.86	4.87	70.15
Senior	2.95	4.37	56.83
Attendant	2.83		60.00
Companion	3.19	2.45	76.25

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	137	138
Reservation Clerks	6	9
Dispatchers	30	14
Other Transport Operations	2	2
Mechanics	8	4
General Administration	25	8
Other	5	-
Total	213	172

Average Top Operator Wage Rate (internal): \$26.08
Average Top Mechanic Wage Rate (internal): \$34.79

INDICATORS

Financial	2019	2020
R/C Ratio	11.4%	7.1%
Net Operating Cost / Capita	\$14.05	\$11.73
Total Expense / Passenger	\$30.35	\$49.34
Total Expense / Eligible Passenger	\$33.34	\$53.14
Transportation Expense / Passenger		
Dedicated Service	\$27.07	\$42.65
Non-Dedicated Service	\$11.89	\$9.99
Transportation Expense / Hour (Dedicated Service)	\$60.67	\$52.69
Operating		
Registrants / Capita	0.0193	0.0190
Passengers / Capita	0.5225	0.2560
Passengers / Registrants	27.05	13.47
Passengers / Hour (Dedicated Service)	2.80	1.31
Kms / Passenger (Dedicated Service)	8.19	11.06
Average Speed (Dedicated Service)	22.92	14.45

OPERATING EXPENSES

	2019	2020
Administration	\$5,180,995	\$4,414,460
Transportation Operations		
Internal Dedicated Service	\$10,283,473	\$8,693,336
Contract Dedicated Service	\$7,001,369	\$5,529,279
Contract Non-Dedicated Service	\$1,268,976	\$221,295
Contract Taxi Scrip	\$350,073	\$167,254
Vehicle and Facility Maintenance	\$2,747,208	\$2,995,618
Fuel and Energy Consumption	\$1,992,195	\$1,147,936
Total Operating Expenses	\$28,824,287	\$23,169,179

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	2		3
Minivans	25	12	1	12
Vans	24	2	2	6
Small Buses	152	-	3	9
Low-floor	25	-	3	10
Other	11	-	6	14
Total	237	16		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$2,921,458	\$1,448,770
Other Revenue	\$368,601	\$196,368
Total Revenue	\$3,290,059	\$1,645,138
Federal Operating Contributions	-	\$178,377
Provincial Operating Contributions	\$3,757,802	\$2,933,742
Municipal Operating Contributions	\$21,813,054	\$19,682,502
Other Operating Contributions	\$143,708	\$145,987
Total Operating Revenues and Funding	\$28,854,144	\$24,486,015

CAPITAL EXPENSES

Vehicle Purchase	\$2,242,431	\$1,660,771
Debt Servicing	\$6	-
Other	\$29,893	\$209,883
Total Capital Expenses	\$2,272,330	\$1,870,654

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	\$143,171
Federal Capital Contributions	\$130,089	\$101,551
Provincial Capital Contributions	\$341,613	\$160,544
Municipal Capital Contributions	\$1,790,622	\$2,010,464
Other Capital Contributions	\$36,080	\$18,571
Total Capital Funding	\$2,298,404	\$2,434,301

Population Group 3 (< 50,000)

Number of Systems Reporting:	51	Systems with Dedicated Service:	49	96%	REGISTRANTS	
Population Served:	944,871	Operated by:			Ambulatory:	17,660
Service Area (km²):	25,180	Transit System/Municipality:	20	39%	Non-Ambulatory:	10,826
Communities Served:	85	Private Contractor:	22	43%	Attendants:	4,801
		Private Non-Profit Organization:	19	37%	Companions:	785
		Systems with Non-Dedicated Service:	13	25%	Other:	201
		Systems with a Taxi Scrip Program:	10	20%	Total:	34,273

ELIGIBILITY CRITERIA

Method of Determination

Internal Assessment	26	51%	Paper Application	35	69%
External Contract	2	4%	Healthcare Professional	35	69%
Committee	4	8%	Other	3	6%

OPERATING STATISTICS

Dedicated Service	2019	2020
Revenue Vehicle Kilometres	2,452,892	1,816,681
Total Vehicle Kilometres	2,912,934	2,183,971
Revenue Vehicle Hours	158,647	118,180
Total Vehicle Hours	177,192	130,839
Non-Dedicated Service		
Total Vehicle Kilometres	988,482	343,740
Total Vehicle Hours	279,428	13,113

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	277,660	134,407
Non-Ambulatory	154,873	78,768
Total	469,041	225,649
Attendants	29,147	13,717
Companions	8,687	2,226
Other	-	-
Total	37,834	15,934
Non-Dedicated Service		
Ambulatory	45,068	29,975
Non-Ambulatory	19,475	12,484
Total	68,191	42,459
Attendants	1,197	508
Companions	4,444	117
Other	-	-
Total	5,641	533
Total Eligible Passenger Trips	537,232	272,750
Total Support Person Trips	43,475	16,467
Total Trips	580,707	289,217

Total Primary Passenger Trips by Booking Type

Subscription/Pre-Booked	200,152	112,851
Reservation	151,575	61,328
On-Demand/Day-of	110,832	65,246
Total Trips Requested	562,862	305,852
Cancelled in Advance	49,834	70,460
Cancelled Late	14,292	5,690
No-Shows	8,123	2,276
Cancelled at Door	3,313	734

SCHEDULING

Advanced Booking Notice (days): 36

Minimum Notice for Reservation (hours): 17

FARE STRUCTURE (Average)

	Cash	Unit Price	Monthly Pass
Adult/General	4.00	3.27	69.03
Child	3.30	3.11	57.50
Student	3.68	3.09	48.68
Senior	3.76	2.98	51.96
Attendant	4.85	3.85	
Companion	4.34	3.33	50.00

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	34	121
Reservation Clerks	9	10
Dispatchers	13	7
Other Transport Operations	2	3
Mechanics	9	8
General Administration	18	14
Other	2	-
Total	88	163
Average Top Operator Wage Rate (internal):		\$20.59
Average Top Mechanic Wage Rate (internal):		\$30.85

INDICATORS

Financial	2019	2020
R/C Ratio	21.3%	14.1%
Net Operating Cost / Capita	\$11.53	\$10.30
Total Expense / Passenger	\$23.09	\$39.20
Total Expense / Eligible Passenger	\$24.96	\$41.57
Transportation Expense / Passenger		
Dedicated Service	\$21.90	\$38.78
Non-Dedicated Service	\$9.77	\$10.11
Transportation Expense / Hour (Dedicated Service)	\$62.66	\$71.61
Operating		
Registrants / Capita	0.0353	0.0363
Passengers / Capita	0.6347	0.3061
Passengers / Registrants	17.96	8.44
Passengers / Hour (Dedicated Service)	3.19	2.04
Kms / Passenger (Dedicated Service)	4.84	7.52
Average Speed (Dedicated Service)	15.46	15.37

OPERATING EXPENSES

	2019	2020
Administration	\$1,584,883	\$1,533,101
Transportation Operations		
Internal Dedicated Service	\$3,966,583	\$3,499,638
Contract Dedicated Service	\$5,472,441	\$4,568,375
Contract Non-Dedicated Service	\$615,585	\$381,669
Contract Taxi Scrip	\$105,850	\$53,053
Vehicle and Facility Maintenance	\$1,084,116	\$948,072
Fuel and Energy Consumption	\$579,362	\$353,686
Total Operating Expenses	\$13,408,821	\$11,338,586

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	6	-		
Minivans	23	3	1	4
Vans	27	2	2	4
Small Buses	65	8	4	11
Low-floor	19	1	4	11
Other	8	-	4	6
Total	156	15		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$2,277,016	\$1,224,634
Other Revenue	\$581,166	\$378,537
Total Revenue	\$2,858,182	\$1,603,171
Federal Operating Contributions	\$141,703	\$527,749
Provincial Operating Contributions	\$2,174,249	\$2,312,603
Municipal Operating Contributions	\$8,094,654	\$7,150,147
Other Operating Contributions	\$411,266	\$276,820
Total Operating Revenues and Funding	\$13,650,947	\$11,733,380

CAPITAL EXPENSES

Vehicle Purchase	\$506,297	\$1,349,231
Debt Servicing	\$186,443	\$318,275
Other	\$9,816	\$13,936
Total Capital Expenses	\$702,556	\$1,681,442

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	\$11,068
Federal Capital Contributions	\$60,806	\$354,081
Provincial Capital Contributions	\$439,473	\$598,575
Municipal Capital Contributions	\$198,941	\$243,288
Other Capital Contributions	-	-
Total Capital Funding	\$699,220	\$1,207,011

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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	85		
Non-Ambulatory	75	Attendants	5
Other	0	Companions	7
Total	160	Total	12

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. Any person who has an economic barrier to 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	
Thursday	09:00 to 05:00	Holiday	

Other: As needed

Advanced Booking Notice (days): 7

Minimum Notice for Reservation (hours): 1

Booking Method: Contact Driver by phone

REMARKS

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	2,850	2,700
Non-Ambulatory	290	265
Total	3,140	2,965
Attendants	16	18
Companions	10	12
Other	-	-
Total	26	30
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	3,140	2,965
Total Support Person Trips	26	30
Total Trips	3,166	2,995

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	1,625	1,542
Reservation	-	-
On-Demand/Day-of	1,515	1,423
Total Trips Requested	3,200	3,000
Cancelled in Advance	15	18
Cancelled Late	45	40
No-Shows	-	2
Cancelled at Door	-	-

OPERATING EXPENSES

	2019	2020
Administration	-	-
Transportation Operations		
Internal Dedicated Service	\$32,604	\$38,224
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$32,604	\$38,224

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$3,760	\$17,022
Other Revenue	-	-
Total Revenue	\$3,760	\$17,022

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$23,942	\$24,594
Municipal Operating Contributions	\$8,662	\$13,630
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$36,364	\$55,246

CAPITAL EXPENSES

Vehicle Purchase	-	\$15,000
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	\$15,000

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	\$15,000
Other Capital Contributions	-	-
Total Capital Funding	-	\$15,000

OPERATING STATISTICS

Dedicated Service	2019	2020
Revenue Vehicle Kilometres	13,450	12,500
Total Vehicle Kilometres	14,570	13,550
Revenue Vehicle Hours	1,125	1,125
Total Vehicle Hours	1,203	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	2019-01-01	
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	2019	2020
R/C Ratio	11.5 %	44.5 %
Net Operating Cost / Capita	\$10.48	\$7.70
Total Expense / Passenger	\$10.30	\$12.76
Total Expense / Eligible Passenger	\$10.38	\$12.89
Transportation Expense / Passenger		
Dedicated Service	\$10.30	\$12.76
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$27.10	\$31.77
Operating		
Registrants / Capita	0.0614	0.0625
Passengers / Capita	1.1500	1.0879
Passengers / Registrants	18.73	17.41
Passengers / Revenue Hour (Dedicated Service)	2.81	2.66
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	4.25	4.17
Average Speed (Dedicated Service)	11.96	11.11

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	1,252	Attendants	15
Other	0	Companions	8
Total	1,602	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		Friday	08:00 to 16:30
Tuesday	08:00 to 16:30	Saturday	
Wednesday		Sunday	09:00 to 13:00
Thursday		Holiday	

Other:

Advanced Booking Notice (days): 1

Minimum Notice for Reservation (hours): 24

Booking Method: On demand, call in to dispatch

REMARKS

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	79	95
Non-Ambulatory	7,389	8,500
Total	7,468	8,595
Attendants	-	15
Companions	-	3
Other	-	-
Total	-	18
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	7,468	8,595
Total Support Person Trips	-	18
Total Trips	7,468	8,613

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	-	1,885
Cancelled in Advance	-	59
Cancelled Late	-	11
No-Shows	-	-
Cancelled at Door	-	5

OPERATING EXPENSES

	2019	2020
Administration	\$9,200	\$9,500
Transportation Operations		
Internal Dedicated Service	\$49,880	\$50,960
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$5,604	\$6,200
Fuel and Energy Consumption	\$13,500	\$15,200
Total Operating Expenses	\$78,184	\$81,860

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$15,756	\$3,600
Other Revenue	\$10,000	-
Total Revenue	\$25,756	\$3,600

Federal Operating Contributions	-	\$11,005
Provincial Operating Contributions	\$40,908	\$35,539
Municipal Operating Contributions	\$4,250	\$4,500
Other Operating Contributions	\$7,000	\$28,000
Total Operating Revenues and Funding	\$77,914	\$82,644

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	2019	2020
Revenue Vehicle Kilometres	36,987	39,552
Total Vehicle Kilometres	37,769	39,702
Revenue Vehicle Hours	692	800
Total Vehicle Hours	705	806
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	-	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	-
Other	-	-
Total	4	1

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	2	3	6
Vans	-	-	-	-
Small Buses	1	-	3	16
Low-floor	-	-	-	-
Other	-	-	-	-
Total	4	2		

Vehicle Ownership: R&L & BCT

Vehicle Maintenance: R&L & BCT

INDICATORS

Financial	2019	2020
R/C Ratio	32.9 %	4.4 %
Net Operating Cost / Capita	\$3.60	\$5.37
Total Expense / Passenger	\$10.47	\$9.50
Total Expense / Eligible Passenger	\$10.47	\$9.52
Transportation Expense / Passenger		
Dedicated Service	\$9.24	\$8.40
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$97.85	\$89.78
Operating		
Registrants / Capita	0.1014	0.1114
Passengers / Capita	0.5121	0.5906
Passengers / Registrants	5.05	5.30
Passengers / Revenue Hour (Dedicated Service)	10.79	10.77
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	4.95	4.59
Average Speed (Dedicated Service)	53.45	49.44

Barrie, ON

Barrie Transit

Contact	Tyrell Turner	Population Served:	151,043	Ambulatory	2,986		
Title	Manager of Business Services	Service Area (km²):	113.0	Non-Ambulatory	2,095	Attendants	191
Telephone	705-739-4220	Main Community Served:	City of Barrie	Other	0	Companions	113
Email	tyrell.turner@barrie.ca	Other Communities Served:		Total	5,081	Total	304

ACTIVE REGISTRANTS

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description	Method of Determination
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.	☐ Internal Assessment
	☐ External Contract
	☐ Committee
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.	☒ 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	Delivery Model:
	☐ Rideshare Service	
	☐ Other	

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+, Free on Thursdays
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): 1

Booking Method: Telephone Only

REMARKS

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	39,888	20,330
Non-Ambulatory	12,391	5,052
Total	52,279	25,382
Attendants	2,820	951
Companions	1,590	565
Other	-	-
Total	4,410	1,516

Non-Dedicated Service

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

Total Eligible Passenger Trips	52,279	25,382
Total Support Person Trips	4,410	1,516
Total Trips	56,689	26,898

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	13,884	8,609
Reservation	34,782	16,773
On-Demand/Day-of	3,613	-
Total Trips Requested	64,887	39,926
Cancelled in Advance	11,484	15,118
Cancelled Late	51	18
No-Shows	708	407
Cancelled at Door	64	53

OPERATING EXPENSES

	2019	2020
Administration	\$178,811	\$210,914
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$1,053,757	\$923,745
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$1,232,568	\$1,134,659

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$32,639	\$15,133
Other Revenue	-	-
Total Revenue	\$32,639	\$15,133

Federal Operating Contributions	-	\$175,806
Provincial Operating Contributions	\$275,000	-
Municipal Operating Contributions	\$924,929	\$943,723
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$1,232,568	\$1,134,659

CAPITAL EXPENSES

Vehicle Purchase	-	\$590,773
Debt Servicing	-	-
Other	\$11,544	-
Total Capital Expenses	\$11,544	\$590,773

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	\$157,539
Federal Capital Contributions	-	\$236,309
Provincial Capital Contributions	\$11,544	\$196,924
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	\$11,544	\$590,773

OPERATING STATISTICS

Dedicated Service	2019	2020
Revenue Vehicle Kilometres	-	201,391
Total Vehicle Kilometres	-	216,416
Revenue Vehicle Hours	-	16,110
Total Vehicle Hours	-	20,660

Non-Dedicated Service

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

EMPLOYEE DATA

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

UNION AFFILIATION & TOP WAGES

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

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		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	6	-	1	2
Small Buses	-	-	-	-
Low-floor	10	-	4	9
Other	-	1	3	4
Total	16	1		

Vehicle Ownership: City of Barrie

Vehicle Maintenance: Contracted operator

INDICATORS

Financial	2019	2020
R/C Ratio	2.7 %	1.3 %
Net Operating Cost / Capita	\$8.10	\$7.41
Total Expense / Passenger	\$21.74	\$42.18
Total Expense / Eligible Passenger	\$23.58	\$44.70
Transportation Expense / Passenger		
Dedicated Service	\$18.59	\$34.34
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	\$44.71
Operating		
Registrants / Capita	0.0322	0.0357
Passengers / Capita	0.3827	0.1781
Passengers / Registrants	11.87	5.00
Passengers / Revenue Hour (Dedicated Service)	-	1.67
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	7.49
Average Speed (Dedicated Service)	-	12.50

Belleville, ON

Belleville Transit

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

Population Served: 50,716
 Service Area (km²): 247.2
 Main Community Served: City of Belleville
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	931		
Non-Ambulatory	429	Attendants	165
Other	0	Companions	0
Total	1,360	Total	165

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description

You are eligible to use the Mobility Bus if you are a resident of Ward 1 of the City of Belleville, and are a person with a disability who experiences challenges in using our fixed route transit system.

When determining eligibility, we consider barriers that affect an individual's ability to use our fixed route transit system. These factors can include, but are not limited to:

Distance to an accessible bus stop
 Accessible paths of travel to and from bus stops
 Navigation and way-finding of the fixed-route transit system
 Safety considerations, including mental health, behavioral, and physical safety
 Ability of conventional transit buses to appropriately accommodate the use of various mobility or assistive devices when boarding, ease and safety during the trip, and when disembarking
 Level of support to use public transit successfully and as independently as possible
 Protection from weather and condition of paths of travel and bus stops in bad weather

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: 2020-10-05

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.00	\$25.00	-	-	\$65.00	
Child	☐	\$2.00	\$15.40	-	-	\$65.00	5-11
Student	☐	\$3.00	\$22.50	-	-	\$65.00	12+ with ID
Senior	☐	\$2.25	\$22.50	-	-	\$65.00	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	

Other: we do not operate on Stat holidays

Advanced Booking Notice (days): 7

Minimum Notice for Reservation (hours): 1

Booking Method: Via telephone call in or email

REMARKS

The City of Belleville assumed operation of the mobility service on July 1, 2020 after nearly 40 years of the service being contracted.

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	14,803	16,723
Non-Ambulatory	7,256	20,441
Total	22,059	37,164
Attendants	320	650
Companions	178	-
Other	-	-
Total	498	650

Non-Dedicated Service

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

Total Eligible Passenger Trips **25,304** **37,164**

Total Support Person Trips **498** **650**

Total Trips **25,802** **37,814**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	18,978	5,542
Reservation	5,820	234
On-Demand/Day-of	506	4,384
Total Trips Requested	25,802	42,767
Cancelled in Advance	1,723	5,253
Cancelled Late	922	12
No-Shows	53	134
Cancelled at Door	12	204

OPERATING EXPENSES

	2019	2020
Administration	-	\$236,000
Transportation Operations		
Internal Dedicated Service	-	\$156,000
Contract Dedicated Service	\$293,233	\$359,055
Contract Non-Dedicated Service	\$32,582	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	\$15,600
Fuel and Energy Consumption	-	\$28,000
Total Operating Expenses	\$325,815	\$794,655

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$8,079	\$2,224
Other Revenue	-	-
Total Revenue	\$8,079	\$2,224

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$322,736	\$792,431
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$325,815	\$794,655

CAPITAL EXPENSES

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

CAPITAL FUNDING CONTRIBUTIONS

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

OPERATING STATISTICS

Dedicated Service	2019	2020
Revenue Vehicle Kilometres	61,102	477,985
Total Vehicle Kilometres	61,102	541,318
Revenue Vehicle Hours	6,140	6,875
Total Vehicle Hours	6,140	7,087

Non-Dedicated Service

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

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	3	-
Reservation Clerks	-	-
Dispatchers	2	-
Other Transport Operations	-	-
Mechanics	3	-
General Administration	3	3
Other	-	-
Total	11	3

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$26.59	2018-04-01	Unifor local 1839
Reservation Clerks	-		
Dispatchers	\$26.85	2020-05-10	
Mechanics	\$34.39	2018-04-01	Cupe local 907

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: City of Belleville

INDICATORS

Financial	2019	2020
R/C Ratio	2.5 %	0.3 %
Net Operating Cost / Capita	\$6.27	\$15.62
Total Expense / Passenger	\$12.63	\$21.01
Total Expense / Eligible Passenger	\$12.88	\$21.38
Transportation Expense / Passenger		
Dedicated Service	\$13.00	\$14.77
Non-Dedicated Service	\$10.04	-
Transportation Expense / Hour (Dedicated Service)	\$47.76	\$78.83

Operating

Registrants / Capita	0.0629	0.0301
Passengers / Capita	0.5088	0.7456
Passengers / Registrants	8.09	24.80
Passengers / Revenue Hour (Dedicated Service)	3.67	5.50
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	2.71	12.64
Average Speed (Dedicated Service)	9.95	69.53

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	57		
Non-Ambulatory	0	Attendants	0
Other	0	Companions	0
Total	57	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, medical 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	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☐	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

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

Other:

Advanced Booking Notice (days): 7

Minimum Notice for Reservation (hours): 24

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

REMARKS

The number is low due to COVID-19. There were 115 registered clients in total.

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	1,223	735
Non-Ambulatory	247	58
Total	1,470	793
Attendants	36	18
Companions	-	-
Other	-	-
Total	36	18
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	1,470	793
Total Support Person Trips	36	18
Total Trips	1,506	811

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	1,470	-
Cancelled in Advance	534	260
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2019	2020
Administration	\$1,871	\$1,267
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$10,560	\$10,306
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$1,361	\$275
Fuel and Energy Consumption	\$3,372	\$3,314
Total Operating Expenses	\$17,164	\$15,162

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$13,419	\$7,349
Other Revenue	-	-
Total Revenue	\$13,419	\$7,349

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$8,997	\$8,280
Municipal Operating Contributions	\$8,169	\$6,830
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$30,585	\$22,459

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	2019	2020
Revenue Vehicle Kilometres	-	15,752
Total Vehicle Kilometres	20,955	15,752
Revenue Vehicle Hours	-	1,880
Total Vehicle Hours	1,964	1,880
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	\$20.41	2020-01-01	CUPE Local 5171
Reservation Clerks	\$24.28	2020-01-01	CUPE Local 5171
Dispatchers	-		
Mechanics	\$29.88	2020-01-01	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	2019	2020
R/C Ratio	78.2 %	48.5 %
Net Operating Cost / Capita	\$1.08	\$2.25
Total Expense / Passenger	\$11.40	\$18.70
Total Expense / Eligible Passenger	\$11.68	\$19.12
Transportation Expense / Passenger		
Dedicated Service	\$10.15	\$17.13
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$7.79	\$7.39
Operating		
Registrants / Capita	0.0386	0.0164
Passengers / Capita	0.4338	0.2336
Passengers / Registrants	11.24	14.23
Passengers / Revenue Hour (Dedicated Service)	-	0.43
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	19.42
Average Speed (Dedicated Service)	-	8.38

Bracebridge, ON

Bracebridge Mobility

Contact Jessica Stuart
 Title General Office Assistant
 Telephone 705-645-6319 x231
 Email jstuart@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	91
Other	145	Companions	0
Total	145	Total	91

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	
Thursday	07:30 to 18:30	Holiday	

Other:

Advanced Booking Notice (days): 7

Minimum Notice for Reservation (hours): 3

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

REMARKS

Covid-19 pandemic caused significant decline in use and registration

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	-	-
Non-Ambulatory	-	-
Total	3,836	1,218
Attendants	1,548	12
Companions	8	-
Other	-	-
Total	1,556	12
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	3,836	1,218
Total Support Person Trips	1,556	12
Total Trips	5,392	1,230

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	4,000	-
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2019	2020
Administration	-	-
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$119,185	\$121,432
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$119,185	\$121,432

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$2,816	\$558
Other Revenue	-	-
Total Revenue	\$2,816	\$558

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$116,369	\$121,432
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$119,185	\$121,990

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	2019	2020
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	-	-
Revenue Vehicle Hours	3,160	3,160
Total Vehicle Hours	3,160	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	2019	2020
R/C Ratio	2.4 %	0.5 %
Net Operating Cost / Capita	\$19.39	\$20.15
Total Expense / Passenger	\$22.10	\$98.73
Total Expense / Eligible Passenger	\$31.07	\$99.70
Transportation Expense / Passenger		
Dedicated Service	\$22.10	\$98.73
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$37.72	\$38.43
Operating		
Registrants / Capita	0.0363	0.0393
Passengers / Capita	0.8987	0.2050
Passengers / Registrants	24.73	5.21
Passengers / Revenue Hour (Dedicated Service)	1.71	0.39
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: 106,003
 Service Area (km²): 102.4
 Main Community Served: Brantford
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	1,527		
Non-Ambulatory	1,324	Attendants	0
Other	0	Companions	0
Total	2,851	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	2019	2020
Ambulatory	28,975	15,247
Non-Ambulatory	20,204	6,976
Total	49,179	22,223
Attendants	4,878	916
Companions	980	528
Other	-	-
Total	5,858	1,444

Non-Dedicated Service

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

Total Eligible Passenger Trips **49,179** **22,223**

Total Support Person Trips **5,858** **1,444**

Total Trips **55,037** **23,667**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	30,024	9,186
Reservation	24,729	12,747
On-Demand/Day-of	284	290
Total Trips Requested	68,929	45,485
Cancelled in Advance	11,682	20,807
Cancelled Late	5,692	1,994
No-Shows	765	239
Cancelled at Door	535	128

OPERATING EXPENSES

	2019	2020
Administration	\$27,705	\$26,677
Transportation Operations		
Internal Dedicated Service	\$1,318,486	\$1,148,710
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$302,168	\$280,195
Fuel and Energy Consumption	\$132,255	\$64,100
Total Operating Expenses	\$1,780,613	\$1,519,682

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$99,039	\$42,641
Other Revenue	-	-
Total Revenue	\$99,039	\$42,641

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$71,920	\$135,346
Municipal Operating Contributions	\$1,609,655	\$1,341,695
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$1,780,613	\$1,519,682

CAPITAL EXPENSES

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

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	\$130,089	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	\$130,089	-

OPERATING STATISTICS

Dedicated Service	2019	2020
Revenue Vehicle Kilometres	348,830	176,498
Total Vehicle Kilometres	348,830	176,498
Revenue Vehicle Hours	23,007	19,291
Total Vehicle Hours	23,007	19,291

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	\$28.86	2020-07-01	ATU Local 685
Reservation Clerks	-		
Dispatchers	\$28.86	2020-07-01	ATU Local 685
Mechanics	\$37.77	2020-07-01	ATU Local 685

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

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	1	-	1	4
Small Buses	17	-	4	12
Low-floor	-	-	-	-
Other	-	-	-	-
Total	18	-		

Vehicle Ownership: City of Brantford

Vehicle Maintenance: City of Brantford

INDICATORS

Financial	2019	2020
R/C Ratio	5.6 %	2.8 %
Net Operating Cost / Capita	\$16.15	\$13.93
Total Expense / Passenger	\$32.35	\$64.21
Total Expense / Eligible Passenger	\$36.21	\$68.38
Transportation Expense / Passenger		
Dedicated Service	\$31.85	\$63.08
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$76.19	\$77.39
Operating		
Registrants / Capita	0.0273	0.0269
Passengers / Capita	0.5286	0.2233
Passengers / Registrants	19.39	8.30
Passengers / Revenue Hour (Dedicated Service)	2.39	1.23
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	6.34	7.46
Average Speed (Dedicated Service)	15.16	9.15

Brockville, ON

Brockville Para Transit

Contact	Matt Locke	Population Served:	21,870
Title	Supervisor of Transportation & Fleet Services	Service Area (km²):	20.3
Telephone	613-342-8772	Main Community Served:	City of Brockville
Email	mlocke@brockville.com	Other Communities Served:	Elizabethtown-Kitley (1 Senior's Residences Only)

ACTIVE REGISTRANTS

Ambulatory	486		
Non-Ambulatory	582	Attendants	631
Other	0	Companions	0
Total	1,068	Total	631

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description

Applicant must be physically unable to climb/descend stairs, unable to walk a distance of 175m, or unable physically or cognitively ride Conventional Transit alone to be eligible. Applicants unable to ride alone must have a medical escort with them, who rides free of charge.

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	\$1.80	-	-	\$64.00	
Child	☒	-	-	-	-	-	0-5
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☐	-	-	-	-	-	
Companion	☐	\$2.25	\$1.80	-	-	-	
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	
Thursday	06:45 to 21:00	Holiday	

Other:

Advanced Booking Notice (days): 7

Minimum Notice for Reservation (hours): 1

Booking Method: Phone call to operator

REMARKS

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	7,283	3,793
Non-Ambulatory	4,261	2,379
Total	11,544	6,172
Attendants	1,485	584
Companions	-	-
Other	-	-
Total	1,485	584
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	11,544	6,172
Total Support Person Trips	1,485	584
Total Trips	13,029	6,756

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	4,221	2,176
Reservation	6,163	1,863
On-Demand/Day-of	1,160	2,133
Total Trips Requested	13,640	8,905
Cancelled in Advance	1,914	2,683
Cancelled Late	-	-
No-Shows	182	50
Cancelled at Door	-	-

OPERATING EXPENSES

	2019	2020
Administration	\$12,668	\$12,669
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$406,438	\$414,161
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$419,106	\$426,830

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$18,859	\$11,353
Other Revenue	\$28,773	\$4,445
Total Revenue	\$47,632	\$15,798

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$42,495	\$50,428
Municipal Operating Contributions	\$328,979	\$360,604
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$419,106	\$426,830

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	2019	2020
Revenue Vehicle Kilometres	97,573	54,521
Total Vehicle Kilometres	97,573	54,521
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	2019	2020
R/C Ratio	11.4 %	3.7 %
Net Operating Cost / Capita	\$16.99	\$18.79
Total Expense / Passenger	\$32.17	\$63.18
Total Expense / Eligible Passenger	\$36.31	\$69.16
Transportation Expense / Passenger		
Dedicated Service	\$31.19	\$61.30
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0737	0.0777
Passengers / Capita	0.5957	0.3089
Passengers / Registrants	8.09	3.98
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	7.49	8.07
Average Speed (Dedicated Service)	-	-

Burlington, ON

Burlington Transit

Contact Krista Short
 Title Coordinator, Business Services [Fleet & Finance]
 Telephone 905-335-7869 x7443
 Email krista.short@burlington.ca

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

ACTIVE REGISTRANTS

Ambulatory	546		
Non-Ambulatory	265	Attendants	130
Other	0	Companions	0
Total	811	Total	130

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: 2020-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.50	\$2.75	\$2.75	\$2.75	\$100.00	
Child	☒	-	-	-	-	-	12 and under
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 9:30am to 2:30pm pilot.

SERVICE HOURS / SCHEDULING

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

Other:

Advanced Booking Notice (days): 14

Minimum Notice for Reservation (hours): 48

Booking Method: Call in, book online, IVR

REMARKS

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	33,021	22,300
Non-Ambulatory	14,561	6,784
Total	47,582	29,084
Attendants	2,712	1,246
Companions	1,476	932
Other	-	-
Total	4,188	2,178

Non-Dedicated Service

Ambulatory	3,474	1,298
Non-Ambulatory	87	15
Total	3,561	1,313
Attendants	76	20
Companions	122	52
Other	-	-
Total	198	72

Total Eligible Passenger Trips **51,143** **30,397**

Total Support Person Trips **4,386** **2,250**

Total Trips **55,529** **32,647**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	30,487	15,625
Reservation	19,258	12,789
On-Demand/Day-of	1,272	1,961
Total Trips Requested	67,824	45,318
Cancelled in Advance	7,198	4,964
Cancelled Late	5,319	2,719
No-Shows	1,134	521
Cancelled at Door	440	161

OPERATING EXPENSES

	2019	2020
Administration	\$184,694	\$174,570
Transportation Operations		
Internal Dedicated Service	\$1,469,148	\$1,462,057
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	\$25,430
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$167,350	\$227,956
Fuel and Energy Consumption	\$123,962	\$81,543
Total Operating Expenses	\$1,945,154	\$1,971,556

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$53,056	\$5,054
Other Revenue	-	-
Total Revenue	\$53,056	\$5,054

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$1,971,439	\$1,993,683
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$2,024,496	\$1,998,737

CAPITAL EXPENSES

Vehicle Purchase	\$908,578	-
Debt Servicing	-	-
Other	\$11,825	\$455,228
Total Capital Expenses	\$920,403	\$455,228

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	\$394,898	\$141,304
Provincial Capital Contributions	\$281,299	\$52,029
Municipal Capital Contributions	\$244,207	\$261,895
Other Capital Contributions	-	-
Total Capital Funding	\$920,403	\$455,228

OPERATING STATISTICS

Dedicated Service	2019	2020
Revenue Vehicle Kilometres	454,470	349,106
Total Vehicle Kilometres	454,470	349,106
Revenue Vehicle Hours	27,587	8,878
Total Vehicle Hours	27,587	8,878

Non-Dedicated Service

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

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	11	4
Reservation Clerks	2	1
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	1	-
General Administration	-	-
Other	1	-
Total	15	5

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$30.17	2020-07-01	CUPE 2723
Reservation Clerks	-		
Dispatchers	-		
Mechanics	\$37.13	2020-07-01	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	2019	2020
R/C Ratio	2.7 %	0.3 %
Net Operating Cost / Capita	\$10.56	\$10.97
Total Expense / Passenger	\$35.03	\$60.39
Total Expense / Eligible Passenger	\$38.03	\$64.86
Transportation Expense / Passenger		
Dedicated Service	\$34.01	\$56.67
Non-Dedicated Service	-	\$18.36
Transportation Expense / Hour (Dedicated Service)	\$63.81	\$199.54

Operating

Registrants / Capita	0.0068	0.0053
Passengers / Capita	0.3098	0.1821
Passengers / Registrants	45.33	34.69
Passengers / Revenue Hour (Dedicated Service)	1.88	3.52
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	8.78	11.17
Average Speed (Dedicated Service)	16.47	39.32

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	168		
Non-Ambulatory	0	Attendants	20
Other	0	Companions	4
Total	168	Total	24

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 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:

clients travel with volunteers using their own cars .
 Volunteer service was suspended in Mar 2020 due to pandemic

FARE STRUCTURE

Effective Date: 2009-04-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General	☐	-	-	-	-	-	Fare varies by region
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
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

Visitors could travel as a companion if staying with registered client

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	25,127	6,849
Non-Ambulatory	-	-
Total	25,127	6,849
Attendants	618	156
Companions	-	2
Other	-	-
Total	618	158

Non-Dedicated Service

Ambulatory	-	748
Non-Ambulatory	-	-
Total	-	748
Attendants	-	108
Companions	-	-
Other	-	-
Total	-	108

Total Eligible Passenger Trips **25,127** **7,597**

Total Support Person Trips **618** **266**

Total Trips **25,745** **7,863**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	18,091	1,092
Reservation	7,036	6,490
On-Demand/Day-of	-	15
Total Trips Requested	28,091	7,597
Cancelled in Advance	2,578	957
Cancelled Late	-	212
No-Shows	225	-
Cancelled at Door	15	-

OPERATING EXPENSES

	2019	2020
Administration	\$97,109	\$98,897
Transportation Operations		
Internal Dedicated Service	\$555,712	\$437,894
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$136,123	\$70,135
Fuel and Energy Consumption	\$61,812	\$65,901
Total Operating Expenses	\$850,756	\$672,827

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$116,448	\$176,991
Other Revenue	-	-
Total Revenue	\$116,448	\$176,991

Federal Operating Contributions	-	\$62,425
Provincial Operating Contributions	\$602,551	\$492,337
Municipal Operating Contributions	\$19,354	\$123,600
Other Operating Contributions	-	\$109,695
Total Operating Revenues and Funding	\$738,353	\$965,048

CAPITAL EXPENSES

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

CAPITAL FUNDING CONTRIBUTIONS

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

OPERATING STATISTICS

Dedicated Service	2019	2020
Revenue Vehicle Kilometres	416,336	272,905
Total Vehicle Kilometres	416,336	272,905
Revenue Vehicle Hours	18,283	117,970
Total Vehicle Hours	18,283	117,970

Non-Dedicated Service

Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	126,353	1,330
Total Vehicle Hours	4,201	823

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	8
Reservation Clerks	-	3
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	2
Other	-	-
Total	-	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	-		
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	2019	2020
R/C Ratio	13.7 %	26.3 %
Net Operating Cost / Capita	\$11.04	\$7.46
Total Expense / Passenger	\$33.05	\$85.57
Total Expense / Eligible Passenger	\$33.86	\$88.56
Transportation Expense / Passenger		
Dedicated Service	\$29.27	\$81.91
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$41.22	\$4.87
Operating		
Registrants / Capita	0.0135	0.0029
Passengers / Capita	0.3871	0.1182
Passengers / Registrants	28.67	40.95
Passengers / Revenue Hour (Dedicated Service)	1.41	0.06
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	16.17	38.95
Average Speed (Dedicated Service)	22.77	2.31

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

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

ELIGIBILITY CRITERIA

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: 2020-01-01

	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	
Wednesday	08:45 to 14:45	Sunday	
Thursday	08:45 to 14:45	Holiday	

Other: Advance notice of event and bus is scheduled.

Advanced Booking Notice (days): 0

Minimum Notice for Reservation (hours): 1

Booking Method: Telephone the contract operator

REMARKS

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	-	-
Non-Ambulatory	-	-
Total	5,121	1,306
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	5,121	1,306
Total Support Person Trips	-	-
Total Trips	5,121	1,306

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	-	1,306
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2019	2020
Administration	\$20,395	\$25,694
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$46,969	\$21,073
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$25,526	\$19,812
Fuel and Energy Consumption	\$3,785	\$1,832
Total Operating Expenses	\$96,675	\$68,411

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$14,601	\$4,120
Other Revenue	-	-
Total Revenue	\$14,601	\$4,120

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$17,547	\$18,599
Municipal Operating Contributions	\$64,527	\$45,692
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$96,675	\$68,411

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	2019	2020
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	-	-
Revenue Vehicle Hours	1,300	550
Total Vehicle Hours	1,300	550
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	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	1	-	2	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	1	-		

Vehicle Ownership: Township of Chapleau

Vehicle Maintenance: Township of Chapleau

INDICATORS

Financial	2019	2020
R/C Ratio	15.1 %	6.0 %
Net Operating Cost / Capita	\$41.79	\$32.73
Total Expense / Passenger	\$18.88	\$52.38
Total Expense / Eligible Passenger	\$18.88	\$52.38
Transportation Expense / Passenger		
Dedicated Service	\$14.90	\$32.71
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$58.68	\$77.67
Operating		
Registrants / Capita	-	-
Passengers / Capita	2.6074	0.6650
Passengers / Registrants	-	-
Passengers / Revenue Hour (Dedicated Service)	3.94	2.37
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	901		
Non-Ambulatory	626	Attendants	652
Other	0	Companions	0
Total	1,527	Total	652

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
 Unable to use conventional transit as supported/approved by health care provider.

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	

Other:

Advanced Booking Notice (days): 3

Minimum Notice for Reservation (hours): 1

Booking Method: reservations by phone

REMARKS

The Covid-19 pandemic has significantly impacted ridership which has resulted in a decrease of approximately 75%.

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	10,053	3,529
Non-Ambulatory	15,385	5,346
Total	25,438	8,875
Attendants	1,610	1,963
Companions	3,044	-
Other	-	-
Total	4,654	1,963

Non-Dedicated Service

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

Total Eligible Passenger Trips **25,438** **8,875**

Total Support Person Trips **4,654** **1,963**

Total Trips **30,092** **10,838**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	8,875
Reservation	25,438	-
On-Demand/Day-of	-	-
Total Trips Requested	22,372	9,551
Cancelled in Advance	723	202
Cancelled Late	-	-
No-Shows	1,463	474
Cancelled at Door	-	-

OPERATING EXPENSES

	2019	2020
Administration	\$10,855	\$10,994
Transportation Operations		
Internal Dedicated Service	\$44,521	-
Contract Dedicated Service	\$565,729	\$218,380
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$621,105	\$229,368

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$77,811	\$25,647
Other Revenue	-	-
Total Revenue	\$77,811	\$25,647

Federal Operating Contributions	\$17,570	-
Provincial Operating Contributions	\$26,951	-
Municipal Operating Contributions	\$498,773	\$203,721
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$621,105	\$229,368

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	-	\$10,691
Total Capital Expenses	-	\$10,691

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	\$4,914
Provincial Capital Contributions	-	\$5,778
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	\$10,691

OPERATING STATISTICS

Dedicated Service	2019	2020
Revenue Vehicle Kilometres	143,000	79,955
Total Vehicle Kilometres	143,000	79,955
Revenue Vehicle Hours	6,000	5,315
Total Vehicle Hours	6,000	5,315

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	2019	2020
R/C Ratio	12.5 %	11.2 %
Net Operating Cost / Capita	\$12.07	\$4.53
Total Expense / Passenger	\$20.64	\$21.16
Total Expense / Eligible Passenger	\$24.42	\$25.84
Transportation Expense / Passenger		
Dedicated Service	\$20.28	\$20.15
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$101.71	\$41.09

Operating

Registrants / Capita	0.0524	0.0484
Passengers / Capita	0.6687	0.2408
Passengers / Registrants	12.75	4.97
Passengers / Revenue Hour (Dedicated Service)	5.02	2.04
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	4.75	7.38
Average Speed (Dedicated Service)	23.83	15.04

Cobourg, ON

Cobourg Transit

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

Population Served: 19,440
 Service Area (km²): 13.0
 Main Community Served: Cobourg
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	66		
Non-Ambulatory	304	Attendants	119
Other	0	Companions	0
Total	369	Total	119

ADVISORY COMMITTEE

Organization

☐ Internal
☐ External

Mandate

☐ Policy
☐ Recommendation
☐ Decision Making
☒ Other

ELIGIBILITY CRITERIA

Description

WHEELS is intended for those persons who, due to a functional limitation, cannot board, ride or disembark from a fixed-route Cobourg Transit bus.

Unconditional - A person with a disability that prevents them from using the accessible conventional transportation services;
 Temporary - A person with a temporary disability that prevents them from using the accessible conventional transportation services;
 Conditional - A person with a disability where environmental or physical barriers limit their abilities to consistently use conventional transportation services such as persons with a visual disability, persons who use canes, crutches, walkers etc. as winter conditions (October 15th to April 30th) such as ice and snow prevents the safe usage of the mobility equipment, or persons with disabilities that may have periods when their condition worsens.

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: 2016-09-01

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

Other: 2020 not offering discounted tickets. Fares suspended March 18 to December 31, 2020 due reducing transmission of COVID-19

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: July13 COVID Monday to Friday: 6:45am-5:30pm Saturday:
 8:30am to 4:30pm Sunday No Service to Dec14

Advanced Booking Notice (days): 30

Minimum Notice for Reservation (hours): 24

Booking Method: Telephone

REMARKS

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	-	-
Non-Ambulatory	-	-
Total	9,577	3,838
Attendants	924	819
Companions	45	2
Other	-	-
Total	969	820
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	9,577	3,838
Total Support Person Trips	969	820
Total Trips	10,546	4,658

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	1,151
Reservation	-	2,303
On-Demand/Day-of	-	384
Total Trips Requested	13,287	5,276
Cancelled in Advance	1,915	1,227
Cancelled Late	1,113	-
No-Shows	556	211
Cancelled at Door	-	-

OPERATING EXPENSES

	2019	2020
Administration	-	-
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$206,665	\$212,389
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$206,665	\$212,389

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$26,862	\$2,456
Other Revenue	-	-
Total Revenue	\$26,862	\$2,456

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$179,803	\$212,389
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$206,665	\$214,845

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	2019	2020
Revenue Vehicle Kilometres	42,317	40,219
Total Vehicle Kilometres	42,317	40,219
Revenue Vehicle Hours	5,285	3,943
Total Vehicle Hours	5,285	3,943
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	-	-
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	-	-	-	-
Total	2	-		

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

Vehicle Maintenance: Contractor

INDICATORS

Financial	2019	2020
R/C Ratio	13.0 %	1.2 %
Net Operating Cost / Capita	\$9.25	\$10.80
Total Expense / Passenger	\$19.60	\$45.60
Total Expense / Eligible Passenger	\$21.58	\$55.34
Transportation Expense / Passenger		
Dedicated Service	\$19.60	\$45.60
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$39.10	\$53.86
Operating		
Registrants / Capita	0.0440	0.0251
Passengers / Capita	0.5425	0.2396
Passengers / Registrants	12.33	9.55
Passengers / Revenue Hour (Dedicated Service)	2.00	1.18
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	4.01	8.63
Average Speed (Dedicated Service)	8.01	10.20

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	105		
Non-Ambulatory	32	Attendants	0
Other	0	Companions	0
Total	137	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:

Specialized transit service provides door-to-door demand response transit services to persons who are unable or have limited ability in using conventional transit services

FARE STRUCTURE

Effective Date: 2020-01-01

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

Other:

SERVICE HOURS / SCHEDULING

Monday	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	2019	2020
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	6,506	2,829
Non-Ambulatory	877	406
Total	7,383	3,235
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	7,383	3,235
Total Support Person Trips	-	-
Total Trips	7,383	3,235

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	7,383	3,235
Total Trips Requested	7,383	2,829
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2019	2020
Administration	\$15,415	\$16,286
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$77,031	\$37,425
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$667	\$188
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$93,113	\$53,898

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$43,340	\$23,976
Other Revenue	-	-
Total Revenue	\$43,340	\$23,976

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$38,940	\$24,573
Municipal Operating Contributions	\$10,833	\$5,349
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$93,113	\$53,898

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	2019	2020
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	2019	2020
R/C Ratio	46.6 %	44.5 %
Net Operating Cost / Capita	\$9.35	\$5.62
Total Expense / Passenger	\$12.61	\$16.66
Total Expense / Eligible Passenger	\$12.61	\$16.66
Transportation Expense / Passenger		
Dedicated Service	-	-
Non-Dedicated Service	\$10.43	\$11.57
Transportation Expense / Hour (Dedicated Service)	-	-

Operating

Registrants / Capita	0.0248	0.0257
Passengers / Capita	1.3875	0.6080
Passengers / Registrants	55.93	23.61
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

Collingwood, ON

Canadian Red Cross

Contact	Fadia Abboud	Population Served:	21,793
Title	Assistant Manager	Service Area (km²):	33.0
Telephone	705-721-3313 x5229	Main Community Served:	Town of Collingwood
Email	fadia.abboud@redcross.ca	Other Communities Served:	

ACTIVE REGISTRANTS

Ambulatory	118		
Non-Ambulatory	31	Attendants	32
Other	0	Companions	0
Total	149	Total	32

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
Seniors and adults 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:

Pre-COVID, rideshare where clients with same appointment time and close pickup and destination addresses were picked up together. During COVID no rideshare service

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

Other: Sunday is a possibility if resources are available

Advanced Booking Notice (days): 365

Minimum Notice for Reservation (hours): 4

Booking Method: By calling the office 705.721.3313

REMARKS

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	4,943	2,031
Non-Ambulatory	1,455	395
Total	6,398	2,426
Attendants	-	145
Companions	324	-
Other	-	-
Total	324	145
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	6,398	2,426
Total Support Person Trips	324	145
Total Trips	6,722	2,571

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	3,978	-
Reservation	2,325	2,426
On-Demand/Day-of	95	-
Total Trips Requested	9,020	3,086
Cancelled in Advance	2,618	615
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	4	12

OPERATING EXPENSES

	2019	2020
Administration	\$34,467	\$29,438
Transportation Operations		
Internal Dedicated Service	\$113,050	\$89,459
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$7,461	\$1,293
Fuel and Energy Consumption	\$11,026	\$1,773
Total Operating Expenses	\$166,004	\$121,963

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$11,421	\$3,651
Other Revenue	-	-
Total Revenue	\$11,421	\$3,651

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$154,583	\$138,712
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$166,004	\$142,363

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	2019	2020
Revenue Vehicle Kilometres	30,569	20,354
Total Vehicle Kilometres	33,868	30,017
Revenue Vehicle Hours	2,693	1,696
Total Vehicle Hours	2,903	2,497
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	5
Reservation Clerks	-	1
Dispatchers	-	-
Other Transport Operations	-	1
Mechanics	-	-
General Administration	-	-
Other	-	-
Total	-	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	-	-	-	-
Vans	-	-	-	-
Small Buses	2	-	5	10
Low-floor	-	-	-	-
Other	-	-	-	-
Total	2	-		

Vehicle Ownership: Town of Collingwood - 2

Vehicle Maintenance: Canadian Red Cross

INDICATORS

Financial	2019	2020
R/C Ratio	6.9 %	3.0 %
Net Operating Cost / Capita	\$7.36	\$5.43
Total Expense / Passenger	\$24.70	\$47.44
Total Expense / Eligible Passenger	\$25.95	\$50.27
Transportation Expense / Passenger		
Dedicated Service	\$19.57	\$35.99
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$45.31	\$37.05
Operating		
Registrants / Capita	0.0165	0.0083
Passengers / Capita	0.3201	0.1180
Passengers / Registrants	19.43	14.20
Passengers / Revenue Hour (Dedicated Service)	2.50	1.52
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	4.55	7.92
Average Speed (Dedicated Service)	11.35	12.00

Cornwall, ON

Cornwall Transit

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

Population Served: 46,589
 Service Area (km²): 61.8
 Main Community Served: City of Cornwall
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	620		
Non-Ambulatory	572	Attendants	107
Other	0	Companions	11
Total	1,192	Total	118

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
 Physical, not able to walk to the bus stop, unable to climb two steps 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	\$2.30	-	-	\$53.00	6 to 17 & adult students
Senior	☐	\$3.00	\$2.30	-	-	\$46.00	65+
Attendant	☒	-	-	-	-	-	12+
Companion	☐	\$3.00	\$2.50	-	-	-	

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	
Thursday	06:00 to 23:30	Holiday	

Other:

Advanced Booking Notice (days): 14

Minimum Notice for Reservation (hours): 24

Booking Method: Telephone

REMARKS

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	19,232	8,981
Non-Ambulatory	9,533	5,998
Total	28,765	14,979
Attendants	3,148	1,306
Companions	1,377	409
Other	-	-
Total	4,525	1,715

Non-Dedicated Service

Ambulatory	2,137	980
Non-Ambulatory	-	-
Total	2,137	980
Attendants	92	29
Companions	12	23
Other	-	-
Total	104	52

Total Eligible Passenger Trips **30,902** **15,959**

Total Support Person Trips **4,629** **1,767**

Total Trips **35,531** **17,726**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	12,052	5,736
Reservation	-	-
On-Demand/Day-of	18,850	9,243
Total Trips Requested	35,504	16,085
Cancelled in Advance	3,915	1,581
Cancelled Late	41	-
No-Shows	646	241
Cancelled at Door	-	-

OPERATING EXPENSES

	2019	2020
Administration	\$279,048	\$211,758
Transportation Operations		
Internal Dedicated Service	\$786,320	\$750,113
Contract Dedicated Service	-	\$9,380
Contract Non-Dedicated Service	\$21,535	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$207,562	\$234,996
Fuel and Energy Consumption	\$52,396	\$24,149
Total Operating Expenses	\$1,346,861	\$1,230,396

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$112,027	\$35,245
Other Revenue	-	-
Total Revenue	\$112,027	\$35,245

Federal Operating Contributions	-	\$116,174
Provincial Operating Contributions	\$219,500	\$219,500
Municipal Operating Contributions	\$1,015,334	\$859,477
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$1,346,861	\$1,230,396

CAPITAL EXPENSES

Vehicle Purchase	-	\$696,583
Debt Servicing	\$132,109	\$307,207
Other	-	-
Total Capital Expenses	\$132,109	\$1,003,790

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	\$278,583
Provincial Capital Contributions	\$132,109	\$232,171
Municipal Capital Contributions	-	\$185,829
Other Capital Contributions	-	-
Total Capital Funding	\$132,109	\$696,583

OPERATING STATISTICS

Dedicated Service	2019	2020
Revenue Vehicle Kilometres	150,366	85,212
Total Vehicle Kilometres	150,366	85,212
Revenue Vehicle Hours	12,742	9,014
Total Vehicle Hours	12,742	9,014

Non-Dedicated Service

Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	11,952	3,120
Total Vehicle Hours	561	214

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	\$25.13	2019-01-01	ATU Local 946
Reservation Clerks	\$24.23	2018-10-01	CUPE Local 3251
Dispatchers	\$35.41	2019-01-01	Non -Union
Mechanics	\$30.43	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	-	4	10
Low-floor	4	-	4	16
Other	-	-	-	-
Total	9	-		

Vehicle Ownership: The City of Cornwall

Vehicle Maintenance: The City of Cornwall

INDICATORS

Financial	2019	2020
R/C Ratio	8.3 %	2.9 %
Net Operating Cost / Capita	\$26.65	\$25.65
Total Expense / Passenger	\$37.91	\$69.41
Total Expense / Eligible Passenger	\$43.58	\$77.10
Transportation Expense / Passenger		
Dedicated Service	\$31.43	\$61.02
Non-Dedicated Service	\$9.61	-
Transportation Expense / Hour (Dedicated Service)	\$82.11	\$113.01

Operating

Registrants / Capita	0.0385	0.0281
Passengers / Capita	0.7667	0.3805
Passengers / Registrants	19.89	13.53
Passengers / Revenue Hour (Dedicated Service)	2.61	1.85
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	4.52	5.10
Average Speed (Dedicated Service)	11.80	9.45

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	165		
Non-Ambulatory	15	Attendants	10
Other	0	Companions	6
Total	180	Total	16

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
Must require the use of accessible vehicle, must fill out client registration form

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	☐	\$2.50	-	-	-	-	
Senior	☐	\$5.00	-	-	-	-	
Attendant	☒	-	-	-	-	-	
Companion	☐	\$5.00	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

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

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

Advanced Booking Notice (days): 30

Minimum Notice for Reservation (hours): 24

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

REMARKS

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	6,331	1,400
Non-Ambulatory	160	15
Total	6,491	1,415
Attendants	6	18
Companions	2	36
Other	-	-
Total	8	54

Non-Dedicated Service

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

Total Eligible Passenger Trips **6,491** **1,415**

Total Support Person Trips **8** **54**

Total Trips **6,499** **1,469**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	2,723	1,054
Reservation	1,815	296
On-Demand/Day-of	905	65
Total Trips Requested	6,941	1,415
Cancelled in Advance	348	43
Cancelled Late	321	12
No-Shows	252	16
Cancelled at Door	125	4

OPERATING EXPENSES

	2019	2020
Administration	\$17,870	\$22,473
Transportation Operations		
Internal Dedicated Service	\$128,265	\$89,081
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$4,952	\$5,740
Fuel and Energy Consumption	\$21,960	\$2,650
Total Operating Expenses	\$173,047	\$119,944

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$21,331	\$4,840
Other Revenue	-	\$2,360
Total Revenue	\$21,331	\$7,200

Federal Operating Contributions	\$86,116	\$59,611
Provincial Operating Contributions	\$17,232	\$32,911
Municipal Operating Contributions	\$48,368	\$112,744
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$173,047	\$119,944

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	2019	2020
Revenue Vehicle Kilometres	73,159	29,477
Total Vehicle Kilometres	126,378	51,748
Revenue Vehicle Hours	1,920	1,215
Total Vehicle Hours	3,109	1,906

Non-Dedicated Service

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

EMPLOYEE DATA

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

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$16.24	2021-05-01	
Reservation Clerks	\$16.17	2021-05-01	
Dispatchers	\$18.24	2021-05-01	
Mechanics	-		

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

VEHICLE DATA

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

Vehicle Ownership: Community Care Northumberland

Vehicle Maintenance: Community Care Northumberland

INDICATORS

Financial	2019	2020
R/C Ratio	12.3 %	6.0 %
Net Operating Cost / Capita	\$4.33	\$3.22
Total Expense / Passenger	\$26.63	\$81.65
Total Expense / Eligible Passenger	\$26.66	\$84.77
Transportation Expense / Passenger		
Dedicated Service	\$23.88	\$66.35
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$49.91	\$51.14
Operating		
Registrants / Capita	0.0044	0.0056
Passengers / Capita	0.1854	0.0419
Passengers / Registrants	42.48	7.49
Passengers / Revenue Hour (Dedicated Service)	3.38	1.21
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	11.26	20.07
Average Speed (Dedicated Service)	38.10	24.26

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	144		
Non-Ambulatory	30	Attendants	13
Other	0	Companions	0
Total	174	Total	13

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
 55+
 Low Income
 Student
 Any person with disability - permanent or temporary

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: 2016-12-31

	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	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

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

Other: Operated short-term extended hours service for 12 Saturdays in summer 2020 (funded program).

Advanced Booking Notice (days): 1

Minimum Notice for Reservation (hours): 12

Booking Method: by phone and email

REMARKS

Eligible passengers compiled from master registration list. Filtered out only registrants who used the transportation service at least once in 2020.

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	3,203	3,115
Non-Ambulatory	1,377	958
Total	4,580	4,073
Attendants	63	26
Companions	-	-
Other	-	-
Total	63	26

Non-Dedicated Service

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

Total Eligible Passenger Trips **4,580** **4,073**

Total Support Person Trips **63** **26**

Total Trips **4,643** **4,099**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	4,480	2,993
Reservation	-	-
On-Demand/Day-of	100	1,080
Total Trips Requested	4,942	4,323
Cancelled in Advance	244	170
Cancelled Late	-	9
No-Shows	118	71
Cancelled at Door	-	-

OPERATING EXPENSES

	2019	2020
Administration	\$3,127	\$2,681
Transportation Operations		
Internal Dedicated Service	\$44,587	\$133,318
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$4,296	\$6,192
Fuel and Energy Consumption	\$10,667	\$9,415
Total Operating Expenses	\$62,677	\$151,606

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$13,485	\$9,670
Other Revenue	-	-
Total Revenue	\$13,485	\$9,670

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$6,671	\$27,538
Municipal Operating Contributions	\$42,521	\$111,398
Other Operating Contributions	-	\$3,000
Total Operating Revenues and Funding	\$62,677	\$151,606

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	2019	2020
Revenue Vehicle Kilometres	31,703	29,361
Total Vehicle Kilometres	31,730	29,361
Revenue Vehicle Hours	1,898	1,936
Total Vehicle Hours	2,010	1,936

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	-	1
General Administration	1	-
Other	-	-
Total	1	6

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	2019	2020
R/C Ratio	21.5 %	6.4 %
Net Operating Cost / Capita	\$6.35	\$18.32
Total Expense / Passenger	\$13.50	\$36.99
Total Expense / Eligible Passenger	\$13.68	\$37.22
Transportation Expense / Passenger		
Dedicated Service	\$12.83	\$36.33
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$29.63	\$76.92
Operating		
Registrants / Capita	0.0235	0.0241
Passengers / Capita	0.5992	0.5290
Passengers / Registrants	25.51	21.92
Passengers / Revenue Hour (Dedicated Service)	2.45	2.12
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	6.83	7.16
Average Speed (Dedicated Service)	16.70	15.17

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: 711,060
 Service Area (km²): 2,537.0
 Main Community Served: Durham Region
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	530		
Non-Ambulatory	349	Attendants	0
Other	0	Companions	0
Total	879	Total	57

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
 Unconditional, Conditional, and Temporary as per AODA

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

DEDICATED SERVICE

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

NON-DEDICATED SERVICE

Operated By: ☒ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

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

FARE STRUCTURE

Effective Date: 2020-05-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$4.00	\$3.25	-	-	\$117.00	
Child	☒	-	-	-	-	-	6-12
Student	☐	\$4.00	\$2.90	-	-	\$93.50	13-19
Senior	☐	\$2.75	\$2.15	-	-	\$46.00	65+
Attendant	☒	-	-	-	-	-	Support person card
Companion	☐	-	-	-	-	-	Space permitting

Other: U-Pass \$141.75 per semester (Fall 2020), GO fare Integration \$0.80 co-fare with valid GO, LTAP max \$45.50/mo, 2 for 1 Summer Youth Pass, 10 Month Youth Pass \$73.50

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: Christmas 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

Number of active registrants is tied to eligibility and use. As long as a client has traveled at least once within a 12 month period (with the exception of Temporary Eligibility) they will remain active/certified permanently. If a client qualifies for Temporary Eligibility, they will be eligible within the specified eligibility period. The pandemic would account for the majority of the decrease in applicants.

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	73,598	38,801
Non-Ambulatory	36,241	16,966
Total	109,839	55,767
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-

Non-Dedicated Service		
Ambulatory	45,902	12,410
Non-Ambulatory	22,501	5,426
Total	68,403	17,836
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-

Total Eligible Passenger Trips	178,242	73,603
Total Support Person Trips	-	-
Total Trips	178,242	73,603

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	101,598	44,162
Reservation	74,862	25,761
On-Demand/Day-of	1,782	3,680
Total Trips Requested	218,461	90,089
Cancelled in Advance	37,812	15,293
Cancelled Late	2,185	-
No-Shows	2,376	959
Cancelled at Door	2,185	-

OPERATING EXPENSES

	2019	2020
Administration	\$1,002,555	\$957,808
Transportation Operations		
Internal Dedicated Service	\$4,513,207	\$4,199,569
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$1,626,574	\$429,068
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$939,555	\$1,079,570
Fuel and Energy Consumption	\$312,685	\$209,246
Total Operating Expenses	\$8,394,576	\$6,875,261

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$244,971	\$95,621
Other Revenue	-	-
Total Revenue	\$244,971	\$95,621

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	\$494,142
Municipal Operating Contributions	\$8,149,605	\$6,285,499
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$8,394,576	\$6,875,261

CAPITAL EXPENSES

Vehicle Purchase	-	\$559,162
Debt Servicing	-	-
Other	\$1,685	-
Total Capital Expenses	\$1,685	\$559,162

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	\$559,162
Municipal Capital Contributions	\$1,685	-
Other Capital Contributions	-	-
Total Capital Funding	\$1,685	\$559,162

OPERATING STATISTICS

Dedicated Service	2019	2020
Revenue Vehicle Kilometres	980,626	647,195
Total Vehicle Kilometres	1,226,031	874,588
Revenue Vehicle Hours	39,984	32,264
Total Vehicle Hours	51,875	43,306

Non-Dedicated Service

Accessible Service		
Total Vehicle Kilometres	613,629	160,005
Total Vehicle Hours	28,133	7,336
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	19	9
Reservation Clerks	-	6
Dispatchers	2	1
Other Transport Operations	-	-
Mechanics	-	-
General Administration	7	-
Other	-	-
Total	28	16

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$32.80	2020-02-29	Unifor 222
Reservation Clerks	\$30.00	2020-02-29	Unifor 222
Dispatchers	\$36.63	2020-02-29	Unifor 222
Mechanics	\$40.92	2020-02-29	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	3	-	3	5
Vans	-	-	-	-
Small Buses	27	-	4	12
Low-floor	-	-	-	-
Other	-	-	-	-
Total	30	-		

Vehicle Ownership: Durham Region

Vehicle Maintenance: Durham Region Transit

INDICATORS

Financial	2019	2020
R/C Ratio	2.9 %	1.4 %
Net Operating Cost / Capita	\$11.65	\$9.53
Total Expense / Passenger	\$47.10	\$93.41
Total Expense / Eligible Passenger	\$47.10	\$93.41
Transportation Expense / Passenger		
Dedicated Service	\$52.49	\$98.42
Non-Dedicated Service	\$23.78	\$24.06
Transportation Expense / Hour (Dedicated Service)	\$111.14	\$126.74
Operating		
Registrants / Capita	0.0045	0.0013
Passengers / Capita	0.2548	0.1035
Passengers / Registrants	56.16	78.64
Passengers / Revenue Hour (Dedicated Service)	2.75	1.73
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	8.93	11.61
Average Speed (Dedicated Service)	24.53	20.06

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	69		
Non-Ambulatory	73	Attendants	16
Other	0	Companions	0
Total	142	Total	16

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: 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	
Wednesday	09:00 to 15:00	Sunday	
Thursday	09:00 to 15:00	Holiday	

Other:

Advanced Booking Notice (days): 3

Minimum Notice for Reservation (hours): 24

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

REMARKS

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	754	320
Non-Ambulatory	466	174
Total	1,220	494
Attendants	202	112
Companions	-	-
Other	-	-
Total	202	112
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	1,220	494
Total Support Person Trips	202	112
Total Trips	1,422	606

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	239	116
Reservation	85	42
On-Demand/Day-of	17	8
Total Trips Requested	341	166
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2019	2020
Administration	\$5,923	\$6,159
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$20,766	\$9,086
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$9,156	\$6,943
Fuel and Energy Consumption	\$1,949	\$1,161
Total Operating Expenses	\$37,794	\$23,349

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$10,786	\$3,754
Other Revenue	-	-
Total Revenue	\$10,786	\$3,754

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$6,303	\$1,774
Municipal Operating Contributions	\$20,705	\$17,821
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$37,794	\$23,349

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	2019	2020
Revenue Vehicle Kilometres	3,994	2,715
Total Vehicle Kilometres	4,699	3,194
Revenue Vehicle Hours	499	250
Total Vehicle Hours	587	294
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	\$29.00	2020-01-01	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	2019	2020
R/C Ratio	28.5 %	16.1 %
Net Operating Cost / Capita	\$4.16	\$3.01
Total Expense / Passenger	\$26.58	\$38.53
Total Expense / Eligible Passenger	\$30.98	\$47.27
Transportation Expense / Passenger		
Dedicated Service	\$22.41	\$28.37
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$54.29	\$58.47
Operating		
Registrants / Capita	0.0242	0.0243
Passengers / Capita	0.2188	0.0932
Passengers / Registrants	9.06	3.84
Passengers / Revenue Hour (Dedicated Service)	2.85	2.42
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	2.81	4.48
Average Speed (Dedicated Service)	8.00	10.86

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	119		
Non-Ambulatory	30	Attendants	4
Other	0	Companions	10
Total	149	Total	14

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 meters (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	\$2.00	-	-	\$62.00	18-64
Child	☐	\$2.25	\$2.00	-	-	\$52.00	> 6 for free
Student	☐	\$2.25	\$2.00	-	-	\$52.00	6-17 with student Id
Senior	☐	\$2.25	\$2.00	-	-	\$52.00	< 64
Attendant	☒	-	-	-	-	-	
Companion	☒	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

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

Other:

Advanced Booking Notice (days): 30

Minimum Notice for Reservation (hours): 24

Booking Method: By appointment

REMARKS

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	6,319	4,121
Non-Ambulatory	2,247	960
Total	8,566	5,081
Attendants	252	-
Companions	1,269	620
Other	-	-
Total	1,521	620
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	8,566	5,081
Total Support Person Trips	1,521	620
Total Trips	10,087	5,701

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	6,424	2,471
Reservation	1,874	2,486
On-Demand/Day-of	268	124
Total Trips Requested	9,846	5,081
Cancelled in Advance	693	31
Cancelled Late	347	638
No-Shows	160	27
Cancelled at Door	80	-

OPERATING EXPENSES

	2019	2020
Administration	-	-
Transportation Operations		
Internal Dedicated Service	\$152,696	\$145,607
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$2,322	\$8,623
Fuel and Energy Consumption	\$13,116	\$10,029
Total Operating Expenses	\$168,134	\$164,259

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$4,676	\$1,278
Other Revenue	-	-
Total Revenue	\$4,676	\$1,278

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$163,458	\$162,981
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$168,134	\$164,259

CAPITAL EXPENSES

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

CAPITAL FUNDING CONTRIBUTIONS

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

OPERATING STATISTICS

Dedicated Service	2019	2020
Revenue Vehicle Kilometres	36,694	30,724
Total Vehicle Kilometres	36,694	30,724
Revenue Vehicle Hours	3,640	3,448
Total Vehicle Hours	3,640	3,448
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	2019	2020
R/C Ratio	2.8 %	0.8 %
Net Operating Cost / Capita	\$15.57	\$15.53
Total Expense / Passenger	\$16.67	\$28.81
Total Expense / Eligible Passenger	\$19.63	\$32.33
Transportation Expense / Passenger		
Dedicated Service	\$16.67	\$28.81
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$46.19	\$47.64
Operating		
Registrants / Capita	0.0162	0.0155
Passengers / Capita	0.9608	0.5431
Passengers / Registrants	59.34	34.98
Passengers / Revenue Hour (Dedicated Service)	2.77	1.65
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	3.64	5.39
Average Speed (Dedicated Service)	10.08	8.91

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:	N/A

ACTIVE REGISTRANTS

Ambulatory	225		
Non-Ambulatory	13	Attendants	0
Other	0	Companions	2
Total	238	Total	2

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
Residents 55 of age 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	
Wednesday	08:30 to 16:00	Sunday	
Thursday	09:30 to 16:00	Holiday	

Other:

Advanced Booking Notice (days): 1

Minimum Notice for Reservation (hours): 24

Booking Method: Telephone

REMARKS

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	4,722	2,566
Non-Ambulatory	301	136
Total	5,023	2,702
Attendants	-	-
Companions	50	12
Other	-	-
Total	50	12

Non-Dedicated Service

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

Total Eligible Passenger Trips **5,023** **2,702**

Total Support Person Trips **50** **12**

Total Trips **5,073** **2,714**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	5,023	2,702
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	-	-
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2019	2020
Administration	\$5,118	\$4,252
Transportation Operations		
Internal Dedicated Service	\$54,601	\$37,906
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$1,330	\$2,470
Fuel and Energy Consumption	\$5,430	\$2,144
Total Operating Expenses	\$66,479	\$46,772

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$12,558	\$6,755
Other Revenue	-	-
Total Revenue	\$12,558	\$6,755

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	\$16,763
Municipal Operating Contributions	\$53,921	\$23,254
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$66,479	\$46,772

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	2019	2020
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	\$18.85	2020-01-01	
Reservation Clerks	-		
Dispatchers	-		
Mechanics	\$34.66	2020-01-01	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	2019	2020
R/C Ratio	18.9 %	14.4 %
Net Operating Cost / Capita	\$10.79	\$8.01
Total Expense / Passenger	\$13.10	\$17.23
Total Expense / Eligible Passenger	\$13.23	\$17.31
Transportation Expense / Passenger		
Dedicated Service	\$12.10	\$15.67
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0470	0.0480
Passengers / Capita	1.0154	0.5432
Passengers / Registrants	21.59	11.31
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	127		
Non-Ambulatory	14	Attendants	25
Other	0	Companions	57
Total	141	Total	82

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 client.

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	
Thursday	06:00 to 21:00	Holiday	

Other:

Advanced Booking Notice (days): 12

Minimum Notice for Reservation (hours): 48

Booking Method: By Phone, email, fax

REMARKS

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	7,497	2,104
Non-Ambulatory	2,321	687
Total	9,818	2,791
Attendants	149	22
Companions	219	49
Other	-	-
Total	368	71

Non-Dedicated Service

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

Total Eligible Passenger Trips **9,818** **2,791**

Total Support Person Trips **368** **71**

Total Trips **10,186** **2,862**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	6,505	1,515
Reservation	3,224	1,229
On-Demand/Day-of	89	47
Total Trips Requested	13,974	4,578
Cancelled in Advance	3,438	1,450
Cancelled Late	61	32
No-Shows	247	86
Cancelled at Door	410	219

OPERATING EXPENSES

	2019	2020
Administration	\$21,879	\$10,703
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$302,340	\$278,599
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$324,219	\$289,302

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$24,848	\$6,770
Other Revenue	-	-
Total Revenue	\$24,848	\$6,770

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$152,600	\$150,000
Municipal Operating Contributions	\$146,771	\$129,801
Other Operating Contributions	-	\$2,730
Total Operating Revenues and Funding	\$324,219	\$289,301

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	2019	2020
Revenue Vehicle Kilometres	83,612	21,238
Total Vehicle Kilometres	102,789	27,622
Revenue Vehicle Hours	3,854	1,503
Total Vehicle Hours	4,680	1,874

Non-Dedicated Service

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

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	1	4
Reservation Clerks	1	1
Dispatchers	1	1
Other Transport Operations	-	1
Mechanics	-	1
General Administration	-	1
Other	-	-
Total	3	9

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$19.50	2020-04-01	
Reservation Clerks	\$20.00	2020-04-01	
Dispatchers	\$25.00	2020-04-01	
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	3	-	3	6
Total	6	-		

Vehicle Ownership: BTS Network Inc. - 3 Pro-Master Vans

Vehicle Maintenance: BTS Network Inc.

INDICATORS

Financial	2019	2020
R/C Ratio	7.7 %	2.3 %
Net Operating Cost / Capita	\$9.75	\$9.20
Total Expense / Passenger	\$31.83	\$101.08
Total Expense / Eligible Passenger	\$33.02	\$103.66
Transportation Expense / Passenger		
Dedicated Service	\$29.68	\$97.34
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$64.60	\$148.67
Operating		
Registrants / Capita	0.0071	0.0073
Passengers / Capita	0.3317	0.0932
Passengers / Registrants	46.94	12.83
Passengers / Revenue Hour (Dedicated Service)	2.64	1.90
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	8.21	7.42
Average Speed (Dedicated Service)	21.69	14.13

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	1,047	Attendants	0
Other	0	Companions	0
Total	1,047	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: 2020-01-01

	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	
Wednesday	08:00 to 16:00	Sunday	
Thursday	08:00 to 16:00	Holiday	

Other:

Advanced Booking Notice (days): 5

Minimum Notice for Reservation (hours): 2

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

REMARKS

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	-	-
Non-Ambulatory	8,430	7,418
Total	8,430	7,418
Attendants	8	10
Companions	-	-
Other	-	-
Total	8	10

Non-Dedicated Service

Ambulatory	-	-
Non-Ambulatory	10,500	7,159
Total	10,500	7,159
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-

Total Eligible Passenger Trips **18,930** **14,577**

Total Support Person Trips **8** **10**

Total Trips **18,938** **14,587**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	8,430	7,418
On-Demand/Day-of	10,500	7,159
Total Trips Requested	18,930	14,577
Cancelled in Advance	1,680	3,682
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2019	2020
Administration	\$15,439	\$15,182
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$161,257	\$91,803
Contract Non-Dedicated Service	\$28,075	\$19,188
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$13,595	\$11,164
Fuel and Energy Consumption	\$15,471	\$8,875
Total Operating Expenses	\$233,837	\$146,212

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$24,601	\$27,219
Other Revenue	-	-
Total Revenue	\$24,601	\$27,219

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$82,272	\$98,667
Municipal Operating Contributions	\$105,856	\$107,150
Other Operating Contributions	\$21,648	-
Total Operating Revenues and Funding	\$234,377	\$233,036

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	2019	2020
Revenue Vehicle Kilometres	32,272	15,523
Total Vehicle Kilometres	32,272	15,523
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	\$33.54	2020-01-01	CUPE Local 65
Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$24.73	2020-01-01	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	2019	2020
R/C Ratio	10.5 %	18.6 %
Net Operating Cost / Capita	\$28.20	\$16.04
Total Expense / Passenger	\$12.35	\$10.02
Total Expense / Eligible Passenger	\$12.35	\$10.03
Transportation Expense / Passenger		
Dedicated Service	\$22.56	\$15.06
Non-Dedicated Service	\$2.67	\$2.68
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.1906	0.1411
Passengers / Capita	2.5523	1.9659
Passengers / Registrants	13.39	13.93
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	3.82	2.09
Average Speed (Dedicated Service)	-	-

Greater Sudbury, ON

Greater Sudbury

Contact Laura Kenyon
 Title Transit Planner
 Telephone 705-674-4455 x 3039
 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	838		
Non-Ambulatory	695	Attendants	287
Other	0	Companions	151
Total	1,533	Total	438

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
 That the Applicant have a recognized disability(ies) that prevent them from accessing our Conventional Public Transit system either all or some of the 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): 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	☒	-	\$2.50	-	-	-	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: Dedicated telephone booking line, email

REMARKS

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	53,963	32,355
Non-Ambulatory	41,579	19,413
Total	95,542	51,768
Attendants	7,243	3,009
Companions	3,574	1,849
Other	-	-
Total	10,817	4,858

Non-Dedicated Service

Ambulatory	25,008	5,021
Non-Ambulatory	-	-
Total	25,008	5,021
Attendants	820	156
Companions	492	131
Other	-	-
Total	1,312	287

Total Eligible Passenger Trips **120,549** **56,789**

Total Support Person Trips **12,129** **5,145**

Total Trips **132,678** **61,934**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	63,061	26,529
Reservation	56,348	29,620
On-Demand/Day-of	1,141	645
Total Trips Requested	148,998	69,441
Cancelled in Advance	11,587	5,561
Cancelled Late	-	-
No-Shows	4,732	1,946
Cancelled at Door	-	-

OPERATING EXPENSES

	2019	2020
Administration	\$232,723	\$226,701
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$2,771,795	\$1,827,258
Contract Non-Dedicated Service	\$452,523	\$92,349
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$3,457,041	\$2,146,308

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$290,411	\$121,846
Other Revenue	-	-
Total Revenue	\$290,411	\$121,846

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$141,334	\$141,334
Municipal Operating Contributions	\$3,025,296	\$1,883,127
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$3,457,041	\$2,146,308

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	2019	2020
Revenue Vehicle Kilometres	1,115,360	674,886
Total Vehicle Kilometres	1,115,360	674,886
Revenue Vehicle Hours	50,123	26,993
Total Vehicle Hours	50,123	26,993
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	1,115,360	674,886
Total Vehicle Hours	50,123	26,993
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	13	16
Reservation Clerks	-	-
Dispatchers	2	4
Other Transport Operations	-	-
Mechanics	2	-
General Administration	1	-
Other	2	-
Total	20	20

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$22.21		
Reservation Clerks	-		
Dispatchers	\$22.21		
Mechanics	\$35.26		

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

VEHICLE DATA

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

Vehicle Ownership: Contractor (19)

Vehicle Maintenance: Contractor

INDICATORS

Financial	2019	2020
R/C Ratio	8.4 %	5.7 %
Net Operating Cost / Capita	\$21.16	\$13.53
Total Expense / Passenger	\$26.06	\$34.65
Total Expense / Eligible Passenger	\$28.68	\$37.79
Transportation Expense / Passenger		
Dedicated Service	\$26.06	\$32.27
Non-Dedicated Service	\$17.19	\$17.40
Transportation Expense / Hour (Dedicated Service)	\$55.30	\$67.69

Operating

Registrants / Capita	0.0202	0.0132
Passengers / Capita	0.8865	0.4138
Passengers / Registrants	43.79	31.42
Passengers / Revenue Hour (Dedicated Service)	2.12	2.10
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	10.49	11.92
Average Speed (Dedicated Service)	22.25	25.00

Municipality of Greenstone

Contact Sue Benwell
Title Bookkeeper/Secretary
Telephone 807-854-1100 x 2010
Email sue.benwell@greenstone.ca

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

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

Population Served:	4,726	Ambulatory	136
Service Area (km²):	3,000.0	Non-Ambulatory	2
Main Community Served:	Greenstone	Other	0
Other Communities Served:			21
		Total	138
		Total	21

ACTIVE REGISTRANTS

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: 2020-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		-	-	-	-	-	
Child		-	-	-	-	-	
Student		-	-	-	-	-	
Senior		\$2.05	\$1.53	-	-	-	55+ local resident
Attendant		-	-	-	-	-	
Companion		-	-	-	-	-	
Other:	10 trips = \$15.30						

SERVICE HOURS / SCHEDULING

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

Other:

Advanced Booking Notice (days): 2
Minimum Notice for Reservation (hours): 24
Booking Method: Customers of the Service contact the Coordinator of Specialized Transit Services to book/reserve passenger service.

REMARKS

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	2,522	1,512
Non-Ambulatory	10	4
Total	2,532	1,516
Attendants	-	-
Companions	76	61
Other	-	-
Total	76	61

Non-Dedicated Service

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

Total Eligible Passenger Trips **2,532** **1,516**

Total Support Person Trips **76** **61**

Total Trips **2,608** **1,577**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	2,200	1,466
Reservation	-	-
On-Demand/Day-of	332	50
Total Trips Requested	1,165	658
Cancelled in Advance	94	94
Cancelled Late	3	-
No-Shows	2	1
Cancelled at Door	2	3

OPERATING EXPENSES

	2019	2020
Administration	\$17,478	\$12,111
Transportation Operations		
Internal Dedicated Service	\$42,365	\$17,775
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$21,587	\$13,148
Fuel and Energy Consumption	\$6,481	\$7,666
Total Operating Expenses	\$87,911	\$50,700

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,158	\$1,274
Other Revenue	-	-
Total Revenue	\$1,158	\$1,274

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$56,603	\$58,753
Municipal Operating Contributions	\$30,150	-
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$87,911	\$60,027

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	2019	2020
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	-	-
Revenue Vehicle Hours	5,746	2,766
Total Vehicle Hours	5,746	2,766
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	\$28.66	2020-01-01	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	2019	2020
R/C Ratio	1.3 %	2.5 %
Net Operating Cost / Capita	\$18.36	\$10.46
Total Expense / Passenger	\$33.71	\$32.15
Total Expense / Eligible Passenger	\$34.72	\$33.44
Transportation Expense / Passenger		
Dedicated Service	\$27.01	\$24.47
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$12.26	\$13.95
Operating		
Registrants / Capita	0.0493	0.0336
Passengers / Capita	0.5518	0.3337
Passengers / Registrants	11.19	9.92
Passengers / Revenue Hour (Dedicated Service)	0.45	0.57
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

Guelph, ON

Guelph Transit

Contact Ujjwal Verma
 Title Business Services, Business Specialist
 Telephone 519-822-1260 x3655
 Email Ujjwal.Verma@guelph.ca

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

ACTIVE REGISTRANTS

Ambulatory	1,026		
Non-Ambulatory	485	Attendants	0
Other	0	Companions	1,465
Total	1,511	Total	1,465

ADVISORY COMMITTEE

Organization

☒ Internal
☒ External

Mandate

☐ Policy
☒ 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	☐	\$3.00	-	-	-	-	
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	2019	2020
Ambulatory	36,110	14,082
Non-Ambulatory	15,342	6,985
Total	51,452	21,067
Attendants	-	-
Companions	2,767	1,465
Other	-	-
Total	2,767	1,465

Non-Dedicated Service

Ambulatory	24	17
Non-Ambulatory	5	4
Total	29	21
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-

Total Eligible Passenger Trips **51,481** **21,088**

Total Support Person Trips **2,767** **1,465**

Total Trips **54,248** **22,553**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	8,435
Reservation	-	9,490
On-Demand/Day-of	-	3,163
Total Trips Requested	-	-
Cancelled in Advance	1,539	611
Cancelled Late	-	-
No-Shows	968	348
Cancelled at Door	-	-

OPERATING EXPENSES

	2019	2020
Administration	-	-
Transportation Operations		
Internal Dedicated Service	\$1,279,570	\$960,199
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	\$22,131	\$25,790
Vehicle and Facility Maintenance	\$404,895	\$430,914
Fuel and Energy Consumption	\$234,203	\$86,567
Total Operating Expenses	\$1,940,799	\$1,503,470

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$24,624	\$11,190
Other Revenue	-	-
Total Revenue	\$24,624	\$11,190

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$1,916,175	\$1,492,280
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$1,940,799	\$1,503,470

CAPITAL EXPENSES

Vehicle Purchase	\$113,091	\$226,866
Debt Servicing	-	-
Other	\$9,826	-
Total Capital Expenses	\$122,917	\$226,866

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	\$122,917	\$226,866
Other Capital Contributions	-	-
Total Capital Funding	\$122,917	\$226,866

OPERATING STATISTICS

Dedicated Service	2019	2020
Revenue Vehicle Kilometres	363,274	174,710
Total Vehicle Kilometres	363,274	174,710
Revenue Vehicle Hours	20,739	11,409
Total Vehicle Hours	20,739	11,409

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	8
Reservation Clerks	-	-
Dispatchers	3	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	-
Other	-	-
Total	9	8

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$30.91	2020-01-01	ATU 1189
Reservation Clerks	-		
Dispatchers	\$30.91	2020-01-01	ATU 1189
Mechanics	\$36.28	2020-01-01	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	10
Low-floor	-	-	-	-
Other	-	-	-	-
Total	12	-		

Vehicle Ownership: Guelph Transit - City of Guelph

Vehicle Maintenance: Guelph Transit - City of Guelph

INDICATORS

Financial	2019	2020
R/C Ratio	1.3 %	0.7 %
Net Operating Cost / Capita	\$14.54	\$11.32
Total Expense / Passenger	\$35.78	\$66.66
Total Expense / Eligible Passenger	\$37.70	\$71.30
Transportation Expense / Passenger		
Dedicated Service	\$35.39	\$65.58
Non-Dedicated Service	\$763.14	\$1,228.10
Transportation Expense / Hour (Dedicated Service)	\$92.52	\$129.52

Operating

Registrants / Capita	0.0117	0.0226
Passengers / Capita	0.4116	0.1711
Passengers / Registrants	35.25	7.58
Passengers / Revenue Hour (Dedicated Service)	2.61	1.97
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	6.70	7.75
Average Speed (Dedicated Service)	17.52	15.31

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	2,260		
Non-Ambulatory	336	Attendants	0
Other	0	Companions	0
Total	2,596	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	

Other:

Advanced Booking Notice (days): 30

Minimum Notice for Reservation (hours): 48

Booking Method: Telephone

REMARKS

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	34,566	17,377
Non-Ambulatory	16,378	1,370
Total	50,944	18,747
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-

Non-Dedicated Service

Ambulatory	29,267	13,689
Non-Ambulatory	-	-
Total	29,267	13,689
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-

Total Eligible Passenger Trips **80,211** **32,436**

Total Support Person Trips - -

Total Trips **80,211** **32,436**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	40,461	-
Cancelled in Advance	5,551	2,492
Cancelled Late	985	244
No-Shows	218	109
Cancelled at Door	868	249

OPERATING EXPENSES

	2019	2020
Administration	\$454,172	\$85,475
Transportation Operations		
Internal Dedicated Service	-	\$341,583
Contract Dedicated Service	\$433,607	\$288,505
Contract Non-Dedicated Service	\$62,154	\$31,698
Contract Taxi Scrip	\$227,817	\$114,402
Vehicle and Facility Maintenance	\$60,259	\$326,425
Fuel and Energy Consumption	\$66,548	\$30,030
Total Operating Expenses	\$1,304,557	\$1,218,118

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$279,356	\$131,501
Other Revenue	\$7,722	\$2,057
Total Revenue	\$287,078	\$133,558

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$566,422	\$577,421
Municipal Operating Contributions	\$450,257	\$507,039
Other Operating Contributions	\$800	\$100
Total Operating Revenues and Funding	\$1,304,557	\$1,218,118

CAPITAL EXPENSES

Vehicle Purchase	\$116,613	-
Debt Servicing	-	-
Other	-	\$78,211
Total Capital Expenses	\$116,613	\$78,211

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	\$116,613	\$78,211
Other Capital Contributions	-	-
Total Capital Funding	\$116,613	\$78,211

OPERATING STATISTICS

Dedicated Service	2019	2020
Revenue Vehicle Kilometres	268,906	143,938
Total Vehicle Kilometres	268,906	143,938
Revenue Vehicle Hours	13,695	9,520
Total Vehicle Hours	13,695	9,520

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	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	\$34.76	2020-06-01	CUPE Local 73

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$24.84	2020-01-01	
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	2019	2020
R/C Ratio	22.0 %	11.0 %
Net Operating Cost / Capita	\$16.64	\$17.73
Total Expense / Passenger	\$16.26	\$37.55
Total Expense / Eligible Passenger	\$16.26	\$37.55
Transportation Expense / Passenger		
Dedicated Service	\$11.00	\$52.62
Non-Dedicated Service	\$9.91	\$10.67
Transportation Expense / Hour (Dedicated Service)	\$40.92	\$103.63

Operating

Registrants / Capita	0.0458	0.0424
Passengers / Capita	1.3115	0.5303
Passengers / Registrants	28.64	12.49
Passengers / Revenue Hour (Dedicated Service)	3.72	1.97
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	5.28	7.68
Average Speed (Dedicated Service)	19.64	15.12

Hamilton, ON

Accessible Transportation Services

Contact Marco Mostacci
 Title Senior Project Manager
 Telephone 905-546-2424 x7917
 Email Marco.Mostacci@hamilton.ca

Population Served: 578,000
 Service Area (km²): 1,117.0
 Main Community Served: City of Hamilton
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	5,498		
Non-Ambulatory	2,061	Attendants	0
Other	625	Companions	0
Total	8,184	Total	0

ADVISORY COMMITTEE

Organization

☐ Internal
☒ External

Mandate

☐ Policy
☒ Recommendation
☐ Decision Making
☒ Other

ELIGIBILITY CRITERIA

Description

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

Method of Determination

☐ Internal Assessment
☒ External Contract
☐ Committee

☒ Paper Application
☒ Healthcare Professional
☐ Other

DEDICATED SERVICE

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

NON-DEDICATED SERVICE

Operated By: ☒ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

Taxi 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	
Child	☒	-	-	-	-	-	Under age of 6
Student	☐	\$3.25	\$2.05	-	-	\$90.20	Age 16-19, with valid ID
Senior	☐	\$3.25	\$2.05	-	-	\$32.50	Age 65-79, proof of age
Attendant	☒	-	-	-	-	-	
Companion	☐	\$3.25	\$2.50	-	-	\$110.00	

Other: Child < 6 yrs, free. 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	2019	2020
Ambulatory	584,298	223,619
Non-Ambulatory	154,816	66,286
Total	739,144	289,905
Attendants	75,149	28,097
Companions	16,959	6,055
Other	-	-
Total	92,108	34,152

Non-Dedicated Service

Ambulatory	85,995	38,451
Non-Ambulatory	7,397	3,394
Total	93,392	41,845
Attendants	660	172
Companions	13,058	4,236
Other	-	-
Total	13,718	4,408

Total Eligible Passenger Trips **832,506** **331,750**

Total Support Person Trips **105,826** **38,560**

Total Trips **938,332** **370,310**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	417,443	128,012
Reservation	326,473	165,474
On-Demand/Day-of	172,069	77,607
Total Trips Requested	1,185,506	774,281
Cancelled in Advance	142,369	47,374
Cancelled Late	154,259	61,236
No-Shows	23,915	10,982
Cancelled at Door	17,923	6,552

OPERATING EXPENSES

	2019	2020
Administration	\$2,242,983	\$2,163,799
Transportation Operations		
Internal Dedicated Service	\$11,113,563	\$9,295,226
Contract Dedicated Service	\$10,346,564	\$3,211,495
Contract Non-Dedicated Service	\$30,885	\$36,888
Contract Taxi Scrip	\$907,493	\$405,685
Vehicle and Facility Maintenance	\$629,964	\$588,164
Fuel and Energy Consumption	\$654,272	\$390,014
Total Operating Expenses	\$25,925,694	\$16,091,271

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,417,343	\$780,833
Other Revenue	\$34,165	\$2,225
Total Revenue	\$1,451,508	\$783,058

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$1,810,520	\$1,810,520

Municipal Operating Contributions	\$22,628,422	\$14,704,251
Other Operating Contributions	\$35,244	\$13,726
Total Operating Revenues and Funding	\$25,925,694	\$17,311,555

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	2019	2020
Revenue Vehicle Kilometres	7,991,365	2,862,558
Total Vehicle Kilometres	7,991,365	3,634,456
Revenue Vehicle Hours	377,168	219,303
Total Vehicle Hours	377,168	242,015

Non-Dedicated Service

Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	54,707
Total Vehicle Hours	-	3,352

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	93	-
Reservation Clerks	3	-
Dispatchers	20	-
Other Transport Operations	2	-
Mechanics	4	-
General Administration	28	-
Other	3	4
Total	153	4

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	29	-	1	3
Vans	7	108	-	6
Small Buses	22	-	2	5
Low-floor	4	-	3	10
Other	6	-	3	3
Total	68	108		

Vehicle Ownership: Contractor owns/ leases 66; Subcontractors own/lease 106, City of Hamilton owns 4

Vehicle Maintenance: Contractor

INDICATORS

Financial	2019	2020
R/C Ratio	5.6 %	4.9 %
Net Operating Cost / Capita	\$45.32	\$26.48
Total Expense / Passenger	\$27.63	\$43.45
Total Expense / Eligible Passenger	\$31.14	\$48.50
Transportation Expense / Passenger		
Dedicated Service	\$27.36	\$41.61
Non-Dedicated Service	\$8.76	\$9.57
Transportation Expense / Hour (Dedicated Service)	\$60.30	\$55.72

Operating

Registrants / Capita	0.0182	0.0142
Passengers / Capita	1.7377	0.6407
Passengers / Registrants	95.56	45.25
Passengers / Revenue Hour (Dedicated Service)	2.20	1.48
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	9.61	8.83
Average Speed (Dedicated Service)	21.19	13.05

Hanover, ON

Saugeen Mobility and Regional Transit

Contact	Roger Cook	Population Served:	82,627
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	1,160	Companions	0
Total	1,160	Total	0

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
Residents with physical and/or mental challenges, cognitive impairments 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	-	-	-	-	
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☒	-	-	-	-	-	
Companion	☒	-	-	-	-	-	

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

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 17:00
Wednesday	07:00 to 18:00	Sunday	
Thursday	07:00 to 18:00	Holiday	

Other: Trips may be booked outside of these hours. Dialysis transportation only on statutory holidays.

Advanced Booking Notice (days): 0

Minimum Notice for Reservation (hours): 0

Booking Method: Telephone, email, website

REMARKS

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	14,961	5,931
Non-Ambulatory	16,023	8,362
Total	30,984	14,293
Attendants	-	-
Companions	-	-
Other	4,726	1,882
Total	4,726	1,882

Non-Dedicated Service

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

Total Eligible Passenger Trips **30,984** **14,293**

Total Support Person Trips **4,726** **1,882**

Total Trips **35,710** **16,175**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	9,295	8,576
Reservation	18,590	5,002
On-Demand/Day-of	3,099	715
Total Trips Requested	30,984	-
Cancelled in Advance	-	-
Cancelled Late	-	33
No-Shows	178	82
Cancelled at Door	157	68

OPERATING EXPENSES

	2019	2020
Administration	\$435,728	\$378,324
Transportation Operations		
Internal Dedicated Service	\$1,034,569	\$676,624
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$116,184	\$119,855
Fuel and Energy Consumption	\$186,293	\$99,053
Total Operating Expenses	\$1,772,774	\$1,273,856

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$320,521	\$211,837
Other Revenue	\$112,924	\$11,190
Total Revenue	\$433,445	\$223,027

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$669,224	\$295,650
Municipal Operating Contributions	\$660,000	\$750,000
Other Operating Contributions	\$7,249	\$5,629
Total Operating Revenues and Funding	\$1,769,918	\$1,274,306

CAPITAL EXPENSES

Vehicle Purchase	-	\$253,879
Debt Servicing	-	-
Other	\$20,067	-
Total Capital Expenses	\$20,067	\$253,879

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	\$67,710
Federal Capital Contributions	-	\$101,551
Provincial Capital Contributions	\$20,067	\$84,618
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	\$20,067	\$253,879

OPERATING STATISTICS

Dedicated Service	2019	2020
Revenue Vehicle Kilometres	470,052	261,428
Total Vehicle Kilometres	1,044,306	641,664
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	18	6
Reservation Clerks	-	-
Dispatchers	1	-
Other Transport Operations	1	-
Mechanics	-	-
General Administration	2	-
Other	-	-
Total	22	6

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	-	1	3
Vans	-	-	-	-
Small Buses	12	-	4	9
Low-floor	-	-	-	-
Other	1	-	15	30
Total	26	-		

Vehicle Ownership: Transit Service

Vehicle Maintenance: Contractor

INDICATORS

Financial	2019	2020
R/C Ratio	24.5 %	17.5 %
Net Operating Cost / Capita	\$16.97	\$12.72
Total Expense / Passenger	\$49.64	\$78.75
Total Expense / Eligible Passenger	\$57.22	\$89.12
Transportation Expense / Passenger		
Dedicated Service	\$37.44	\$55.37
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0139	0.0140
Passengers / Capita	0.4525	0.1958
Passengers / Registrants	32.52	13.94
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	13.16	16.16
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 (600 ft)

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	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☐	-	-	-	-	-	
Companion	☐	-	-	-	-	-	
Other:							

SERVICE HOURS / SCHEDULING

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

Other:

Advanced Booking Notice (days): 1

Minimum Notice for Reservation (hours): 0

Booking Method: They call to request the service

REMARKS

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	-	-
Non-Ambulatory	-	-
Total	10,190	6,052
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	10,190	6,052
Total Support Person Trips	-	-
Total Trips	10,190	6,052

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	509	302
Reservation	-	-
On-Demand/Day-of	9,681	5,750
Total Trips Requested	10,190	6,052
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2019	2020
Administration	\$43,800	\$47,119
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$101,726	\$103,853
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$145,526	\$150,971

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$33,118	\$19,666
Other Revenue	\$8,500	\$8,500
Total Revenue	\$41,618	\$28,167

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$45,914	\$46,008
Municipal Operating Contributions	\$57,994	\$76,797
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$145,526	\$150,971

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	2019	2020
Revenue Vehicle Kilometres	30,275	20,973
Total Vehicle Kilometres	30,275	20,973
Revenue Vehicle Hours	2,570	2,577
Total Vehicle Hours	2,570	2,577
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	2019	2020
R/C Ratio	28.6 %	18.7 %
Net Operating Cost / Capita	\$20.41	\$24.13
Total Expense / Passenger	\$14.28	\$24.95
Total Expense / Eligible Passenger	\$14.28	\$24.95
Transportation Expense / Passenger		
Dedicated Service	\$9.98	\$17.16
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$39.58	\$40.30
Operating		
Registrants / Capita	0.0833	0.0833
Passengers / Capita	2.0020	1.1890
Passengers / Registrants	24.03	14.27
Passengers / Revenue Hour (Dedicated Service)	3.97	2.35
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	2.97	3.47
Average Speed (Dedicated Service)	11.78	8.14

Ingersoll, ON

Ingersoll Paratransit

Contact Danielle Richard
 Title Clerk
 Telephone 519-485-0120
 Email danielle.richard@ingersoll.ca

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

ACTIVE REGISTRANTS

Ambulatory	55		
Non-Ambulatory	148	Attendants	46
Other	0	Companions	0
Total	203	Total	46

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description

1. Persons who are physically unable to climb or descend steps used on conventional public transit facilities and/or
2. Persons unable to walk a distance of 175 metres (575 feet)
3. 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	\$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	2019	2020
Ambulatory	-	-
Non-Ambulatory	541	237
Total	541	237
Attendants	61	-
Companions	-	-
Other	-	-
Total	61	-
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	6,030	4,163
Total	6,030	4,163
Attendants	675	319
Companions	-	-
Other	-	-
Total	675	319
Total Eligible Passenger Trips	6,571	4,400
Total Support Person Trips	736	319
Total Trips	7,307	4,719

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	198	131
Reservation	131	95
On-Demand/Day-of	6,242	4,174
Total Trips Requested	6,614	4,421
Cancelled in Advance	53	21
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2019	2020
Administration	\$8,862	\$9,019
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$65,265	\$48,451
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$74,127	\$57,470

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$20,763	\$13,053
Other Revenue	-	-
Total Revenue	\$20,763	\$13,053

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$53,364	\$44,417
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$74,127	\$57,470

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	2019	2020
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	6	-	-	-
Minivans	-	-	-	-
Vans	1	-	1	-
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	7	-		

Vehicle Ownership: controlled operator 7

Vehicle Maintenance: Controlled Operator 7

INDICATORS

Financial	2019	2020
R/C Ratio	28.0 %	22.7 %
Net Operating Cost / Capita	\$4.18	\$3.48
Total Expense / Passenger	\$10.14	\$12.18
Total Expense / Eligible Passenger	\$11.28	\$13.06
Transportation Expense / Passenger		
Dedicated Service	-	-
Non-Dedicated Service	\$9.73	\$10.81
Transportation Expense / Hour (Dedicated Service)	-	-

Operating

Registrants / Capita	0.0194	0.0195
Passengers / Capita	0.5728	0.3699
Passengers / Registrants	29.58	18.95
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

Kapuskasing, ON

KAP ACCESSIBLE BUS SERVICE

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

Population Served: 7,378
 Service Area (km²): 85.5
 Main Community Served: Kapuskasing
 Other Communities Served: 0

ACTIVE REGISTRANTS

Ambulatory	623		
Non-Ambulatory	0	Attendants	0
Other	0	Companions	0
Total	623	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 the Public, Town Treasurer as resource person, and Accessible bus operator as resource person. Persons with disabilities are encouraged to submit their names to sit on the committee. Consultation with individuals with disabilities when conducting assessment is 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	-	-	-	\$25.00	
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☒	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

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	
Thursday	08:00 to 15:45	Holiday	

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	2019	2020
Ambulatory	13,333	7,844
Non-Ambulatory	2,581	1,250
Total	15,914	9,094
Attendants	673	365
Companions	-	-
Other	-	-
Total	673	365

Non-Dedicated Service

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

Total Eligible Passenger Trips **15,914** **9,094**

Total Support Person Trips **673** **365**

Total Trips **16,587** **9,459**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	15,914	9,094
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	16,025	9,152
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2019	2020
Administration	\$11,926	\$13,306
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$168,942	\$141,875
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$3,116	\$2,415
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$183,984	\$157,596

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$26,805	\$13,693
Other Revenue	-	-
Total Revenue	\$26,805	\$13,693

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$73,074	\$74,113
Municipal Operating Contributions	\$84,105	\$69,790
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$183,984	\$157,596

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	2019	2020
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	2019	2020
R/C Ratio	14.6 %	8.7 %
Net Operating Cost / Capita	\$22.49	\$19.50
Total Expense / Passenger	\$11.09	\$16.66
Total Expense / Eligible Passenger	\$11.56	\$17.33
Transportation Expense / Passenger		
Dedicated Service	\$10.37	\$15.25
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0917	0.0844
Passengers / Capita	2.3733	1.2821
Passengers / Registrants	25.88	15.18
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: 23,420
 Service Area (km²): 17.1
 Main Community Served: Lindsay
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	124		
Non-Ambulatory	9	Attendants	22
Other	51	Companions	27
Total	184	Total	49

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		\$2.50	\$1.66	-	-	\$65.00	18 and over
Child	☒	\$1.50	\$1.66	-	-	-	8 to 14
Student	☐	\$2.00	\$1.66	-	-	\$55.00	H/S, College, University
Senior	☐	\$2.00	\$1.66	-	-	\$55.00	65 and over
Attendant	☒	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	07:00 to 19:00	Friday	07:00 to 19:00
Tuesday	07:00 to 19:00	Saturday	07:00 to 19:00
Wednesday	07:00 to 19:00	Sunday	09:00 to 16:00
Thursday	07:00 to 19:00	Holiday	

Other:

Advanced Booking Notice (days): 60

Minimum Notice for Reservation (hours): 2

Booking Method: Call into the transit office and talk to the scheduler

REMARKS

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	12,355	5,776
Non-Ambulatory	9,650	1,513
Total	22,005	7,289
Attendants	332	288
Companions	111	122
Other	-	-
Total	443	410

Non-Dedicated Service

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

Total Eligible Passenger Trips **22,005** **7,289**

Total Support Person Trips **443** **410**

Total Trips **22,448** **7,699**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	12,873	2,807
Reservation	8,700	4,007
On-Demand/Day-of	432	1,435
Total Trips Requested	15,811	9,758
Cancelled in Advance	1,677	740
Cancelled Late	846	250
No-Shows	775	122
Cancelled at Door	390	124

OPERATING EXPENSES

	2019	2020
Administration	\$91,114	\$84,433
Transportation Operations		
Internal Dedicated Service	\$209,843	\$190,737
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$204,886	\$199,838
Fuel and Energy Consumption	\$40,786	\$30,577
Total Operating Expenses	\$546,629	\$505,585

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$10,209	\$2,358
Other Revenue	\$1,330	\$746
Total Revenue	\$11,539	\$3,103

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$201,327	\$204,032
Municipal Operating Contributions	\$333,763	\$298,450
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$546,629	\$505,585

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	\$9,816	\$3,245
Total Capital Expenses	\$9,816	\$3,245

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	\$9,816	-
Municipal Capital Contributions	-	\$3,245
Other Capital Contributions	-	-
Total Capital Funding	\$9,816	\$3,245

OPERATING STATISTICS

Dedicated Service	2019	2020
Revenue Vehicle Kilometres	82,960	29,958
Total Vehicle Kilometres	82,960	29,958
Revenue Vehicle Hours	8,626	6,659
Total Vehicle Hours	8,626	7,202

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	1	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	-
Other	-	-
Total	1	7

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$22.52	2020-01-01	CUPE Local 855
Reservation Clerks	\$27.71	2020-01-01	CUPE Local 855 inside
Dispatchers	-		
Mechanics	\$28.28	2020-01-01	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	2019	2020
R/C Ratio	2.1 %	0.6 %
Net Operating Cost / Capita	\$25.83	\$21.46
Total Expense / Passenger	\$24.35	\$65.67
Total Expense / Eligible Passenger	\$24.84	\$69.36
Transportation Expense / Passenger		
Dedicated Service	\$20.29	\$54.70
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$52.81	\$58.48

Operating

Registrants / Capita	0.0143	0.0099
Passengers / Capita	1.0838	0.3287
Passengers / Registrants	75.58	33.04
Passengers / Revenue Hour (Dedicated Service)	2.60	1.16
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	3.70	3.89
Average Speed (Dedicated Service)	9.62	4.50

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	44		
Non-Ambulatory	142	Attendants	170
Other	3	Companions	16
Total	189	Total	186

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description

To provide a service to those within the City of Kenora limits who for whatever reason are unable to take traditional means of transportation. Those who use our service must have professional medical approval and be registered with Handi 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:

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	06:30 to 17:00	Friday	06:30 to 17:00
Tuesday	07:00 to 17:00	Saturday	
Wednesday	06:30 to 17:00	Sunday	
Thursday	07:00 to 17:00	Holiday	

Other:

Advanced Booking Notice (days): 60

Minimum Notice for Reservation (hours): 24

Booking Method: Phone call

REMARKS

Our attendant numbers are down significantly as many of our clients we require an attendant did not require our service due to COVID 19

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	4,159	661
Non-Ambulatory	1,314	1,920
Total	5,473	2,581
Attendants	370	74
Companions	84	-
Other	-	-
Total	454	74

Non-Dedicated Service

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

Total Eligible Passenger Trips **5,473** **2,581**

Total Support Person Trips **454** **74**

Total Trips **5,927** **2,655**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	3,064	1,540
Reservation	2,263	1,026
On-Demand/Day-of	146	15
Total Trips Requested	5,523	2,608
Cancelled in Advance	27	9
Cancelled Late	13	4
No-Shows	15	8
Cancelled at Door	4	6

OPERATING EXPENSES

	2019	2020
Administration	\$30,750	\$25,978
Transportation Operations		
Internal Dedicated Service	\$57,583	\$37,376
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$10,158	\$7,821
Fuel and Energy Consumption	\$10,917	\$5,171
Total Operating Expenses	\$109,408	\$76,346

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$27,228	\$13,710
Other Revenue	\$16,791	-
Total Revenue	\$44,019	\$13,710

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$81,800	\$81,800
Other Operating Contributions	-	\$5,205
Total Operating Revenues and Funding	\$125,819	\$100,715

CAPITAL EXPENSES

Vehicle Purchase	-	\$134,490
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	\$134,490

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	\$134,490
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	\$134,490

OPERATING STATISTICS

Dedicated Service	2019	2020
Revenue Vehicle Kilometres	26,121	13,694
Total Vehicle Kilometres	27,663	14,840
Revenue Vehicle Hours	2,230	1,371
Total Vehicle Hours	2,384	1,466

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	1	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	1	-
Other	-	-
Total	2	3

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$19.00	2020-01-01	
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	3	-	6	6
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	3	-		

Vehicle Ownership: City of Kenora

Vehicle Maintenance: City of Kenora

INDICATORS

Financial	2019	2020
R/C Ratio	40.2 %	18.0 %
Net Operating Cost / Capita	\$4.01	\$3.84
Total Expense / Passenger	\$18.46	\$28.76
Total Expense / Eligible Passenger	\$19.99	\$29.58
Transportation Expense / Passenger		
Dedicated Service	\$13.27	\$18.97
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$32.99	\$34.36
Operating		
Registrants / Capita	0.0433	0.0230
Passengers / Capita	0.3636	0.1629
Passengers / Registrants	8.41	7.08
Passengers / Revenue Hour (Dedicated Service)	2.66	1.94
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	4.41	5.16
Average Speed (Dedicated Service)	11.71	9.99

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	2,329		
Non-Ambulatory	2,388	Attendants	0
Other	0	Companions	0
Total	4,717	Total	0

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
Unable due to disability/medical conditions to utilize Kingston Transit (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:

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

FARE STRUCTURE

Effective Date: 2020-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.25	-	-	-	\$80.00	
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☒	-	-	-	-	-	
Companion	☒	-	-	-	-	-	

Other: Senior low income pass available for \$29.75. Passengers can have 1 person (attendant/support person or companion) travel for free. Additional passengers must pay. Registered passengers must pay a fare even when travelling as support person or companion.

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.
Hours were reduced in 2020 due to Covid.

Advanced Booking Notice (days): 14

Minimum Notice for Reservation (hours): 0.5

Booking Method: Phone and email

REMARKS

Support persons are not required to register with service.
Active registrants numbers are all registrants, not those who used the service in last year

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	47,692	22,887
Non-Ambulatory	36,964	14,789
Total	84,656	37,676
Attendants	16,179	6,318
Companions	362	1,427
Other	-	-
Total	16,541	7,745
Non-Dedicated Service		
Ambulatory	847	804
Non-Ambulatory	-	-
Total	847	804
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	85,503	38,480
Total Support Person Trips	16,541	7,745
Total Trips	102,044	46,225

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	40,172	13,254
Reservation	45,331	25,226
On-Demand/Day-of	-	-
Total Trips Requested	118,369	86,479
Cancelled in Advance	18,668	39,249
Cancelled Late	8,395	3,348
No-Shows	2,087	997
Cancelled at Door	-	-

OPERATING EXPENSES

	2019	2020
Administration	\$399,938	\$448,552
Transportation Operations		
Internal Dedicated Service	\$2,184,241	\$1,753,851
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$9,269	\$8,888
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$294,864	\$222,132
Fuel and Energy Consumption	\$291,927	\$133,681
Total Operating Expenses	\$3,180,239	\$2,567,104

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$224,237	\$81,703
Other Revenue	\$11,352	\$16,176
Total Revenue	\$235,589	\$97,879

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$93,065	-
Municipal Operating Contributions	\$2,884,160	\$2,699,186
Other Operating Contributions	\$5,229	\$5,320
Total Operating Revenues and Funding	\$3,218,043	\$2,802,385

CAPITAL EXPENSES

Vehicle Purchase	\$388,642	\$404,476
Debt Servicing	-	-
Other	-	\$56,211
Total Capital Expenses	\$388,642	\$460,687

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	\$388,642	\$460,687
Other Capital Contributions	-	-
Total Capital Funding	\$388,642	\$460,687

OPERATING STATISTICS

Dedicated Service	2019	2020
Revenue Vehicle Kilometres	-	436,770
Total Vehicle Kilometres	862,934	436,770
Revenue Vehicle Hours	-	25,742
Total Vehicle Hours	49,694	25,742
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	\$23.51	2020-01-01	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	29	-	4	6
Low-floor	-	-	-	-
Other	-	-	-	-
Total	29	-		

Vehicle Ownership: Kingston Access Services

Vehicle Maintenance: Kingston Access Services

INDICATORS

Financial	2019	2020
R/C Ratio	7.4 %	3.8 %
Net Operating Cost / Capita	\$23.79	\$19.95
Total Expense / Passenger	\$31.17	\$55.54
Total Expense / Eligible Passenger	\$37.19	\$66.71
Transportation Expense / Passenger		
Dedicated Service	\$27.38	\$46.45
Non-Dedicated Service	\$10.94	\$11.05
Transportation Expense / Hour (Dedicated Service)	\$55.76	\$81.95

Operating

Registrants / Capita	0.0339	0.0381
Passengers / Capita	0.8243	0.3734
Passengers / Registrants	24.30	9.80
Passengers / Revenue Hour (Dedicated Service)	-	1.76
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	9.62
Average Speed (Dedicated Service)	-	16.97

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	4,000		
Non-Ambulatory	500	Attendants	0
Other	0	Companions	500
Total	4,500	Total	500

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
Must be a resident of Lanark County or the town of Smiths Falls, or live in a neighbouring municipality and require accessible transportation that is not available there.

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: 2020-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		-	-	-	-	-	Dependent on distance
Child	☒	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	Fee for service dependent on distance & subsidy
Attendant	☒	-	-	-	-	-	
Companion	☒	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	06:30 to 22:00	Friday	06:30 to 22:00
Tuesday	06:30 to 22:00	Saturday	
Wednesday	06:30 to 22:00	Sunday	
Thursday	06:30 to 22:00	Holiday	

Other: If there is a driver who is willing to work 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	2019	2020
Ambulatory	13,980	5,638
Non-Ambulatory	1,015	730
Total	14,995	6,368
Attendants	3,519	-
Companions	-	1,361
Other	-	-
Total	3,519	1,361
Non-Dedicated Service		
Ambulatory	7	11
Non-Ambulatory	-	-
Total	7	11
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	15,002	6,379
Total Support Person Trips	3,519	1,361
Total Trips	18,521	7,740

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	14,252	-
Reservation	-	-
On-Demand/Day-of	750	-
Total Trips Requested	18,458	9,275
Cancelled in Advance	1,233	1,593
Cancelled Late	1,863	878
No-Shows	-	52
Cancelled at Door	252	327

OPERATING EXPENSES

	2019	2020
Administration	\$207,013	\$253,109
Transportation Operations		
Internal Dedicated Service	\$486,120	\$306,518
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	\$272
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$73,381	\$61,074
Fuel and Energy Consumption	\$70,360	\$38,510
Total Operating Expenses	\$836,874	\$659,483

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$456,659	\$254,363
Other Revenue	\$8,346	\$25,510
Total Revenue	\$465,005	\$279,873

Federal Operating Contributions	-	\$115,952
Provincial Operating Contributions	\$398,000	\$270,500
Municipal Operating Contributions	\$113,706	\$95,800
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$976,711	\$762,125

CAPITAL EXPENSES

Vehicle Purchase	\$124,033	\$75,926
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$124,033	\$75,926

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	\$124,033	\$75,926
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	\$124,033	\$75,926

OPERATING STATISTICS

Dedicated Service	2019	2020
Revenue Vehicle Kilometres	607,659	370,481
Total Vehicle Kilometres	607,659	370,481
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	168
Total Vehicle Hours	-	-

EMPLOYEE DATA

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

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$18.84		
Reservation Clerks	-		
Dispatchers	\$26.25		
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	2019	2020
R/C Ratio	55.6 %	42.4 %
Net Operating Cost / Capita	\$4.79	\$4.89
Total Expense / Passenger	\$45.19	\$85.20
Total Expense / Eligible Passenger	\$55.78	\$103.38
Transportation Expense / Passenger		
Dedicated Service	\$34.02	\$52.54
Non-Dedicated Service	-	\$24.73
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0243	0.0644
Passengers / Capita	0.2387	0.0998
Passengers / Registrants	9.84	1.55
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	32.82	47.93
Average Speed (Dedicated Service)	-	-

Leamington [STS], 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	194		
Non-Ambulatory	22	Attendants	0
Other	0	Companions	0
Total	216	Total	0

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
Persons who cannot use conventional transit, seniors, persons with cognitive, physical, or sensory disabilities; recognizes conditional, temporal and unconditional (however we are not able to provide breakdown as per next question)

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		\$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	
Wednesday	07:30 to 16:30	Sunday	
Thursday	07:30 to 16:30	Holiday	

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

Due to the pandemic our number of active service users decreased dramatically (less than half of the previous year)

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	4,685	2,000
Non-Ambulatory	2,747	1,101
Total	7,432	3,101
Attendants	557	216
Companions	-	-
Other	-	-
Total	557	216

Non-Dedicated Service

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

Total Eligible Passenger Trips **7,432** **3,101**

Total Support Person Trips **557** **216**

Total Trips **7,989** **3,317**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	2,156	619
Reservation	5,202	2,476
On-Demand/Day-of	74	6
Total Trips Requested	7,724	3,187
Cancelled in Advance	92	36
Cancelled Late	84	29
No-Shows	49	10
Cancelled at Door	62	6

OPERATING EXPENSES

	2019	2020
Administration	\$18,867	\$19,299
Transportation Operations		
Internal Dedicated Service	\$234,789	\$203,236
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$12,559	\$13,930
Fuel and Energy Consumption	\$33,672	\$17,528
Total Operating Expenses	\$299,887	\$253,993

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$93,937	\$17,962
Other Revenue	-	-
Total Revenue	\$93,937	\$17,962

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$165,950	\$173,346
Municipal Operating Contributions	\$40,000	\$40,000
Other Operating Contributions	-	\$22,685
Total Operating Revenues and Funding	\$299,887	\$253,993

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	\$11,080	\$8,571
Total Capital Funding	\$26,080	\$23,571

OPERATING STATISTICS

Dedicated Service	2019	2020
Revenue Vehicle Kilometres	108,235	60,758
Total Vehicle Kilometres	108,235	60,758
Revenue Vehicle Hours	4,680	3,013
Total Vehicle Hours	4,680	3,013

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	1	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	2	-
Other	1	-
Total	4	5

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$21.27	2020-04-01	CUPE Local 4523
Reservation Clerks	-		
Dispatchers	\$21.27	2020-04-01	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	2019	2020
R/C Ratio	31.3 %	7.1 %
Net Operating Cost / Capita	\$3.96	\$4.53
Total Expense / Passenger	\$37.54	\$76.57
Total Expense / Eligible Passenger	\$40.35	\$81.91
Transportation Expense / Passenger		
Dedicated Service	\$35.18	\$70.75
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$60.05	\$77.89
Operating		
Registrants / Capita	0.0114	0.0041
Passengers / Capita	0.1534	0.0637
Passengers / Registrants	13.49	15.36
Passengers / Revenue Hour (Dedicated Service)	1.71	1.10
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	13.55	18.32
Average Speed (Dedicated Service)	23.13	20.17

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	6,725		
Non-Ambulatory	4,299	Attendants	0
Other	0	Companions	0
Total	11,025	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: 2020-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.00	\$2.25	-	-	\$95.00	
Child	☒	-	-	-	-	-	0-12
Student	☐	\$3.00	\$1.80	-	-	-	13-18
Senior	☐	\$3.00	\$1.70	-	-	-	
Attendant	☐	\$3.00	-	-	-	-	
Companion	☐	\$3.00	-	-	-	-	

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	2019	2020
Ambulatory	197,053	94,860
Non-Ambulatory	101,511	48,866
Total	298,564	143,726
Attendants	34,845	13,376
Companions	-	-
Other	-	-
Total	34,845	13,376

Non-Dedicated Service

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

Total Eligible Passenger Trips **298,564** **143,726**

Total Support Person Trips **34,845** **13,376**

Total Trips **333,409** **157,102**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	95,541	43,118
Reservation	178,666	89,110
On-Demand/Day-of	24,357	11,498
Total Trips Requested	341,320	149,296
Cancelled in Advance	19,154	16,237
Cancelled Late	17,040	9,082
No-Shows	6,562	3,271
Cancelled at Door	-	-

OPERATING EXPENSES

	2019	2020
Administration	\$143,560	\$34,100
Transportation Operations		
Internal Dedicated Service	\$1,179,636	\$1,238,499
Contract Dedicated Service	\$7,870,212	\$7,418,080
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$9,193,409	\$8,690,679

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$570,652	\$265,596
Other Revenue	-	-
Total Revenue	\$570,652	\$265,596

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$3,104,557	\$522,183
Municipal Operating Contributions	\$5,518,200	\$7,902,900
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$9,193,409	\$8,690,679

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	2019	2020
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	-	-
Revenue Vehicle Hours	147,100	129,885
Total Vehicle Hours	147,100	129,885

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	\$30.09	2020-04-01	
Dispatchers	\$31.13	2020-04-01	
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	2019	2020
R/C Ratio	6.2 %	3.1 %
Net Operating Cost / Capita	\$22.84	\$22.32
Total Expense / Passenger	\$27.57	\$55.32
Total Expense / Eligible Passenger	\$30.79	\$60.47
Transportation Expense / Passenger		
Dedicated Service	\$27.14	\$55.10
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$61.52	\$66.65

Operating

Registrants / Capita	0.0283	0.0292
Passengers / Capita	0.8832	0.4162
Passengers / Registrants	31.19	14.25
Passengers / Revenue Hour (Dedicated Service)	2.27	1.21
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

Machin, ON

Municipality of Machin

Contact Tammy Rob
 Title Clerk Treasurer
 Telephone 807-227-2633 x22
 Email clerktreasurer@visitmachin.com

Population Served: 1,008
 Service Area (km²): 273.0
 Main Community Served: Vermilion Bay, Minnitaki, Eagle River
 Other Communities Served:

ACTIVE REGISTRANTS

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

Other:

Advanced Booking Notice (days): 0

Minimum Notice for Reservation (hours): 0

Booking Method: Phone

REMARKS

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	1,188	-
Non-Ambulatory	-	-
Total	1,188	-
Attendants	1,188	-
Companions	-	-
Other	-	-
Total	1,188	-
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	1,188	-
Total Support Person Trips	1,188	-
Total Trips	2,376	-

Total Eligible Passenger Trips by Booking Type

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

OPERATING EXPENSES

	2019	2020
Administration	\$600	\$8,110
Transportation Operations		
Internal Dedicated Service	\$19,777	-
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$13,578	\$13,596
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$33,955	\$21,706

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$8,528	\$1,632
Other Revenue	-	\$20,074
Total Revenue	\$8,528	\$21,706

Federal Operating Contributions	-	\$14,146
Provincial Operating Contributions	\$17,823	-
Municipal Operating Contributions	\$16,132	\$5,928
Other Operating Contributions	-	\$20,074
Total Operating Revenues and Funding	\$42,483	\$61,854

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	2019	2020
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	2019	2020
R/C Ratio	25.1 %	100.0 %
Net Operating Cost / Capita	\$25.23	-
Total Expense / Passenger	\$14.29	-
Total Expense / Eligible Passenger	\$28.58	-
Transportation Expense / Passenger		
Dedicated Service	\$14.04	-
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0427	-
Passengers / Capita	2.3571	-
Passengers / Registrants	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
Title	Executive Director	Service Area (km²):	2,293.7
Telephone	16134735255	Main Community Served:	Central Hastings
Email	sallyg@chsninc.ca	Other Communities Served:	Madoc, Marmora, Tweed, Stirling

ACTIVE REGISTRANTS

Ambulatory	397		
Non-Ambulatory	4	Attendants	0
Other	0	Companions	100
Total	401	Total	100

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 decides eligibility. Cash rides are also provided if not approved by a worker or for anyone who does not have a service provider to pay.

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 47c/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

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	-	-
Non-Ambulatory	8	8
Total	8	8
Attendants	-	-
Companions	4	8
Other	-	-
Total	4	-
Non-Dedicated Service		
Ambulatory	17,730	12,766
Non-Ambulatory	-	-
Total	17,730	12,766
Attendants	-	-
Companions	4,432	92
Other	-	-
Total	4,432	-
Total Eligible Passenger Trips	17,738	12,774
Total Support Person Trips	4,436	-
Total Trips	22,174	12,774

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	17,322	12,137
On-Demand/Day-of	416	637
Total Trips Requested	17,984	14,051
Cancelled in Advance	52	1,069
Cancelled Late	78	104
No-Shows	52	52
Cancelled at Door	52	52

OPERATING EXPENSES

	2019	2020
Administration	\$90,764	\$81,203
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$383,321	\$271,215
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$15,952	\$19,801
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$490,037	\$372,219

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	-	-
Other Revenue	\$443,852	\$310,902
Total Revenue	\$443,852	\$310,902

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	-	-
Other Operating Contributions	\$70,295	\$62,914
Total Operating Revenues and Funding	\$514,147	\$373,816

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	2019	2020
Revenue Vehicle Kilometres	168	288
Total Vehicle Kilometres	168	-
Revenue Vehicle Hours	12	8
Total Vehicle Hours	(3)	-
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	815,577	137,664
Total Vehicle Hours	271,859	2,294

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	\$15.00	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	2019	2020
R/C Ratio	90.6 %	83.5 %
Net Operating Cost / Capita	\$2.13	\$2.82
Total Expense / Passenger	\$22.10	\$29.14
Total Expense / Eligible Passenger	\$27.63	\$29.14
Transportation Expense / Passenger		
Dedicated Service	\$1,329.33	\$2,475.13
Non-Dedicated Service	\$17.30	\$21.25
Transportation Expense / Hour (Dedicated Service)	(\$5,317)	-
Operating		
Registrants / Capita	0.0231	0.0231
Passengers / Capita	1.0204	0.5878
Passengers / Registrants	44.26	25.50
Passengers / Revenue Hour (Dedicated Service)	1.00	1.00
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	14.00	36.00
Average Speed (Dedicated Service)	14.00	36.00

Meaford, ON

Meaford Specialized Transit Service

Contact: Bradey Carbert
 Title: Manager, Assets & Technology Services
 Telephone: 519-538-1060 x1307
 Email: bcarbert@meaford.ca

Population Served: 11,000
 Service Area (km²): 588.6
 Main Community Served: Meaford
 Other Communities Served: Leith, Bognor, Annan

ACTIVE REGISTRANTS

Ambulatory	69		
Non-Ambulatory	9	Attendants	27
Other	0	Companions	26
Total	78	Total	53

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description	Method of Determination
Meaford Moves+ accepts users with both permanent and temporary disabilities. To qualify for Meaford Moves+, applicants must either:	☒ Internal Assessment
	☐ External Contract
	☒ Committee
Have a healthcare professional sign off on the application, or; Provide proof of eligibility through documents such as an Accessible Parking Permit, proof of ODSP, etc. Disabilities include those identified in the Ontario Human Rights Code, including but not limited to physical, sensory, cognitive and mental health disabilities. Qualification is not based on your income or age.	☒ Paper Application
	☒ Healthcare Professional
	☐ Other

Scooters and electric wheelchairs (depending on their size, weight and type) are permitted on the transit bus. Please get your devices verified by the transit operator ahead of time to make sure they can fit securely.

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: 2017-04-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.00	-	-	-	-	4-99
Child	☒	-	-	-	-	-	0-3
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☐	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other: 8 Dollars for out of town trips

SERVICE HOURS / SCHEDULING

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

Other:

Advanced Booking Notice (days): 14

Minimum Notice for Reservation (hours): 8

Booking Method: Telephone Bookings are received by Contracted Service Provider

REMARKS

Due to COVID-19, service was suspended between March 17th and September 1st 2020.

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	2,012	1,020
Non-Ambulatory	303	115
Total	2,315	1,135
Attendants	-	27
Companions	-	26
Other	-	-
Total	-	53
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	2,315	1,135
Total Support Person Trips	-	53
Total Trips	2,315	1,188

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	284
Reservation	-	851
On-Demand/Day-of	-	-
Total Trips Requested	2,315	1,188
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2019	2020
Administration	\$12,853	\$15,975
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$45,082	\$51,147
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$8,544	\$5,763
Fuel and Energy Consumption	\$7,500	\$8,200
Total Operating Expenses	\$73,979	\$81,085

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$6,310	\$3,020
Other Revenue	-	-
Total Revenue	\$6,310	\$3,020

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	\$615
Municipal Operating Contributions	\$67,669	\$77,450
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$73,979	\$81,085

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	2019	2020
Revenue Vehicle Kilometres	20,698	15,777
Total Vehicle Kilometres	20,698	15,777
Revenue Vehicle Hours	830	576
Total Vehicle Hours	1,268	1,449
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	2019	2020
R/C Ratio	8.5 %	3.7 %
Net Operating Cost / Capita	\$6.15	\$7.10
Total Expense / Passenger	\$31.96	\$68.25
Total Expense / Eligible Passenger	\$31.96	\$71.44
Transportation Expense / Passenger		
Dedicated Service	\$26.40	\$54.81
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$48.21	\$44.93

Operating

Registrants / Capita	0.0133	0.0119
Passengers / Capita	0.2105	0.1080
Passengers / Registrants	15.86	9.07
Passengers / Revenue Hour (Dedicated Service)	2.79	2.06
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	8.94	13.28
Average Speed (Dedicated Service)	24.94	27.39

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	424		
Non-Ambulatory	184	Attendants	21
Other	0	Companions	10
Total	608	Total	32

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 disabilities. Applicant requires completed medical assessment form 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): 1

NON-DEDICATED SERVICE

Operated By:	☐ Taxi
	☐ Rideshare Service
	☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date:

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.50	\$1.50	-	-	-	18 to 64
Child	☐	-	-	-	-	-	6 and under
Student	☐	\$2.25	\$1.25	-	-	-	6 to 18
Senior	☐	\$2.25	\$1.25	-	-	-	65+
Attendant	☐	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

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	
Thursday	06:30 to 17:30	Holiday	

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

Visitor rider must call and do short over the phone application
Visitor rider must be staying at a town of Midland address

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	9,166	7,520
Non-Ambulatory	3,056	2,778
Total	12,222	10,298
Attendants	135	115
Companions	30	25
Other	-	-
Total	165	140
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	12,222	10,298
Total Support Person Trips	165	140
Total Trips	12,387	10,438

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	3,667	3,090
Reservation	3,667	3,088
On-Demand/Day-of	4,888	4,120
Total Trips Requested	13,016	10,680
Cancelled in Advance	555	455
Cancelled Late	158	120
No-Shows	55	20
Cancelled at Door	26	10

OPERATING EXPENSES

	2019	2020
Administration	\$10,624	\$7,082
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$298,191	\$227,809
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$11,780	\$10,758
Fuel and Energy Consumption	\$25,713	\$16,971
Total Operating Expenses	\$346,308	\$262,620

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$11,854	\$6,717
Other Revenue	-	-
Total Revenue	\$11,854	\$6,717

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$40,400	\$40,400
Municipal Operating Contributions	\$294,054	\$215,503
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$346,308	\$262,620

CAPITAL EXPENSES

Vehicle Purchase	\$48,624	\$156,854
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$48,624	\$156,854

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	\$70,584
Provincial Capital Contributions	\$48,624	\$47,056
Municipal Capital Contributions	-	\$39,214
Other Capital Contributions	-	-
Total Capital Funding	\$48,624	\$156,854

OPERATING STATISTICS

Dedicated Service	2019	2020
Revenue Vehicle Kilometres	95,727	65,530
Total Vehicle Kilometres	106,363	72,811
Revenue Vehicle Hours	7,059	4,833
Total Vehicle Hours	7,843	5,370
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	2	-	-	-
Vans	2	-	-	-
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	4	-		

Vehicle Ownership: Town of Midland 4

Vehicle Maintenance: Town of Midland

INDICATORS

Financial	2019	2020
R/C Ratio	3.4 %	2.6 %
Net Operating Cost / Capita	\$19.67	\$15.05
Total Expense / Passenger	\$27.96	\$25.16
Total Expense / Eligible Passenger	\$28.33	\$25.50
Transportation Expense / Passenger		
Dedicated Service	\$27.10	\$24.48
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$42.80	\$47.59
Operating		
Registrants / Capita	0.0343	0.0376
Passengers / Capita	0.7286	0.6140
Passengers / Registrants	21.25	16.31
Passengers / Revenue Hour (Dedicated Service)	1.75	2.16
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	7.73	6.28
Average Speed (Dedicated Service)	13.56	13.56

Milton, ON

Milton access+

Contact Tony D'Alessandro
 Title Director, Transit Services
 Telephone 905-878-7252 x2548
 Email tony.dalessandro@milton.ca

Population Served: 126,355
 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
 Eligibility based on ability to consistently use conventional transit services because of 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): 1

NON-DEDICATED SERVICE

Operated By:

☒	Taxi
☐	Rideshare Service
☐	Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2020-09-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$4.00	\$3.20	-	-	\$85.00	20-64
Child	☒	-	-	-	-	-	0-12
Student	☐	-	-	-	-	-	
Senior	☐	\$4.00	\$2.20	-	-	\$54.00	65+
Attendant	☐	-	-	-	-	-	
Companion	☐	\$4.00	-	-	-	-	

Other:

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	
Thursday	05:20 to 22:11	Holiday	

Other:

Advanced Booking Notice (days): 7

Minimum Notice for Reservation (hours): 1

Booking Method: Telephone into a centralized reservationist

REMARKS

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	11,301
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	25,659	-
Non-Ambulatory	4,938	-
Total	30,597	-
Attendants	7,672	-
Companions	292	-
Other	-	-
Total	7,964	-
Total Eligible Passenger Trips	30,597	11,301
Total Support Person Trips	7,964	-
Total Trips	38,561	11,301

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

	2019	2020
Administration	\$30,207	\$30,811
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	-	\$454,694
Contract Non-Dedicated Service	\$502,324	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$532,531	\$485,505

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$57,630	\$6,280
Other Revenue	-	-
Total Revenue	\$57,630	\$6,280

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$474,901	\$479,225
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$523,531	\$485,505

CAPITAL EXPENSES

Vehicle Purchase	\$619,001	\$267,851
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$619,001	\$267,851

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	\$619,001	\$267,851
Other Capital Contributions	-	-
Total Capital Funding	\$619,001	\$267,851

OPERATING STATISTICS

Dedicated Service	2019	2020
Revenue Vehicle Kilometres	-	88,783
Total Vehicle Kilometres	-	88,783
Revenue Vehicle Hours	-	6,992
Total Vehicle Hours	-	6,992
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	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	6	-		

Vehicle Ownership: Town of Milton, all

Vehicle Maintenance: Contractor - Diversified Transportation, all

INDICATORS

Financial	2019	2020
R/C Ratio	10.8 %	1.3 %
Net Operating Cost / Capita	\$3.95	\$3.79
Total Expense / Passenger	\$13.81	\$42.96
Total Expense / Eligible Passenger	\$17.40	\$42.96
Transportation Expense / Passenger		
Dedicated Service	-	\$40.23
Non-Dedicated Service	\$13.03	-
Transportation Expense / Hour (Dedicated Service)	-	\$65.03
Operating		
Registrants / Capita	0.0039	0.0037
Passengers / Capita	0.3207	0.0894
Passengers / Registrants	82.22	24.10
Passengers / Revenue Hour (Dedicated Service)	-	1.62
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	7.86
Average Speed (Dedicated Service)	-	12.70

New Tecumseth, ON

Town of New Tecumseth Community Transportation Program

Contact	Heather Brethet	Population Served:	41,429
Title	Administrative Clerk	Service Area (km²):	274.2
Telephone	905 729 0057 x1427	Main Community Served:	Alliston
Email	hbrethet@newtecumseth.ca	Other Communities Served:	Beeton, Tottenham & Rural

ACTIVE REGISTRANTS

Ambulatory	42		
Non-Ambulatory	0	Attendants	0
Other	0	Companions	0
Total	42	Total	0

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description

The program provides transportation for seniors and residents with special assistance mobility needs to attend medical appointments or procedures within the Town. In addition, once per week grocery shopping trips and banking institutions are also available to the nearest community to where the member resides.

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; members pays taxi driver the amount of the trip. Members must ensure that they obtain a receipt for the Taxi ride and provide receipts along with a completed reimbursement form to the Town of New Tecumseth for reimbursement.

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:	\$3 within community and \$5 outside community						

SERVICE HOURS / SCHEDULING

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

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

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	4,742	1,236
Non-Ambulatory	-	-
Total	4,742	1,236
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	4,742	1,236
Total Support Person Trips	-	-
Total Trips	4,742	1,236

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	1,236
Total Trips Requested	8,966	-
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2019	2020
Administration	-	-
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	\$60,687	\$33,918
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$60,687	\$33,918

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$15,262	\$20,817
Other Revenue	-	-
Total Revenue	\$15,262	\$20,817

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$120,000	\$13,101
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$120,000	\$33,918

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	2019	2020
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	2019	2020
R/C Ratio	25.2 %	61.4 %
Net Operating Cost / Capita	\$1.30	\$0.32
Total Expense / Passenger	\$12.80	\$27.44
Total Expense / Eligible Passenger	\$12.80	\$27.44
Transportation Expense / Passenger		
Dedicated Service	-	-
Non-Dedicated Service	\$12.80	\$27.44
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0102	0.0010
Passengers / Capita	0.1355	0.0298
Passengers / Registrants	13.25	29.43
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

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	575	Attendants	93
Non-Ambulatory	533	Companions	20
Other	0		
Total		1,108	Total 113

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
Anyone who is unable to use conventional Niagara Falls Transit service due to their disabilities can apply for specialized transit 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:

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	2019	2020
Ambulatory	16,375	17,853
Non-Ambulatory	834	6,058
Total	17,209	23,911
Attendants	2,869	1,464
Companions	513	193
Other	-	-
Total	3,382	1,657
Non-Dedicated Service		
Ambulatory	6,410	567
Non-Ambulatory	402	209
Total	6,812	776
Attendants	124	32
Companions	19	5
Other	-	-
Total	143	37
Total Eligible Passenger Trips	24,021	24,687
Total Support Person Trips	3,525	1,694
Total Trips	27,546	26,381

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	12,975	5,926
Reservation	9,810	5,050
On-Demand/Day-of	130	51
Total Trips Requested	22,785	11,027
Cancelled in Advance	5,810	4,227
Cancelled Late	494	209
No-Shows	455	197
Cancelled at Door	274	110

OPERATING EXPENSES

	2019	2020
Administration	\$19,435	\$17,116
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$613,943	\$441,008
Contract Non-Dedicated Service	\$20,409	\$10,135
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$218,190	\$248,628
Fuel and Energy Consumption	\$64,743	\$34,706
Total Operating Expenses	\$936,719	\$751,594

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$51,572	\$23,217
Other Revenue	-	-
Total Revenue	\$51,572	\$23,217

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	\$34,825
Municipal Operating Contributions	\$885,147	\$693,552
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$936,719	\$751,594

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	2019	2020
Revenue Vehicle Kilometres	95,463	24,728
Total Vehicle Kilometres	141,810	47,454
Revenue Vehicle Hours	16,304	5,146
Total Vehicle Hours	20,655	10,883
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	3,913	631
Total Vehicle Hours	833	136
Non-Accessible Service		
Total Vehicle Kilometres	1,955	1,706
Total Vehicle Hours	416	366

EMPLOYEE DATA

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

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	\$18.29	2019-01-01	
Reservation Clerks	\$18.29	2019-01-01	
Dispatchers	\$22.10	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	2019	2020
R/C Ratio	5.5 %	3.1 %
Net Operating Cost / Capita	\$10.05	\$8.27
Total Expense / Passenger	\$34.01	\$28.49
Total Expense / Eligible Passenger	\$39.00	\$30.44
Transportation Expense / Passenger		
Dedicated Service	\$43.56	\$28.33
Non-Dedicated Service	\$2.93	\$12.47
Transportation Expense / Hour (Dedicated Service)	\$43.42	\$66.56

Operating

Registrants / Capita	0.0144	0.0139
Passengers / Capita	0.3128	0.2995
Passengers / Registrants	21.71	21.61
Passengers / Revenue Hour (Dedicated Service)	1.26	4.97
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	4.64	0.97
Average Speed (Dedicated Service)	5.86	4.81

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: 481,727
 Service Area (km²): 1,854.0
 Main Community Served: Niagara Region
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	339		
Non-Ambulatory	305	Attendants	166
Other	38	Companions	159
Total	682	Total	325

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	☒	-	-	-	-	-	Under 12
Student	☐	\$5.00	-	-	-	\$130.00	13-17
Senior	☐	\$5.00	-	-	-	-	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	
Thursday	07:00 to 22:00	Holiday	

Other:

Advanced Booking Notice (days): 14

Minimum Notice for Reservation (hours): 24

Booking Method: Telephone and email

REMARKS

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	-	11,523
Non-Ambulatory	28,680	5,705
Total	28,680	17,228
Attendants	4,936	1,586
Companions	768	192
Other	-	-
Total	5,704	1,778
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	28,680	17,228
Total Support Person Trips	5,704	1,778
Total Trips	34,384	19,006

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	9,267
Reservation	28,680	7,732
On-Demand/Day-of	-	229
Total Trips Requested	37,083	22,641
Cancelled in Advance	7,088	4,484
Cancelled Late	231	129
No-Shows	421	248
Cancelled at Door	663	552

OPERATING EXPENSES

	2019	2020
Administration	\$2,326	\$294
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$1,986,442	\$1,294,641
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$1,988,768	\$1,294,935

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$120,670	\$65,801
Other Revenue	-	-
Total Revenue	\$120,670	\$65,801

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$122,000	-
Municipal Operating Contributions	\$1,746,097	\$1,229,134
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$1,988,768	\$1,294,935

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	2019	2020
Revenue Vehicle Kilometres	1,195,208	406,170
Total Vehicle Kilometres	370,658	695,842
Revenue Vehicle Hours	43,505	17,283
Total Vehicle Hours	6,387	26,938
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	3	3
Other	20	12
Total	23	15

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	\$45.00	2020-04-01	
Reservation Clerks	\$18.00	2020-04-01	
Dispatchers	\$14.00	2020-04-01	
Mechanics	\$63.00	2020-04-01	

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	1	-	4
Minivans	18	-	2	3
Vans	-	-	-	-
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	4	-	4	6
Total	22	1		

Vehicle Ownership: Contractor - All

Vehicle Maintenance: Contractor

INDICATORS

Financial	2019	2020
R/C Ratio	6.1 %	5.1 %
Net Operating Cost / Capita	\$4.17	\$2.55
Total Expense / Passenger	\$57.84	\$68.13
Total Expense / Eligible Passenger	\$69.34	\$75.16
Transportation Expense / Passenger		
Dedicated Service	\$57.77	\$68.12
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$311.01	\$48.06

Operating

Registrants / Capita	0.0031	0.0021
Passengers / Capita	0.0768	0.0395
Passengers / Registrants	24.56	18.87
Passengers / Revenue Hour (Dedicated Service)	0.79	1.10
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	34.76	21.37
Average Speed (Dedicated Service)	27.47	23.50

North Bay , ON

North Bay Para Bus

Contact Lucy Dubois
 Title Supervisor Para Bus
 Telephone 705-474-0626 x2289
 Email lucy.dubois@northbay.ca

Population Served: 47,084
 Service Area (km²): 53.0
 Main Community Served: North Bay
 Other Communities Served: None

ACTIVE REGISTRANTS

Ambulatory	251		
Non-Ambulatory	155	Attendants	79
Other	2	Companions	0
Total	408	Total	79

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

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

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

DEDICATED SERVICE

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

NON-DEDICATED SERVICE

Operated By: ☒ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

Taxi (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	2019	2020
Ambulatory	12,585	6,952
Non-Ambulatory	10,248	4,009
Total	22,833	10,961
Attendants	3,112	835
Companions	-	-
Other	-	-
Total	3,112	835
Non-Dedicated Service		
Ambulatory	2,338	996
Non-Ambulatory	1,018	277
Total	3,356	1,273
Attendants	270	133
Companions	-	-
Other	-	-
Total	270	133
Total Eligible Passenger Trips	26,189	12,234
Total Support Person Trips	3,382	968
Total Trips	29,571	13,202

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	12,286	5,592
Reservation	-	-
On-Demand/Day-of	13,579	6,620
Total Trips Requested	43,499	24,840
Cancelled in Advance	12,485	10,008
Cancelled Late	4,806	2,436
No-Shows	293	140
Cancelled at Door	50	39

OPERATING EXPENSES

	2019	2020
Administration	\$2,324	\$2,496
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$560,742	\$371,433
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	\$45,163	\$19,135
Vehicle and Facility Maintenance	\$129,365	\$110,103
Fuel and Energy Consumption	\$55,515	\$26,575
Total Operating Expenses	\$793,109	\$529,742

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$88,821	\$34,308
Other Revenue	-	-
Total Revenue	\$88,821	\$34,308
Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$704,288	\$495,434
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$793,109	\$529,742

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	2019	2020
Revenue Vehicle Kilometres	113,494	58,117
Total Vehicle Kilometres	131,070	67,385
Revenue Vehicle Hours	10,943	5,776
Total Vehicle Hours	10,943	5,776
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	1
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	1	-
General Administration	1	-
Other	-	-
Total	5	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	\$19.40	2019-10-01	
Reservation Clerks	-		
Dispatchers	-		
Mechanics	\$30.29	2020-01-01	2 - PSAC Local 00006

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	2019	2020
R/C Ratio	11.2 %	6.5 %
Net Operating Cost / Capita	\$14.96	\$10.52
Total Expense / Passenger	\$26.82	\$40.13
Total Expense / Eligible Passenger	\$30.28	\$43.30
Transportation Expense / Passenger		
Dedicated Service	\$28.74	\$43.07
Non-Dedicated Service	\$12.46	\$13.61
Transportation Expense / Hour (Dedicated Service)	\$68.14	\$87.97
Operating		
Registrants / Capita	0.0143	0.0103
Passengers / Capita	0.6280	0.2804
Passengers / Registrants	43.87	27.11
Passengers / Revenue Hour (Dedicated Service)	2.37	2.04
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	4.37	4.93
Average Speed (Dedicated Service)	10.37	10.06

ATS Allegiance Transportation Services

Contact Cheryl Fequet
Title Public Works Clerk
Telephone 613-258-9569 ext 133
Email cfequet@northtgrenville.on.ca

Population Served: 17,000
Service Area (km²): 352.2
Main Community Served: Kemplville
Other Communities Served:

ACTIVE REGISTRANTS				
Ambulatory	0	Attendants	3	
Non-Ambulatory	19	Companions	2	
Other	0			
Total	19	Total	5	

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

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: 2020-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$11.00	-	-	-	\$185.00	
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☐	-	-	-	-	-	
Companion	☐	-	-	-	-	-	
Other:							

SERVICE HOURS / SCHEDULING

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

Other: No service on holiday (some exceptions)

Advanced Booking Notice (days): 0

Minimum Notice for Reservation (hours): 0

Booking Method: phone or email

REMARKS

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	-	-
Non-Ambulatory	-	1,023
Total	-	1,023
Attendants	-	3
Companions	-	-
Other	-	-
Total	-	3
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	98
Total	-	98
Attendants	-	-
Companions	-	2
Other	-	-
Total	-	2
Total Eligible Passenger Trips	-	1,121
Total Support Person Trips	-	5
Total Trips	-	1,126

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	1,108
Reservation	-	-
On-Demand/Day-of	-	13
Total Trips Requested	-	1,121
Cancelled in Advance	-	188
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	8

OPERATING EXPENSES

	2019	2020
Administration	-	-
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	-	\$72,553
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	-	\$72,553

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	-	\$7,541
Other Revenue	-	-
Total Revenue	-	\$7,541

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	-	\$72,553
Other Operating Contributions	-	-
Total Operating Revenues and Funding	-	\$72,553

CAPITAL EXPENSES

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

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	\$11,438
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	\$11,438

OPERATING STATISTICS

Dedicated Service	2019	2020
Revenue Vehicle Kilometres	-	4,900
Total Vehicle Kilometres	-	7,900
Revenue Vehicle Hours	-	453
Total Vehicle Hours	-	653
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	-	1
Mechanics	-	-
General Administration	-	1
Other	-	-
Total	-	5

UNION AFFILIATION & TOP WAGES

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

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

VEHICLE DATA

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

Vehicle Ownership: ATS(Private) - 3

Vehicle Maintenance: ATS(Private)

INDICATORS

Financial	2019	2020
R/C Ratio	0.0 %	10.4 %
Net Operating Cost / Capita	-	\$3.82
Total Expense / Passenger	-	\$64.43
Total Expense / Eligible Passenger	-	\$64.72
Transportation Expense / Passenger		
Dedicated Service	-	\$70.71
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	\$111.11
Operating		
Registrants / Capita	-	0.0014
Passengers / Capita	-	0.0662
Passengers / Registrants	-	46.92
Passengers / Revenue Hour (Dedicated Service)	-	2.26
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	4.78
Average Speed (Dedicated Service)	-	10.82

North Perth, ON

VON Perth Huron

Contact	Jennifer O'Grady	Population Served:	13,130
Title	Program Coordinator	Service Area (km²):	493.1
Telephone	519-291-5898	Main Community Served:	North Perth
Email	Jennifer.OGrady@von.ca	Other Communities Served:	

ACTIVE REGISTRANTS

Ambulatory	135		
Non-Ambulatory	41	Attendants	27
Other	0	Companions	0
Total	176	Total	27

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	☐	\$5.00	-	-	-	-	

Other: In-town one-way rates shown above; trips within North Perth \$10.00 one-way; \$.80/km for out-of-town travel plus wait time of \$15/hour; Adult Day Program transportation rate of \$11/day regardless of distance or mode of transport; Charter rates of \$40/hour driving/loading time and \$25/hour waiting time; Volunteer trips based upon an out-of-town mileage reimbursement rate of \$.40/km

SERVICE HOURS / SCHEDULING

Monday	08:00 to 17:00	Friday	08:00 to 17:00
Tuesday	08:00 to 17:00	Saturday	
Wednesday	08:00 to 17:00	Sunday	09:00 to 12:00
Thursday	08:00 to 17:00	Holiday	

Other: evenings, weekends, and holidays 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 services provided by VON Volunteers Drivers; VON Perth-Huron is part of EasyRide, an integrated transportation system for Perth and Huron counties with bookings taken by a centralized EasyRide office in Stratford and web-based scheduling software Trapeze Novus utilized by all of the agencies involved; Due to COVID -19 pandemic, trip volume and passenger data greatly reduced in 2020 - since March only trips for essential needs (medical, groceries, banking etc) are being accommodated by agency vehicles and paid drivers, clients are transported on a one-to-one basis, no social trips or group bookings currently accepted, and the volunteer transportation program is not operating; Cancellation trip data is very high due to the large volume of subscription trip bookings and COVID cancellations. These are estimated to the best of our ability during these unprecedented times of service delivery.

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	5,851	1,780
Non-Ambulatory	1,252	297
Total	7,103	2,077
Attendants	610	165
Companions	-	-
Other	-	-
Total	610	165
Non-Dedicated Service		
Ambulatory	1,265	366
Non-Ambulatory	-	-
Total	1,265	366
Attendants	35	27
Companions	-	-
Other	-	-
Total	35	27
Total Eligible Passenger Trips	8,368	2,443
Total Support Person Trips	645	192
Total Trips	9,013	2,635

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	5,858	1,539
Reservation	2,426	880
On-Demand/Day-of	84	24
Total Trips Requested	10,605	7,662
Cancelled in Advance	1,757	5,149
Cancelled Late	-	-
No-Shows	5	-
Cancelled at Door	475	70

OPERATING EXPENSES

	2019	2020
Administration	\$29,658	\$13,648
Transportation Operations		
Internal Dedicated Service	\$75,944	\$66,386
Contract Dedicated Service	\$182	\$70
Contract Non-Dedicated Service	\$24,667	\$5,242
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$12,225	\$11,047
Fuel and Energy Consumption	\$8,973	\$2,927
Total Operating Expenses	\$151,650	\$99,320

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$92,940	\$30,363
Other Revenue	-	\$1,300
Total Revenue	\$92,940	\$31,663

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$58,710	\$67,657
Municipal Operating Contributions	\$13,846	-
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$151,650	\$99,320

CAPITAL EXPENSES

Vehicle Purchase	-	\$93,823
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	\$93,823

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	\$93,823
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	\$93,823

OPERATING STATISTICS

Dedicated Service	2019	2020
Revenue Vehicle Kilometres	45,084	25,930
Total Vehicle Kilometres	45,084	25,930
Revenue Vehicle Hours	2,770	1,610
Total Vehicle Hours	2,770	1,610
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	65,035	15,352
Total Vehicle Hours	1,680	457

EMPLOYEE DATA

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

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$14.25	2020-10-01	
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	-	3	8
Low-floor	-	-	-	-
Other	-	-	-	-
Total	2	-		

Vehicle Ownership: VON Perth Huron - non-profit organization

Vehicle Maintenance: VON Perth Huron - non-profit organization

INDICATORS

Financial	2019	2020
R/C Ratio	61.3 %	31.9 %
Net Operating Cost / Capita	\$4.47	\$5.15
Total Expense / Passenger	\$16.83	\$37.69
Total Expense / Eligible Passenger	\$18.12	\$40.65
Transportation Expense / Passenger		
Dedicated Service	\$12.62	\$35.87
Non-Dedicated Service	\$18.97	\$13.34
Transportation Expense / Hour (Dedicated Service)	\$35.14	\$49.96
Operating		
Registrants / Capita	0.0270	0.0155
Passengers / Capita	0.6864	0.2007
Passengers / Registrants	25.46	12.98
Passengers / Revenue Hour (Dedicated Service)	2.78	1.39
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	5.85	11.57
Average Speed (Dedicated Service)	16.28	16.11

Oakville, ON

Oakville Transit

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

Population Served: 214,200
 Service Area (km²): 103.5
 Main Community Served: Town of Oakville
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	2,593		
Non-Ambulatory	876	Attendants	0
Other	0	Companions	0
Total	3,469	Total	0

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	\$3.16	-	-	\$131.60	20 to 64 years
Child	☒	-	-	-	-	-	Children 0-5 years of age ride for free when accompanied by a fare paying adult.
Student	☐	\$4.00	\$1.96	-	-	\$67.24	Child 6-12 years
Senior	☒	\$4.00	\$2.00	-	-	\$63.05	65 years and over - free on Mondays
Attendant	☒	-	-	-	-	-	When accompanying someone with a disability who has an identified medical requirement for support.
Companion	☐	\$4.00	-	-	-	-	Person accompanying approved applicant.

Other: Low income customers maybe eligible for a subsidized pass (Split program) through Halton Region.

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

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	49,547	29,790
Non-Ambulatory	15,107	6,580
Total	64,654	36,370
Attendants	6,242	3,131
Companions	4,925	2,184
Other	-	-
Total	11,167	5,315
Non-Dedicated Service		
Ambulatory	59,849	18,651
Non-Ambulatory	2,630	752
Total	62,479	19,403
Attendants	4,618	1,280
Companions	3,154	791
Other	-	-
Total	7,772	2,071
Total Eligible Passenger Trips	127,133	55,773
Total Support Person Trips	18,939	7,386
Total Trips	146,072	63,159

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	36,869	16,174
Reservation	71,194	31,233
On-Demand/Day-of	19,070	8,366
Total Trips Requested	146,072	63,159
Cancelled in Advance	7,240	3,930
Cancelled Late	-	-
No-Shows	2,386	1,235
Cancelled at Door	-	-

OPERATING EXPENSES

	2019	2020
Administration	\$583,747	\$593,185
Transportation Operations		
Internal Dedicated Service	\$2,012,402	\$1,663,511
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$1,175,873	\$260,290
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$322,264	\$231,367
Fuel and Energy Consumption	\$143,494	\$118,316
Total Operating Expenses	\$4,237,780	\$2,866,669

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$328,508	\$123,624
Other Revenue	-	-
Total Revenue	\$328,508	\$123,624

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$354,400	\$366,082
Municipal Operating Contributions	\$3,554,872	\$2,376,963
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$4,237,780	\$2,866,669

CAPITAL EXPENSES

Vehicle Purchase	\$3,976,329	\$16,000
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$3,976,329	\$16,000

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	\$31,882	\$16,960
Provincial Capital Contributions	\$699,102	\$32,127
Municipal Capital Contributions	-	-
Other Capital Contributions	\$269,770	\$60,144
Total Capital Funding	\$1,000,754	\$109,231

OPERATING STATISTICS

Dedicated Service	2019	2020
Revenue Vehicle Kilometres	747,448	478,909
Total Vehicle Kilometres	747,448	478,909
Revenue Vehicle Hours	38,663	33,175
Total Vehicle Hours	39,504	33,175
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	17	-
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	4	4
Mechanics	-	-
General Administration	-	-
Other	1	-
Total	22	4

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$32.60	2020-02-01	
Reservation Clerks	\$35.99	2020-02-16	
Dispatchers	-		
Mechanics	\$39.10	2020-02-01	

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	21	-	5	5
Low-floor	-	-	-	-
Other	-	-	-	-
Total	21	-		

Vehicle Ownership: Municipal Transit System

Vehicle Maintenance: Municipal Transit System

INDICATORS

Financial	2019	2020
R/C Ratio	7.8 %	4.3 %
Net Operating Cost / Capita	\$18.53	\$12.81
Total Expense / Passenger	\$29.01	\$45.39
Total Expense / Eligible Passenger	\$33.33	\$51.40
Transportation Expense / Passenger		
Dedicated Service	\$32.68	\$48.30
Non-Dedicated Service	\$16.74	\$12.12
Transportation Expense / Hour (Dedicated Service)	\$62.73	\$60.68

Operating

Registrants / Capita	0.0230	0.0162
Passengers / Capita	0.6923	0.2949
Passengers / Registrants	30.07	18.21
Passengers / Revenue Hour (Dedicated Service)	1.96	1.26
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	9.86	11.49
Average Speed (Dedicated Service)	19.33	14.44

Orillia, ON

Orillia Wheelchair Limousine Service

Contact: Jeff Hunter
 Title: Manager, Construction and Transit
 Telephone: 705-325-2213
 Email: jhunter@orillia.ca

Population Served: 33,367
 Service Area (km²): 28.8
 Main Community Served: Orillia
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	0		
Non-Ambulatory	784	Attendants	201
Other	0	Companions	0
Total	784	Total	201

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		\$2.60	-	-	-	\$60.50	
Child	☐	\$2.60	-	-	-	\$60.50	
Student	☐	\$2.60	-	-	-	\$60.50	
Senior	☐	\$2.60	-	-	-	\$60.50	
Attendant	☐	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	06:15 to 22:45	Friday	06:15 to 22:45
Tuesday	06:15 to 22:45	Saturday	08:45 to 20:15
Wednesday	06:15 to 22:45	Sunday	08:45 to 16:45
Thursday	06:15 to 22:45	Holiday	

Other:

Advanced Booking Notice (days): 30

Minimum Notice for Reservation (hours): 24

Booking Method: phone

REMARKS

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	-	-
Non-Ambulatory	6,663	5,197
Total	6,663	5,197
Attendants	360	287
Companions	-	-
Other	-	-
Total	360	287
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	6,663	5,197
Total Support Person Trips	360	287
Total Trips	7,023	5,484

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	5,147	4,292
Reservation	1,652	-
On-Demand/Day-of	-	1,233
Total Trips Requested	-	-
Cancelled in Advance	499	546
Cancelled Late	-	-
No-Shows	176	141
Cancelled at Door	-	-

OPERATING EXPENSES

	2019	2020
Administration	-	-
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$332,813	\$341,324
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$332,813	\$341,324

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$14,350	\$7,788
Other Revenue	\$500	\$500
Total Revenue	\$14,850	\$8,288

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$317,963	\$333,036
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$332,813	\$341,324

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	2019	2020
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	-	-
Revenue Vehicle Hours	5,144	-
Total Vehicle Hours	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	2019	2020
R/C Ratio	4.5 %	2.4 %
Net Operating Cost / Capita	\$10.20	\$9.98
Total Expense / Passenger	\$47.39	\$62.24
Total Expense / Eligible Passenger	\$49.95	\$65.68
Transportation Expense / Passenger		
Dedicated Service	\$47.39	\$62.24
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$64.70	-
Operating		
Registrants / Capita	0.0299	0.0295
Passengers / Capita	0.2253	0.1644
Passengers / Registrants	7.54	5.57
Passengers / Revenue Hour (Dedicated Service)	1.37	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

OC Transpo

Contact Derek Washnuk
 Title Program Manager, Service Strategy
 Telephone 613-842-3636 x52392
 Email derek.washnuk@ottawa.ca

Population Served: 924,740
 Service Area (km²): 2,778.0
 Main Community Served: Ottawa
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	11,241		
Non-Ambulatory	3,407	Attendants	1,347
Other	0	Companions	2,061
Total	14,648	Total	3,408

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: 2019-10-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.60	-	-	-	\$119.50	
Child	☐	\$1.85	-	-	-	-	6-12
Student	☒	-	-	-	-	-	5 and under
Senior	☐	\$2.70	-	-	-	\$45.50	65+
Attendant	☒	-	-	-	-	-	
Companion	☐	\$3.60	-	-	-	-	

Other: 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: Can vary depending on event.

Advanced Booking Notice (days): 1

Minimum Notice for Reservation (hours): 0

Booking Method: By Telephone. Online booking has been implemented as a pilot Project starting February 21st, 2020.

REMARKS

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	206,999	123,462
Non-Ambulatory	114,904	56,628
Total	321,903	180,090
Attendants	25,991	18,199
Companions	21,008	9,713
Other	-	-
Total	46,999	27,912
Non-Dedicated Service		
Ambulatory	460,331	173,872
Non-Ambulatory	106,009	36,234
Total	566,340	210,106
Attendants	29,276	8,809
Companions	26,433	7,377
Other	12,806	4,724
Total	68,515	20,910
Total Eligible Passenger Trips	888,243	390,196
Total Support Person Trips	115,514	48,822
Total Trips	1,003,757	439,018

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	490,097	173,493
Reservation	382,741	192,665
On-Demand/Day-of	22,410	23,232
Total Trips Requested	1,133,476	501,090
Cancelled in Advance	63,682	31,400
Cancelled Late	116,999	59,394
No-Shows	29,779	12,900
Cancelled at Door	39,969	17,318

OPERATING EXPENSES

	2019	2020
Administration	\$3,897,640	\$3,927,654
Transportation Operations		
Internal Dedicated Service	\$11,811,650	\$11,680,303
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$16,565,589	\$6,762,332
Contract Taxi Scrip	\$293,546	\$146,268
Vehicle and Facility Maintenance	\$2,975,408	\$1,944,261
Fuel and Energy Consumption	\$1,067,581	\$952,088
Total Operating Expenses	\$36,611,414	\$25,412,906

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$2,269,401	\$1,484,756
Other Revenue	\$18,082	-
Total Revenue	\$2,287,483	\$1,484,765
Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$34,323,931	\$23,928,150
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$36,611,414	\$25,412,906

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	\$53,055	\$485,573
Total Capital Expenses	\$53,055	\$485,573

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	\$53,055	\$485,473
Other Capital Contributions	-	-
Total Capital Funding	\$53,055	\$485,473

OPERATING STATISTICS

Dedicated Service	2019	2020
Revenue Vehicle Kilometres	2,274,198	2,511,031
Total Vehicle Kilometres	2,735,773	2,791,877
Revenue Vehicle Hours	175,464	158,942
Total Vehicle Hours	175,464	158,942
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	8,093,252	2,337,504
Total Vehicle Hours	401,135	157,747
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	144	5
Reservation Clerks	11	1
Dispatchers	4	-
Other Transport Operations	14	-
Mechanics	7	-
General Administration	3	-
Other	7	-
Total	190	6

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$29.50	2020-01-01	ATU 279 Para
Reservation Clerks	\$35.40	2019-01-01	ATU1760
Dispatchers	\$36.60	2019-04-01	ATU Local 279
Mechanics	\$38.51	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	81	-	5	14
Low-floor	-	-	-	-
Other	-	-	-	-
Total	81	-		

Vehicle Ownership: OC Transpo

Vehicle Maintenance: OC Transpo

INDICATORS

Financial	2019	2020
R/C Ratio	6.3 %	5.8 %
Net Operating Cost / Capita	\$34.62	\$25.88
Total Expense / Passenger	\$36.47	\$57.89
Total Expense / Eligible Passenger	\$41.22	\$65.13
Transportation Expense / Passenger		
Dedicated Service	\$42.98	\$70.08
Non-Dedicated Service	\$26.56	\$29.91
Transportation Expense / Hour (Dedicated Service)	\$90.36	\$91.71
Operating		
Registrants / Capita	0.0103	0.0195
Passengers / Capita	1.0124	0.4747
Passengers / Registrants	98.11	24.31
Passengers / Revenue Hour (Dedicated Service)	2.10	1.31
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	6.16	12.07
Average Speed (Dedicated Service)	12.96	15.80

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	79		
Non-Ambulatory	93	Attendants	0
Other	0	Companions	88
Total	172	Total	88

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description

There are three categories of eligibility for which the applicant can apply for; those being:

? Unconditional - A person with a disability that prevents them from using the accessible conventional transportation services

? Temporary - A person with a temporary disability that prevents them from using the accessible conventional transportation services

? Conditional - A person with a disability where environmental or physical barriers limit their abilities to consistently use conventional transportation services such as persons with a visual disability, persons who use canes, crutches, walkers etc. as winter conditions (October 15th to April 30th) such as ice and snow prevents the safe usage of the mobility equipment, or persons with disabilities that may have periods when their condition worsens.

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	☒	-	-	-	-	-	0-5
Student	☐	\$2.50	-	-	-	\$30.00	Student Card
Senior	☐	\$3.00	-	-	-	\$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	
Thursday	06:30 to 18:30	Holiday	

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	2019	2020
Ambulatory	-	2,583
Non-Ambulatory	-	947
Total	7,784	3,530
Attendants	-	289
Companions	-	-
Other	-	-
Total	-	289
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	7,784	3,530
Total Support Person Trips	-	289
Total Trips	7,784	3,819

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	-	3,530
Cancelled in Advance	-	377
Cancelled Late	-	-
No-Shows	-	28
Cancelled at Door	-	-

OPERATING EXPENSES

	2019	2020
Administration	-	-
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$232,572	\$238,166
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	\$8,756
Total Operating Expenses	\$232,572	\$246,922

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$8,931	\$3,654
Other Revenue	-	-
Total Revenue	\$8,931	\$3,654

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$255,220	\$243,268
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$264,151	\$246,922

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	2019	2020
Revenue Vehicle Kilometres	3,428	21,363
Total Vehicle Kilometres	3,583	23,971
Revenue Vehicle Hours	-	3,012
Total Vehicle Hours	-	3,428
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	-	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	-
Other	-	-
Total	2	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	\$19.77	2020-09-01	
Reservation Clerks	-		
Dispatchers	\$18.27	2020-09-01	
Mechanics	\$24.83	2020-09-01	

VEHICLE DATA

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

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

Vehicle Maintenance: First Student Canada

INDICATORS

Financial	2019	2020
R/C Ratio	3.8 %	1.5 %
Net Operating Cost / Capita	\$10.15	\$11.04
Total Expense / Passenger	\$29.88	\$64.66
Total Expense / Eligible Passenger	\$29.88	\$69.95
Transportation Expense / Passenger		
Dedicated Service	\$29.88	\$64.66
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	\$72.03
Operating		
Registrants / Capita	0.0048	0.0118
Passengers / Capita	0.3533	0.1734
Passengers / Registrants	73.43	14.69
Passengers / Revenue Hour (Dedicated Service)	-	1.27
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	0.44	5.59
Average Speed (Dedicated Service)	-	7.09

Parry Sound, ON

WPSCSS - 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	linda@css-west.on.ca	Other Communities Served:	Archipelago, Carling, Magnetawan, McDougall, Mckellar Seguin, Whitestone

ACTIVE REGISTRANTS

Ambulatory	0		
Non-Ambulatory	256	Attendants	8
Other	0	Companions	5
Total	256	Total	13

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	

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	2019	2020
Ambulatory	-	-
Non-Ambulatory	4,207	2,529
Total	4,207	2,529
Attendants	-	256
Companions	-	-
Other	-	-
Total	-	256
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	4,207	2,529
Total Support Person Trips	-	256
Total Trips	4,207	2,785

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	4,207	2,529
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	4,207	-
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2019	2020
Administration	\$803	\$1,004
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$123,118	\$115,307
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	\$2,142
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$123,921	\$118,453

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$16,152	\$37,788
Other Revenue	-	-
Total Revenue	\$16,152	\$37,788

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$41,480	\$41,149
Municipal Operating Contributions	\$803	\$3,146
Other Operating Contributions	\$65,486	\$36,370
Total Operating Revenues and Funding	\$123,921	\$118,453

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	2019	2020
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	3	1	4	-
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	13	1		

Vehicle Ownership: CSS

Vehicle Maintenance: CSS

INDICATORS

Financial	2019	2020
R/C Ratio	13.0 %	31.9 %
Net Operating Cost / Capita	\$17.05	\$12.76
Total Expense / Passenger	\$29.46	\$42.53
Total Expense / Eligible Passenger	\$29.46	\$46.84
Transportation Expense / Passenger		
Dedicated Service	\$29.27	\$42.17
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	-	0.0426
Passengers / Capita	0.6656	0.4406
Passengers / Registrants	-	10.35
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 416-569-1667
 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	4,146		
Non-Ambulatory	1,669	Attendants	1,076
Other	126	Companions	844
Total	5,941	Total	1,920

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	2019	2020
Ambulatory	160,288	98,204
Non-Ambulatory	129,487	63,717
Total	289,775	161,921
Attendants	34,208	14,317
Companions	30,917	13,259
Other	19,553	5,624
Total	84,678	33,200
Non-Dedicated Service		
Ambulatory	249,582	87,293
Non-Ambulatory	35,006	9,651
Total	284,588	96,944
Attendants	19,197	4,753
Companions	19,210	5,449
Other	26,460	12,448
Total	64,867	22,650
Total Eligible Passenger Trips	574,363	258,865
Total Support Person Trips	149,545	55,850
Total Trips	723,908	314,715

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	305,986	115,777
Reservation	371,909	180,866
On-Demand/Day-of	-	-
Total Trips Requested	757,447	446,440
Cancelled in Advance	87,920	45,096
Cancelled Late	10,346	4,204
No-Shows	8,921	3,860
Cancelled at Door	6,868	3,124

OPERATING EXPENSES

	2019	2020
Administration	\$3,862,487	\$3,804,429
Transportation Operations		
Internal Dedicated Service	\$8,086,402	\$8,446,178
Contract Dedicated Service	\$6,017,786	\$2,283,584
Contract Non-Dedicated Service	\$7,653,031	\$3,374,223
Contract Taxi Scrip	\$190,375	\$130,280
Vehicle and Facility Maintenance	\$2,172,552	\$2,154,890
Fuel and Energy Consumption	\$344,835	\$311,244
Total Operating Expenses	\$28,327,468	\$20,504,828

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$2,457,092	\$999,222
Other Revenue	\$68,132	\$42,689
Total Revenue	\$2,525,224	\$1,041,911

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$774,606	\$339,460
Municipal Operating Contributions	\$25,027,638	\$19,123,370
Other Operating Contributions	-	\$87
Total Operating Revenues and Funding	\$28,327,468	\$20,504,828

CAPITAL EXPENSES

Vehicle Purchase	\$1,056,279	\$1,965,168
Debt Servicing	-	-
Other	\$103,662	\$548,823
Total Capital Expenses	\$1,159,941	\$2,513,991

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	\$397,285	\$2,111,245
Provincial Capital Contributions	\$8,534	\$894
Municipal Capital Contributions	\$754,121	\$401,852
Other Capital Contributions	-	-
Total Capital Funding	\$1,159,941	\$2,513,991

OPERATING STATISTICS

Dedicated Service	2019	2020
Revenue Vehicle Kilometres	3,776,828	2,308,118
Total Vehicle Kilometres	4,262,872	2,709,379
Revenue Vehicle Hours	178,503	118,076
Total Vehicle Hours	194,757	139,802
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	1,382,948	340,180
Total Vehicle Hours	62,052	18,348
Non-Accessible Service		
Total Vehicle Kilometres	2,854,782	967,176
Total Vehicle Hours	73,975	26,979

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	44	25
Reservation Clerks	-	-
Dispatchers	10	-
Other Transport Operations	2	-
Mechanics	2	-
General Administration	14	-
Other	8	5
Total	80	30

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$28.24	2020-04-01	CUPE 966
Reservation Clerks	-		
Dispatchers	\$44.84	2020-04-01	
Mechanics	\$34.84	2020-04-01	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	-	267	-	4
Minivans	51	168	1	3
Vans	33	1	2	4
Small Buses	69	-	4	4
Low-floor	-	-	-	-
Other	-	-	-	-
Total	153	436		

Vehicle Ownership: TransHelp, contractor

Vehicle Maintenance: TransHelp, Contract Services

INDICATORS

Financial	2019	2020
R/C Ratio	8.9 %	5.1 %
Net Operating Cost / Capita	\$18.67	\$14.09
Total Expense / Passenger	\$39.13	\$65.15
Total Expense / Eligible Passenger	\$49.32	\$79.21
Transportation Expense / Passenger		
Dedicated Service	\$44.39	\$67.63
Non-Dedicated Service	\$22.44	\$29.30
Transportation Expense / Hour (Dedicated Service)	\$85.35	\$94.39
Operating		
Registrants / Capita	0.0076	0.0057
Passengers / Capita	0.5239	0.2278
Passengers / Registrants	68.91	40.04
Passengers / Revenue Hour (Dedicated Service)	2.10	1.65
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	10.09	11.83
Average Speed (Dedicated Service)	21.16	19.55

Pembroke, ON

Pembroke Handi-Bus

Contact	Dan Callaghan	Population Served:	25,000
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	203		
Non-Ambulatory	112	Attendants	0
Other	0	Companions	0
Total	315	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	
Wednesday	07:00 to 17:00	Sunday	
Thursday	07:00 to 17:00	Holiday	

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	2019	2020
Ambulatory	6,247	2,708
Non-Ambulatory	1,936	501
Total	8,183	3,209
Attendants	960	261
Companions	-	-
Other	-	-
Total	960	261
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	8,183	3,209
Total Support Person Trips	960	261
Total Trips	9,143	3,470

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	9,283	3,402
Cancelled in Advance	203	173
Cancelled Late	-	-
No-Shows	41	40
Cancelled at Door	-	-

OPERATING EXPENSES

	2019	2020
Administration	\$88,832	\$84,646
Transportation Operations		
Internal Dedicated Service	\$103,760	\$72,195
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$51,877	\$30,017
Fuel and Energy Consumption	\$17,767	\$9,062
Total Operating Expenses	\$262,236	\$195,920

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$58,432	\$21,880
Other Revenue	-	-
Total Revenue	\$58,432	\$21,880

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$120,000	\$120,000
Municipal Operating Contributions	\$37,500	\$37,500
Other Operating Contributions	\$42,490	\$19,916
Total Operating Revenues and Funding	\$258,423	\$199,297

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	2019	2020
Revenue Vehicle Kilometres	57,709	35,776
Total Vehicle Kilometres	57,709	35,776
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	1
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	1	-
Other	-	-
Total	2	1

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	2019	2020
R/C Ratio	22.3 %	11.2 %
Net Operating Cost / Capita	\$8.22	\$6.96
Total Expense / Passenger	\$28.68	\$56.46
Total Expense / Eligible Passenger	\$32.05	\$61.05
Transportation Expense / Passenger		
Dedicated Service	\$18.97	\$32.07
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0169	0.0126
Passengers / Capita	0.3687	0.1388
Passengers / Registrants	21.77	11.02
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	6.31	10.31
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 dmrayment@knollcrestlodge.com

Population Served: 12,000
 Service Area (km²): 171.0
 Main Community Served: Perth East
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	407		
Non-Ambulatory	22	Attendants	54
Other	0	Companions	0
Total	429	Total	54

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
 Cognitive, 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): 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	
Wednesday	08:30 to 16:00	Sunday	
Thursday	08:30 to 16:00	Holiday	

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	2019	2020
Ambulatory	9,627	2,153
Non-Ambulatory	897	160
Total	10,524	2,313
Attendants	1,244	268
Companions	-	-
Other	-	-
Total	1,244	268
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	10,524	2,313
Total Support Person Trips	1,244	268
Total Trips	11,768	2,581

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	2,507	555
Reservation	5,417	1,318
On-Demand/Day-of	2,600	440
Total Trips Requested	11,166	2,641
Cancelled in Advance	1,735	562
Cancelled Late	-	-
No-Shows	21	2
Cancelled at Door	-	-

OPERATING EXPENSES

	2019	2020
Administration	\$5,897	\$5,897
Transportation Operations		
Internal Dedicated Service	\$100,986	\$78,272
Contract Dedicated Service	\$1,054	\$1,529
Contract Non-Dedicated Service	\$708	\$148
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$23,814	\$16,820
Fuel and Energy Consumption	\$25,482	\$6,243
Total Operating Expenses	\$157,941	\$108,909

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$71,465	\$15,584
Other Revenue	-	-
Total Revenue	\$71,465	\$15,584

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$60,447	\$66,447
Municipal Operating Contributions	\$7,500	\$7,500
Other Operating Contributions	\$18,529	\$19,378
Total Operating Revenues and Funding	\$157,941	\$108,909

CAPITAL EXPENSES

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

CAPITAL FUNDING CONTRIBUTIONS

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

OPERATING STATISTICS

Dedicated Service	2019	2020
Revenue Vehicle Kilometres	102,837	28,383
Total Vehicle Kilometres	104,139	28,742
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	\$17.86	2020-09-01	
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

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

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	-	1	-	-
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	2019	2020
R/C Ratio	45.3 %	14.3 %
Net Operating Cost / Capita	\$7.21	\$7.78
Total Expense / Passenger	\$13.42	\$42.20
Total Expense / Eligible Passenger	\$15.01	\$47.09
Transportation Expense / Passenger		
Dedicated Service	\$12.86	\$39.85
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0835	0.0403
Passengers / Capita	0.9807	0.2151
Passengers / Registrants	11.74	5.34
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	8.74	11.00
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	660		
Non-Ambulatory	613	Attendants	257
Other	0	Companions	0
Total	1,273	Total	257

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	\$2.20	-	-	\$60.00	
Child	☐	\$2.50	\$2.20	-	-	\$40.00	2-12
Student	☐	\$2.50	\$2.20	-	-	\$55.00	High School Only
Senior	☐	\$2.50	-	-	-	\$40.00	65+
Attendant	☐	\$2.50	-	-	-	\$60.00	
Companion	☐	-	-	-	-	-	Free with pass
Other:	Veterans and CNIB are free						

SERVICE HOURS / SCHEDULING

Monday	06:00 to 23:50	Friday	06:00 to 23:50
Tuesday	06:00 to 23:50	Saturday	06:00 to 23:50
Wednesday	06:00 to 23:50	Sunday	08:00 to 19:55
Thursday	06:00 to 23:50	Holiday	08:00 to 19:55

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	2019	2020
Ambulatory	23,633	12,797
Non-Ambulatory	11,606	4,417
Total	35,239	17,214
Attendants	5,771	2,495
Companions	369	273
Other	-	-
Total	6,140	2,768
Non-Dedicated Service		
Ambulatory	-	3,558
Non-Ambulatory	-	-
Total	-	3,558
Attendants	-	-
Companions	-	23
Other	-	-
Total	-	23
Total Eligible Passenger Trips	35,239	20,772
Total Support Person Trips	6,140	2,791
Total Trips	41,379	23,563

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	14,964	6,150
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	40,545	20,772
Cancelled in Advance	3,928	2,075
Cancelled Late	183	-
No-Shows	1,197	578
Cancelled at Door	-	-

OPERATING EXPENSES

	2019	2020
Administration	\$838,338	\$809,471
Transportation Operations		
Internal Dedicated Service	\$385,741	\$401,170
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	\$473	\$237
Vehicle and Facility Maintenance	-	\$145,888
Fuel and Energy Consumption	\$134,547	\$99,495
Total Operating Expenses	\$1,359,099	\$1,456,261

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$155,204	\$51,930
Other Revenue	-	-
Total Revenue	\$155,204	\$51,930

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$195,070	\$195,070
Municipal Operating Contributions	\$1,008,825	\$1,209,261
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$1,359,099	\$1,456,261

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	2019	2020
Revenue Vehicle Kilometres	231,674	163,700
Total Vehicle Kilometres	272,557	192,588
Revenue Vehicle Hours	17,580	11,647
Total Vehicle Hours	20,682	13,702
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	1
Reservation Clerks	1	2
Dispatchers	-	1
Other Transport Operations	-	-
Mechanics	1	-
General Administration	-	1
Other	1	-
Total	11	5

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$29.82	2020-07-01	ATU 3120
Reservation Clerks	\$31.14	2020-01-01	CUPE 126
Dispatchers	-		
Mechanics	\$33.16	2020-12-31	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	2019	2020
R/C Ratio	11.4 %	3.6 %
Net Operating Cost / Capita	\$14.86	\$17.33
Total Expense / Passenger	\$32.85	\$61.80
Total Expense / Eligible Passenger	\$38.57	\$70.11
Transportation Expense / Passenger		
Dedicated Service	\$12.57	\$32.36
Non-Dedicated Service	-	\$0.07
Transportation Expense / Hour (Dedicated Service)	\$25.16	\$47.19

Operating

Registrants / Capita	0.0171	0.0189
Passengers / Capita	0.5107	0.2908
Passengers / Registrants	29.92	15.40
Passengers / Revenue Hour (Dedicated Service)	2.35	1.72
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	5.60	8.19
Average Speed (Dedicated Service)	13.18	14.06

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	9		
Non-Ambulatory	20	Attendants	25
Other	0	Companions	5
Total	29	Total	30

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description

Service is available for individuals over the age of 18 living with physical challenges and/or 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:

SERVICE HOURS / SCHEDULING

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

Other: 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	2019	2020
Ambulatory	1,330	456
Non-Ambulatory	1,024	896
Total	2,354	1,352
Attendants	155	72
Companions	25	10
Other	-	-
Total	180	82
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	2,354	1,352
Total Support Person Trips	180	82
Total Trips	2,534	1,434

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	2,000	663
Reservation	306	188
On-Demand/Day-of	48	45
Total Trips Requested	2,844	2,120
Cancelled in Advance	300	1,220
Cancelled Late	162	2
No-Shows	2	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2019	2020
Administration	\$10,374	\$8,172
Transportation Operations		
Internal Dedicated Service	\$91,559	\$89,681
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$5,205	\$6,760
Fuel and Energy Consumption	\$13,614	\$5,899
Total Operating Expenses	\$120,752	\$110,512

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$20,829	\$10,286
Other Revenue	\$1,070	\$1,650
Total Revenue	\$21,899	\$11,936

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$65,221	\$66,221
Municipal Operating Contributions	\$33,600	\$32,239
Other Operating Contributions	\$32	\$116
Total Operating Revenues and Funding	\$120,752	\$110,512

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	2019	2020
Revenue Vehicle Kilometres	42,545	22,082
Total Vehicle Kilometres	79,677	40,893
Revenue Vehicle Hours	2,494	835
Total Vehicle Hours	4,494	1,513
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	79,677	-
Total Vehicle Hours	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	2019	2020
R/C Ratio	18.1 %	10.8 %
Net Operating Cost / Capita	\$1.22	\$1.22
Total Expense / Passenger	\$47.65	\$77.07
Total Expense / Eligible Passenger	\$51.30	\$81.74
Transportation Expense / Passenger		
Dedicated Service	\$43.56	\$71.37
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$24.56	\$67.64
Operating		
Registrants / Capita	0.0019	0.0007
Passengers / Capita	0.0313	0.0177
Passengers / Registrants	16.04	24.31
Passengers / Revenue Hour (Dedicated Service)	1.02	1.72
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	16.79	15.40
Average Speed (Dedicated Service)	17.06	26.45

Port Hope, ON

ROLLS Service

Contact	Dave Beckett	Population Served:	12,350
Title	Transportation Manager	Service Area (km²):	13.1
Telephone	905-885-2414 x4103	Main Community Served:	Port Hope
Email	dbeckett@porthope.ca	Other Communities Served:	Cobourg

ACTIVE REGISTRANTS

Ambulatory	178		
Non-Ambulatory	102	Attendants	25
Other	0	Companions	20
Total	280	Total	45

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: 2021-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.50	-	-	-	\$60.00	
Child	☐	-	-	-	-	-	
Student	☐	\$2.00	-	-	-	\$30.00	
Senior	☐	\$2.00	-	-	-	\$30.00	
Attendant	☒	-	-	-	-	-	
Companion	☒	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	07:00 to 20:00	Friday	07:00 to 20:00
Tuesday	07:00 to 20:00	Saturday	09:00 to 16:00
Wednesday	07:00 to 20:00	Sunday	
Thursday	07:00 to 20:00	Holiday	

Other:

Advanced Booking Notice (days): 90

Minimum Notice for Reservation (hours): 24

Booking Method: Phone in

REMARKS

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	1,313	2,299
Non-Ambulatory	4,271	953
Total	5,584	3,252
Attendants	-	75
Companions	727	466
Other	-	-
Total	727	541
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	5,584	3,252
Total Support Person Trips	727	541
Total Trips	6,311	3,793

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	500
Reservation	5,584	2,702
On-Demand/Day-of	-	50
Total Trips Requested	6,194	3,509
Cancelled in Advance	400	209
Cancelled Late	82	-
No-Shows	75	50
Cancelled at Door	25	-

OPERATING EXPENSES

	2019	2020
Administration	\$180	-
Transportation Operations		
Internal Dedicated Service	\$110,554	\$95,906
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$652	\$712
Fuel and Energy Consumption	\$8,216	\$4,514
Total Operating Expenses	\$119,602	\$101,132

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$4,484	\$2,708
Other Revenue	-	-
Total Revenue	\$4,484	\$2,708

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	\$16,500
Municipal Operating Contributions	\$115,118	\$84,632
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$119,602	\$101,132

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	2019	2020
Revenue Vehicle Kilometres	48,070	33,955
Total Vehicle Kilometres	48,070	33,955
Revenue Vehicle Hours	3,662	3,739
Total Vehicle Hours	3,662	3,739
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	2	-
Reservation Clerks	-	-
Dispatchers	1	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	-
Other	-	-
Total	3	-

UNION AFFILIATION & TOP WAGES

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

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

VEHICLE DATA

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

Vehicle Ownership: Municipality

Vehicle Maintenance: Municipality

INDICATORS

Financial	2019	2020
R/C Ratio	3.8 %	2.7 %
Net Operating Cost / Capita	\$9.32	\$7.97
Total Expense / Passenger	\$18.95	\$26.66
Total Expense / Eligible Passenger	\$21.42	\$31.10
Transportation Expense / Passenger		
Dedicated Service	\$18.92	\$26.66
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$32.61	\$27.05

Operating

Registrants / Capita	0.0191	0.0263
Passengers / Capita	0.5110	0.3071
Passengers / Registrants	26.74	11.67
Passengers / Revenue Hour (Dedicated Service)	1.72	1.01
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	7.62	8.95
Average Speed (Dedicated Service)	13.13	9.08

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	189		
Non-Ambulatory	82	Attendants	82
Other	0	Companions	0
Total	271	Total	82

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
people with disabilities or seniors 60+

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	\$5.00	\$5.00	\$5.00	-	
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	\$5.00	\$5.00	\$5.00	\$5.00	-	
Attendant	☒	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other: Zonal Fares: \$5 OW Picton to Picton, Wellington to Wellington, etc

SERVICE HOURS / SCHEDULING

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

Other:

Advanced Booking Notice (days): 0

Minimum Notice for Reservation (hours): 24

Booking Method: Called in, fax or email

REMARKS

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	8,897	3,567
Non-Ambulatory	3,427	1,570
Total	12,324	5,137
Attendants	400	339
Companions	20	-
Other	-	-
Total	420	339
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	12,324	5,137
Total Support Person Trips	420	339
Total Trips	12,744	5,476

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	6,071	2,251
Reservation	5,713	2,886
On-Demand/Day-of	120	-
Total Trips Requested	14,000	5,961
Cancelled in Advance	555	455
Cancelled Late	910	309
No-Shows	48	20
Cancelled at Door	148	40

OPERATING EXPENSES

	2019	2020
Administration	\$111,325	\$79,869
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$126,181	\$156,666
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$237,506	\$236,535

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$78,439	\$36,893
Other Revenue	-	-
Total Revenue	\$78,439	\$36,893

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$118,007	\$82,220
Municipal Operating Contributions	\$36,060	\$112,422
Other Operating Contributions	\$5,000	\$5,000
Total Operating Revenues and Funding	\$237,506	\$236,535

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	2019	2020
Revenue Vehicle Kilometres	101,871	89,710
Total Vehicle Kilometres	146,104	108,594
Revenue Vehicle Hours	2,037	2,103
Total Vehicle Hours	4,655	2,783
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	2019	2020
R/C Ratio	33.0 %	15.6 %
Net Operating Cost / Capita	\$6.24	\$7.83
Total Expense / Passenger	\$18.64	\$43.19
Total Expense / Eligible Passenger	\$19.27	\$46.05
Transportation Expense / Passenger		
Dedicated Service	\$9.90	\$28.61
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$27.11	\$56.29
Operating		
Registrants / Capita	0.0579	0.0138
Passengers / Capita	0.5000	0.2148
Passengers / Registrants	8.63	15.51
Passengers / Revenue Hour (Dedicated Service)	6.26	2.60
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	7.99	16.38
Average Speed (Dedicated Service)	50.01	42.66

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	759		
Non-Ambulatory	330	Attendants	329
Other	0	Companions	0
Total	1,089	Total	329

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
People with disability, 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	\$40.00	
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	☐	-	-	-	-	-	
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	
Thursday	05:15 to 20:00	Holiday	

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	2019	2020
Ambulatory	29,591	14,567
Non-Ambulatory	8,333	2,666
Total	37,924	17,233
Attendants	1,505	1,915
Companions	-	-
Other	-	-
Total	1,505	1,915
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	37,924	17,233
Total Support Person Trips	1,505	1,915
Total Trips	39,429	19,148

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	14,592	4,186
Reservation	22,574	12,873
On-Demand/Day-of	758	174
Total Trips Requested	44,253	19,123
Cancelled in Advance	2,272	1,253
Cancelled Late	3,129	1,487
No-Shows	246	120
Cancelled at Door	402	119

OPERATING EXPENSES

	2019	2020
Administration	\$286,030	\$296,227
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$562,041	\$416,144
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$102,591	\$100,529
Fuel and Energy Consumption	\$121,614	\$69,492
Total Operating Expenses	\$1,072,276	\$882,392

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$186,055	\$91,603
Other Revenue	-	-
Total Revenue	\$186,055	\$91,603

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$210,000	\$319,838
Municipal Operating Contributions	\$562,300	\$470,952
Other Operating Contributions	\$113,921	-
Total Operating Revenues and Funding	\$1,072,276	\$882,393

CAPITAL EXPENSES

Vehicle Purchase	\$249,629	\$159,591
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$249,629	\$159,591

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	\$224,629	\$149,591
Other Capital Contributions	\$25,000	\$10,000
Total Capital Funding	\$249,629	\$159,591

OPERATING STATISTICS

Dedicated Service	2019	2020
Revenue Vehicle Kilometres	406,479	344,758
Total Vehicle Kilometres	443,812	395,862
Revenue Vehicle Hours	9,522	13,380
Total Vehicle Hours	16,362	15,554
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	15	9
Reservation Clerks	2	-
Dispatchers	2	-
Other Transport Operations	1	-
Mechanics	-	-
General Administration	4	-
Other	-	-
Total	24	9

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	\$18.84	2020-01-01	
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	2019	2020
R/C Ratio	17.4 %	10.4 %
Net Operating Cost / Capita	\$16.41	\$14.64
Total Expense / Passenger	\$27.20	\$46.08
Total Expense / Eligible Passenger	\$28.27	\$51.20
Transportation Expense / Passenger		
Dedicated Service	\$19.94	\$30.61
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$48.05	\$37.69

Operating

Registrants / Capita	0.0682	0.0263
Passengers / Capita	0.7300	0.3545
Passengers / Registrants	10.71	13.50
Passengers / Revenue Hour (Dedicated Service)	4.14	1.43
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	10.31	18.00
Average Speed (Dedicated Service)	42.69	25.77

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 person living with any form of disability which creates transportation barriers in their lives

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: 2021-01-01

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

Other:

SERVICE HOURS / SCHEDULING

Monday	07:00 to 16:30	Friday	07:00 to 22:00
Tuesday	07:00 to 16:30	Saturday	07:00 to 22:00
Wednesday	07:00 to 16:30	Sunday	09:00 to 22:00
Thursday	07:00 to 16:30	Holiday	

Other: Dialysis & other medical appointments - on demand as required

Advanced Booking Notice (days): 90

Minimum Notice for Reservation (hours): 0

Booking Method: By telephone, fax, in person, LTC Facilities Online
Booking Agents

REMARKS

1. number of registrants based on estimates due to lack of automated tracking capabilities
2. Operating statistics: revenue vehicle hours and km vs deadhead ratio has been estimated to be 65% vs 35%
3. Service Area Population and Size from Statistics Canada Census 2016
4. Trips Requested Section: all items not tracked appear a 0
5. revenue vehicles for dedicated service: stretcher vehicle is dedicated to stretcher service only
6. Support persons registration not tracked

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	31,609	17,007
Non-Ambulatory	8,373	5,418
Total	39,982	22,425
Attendants	3,774	1,743
Companions	-	-
Other	-	-
Total	3,774	1,743
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	39,982	22,425
Total Support Person Trips	3,774	1,743
Total Trips	43,756	24,168

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	23,989	14,576
Reservation	7,996	5,606
On-Demand/Day-of	7,997	2,243
Total Trips Requested	39,982	22,425
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2019	2020
Administration	\$141,964	\$157,109
Transportation Operations		
Internal Dedicated Service	\$725,023	\$690,912
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$79,529	\$69,536
Fuel and Energy Consumption	\$97,374	\$65,693
Total Operating Expenses	\$1,043,890	\$983,250

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$667,077	\$475,864
Other Revenue	\$37,196	\$21,218
Total Revenue	\$704,273	\$497,082

Federal Operating Contributions	-	\$173,523
Provincial Operating Contributions	\$161,621	\$242,204
Municipal Operating Contributions	\$37,608	\$37,608
Other Operating Contributions	\$140,388	\$32,833
Total Operating Revenues and Funding	\$1,043,890	\$983,250

CAPITAL EXPENSES

Vehicle Purchase	\$73,923	\$50,719
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$73,923	\$50,719

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	\$73,923	\$50,719
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	\$73,923	\$50,719

OPERATING STATISTICS

Dedicated Service	2019	2020
Revenue Vehicle Kilometres	408,503	461,195
Total Vehicle Kilometres	627,766	709,531
Revenue Vehicle Hours	15,023	11,239
Total Vehicle Hours	23,113	17,291
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	15
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	1	-
General Administration	2	1
Other	-	-
Total	5	16

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 (15)

Vehicle Maintenance: Non-profit organization

INDICATORS

Financial	2019	2020
R/C Ratio	67.5 %	50.6 %
Net Operating Cost / Capita	\$12.46	\$17.84
Total Expense / Passenger	\$23.86	\$40.68
Total Expense / Eligible Passenger	\$26.11	\$43.85
Transportation Expense / Passenger		
Dedicated Service	\$20.61	\$34.18
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$39.02	\$47.78
Operating		
Registrants / Capita	0.0275	0.0275
Passengers / Capita	1.6060	0.8870
Passengers / Registrants	58.34	32.22
Passengers / Revenue Hour (Dedicated Service)	2.91	2.15
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	9.34	19.08
Average Speed (Dedicated Service)	27.19	41.04

Sarnia, ON

Samia Care A Van

Contact	Michelle Carter	Population Served:	74,779
Title	Transit Manager	Service Area (km²):	167.3
Telephone	519-336-3271	Main Community Served:	City of Sarnia
Email	michelle.carter@sarnia.ca	Other Communities Served:	Village of Point Edward

ACTIVE REGISTRANTS

Ambulatory	249		
Non-Ambulatory	180	Attendants	50
Other	0	Companions	0
Total	429	Total	50

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: 2020-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.00	\$2.35	-	-	\$75.00	
Child	☒	\$3.00	\$2.35	-	-	-	
Student	☐	\$3.00	\$2.35	-	-	\$159.00	
Senior	☐	\$3.00	\$2.35	-	-	\$60.00	
Attendant	☐	-	-	-	-	-	
Companion	☐	\$3.00	\$2.35	-	-	\$75.00	

Other:

SERVICE HOURS / SCHEDULING

Monday	06:30 to 22:30	Friday	06:30 to 22:30
Tuesday	06:30 to 22:30	Saturday	08:00 to 22:30
Wednesday	06:30 to 22:30	Sunday	09:00 to 18:30
Thursday	06:30 to 22:30	Holiday	to

Other:

Advanced Booking Notice (days): 30

Minimum Notice for Reservation (hours): 2

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 \$150, Point Edward contract revenue \$22,316, Point Edward Ridership 280, Point Edward registrants 5.

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	17,059	6,906
Non-Ambulatory	9,662	3,162
Total	26,721	10,068
Attendants	1,097	391
Companions	-	-
Other	-	-
Total	1,097	391
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	26,721	10,068
Total Support Person Trips	1,097	391
Total Trips	27,818	10,459

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	17,130	3,320
Reservation	7,346	-
On-Demand/Day-of	-	-
Total Trips Requested	35,118	21,579
Cancelled in Advance	3,579	1,192
Cancelled Late	941	8,973
No-Shows	577	205
Cancelled at Door	437	127

OPERATING EXPENSES

	2019	2020
Administration	\$620,190	\$136,833
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$191,543	\$63,503
Fuel and Energy Consumption	\$113,866	\$33,100
Total Operating Expenses	\$925,599	\$233,436

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$85,457	\$27,013
Other Revenue	\$51,021	\$25,217
Total Revenue	\$136,478	\$52,230

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$116,921	\$80,860
Municipal Operating Contributions	\$808,678	\$100,346
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$925,599	\$233,436

CAPITAL EXPENSES

Vehicle Purchase	-	\$162,182
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	\$162,182

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	\$702,258
Other Capital Contributions	-	-
Total Capital Funding	-	\$702,258

OPERATING STATISTICS

Dedicated Service	2019	2020
Revenue Vehicle Kilometres	195,941	112,406
Total Vehicle Kilometres	195,941	112,406
Revenue Vehicle Hours	12,740	6,832
Total Vehicle Hours	12,740	7,870
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	-	-
General Administration	-	-
Other	-	-
Total	3	-

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$28.09	2020-01-01	Unifor L127
Reservation Clerks	-		
Dispatchers	\$36.73	2020-01-01	CUPE 3690
Mechanics	\$32.73	2020-01-01	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	2	-	3	6
Low-floor	2	-	4	6
Other	2	-	4	6
Total	6	-		

Vehicle Ownership: Municipal Transit System - City of Sarnia

Vehicle Maintenance: Municipal Transit System - City of Sarnia

INDICATORS

Financial	2019	2020
R/C Ratio	14.7 %	22.4 %
Net Operating Cost / Capita	\$10.55	\$2.42
Total Expense / Passenger	\$33.27	\$22.32
Total Expense / Eligible Passenger	\$34.64	\$23.19
Transportation Expense / Passenger		
Dedicated Service	\$10.98	\$9.24
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$23.97	\$12.27
Operating		
Registrants / Capita	0.0062	0.0064
Passengers / Capita	0.3720	0.1399
Passengers / Registrants	60.21	21.84
Passengers / Revenue Hour (Dedicated Service)	2.18	1.53
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	7.04	10.75
Average Speed (Dedicated Service)	15.38	16.45

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	250		
Non-Ambulatory	243	Attendants	0
Other	0	Companions	0
Total	493	Total	0

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
 Use of a mobility device, receiving hemodialysis treatment or unable to walk 175 meters.

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: 2020-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.95	-	-	-	\$68.50	
Child	☒	-	-	-	-	-	12 and under when riding with an Adult
Student	☐	-	-	-	-	-	
Senior	☐	\$2.95	-	-	-	\$58.25	60 and over
Attendant	☐	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	06:00 to 00:00	Friday	06:00 to 00:00
Tuesday	06:00 to 00:00	Saturday	06:15 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	2019	2020
Ambulatory	10,545	6,313
Non-Ambulatory	18,889	10,709
Total	29,434	17,022
Attendants	2,194	537
Companions	-	-
Other	-	-
Total	2,194	537
Non-Dedicated Service		
Ambulatory	12,088	6,222
Non-Ambulatory	2,106	694
Total	14,194	6,916
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	43,628	23,938
Total Support Person Trips	2,194	537
Total Trips	45,822	24,475

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	-	-
Cancelled in Advance	9,722	6,127
Cancelled Late	67	34
No-Shows	181	144
Cancelled at Door	-	-

OPERATING EXPENSES

	2019	2020
Administration	\$833,720	\$711,725
Transportation Operations		
Internal Dedicated Service	\$3,828	\$4,974
Contract Dedicated Service	\$250,590	\$137,989
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$77,489	\$79,779
Fuel and Energy Consumption	\$127,008	\$89,647
Total Operating Expenses	\$1,292,635	\$1,024,114

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$65,094	\$28,006
Other Revenue	-	-
Total Revenue	\$65,094	\$28,006

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$311,130	-
Municipal Operating Contributions	\$916,411	\$996,108
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$1,292,635	\$1,024,114

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	2019	2020
Revenue Vehicle Kilometres	257,692	161,813
Total Vehicle Kilometres	257,692	161,813
Revenue Vehicle Hours	17,797	14,008
Total Vehicle Hours	17,797	14,008
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	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	\$27.64	2020-02-01	ATU LOCAL 1767
Reservation Clerks	\$27.33	2020-02-01	CUPE LOCAL 67
Dispatchers	\$28.47	2020-02-01	CUPE LOCAL 67
Mechanics	\$30.72	2020-02-01	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	2019	2020
R/C Ratio	5.0 %	2.7 %
Net Operating Cost / Capita	\$17.56	\$14.25
Total Expense / Passenger	\$28.21	\$41.84
Total Expense / Eligible Passenger	\$29.63	\$42.78
Transportation Expense / Passenger		
Dedicated Service	\$14.51	\$17.79
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$25.79	\$22.30

Operating

Registrants / Capita	0.0077	0.0071
Passengers / Capita	0.6555	0.3501
Passengers / Registrants	85.65	49.65
Passengers / Revenue Hour (Dedicated Service)	1.78	1.25
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	8.15	9.22
Average Speed (Dedicated Service)	14.48	11.55

Schreiber, ON

Schreiber Terrace Bay Handitransit

Contact	Nathan Dias	Population Served:	2,690
Title	CAO/Clerk	Service Area (km²):	187.8
Telephone	807-824-2711 x225	Main Community Served:	Schreiber
Email	cao@schreiber.ca	Other Communities Served:	Terrace Bay

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): 0

NON-DEDICATED SERVICE

Operated By:	☐ Taxi	Delivery Model:
	☐ Rideshare Service	
	☐ Other	

FARE STRUCTURE

Effective Date: 2017-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.00	-	-	-	-	Medically necessary
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	\$3.00	-	-	-	-	over 55
Attendant	☒	-	-	-	-	-	
Companion	☐	\$5.00	-	-	-	-	

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	2019	2020
Ambulatory	2,839	933
Non-Ambulatory	537	301
Total	3,376	1,294
Attendants	-	-
Companions	213	-
Other	-	-
Total	213	-
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	3,376	1,294
Total Support Person Trips	213	-
Total Trips	3,589	1,294

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	3,376	1,294
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	3,589	1,294
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	9
Cancelled at Door	-	-

OPERATING EXPENSES

	2019	2020
Administration	\$1,509	\$1,771
Transportation Operations		
Internal Dedicated Service	\$61,935	\$35,814
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$6,448	\$2,775
Fuel and Energy Consumption	\$7,238	\$3,214
Total Operating Expenses	\$77,130	\$43,575

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$9,794	\$4,319
Other Revenue	-	-
Total Revenue	\$9,794	\$4,319

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$67,336	\$39,256
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$77,130	\$43,575

CAPITAL EXPENSES

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

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	\$22,472	\$23,100
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	\$22,472	\$23,100

OPERATING STATISTICS

Dedicated Service	2019	2020
Revenue Vehicle Kilometres	31,697	9,401
Total Vehicle Kilometres	39,222	15,571
Revenue Vehicle Hours	741	416
Total Vehicle Hours	871	533
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	\$18.47	2020-01-01	
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	2019	2020
R/C Ratio	12.7 %	9.9 %
Net Operating Cost / Capita	\$25.03	\$14.59
Total Expense / Passenger	\$21.49	\$33.67
Total Expense / Eligible Passenger	\$22.85	\$33.67
Transportation Expense / Passenger		
Dedicated Service	\$21.07	\$32.31
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$86.82	\$78.43

Operating

Registrants / Capita	-	-
Passengers / Capita	1.3342	0.4810
Passengers / Registrants	-	-
Passengers / Revenue Hour (Dedicated Service)	4.84	3.11
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	8.83	7.27
Average Speed (Dedicated Service)	42.78	22.60

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: County of Simcoe
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	70		
Non-Ambulatory	20	Attendants	6
Other	0	Companions	0
Total	90	Total	6

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description	Method of Determination
Accessible Transit ????LINX PLUS+ LINX conventional buses are equipped with features to make them fully accessible. If you are unable to use conventional public transit due to a physical disability or functional disability you may be eligible for travel on Linx PLUS+, the County of Simcoe's specialized transit service. LINX PLUS+ service currently operates within 400 metres of our existing routes; Route 1 (Penetanguishene to Barrie) Route 2 (Wasaga Beach to Barrie) Route 3 (Orillia to Barrie) Route 4 (Wasaga Beach to Collingwood) Route 5 (Alliston to Bradford GO Station?) The LINX PLUS+ transit service operates Monday to Friday starting at 6:00 am with the last pick-up at 6:30 pm. There is no service on Saturdays, Sundays or Statutory Holidays. ?LINX PLUS+ means pre-arranged door-to-door public service and/or service to and from conventional transit (LINX) for registered users. Eligibility for this service is considered on a case-by-case basis and is not based on a par	☒ Internal Assessment ☐ External Contract ☐ Committee ☒ Paper Application ☒ Healthcare Professional ☐ Other

DEDICATED SERVICE

Operated By:

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

NON-DEDICATED SERVICE

Operated By:

☐	Taxi
☐	Rideshare Service
☐	Other

Delivery Model:
N/A

FARE STRUCTURE

Effective Date: 2018-08-06

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

Simcoe County LINX Plus Transit is a new specialized service just north of York Region that began in September of 2018 and ridership continue to grow during the 2020 pandemic as we expanded our service area in the past year.

We believe that our ridership would have been much higher without the effects of COVID-19 in 2020.

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	45	28
Non-Ambulatory	200	500
Total	245	528
Attendants	40	80
Companions	-	5
Other	-	-
Total	40	85
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	245	528
Total Support Person Trips	40	85
Total Trips	285	613

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	245	520
On-Demand/Day-of	-	-
Total Trips Requested	270	578
Cancelled in Advance	20	10
Cancelled Late	-	34
No-Shows	-	-
Cancelled at Door	5	-

OPERATING EXPENSES

	2019	2020
Administration	\$752,253	-
Transportation Operations		
Internal Dedicated Service	-	\$10,000
Contract Dedicated Service	-	\$254,016
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	\$25,000
Total Operating Expenses	\$752,253	\$289,016

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$10,000	\$1,515
Other Revenue	-	-
Total Revenue	\$10,000	\$1,515

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$743,253	\$287,501
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$753,253	\$289,016

CAPITAL EXPENSES

Vehicle Purchase	\$320,000	\$230,000
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$320,000	\$230,000

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	\$320,000	\$230,000
Other Capital Contributions	-	-
Total Capital Funding	\$320,000	\$230,000

OPERATING STATISTICS

Dedicated Service	2019	2020
Revenue Vehicle Kilometres	4,981	6,009
Total Vehicle Kilometres	21,187	27,569
Revenue Vehicle Hours	-	3,200
Total Vehicle Hours	-	4,200
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	-	2
Other Transport Operations	-	-
Mechanics	-	2
General Administration	-	2
Other	-	-
Total	2	6

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	\$19.00	2018-08-06	
Reservation Clerks	-		
Dispatchers	-	2018-08-06	
Mechanics	\$20.00	2018-08-06	

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	7	-	2	4
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	7	-		

Vehicle Ownership: County of Simcoe

Vehicle Maintenance: Contractor - First Canada

INDICATORS

Financial	2019	2020
R/C Ratio	1.3 %	0.5 %
Net Operating Cost / Capita	\$2.43	\$0.94
Total Expense / Passenger	\$2,639.48	\$471.48
Total Expense / Eligible Passenger	\$3,070.42	\$547.38
Transportation Expense / Passenger		
Dedicated Service	-	\$471.48
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	\$68.81

Operating

Registrants / Capita	0.0003	0.0003
Passengers / Capita	0.0009	0.0020
Passengers / Registrants	3.24	6.39
Passengers / Revenue Hour (Dedicated Service)	-	0.19
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	17.48	9.80
Average Speed (Dedicated Service)	-	1.88

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	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): 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	\$2.00	-	-	-	< 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	
Wednesday	08:00 to 17:00	Sunday	
Thursday	08:00 to 17:00	Holiday	

Other:

Advanced Booking Notice (days): 0

Minimum Notice for Reservation (hours): 0

Booking Method: Regular Scheduled Stops and will make off route pickups when required by customer

REMARKS

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	9,716	10,802
Non-Ambulatory	1,050	381
Total	14,414	11,183
Attendants	125	-
Companions	-	-
Other	-	-
Total	125	-
Total Eligible Passenger Trips	14,414	11,183
Total Support Person Trips	125	-
Total Trips	14,539	11,183

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	1,916	396
Reservation	-	-
On-Demand/Day-of	12,498	10,787
Total Trips Requested	14,414	10,530
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2019	2020
Administration	\$110,594	\$189,010
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$15,028	\$25,238
Fuel and Energy Consumption	\$19,511	\$15,401
Total Operating Expenses	\$145,132	\$230,649

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$58,440	\$39,194
Other Revenue	\$2,876	\$2,948
Total Revenue	\$61,316	\$42,142

Federal Operating Contributions	\$3,892	\$64,187
Provincial Operating Contributions	\$46,344	\$76,615
Municipal Operating Contributions	\$31,600	\$32,232
Other Operating Contributions	\$19,243	\$8,150
Total Operating Revenues and Funding	\$162,395	\$223,326

CAPITAL EXPENSES

Vehicle Purchase	\$84,280	-
Debt Servicing	\$2,334	\$11,068
Other	-	-
Total Capital Expenses	\$86,614	\$11,068

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	\$11,068
Federal Capital Contributions	\$60,806	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	\$60,806	\$11,068

OPERATING STATISTICS

Dedicated Service	2019	2020
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	-	-
Revenue Vehicle Hours	-	-
Total Vehicle Hours	-	-
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	47,959	34,092
Total Vehicle Hours	2,664	2,227
Non-Accessible Service		
Total Vehicle Kilometres	47,959	34,092
Total Vehicle Hours	2,664	2,227

EMPLOYEE DATA

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

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$27.00	2020-01-01	
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	3	-	7	24
Low-floor	-	-	-	-
Other	-	-	-	-
Total	3	-		

Vehicle Ownership: Sioux Lookout Handi Transit

Vehicle Maintenance: Sioux Lookout Handi Transit

INDICATORS

Financial	2019	2020
R/C Ratio	42.3 %	18.3 %
Net Operating Cost / Capita	\$15.90	\$35.76
Total Expense / Passenger	\$9.98	\$20.63
Total Expense / Eligible Passenger	\$10.07	\$20.63
Transportation Expense / Passenger		
Dedicated Service	-	-
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0015	-
Passengers / Capita	2.7578	2.1212
Passengers / Registrants	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	Population Served:	133,113
Title	Paratransit Supervisor	Service Area (km²):	97.0
Telephone	905-685-4228 X250	Main Community Served:	St. Catharines
Email	dgrandbois@yourbus.com	Other Communities Served:	Thorold

ACTIVE REGISTRANTS

Ambulatory	824		
Non-Ambulatory	528	Attendants	71
Other	0	Companions	0
Total	1,352	Total	71

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description

A physically disabled resident of St. Catharines whose mobility restrictions (temporary or permanent) prevents or severely inhibits them from boarding a regular conventional bus or walk 175 metres to the closest bus 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): 0

NON-DEDICATED SERVICE

Operated By:	☒ Taxi
	☐ Rideshare Service
	☐ Other

Delivery Model:

trips are dispatched to taxi by a tablet using booking program Rideco (similar to Uber pickups)

FARE STRUCTURE

Effective Date: 2014-09-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.00	-	-	-	\$92.00	
Child	☒	-	-	-	-	-	0-12
Student	☐	\$2.50	-	-	-	\$62.00	
Senior	☐	\$3.00	-	-	-	\$57.00	65+
Attendant	☐	\$3.00	-	-	-	-	
Companion	☐	\$3.00	-	-	-	-	

Other: person with a CNIB Pass or Veteran card ride free

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 during office hours Mon. to Fri. 8:30 a.m. to 4:00 p.m. or booking online or thru an app

REMARKS

2020 Stats for Thorold Number of Registrants 41 Passengers 1,470 Passenger Revenue \$764 Contract Revenue \$42,986

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	16,149	8,525
Non-Ambulatory	10,825	5,605
Total	26,974	14,130
Attendants	1,279	351
Companions	1,362	610
Other	-	-
Total	2,641	961
Non-Dedicated Service		
Ambulatory	3,296	2,073
Non-Ambulatory	3,969	1,404
Total	7,265	3,477
Attendants	270	60
Companions	857	198
Other	-	-
Total	1,127	258
Total Eligible Passenger Trips	34,239	17,607
Total Support Person Trips	3,768	1,219
Total Trips	38,007	18,826

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	32,527	15,846
On-Demand/Day-of	1,712	1,761
Total Trips Requested	42,174	19,271
Cancelled in Advance	4,329	725
Cancelled Late	1,324	-
No-Shows	432	236
Cancelled at Door	-	-

OPERATING EXPENSES

	2019	2020
Administration	\$204,260	\$212,120
Transportation Operations		
Internal Dedicated Service	\$885,809	\$931,681
Contract Dedicated Service	\$125,200	\$79,469
Contract Non-Dedicated Service	\$111,117	\$42,679
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$241,409	\$240,432
Fuel and Energy Consumption	\$84,897	\$56,509
Total Operating Expenses	\$1,652,692	\$1,562,890

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$88,062	\$35,749
Other Revenue	-	-
Total Revenue	\$88,062	\$35,749

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$1,411,973	\$1,528,595
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$1,500,035	\$1,564,344

CAPITAL EXPENSES

Vehicle Purchase	\$193,820	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$193,820	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	\$193,820	-
Other Capital Contributions	-	-
Total Capital Funding	\$193,820	-

OPERATING STATISTICS

Dedicated Service	2019	2020
Revenue Vehicle Kilometres	267,477	74,106
Total Vehicle Kilometres	282,717	74,106
Revenue Vehicle Hours	14,876	13,448
Total Vehicle Hours	14,876	13,448
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	26,824	11,664
Total Vehicle Hours	1,916	1,094
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	9	-
Reservation Clerks	-	-
Dispatchers	-	4
Other Transport Operations	-	-
Mechanics	-	-
General Administration	2	-
Other	-	-
Total	11	4

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$30.37	2020-01-01	ATU Local 846
Reservation Clerks	-		
Dispatchers	\$23.77	2020-07-01	
Mechanics	\$36.37	2020-01-01	ATU Local 846

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

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	1	-	-	2
Vans	-	-	-	-
Small Buses	9	-	4	5
Low-floor	1	-	3	10
Other	-	-	-	-
Total	11	-		

Vehicle Ownership: Transit Commission owns all
Vehicle Maintenance: Transit Commission

INDICATORS

Financial	2019	2020
R/C Ratio	5.3 %	2.3 %
Net Operating Cost / Capita	\$11.75	\$11.47
Total Expense / Passenger	\$43.48	\$83.02
Total Expense / Eligible Passenger	\$48.27	\$88.77
Transportation Expense / Passenger		
Dedicated Service	\$45.16	\$86.68
Non-Dedicated Service	\$13.24	\$11.43
Transportation Expense / Hour (Dedicated Service)	\$89.90	\$97.27
Operating		
Registrants / Capita	0.0106	0.0107
Passengers / Capita	0.2855	0.1414
Passengers / Registrants	26.82	13.23
Passengers / Revenue Hour (Dedicated Service)	1.99	1.12
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	9.03	4.91
Average Speed (Dedicated Service)	17.98	5.51

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	175		
Non-Ambulatory	56	Attendants	0
Other	0	Companions	0
Total	231	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 their 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	☐	\$5.00	-	-	-	-	
Student	☐	\$5.00	-	-	-	-	
Senior	☐	\$5.00	-	-	-	-	
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

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	12,040	3,502
Non-Ambulatory	1,509	380
Total	13,549	3,882
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	634	-
Non-Ambulatory	-	-
Total	634	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	14,183	3,882
Total Support Person Trips	-	-
Total Trips	14,183	3,882

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	5,727	3,882
Reservation	-	-
On-Demand/Day-of	8,456	-
Total Trips Requested	16,575	10,608
Cancelled in Advance	2,204	6,726
Cancelled Late	-	-
No-Shows	10	-
Cancelled at Door	161	-

OPERATING EXPENSES

	2019	2020
Administration	\$80,965	\$77,717
Transportation Operations		
Internal Dedicated Service	\$139,670	\$104,469
Contract Dedicated Service	-	\$3,525
Contract Non-Dedicated Service	\$14,963	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$16,386	\$14,276
Fuel and Energy Consumption	\$19,021	\$13,390
Total Operating Expenses	\$271,005	\$213,377

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$160,124	\$69,510
Other Revenue	-	-
Total Revenue	\$160,124	\$69,510

Federal Operating Contributions	-	\$89,103
Provincial Operating Contributions	\$133,502	\$119,022
Municipal Operating Contributions	\$21,451	\$26,101
Other Operating Contributions	\$8,476	\$7,402
Total Operating Revenues and Funding	\$323,553	\$311,137

CAPITAL EXPENSES

Vehicle Purchase	-	\$201,762
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	\$201,762

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	2019	2020
Revenue Vehicle Kilometres	88,448	95,078
Total Vehicle Kilometres	88,448	95,078
Revenue Vehicle Hours	-	-
Total Vehicle Hours	-	-
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

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

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$19.17	2020-07-01	
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

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

VEHICLE DATA

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

Vehicle Ownership: St Marys & Area Mobility Service - 4

Vehicle Maintenance: St Marys & Area Mobility Service

INDICATORS

Financial	2019	2020
R/C Ratio	59.1 %	32.6 %
Net Operating Cost / Capita	\$3.42	\$4.44
Total Expense / Passenger	\$19.11	\$54.97
Total Expense / Eligible Passenger	\$19.11	\$54.97
Transportation Expense / Passenger		
Dedicated Service	\$12.92	\$34.95
Non-Dedicated Service	\$23.60	-
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0174	0.0071
Passengers / Capita	0.4377	0.1198
Passengers / Registrants	25.15	16.81
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	6.53	24.49
Average Speed (Dedicated Service)	-	-

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	340		
Non-Ambulatory	513	Attendants	0
Other	0	Companions	0
Total	853	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	
Thursday	07:15 to 18:45	Holiday	

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	2019	2020
Ambulatory	7,663	3,005
Non-Ambulatory	9,159	5,329
Total	16,822	8,334
Attendants	875	203
Companions	-	-
Other	-	-
Total	875	203
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	16,822	8,334
Total Support Person Trips	875	203
Total Trips	17,697	8,537

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	21,011	17,778
Cancelled in Advance	3,825	9,264
Cancelled Late	-	-
No-Shows	286	54
Cancelled at Door	-	-

OPERATING EXPENSES

	2019	2020
Administration	-	-
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$581,246	\$513,373
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$581,246	\$513,373

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$45,927	\$34,337
Other Revenue	-	-
Total Revenue	\$45,927	\$34,337

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$64,989	\$64,989
Municipal Operating Contributions	\$470,330	\$448,384
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$581,246	\$513,373

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	2019	2020
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	-	-
Revenue Vehicle Hours	7,802	7,812
Total Vehicle Hours	7,802	7,812
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 "Voyago" - 1
 Vehicle Maintenance: Voyago

INDICATORS

Financial	2019	2020
R/C Ratio	7.9 %	6.7 %
Net Operating Cost / Capita	\$13.76	\$12.31
Total Expense / Passenger	\$32.84	\$60.14
Total Expense / Eligible Passenger	\$34.55	\$61.60
Transportation Expense / Passenger		
Dedicated Service	\$32.84	\$60.14
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$74.50	\$65.72
Operating		
Registrants / Capita	0.0215	0.0219
Passengers / Capita	0.4548	0.2194
Passengers / Registrants	21.17	10.01
Passengers / Revenue Hour (Dedicated Service)	2.27	1.09
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	8,462		
Non-Ambulatory	1,991	Attendants	455
Other	0	Companions	67
Total	10,453	Total	522

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: 2020-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.75	-	-	-	\$67.00	19-64
Child	☒	-	-	-	-	-	0-5
Student	☐	\$2.50	-	-	-	\$57.00	6-18
Senior	☐	\$2.50	-	-	-	\$57.00	65+
Attendant	☒	-	-	-	-	-	
Companion	☒	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	06:00 to 22:00	Friday	06:00 to 22:00
Tuesday	06:00 to 22:00	Saturday	06:00 to 20:00
Wednesday	06:00 to 22:00	Sunday	08:30 to 16:30
Thursday	06:00 to 22:00	Holiday	

Other:

Advanced Booking Notice (days): 15

Minimum Notice for Reservation (hours): 2

Booking Method: phone call

REMARKS

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	16,841	8,462
Non-Ambulatory	4,450	1,991
Total	21,291	10,453
Attendants	278	455
Companions	52	67
Other	-	-
Total	330	522
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	21,291	10,453
Total Support Person Trips	330	522
Total Trips	21,621	10,975

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	3,368	9,973
Reservation	17,742	-
On-Demand/Day-of	181	480
Total Trips Requested	22,385	10,453
Cancelled in Advance	684	9,973
Cancelled Late	210	112
No-Shows	151	71
Cancelled at Door	49	29

OPERATING EXPENSES

	2019	2020
Administration	-	-
Transportation Operations		
Internal Dedicated Service	\$372,556	\$451,780
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$16,779	\$7,800
Fuel and Energy Consumption	\$16,955	\$16,200
Total Operating Expenses	\$406,290	\$475,780

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$51,806	\$20,509
Other Revenue	-	-
Total Revenue	\$51,806	\$20,509
Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$354,484	\$475,780
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$406,290	\$496,289

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	2019	2020
Revenue Vehicle Kilometres	108,555	51,223
Total Vehicle Kilometres	108,555	51,223
Revenue Vehicle Hours	8,850	4,536
Total Vehicle Hours	8,850	4,536
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	2020-01-01	IBEW 636
Reservation Clerks	-		
Dispatchers	\$19.50	2020-01-01	IBEW 636
Mechanics	\$34.74	2020-01-01	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	2019	2020
R/C Ratio	12.8 %	4.3 %
Net Operating Cost / Capita	\$10.74	\$13.80
Total Expense / Passenger	\$18.79	\$43.35
Total Expense / Eligible Passenger	\$19.08	\$45.52
Transportation Expense / Passenger		
Dedicated Service	\$18.79	\$43.35
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$45.91	\$104.89
Operating		
Registrants / Capita	0.0326	0.3326
Passengers / Capita	0.6552	0.3326
Passengers / Registrants	20.11	1.00
Passengers / Revenue Hour (Dedicated Service)	2.44	2.42
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	5.02	4.67
Average Speed (Dedicated Service)	12.27	11.29

Thunder Bay, ON

Lift+ Specialized Transit

Contact Brad Loroff
 Title Manager, Transit Services
 Telephone 807-684-2187
 Email Brad.Loroff@thunderbay.ca

Population Served: 107,909
 Service Area (km²): 328.0
 Main Community Served: Thunder Bay
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	528		
Non-Ambulatory	238	Attendants	0
Other	0	Companions	0
Total	766	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, either physical or 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: 2020-07-20

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.00	\$2.50	-	-	\$77.50	
Child	☒	-	-	-	-	-	0-5
Student	☐	-	-	-	-	-	
Senior	☐	\$3.00	\$2.50	-	-	\$55.00	60+
Attendant	☒	-	-	-	-	-	With ID
Companion	☐	\$3.00	\$2.50	-	-	\$77.50	

Other:

SERVICE HOURS / SCHEDULING

Monday	06:00 to 23:30	Friday	06:00 to 23:30
Tuesday	06:00 to 23:30	Saturday	06:00 to 23:30
Wednesday	06:00 to 23:30	Sunday	08:00 to 23:30
Thursday	06:00 to 23:30	Holiday	08:00 to 23:30

Other: Hours noted above reflect modified service during 2020 in response to the COVID-19 pandemic.

Advanced Booking Notice (days): 7

Minimum Notice for Reservation (hours): 0

Booking Method: telephone

REMARKS

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	44,754	20,966
Non-Ambulatory	27,053	14,410
Total	71,807	35,376
Attendants	3,686	1,807
Companions	2,727	873
Other	-	-
Total	6,413	2,680
Non-Dedicated Service		
Ambulatory	2,174	882
Non-Ambulatory	1,027	540
Total	3,201	1,422
Attendants	147	69
Companions	106	32
Other	-	-
Total	253	101
Total Eligible Passenger Trips	75,008	36,798
Total Support Person Trips	6,666	2,781
Total Trips	81,674	39,579

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	18,002	13,503
Reservation	55,506	23,089
On-Demand/Day-of	1,500	-
Total Trips Requested	90,234	53,022
Cancelled in Advance	8,873	15,119
Cancelled Late	1,566	755
No-Shows	1,774	708
Cancelled at Door	-	-

OPERATING EXPENSES

	2019	2020
Administration	\$364,963	\$338,951
Transportation Operations		
Internal Dedicated Service	\$1,554,946	\$1,260,515
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$78,598	\$35,274
Contract Taxi Scrip	\$68,300	\$26,825
Vehicle and Facility Maintenance	\$497,489	\$569,839
Fuel and Energy Consumption	\$227,907	\$195,718
Total Operating Expenses	\$2,792,203	\$2,427,122

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$154,645	\$70,592
Other Revenue	\$163,120	\$98,431
Total Revenue	\$317,765	\$169,023

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$150,994	\$150,994
Municipal Operating Contributions	\$2,323,444	\$2,107,105
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$2,792,203	\$2,427,122

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	2019	2020
Revenue Vehicle Kilometres	569,544	342,462
Total Vehicle Kilometres	700,284	398,615
Revenue Vehicle Hours	34,534	22,131
Total Vehicle Hours	40,891	29,093
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	\$28.12	2019-06-01	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	-	2	5
Small Buses	21	-	4	8
Low-floor	2	-	3	6
Other	-	-	-	-
Total	24	-		

Vehicle Ownership: Municipality

Vehicle Maintenance: Contractor

INDICATORS

Financial	2019	2020
R/C Ratio	11.4 %	7.0 %
Net Operating Cost / Capita	\$22.93	\$20.93
Total Expense / Passenger	\$34.19	\$61.32
Total Expense / Eligible Passenger	\$37.23	\$65.96
Transportation Expense / Passenger		
Dedicated Service	\$29.15	\$53.24
Non-Dedicated Service	\$42.53	\$40.77
Transportation Expense / Hour (Dedicated Service)	\$55.77	\$69.64

Operating

Registrants / Capita	0.0079	0.0071
Passengers / Capita	0.7569	0.3668
Passengers / Registrants	95.30	51.67
Passengers / Revenue Hour (Dedicated Service)	2.27	1.72
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	7.28	9.00
Average Speed (Dedicated Service)	16.49	15.47

Timmins, ON

Timmins Handy Transit

Contact	Ashish Patel	Population Served:	41,000
Title	Operation Manager of Transit	Service Area (km²):	24.0
Telephone	705-360-2600 x3501	Main Community Served:	City of Timmins
Email	ashish.patel@timmins.ca	Other Communities Served:	Schumacher, South Porcupine, Porcupine

ACTIVE REGISTRANTS

Ambulatory	26		
Non-Ambulatory	161	Attendants	12
Other	0	Companions	0
Total	187	Total	12

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
It has to go through medical professional for evaluation.

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	\$3.00	-	-	-	18+
Child	☒	-	-	-	-	-	0-4
Student	☐	\$2.75	-	-	-	-	
Senior	☐	\$2.75	\$2.75	-	-	-	65+
Attendant	☐	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	06:00 to 23:30	Friday	06:00 to 23:30
Tuesday	06:00 to 23:30	Saturday	06:30 to 23:30
Wednesday	06:00 to 23:30	Sunday	08:30 to 19:30
Thursday	06:00 to 23:30	Holiday	

Other: Only holidays open Easter Monday & Boxing Day

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

We have suffered significant loss in Handy Trans due to Covid-19

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	3,000	-
Non-Ambulatory	11,709	-
Total	14,709	-
Attendants	100	-
Companions	75	-
Other	-	-
Total	175	-
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	14,709	4,642
Total Support Person Trips	175	-
Total Trips	14,884	4,642

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	7,300	-
Reservation	6,500	-
On-Demand/Day-of	909	-
Total Trips Requested	22,491	-
Cancelled in Advance	1,058	-
Cancelled Late	2,116	-
No-Shows	2,058	-
Cancelled at Door	1,000	-

OPERATING EXPENSES

	2019	2020
Administration	\$162,685	\$162,561
Transportation Operations		
Internal Dedicated Service	\$207,950	\$106,111
Contract Dedicated Service	\$14,790	\$1,000
Contract Non-Dedicated Service	\$20	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$96,000	\$15,129
Fuel and Energy Consumption	\$8,030	\$9,677
Total Operating Expenses	\$489,475	\$294,478

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$61,724	\$9,864
Other Revenue	-	-
Total Revenue	\$61,724	\$9,864

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$427,751	\$284,614
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$489,475	\$294,478

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	2019	2020
Revenue Vehicle Kilometres	-	118,642
Total Vehicle Kilometres	-	119,420
Revenue Vehicle Hours	-	5,664
Total Vehicle Hours	-	5,694
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	119,420
Total Vehicle Hours	-	5,694
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	\$26.28	2020-04-01	CUPE 1544
Reservation Clerks	-		
Dispatchers	\$27.40	2020-04-01	CUPE 1544
Mechanics	-		CUPE 1544

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$26.28	2020-04-01	
Reservation Clerks	-		
Dispatchers	\$27.40	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	2019	2020
R/C Ratio	12.6 %	3.4 %
Net Operating Cost / Capita	\$10.43	\$6.94
Total Expense / Passenger	\$32.89	\$63.44
Total Expense / Eligible Passenger	\$33.28	\$63.44
Transportation Expense / Passenger		
Dedicated Service	\$21.95	-
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	\$23.17
Operating		
Registrants / Capita	0.0061	0.0049
Passengers / Capita	0.3630	0.1132
Passengers / Registrants	59.54	23.33
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	20.95

Toronto, ON

TTC Wheel-Trans

Contact Daniel Mruck
 Title Budgets Coordinator
 Telephone 416-393-4963
 Email daniel.mruck@ttc.ca

Population Served: 3,114,043
 Service Area (km²): 630.0
 Main Community Served: Toronto
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	25,012		
Non-Ambulatory	10,372	Attendants	0
Other	0	Companions	0
Total	35,384	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): 4

NON-DEDICATED SERVICE

Operated By: ☒ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2020-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.25	-	-	-	\$156.00	20 - 65
Child	☒	-	-	-	-	-	12 and Under
Student	☐	-	-	-	-	-	
Senior	☐	\$2.30	-	-	-	\$117.45	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	2019	2020
Ambulatory	2,087,229	1,044,698
Non-Ambulatory	720,725	301,575
Total	2,807,954	1,346,273
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	1,311,916	351,671
Non-Ambulatory	31,386	2,567
Total	1,343,302	354,238
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	4,151,256	1,700,511
Total Support Person Trips	-	-
Total Trips	4,151,256	1,700,511

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	2,280,690	680,114
Reservation	1,870,566	1,020,397
On-Demand/Day-of	-	-
Total Trips Requested	4,151,256	1,700,511
Cancelled in Advance	1,821,482	801,545
Cancelled Late	-	-
No-Shows	122,255	49,917
Cancelled at Door	28,120	12,981

OPERATING EXPENSES

	2019	2020
Administration	\$20,974,875	\$20,653,134
Transportation Operations		
Internal Dedicated Service	\$42,212,360	\$40,022,572
Contract Dedicated Service	\$44,241,273	\$20,435,628
Contract Non-Dedicated Service	\$25,894,840	\$6,970,288
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$16,045,400	\$16,593,568
Fuel and Energy Consumption	\$3,192,906	\$2,204,421
Total Operating Expenses	\$152,561,653	\$106,879,611

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$8,977,463	\$3,895,439
Other Revenue	-	-
Total Revenue	\$8,977,463	\$3,895,439

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$143,584,190	\$102,984,172
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$152,561,653	\$106,879,611

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	2019	2020
Revenue Vehicle Kilometres	19,146,812	10,841,832
Total Vehicle Kilometres	22,455,114	13,697,619
Revenue Vehicle Hours	947,985	642,177
Total Vehicle Hours	977,476	668,550
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	9,379,913	2,539,741
Total Vehicle Hours	295,738	74,559
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	392	-
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	135	-
Mechanics	81	-
General Administration	8	-
Other	-	-
Total	616	-

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$36.16	2020-04-01	ATU Local 113
Reservation Clerks	-		
Dispatchers	-		
Mechanics	\$43.15	2020-04-01	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	-	100	-	3
Minivans	95	-	1	2
Vans	-	-	-	-
Small Buses	256	-	4	8
Low-floor	-	-	-	-
Other	-	-	-	-
Total	351	100		

Vehicle Ownership: Transit Commission - 256

Vehicle Maintenance: Transit Commission

INDICATORS

Financial	2019	2020
R/C Ratio	5.9 %	3.6 %
Net Operating Cost / Capita	\$47.30	\$33.07
Total Expense / Passenger	\$36.75	\$62.85
Total Expense / Eligible Passenger	\$36.75	\$62.85
Transportation Expense / Passenger		
Dedicated Service	\$37.64	\$58.87
Non-Dedicated Service	\$19.28	\$19.68
Transportation Expense / Hour (Dedicated Service)	\$108.13	\$118.55

Operating

Registrants / Capita	0.0149	0.0114
Passengers / Capita	1.3675	0.5461
Passengers / Registrants	91.96	48.06
Passengers / Revenue Hour (Dedicated Service)	2.96	2.10
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	6.82	8.05
Average Speed (Dedicated Service)	20.20	16.88

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	115		
Non-Ambulatory	206	Attendants	46
Other	0	Companions	36
Total	321	Total	82

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description

Must just require transportation services, must give verbal and written consent. Must complete medical information and personal 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): 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	☐	\$5.00	-	-	-	-	
Senior	☐	\$5.00	-	-	-	-	
Attendant	☒	-	-	-	-	-	
Companion	☐	\$5.00	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	08:00 to 18:00	Friday	08:00 to 18:00
Tuesday	08:00 to 18:00	Saturday	
Wednesday	08:00 to 18:00	Sunday	
Thursday	08:00 to 18:00	Holiday	

Other: Medical Need

Advanced Booking Notice (days): 30

Minimum Notice for Reservation (hours): 24

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

REMARKS

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	5,835	1,936
Non-Ambulatory	2,558	1,750
Total	8,393	3,686
Attendants	78	406
Companions	34	42
Other	-	-
Total	112	448
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	8,393	3,686
Total Support Person Trips	112	448
Total Trips	8,505	4,134

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	3,973	1,967
Reservation	1,987	1,283
On-Demand/Day-of	1,191	386
Total Trips Requested	8,393	3,636
Cancelled in Advance	643	1,247
Cancelled Late	321	368
No-Shows	158	126
Cancelled at Door	120	43

OPERATING EXPENSES

	2019	2020
Administration	\$12,427	\$11,700
Transportation Operations		
Internal Dedicated Service	\$139,682	\$113,543
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$11,022	\$22,598
Fuel and Energy Consumption	\$18,247	\$13,757
Total Operating Expenses	\$181,378	\$161,597

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$36,744	\$24,188
Other Revenue	\$5,143	\$2,490
Total Revenue	\$41,887	\$26,678

Federal Operating Contributions	\$34,125	-
Provincial Operating Contributions	\$91,257	\$120,500
Municipal Operating Contributions	\$14,109	-
Other Operating Contributions	-	\$14,416
Total Operating Revenues and Funding	\$181,378	\$161,593

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	2019	2020
Revenue Vehicle Kilometres	78,570	55,339
Total Vehicle Kilometres	127,886	75,088
Revenue Vehicle Hours	4,100	1,780
Total Vehicle Hours	5,406	2,432
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

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

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$16.24	2021-04-01	
Reservation Clerks	\$18.56	2021-04-01	
Dispatchers	\$16.17	2021-04-01	
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-	2019-01-04	
Reservation Clerks	-	2019-01-04	
Dispatchers	-	2019-01-04	
Mechanics	-		

VEHICLE DATA

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

Vehicle Ownership: Community Care Northumberland

Vehicle Maintenance: Community Care Northumberland

INDICATORS

Financial	2019	2020
R/C Ratio	23.1 %	16.5 %
Net Operating Cost / Capita	\$10.81	\$10.46
Total Expense / Passenger	\$21.33	\$39.09
Total Expense / Eligible Passenger	\$21.61	\$43.84
Transportation Expense / Passenger		
Dedicated Service	\$19.86	\$36.26
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$31.25	\$61.64
Operating		
Registrants / Capita	0.0259	0.0312
Passengers / Capita	0.6593	0.3205
Passengers / Registrants	25.46	10.26
Passengers / Revenue Hour (Dedicated Service)	2.07	2.32
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	9.24	13.39
Average Speed (Dedicated Service)	19.16	31.09

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	414		
Non-Ambulatory	174	Attendants	146
Other	0	Companions	0
Total	588	Total	146

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: 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	☐	\$3.00	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	08:00 to 19:00	Friday	08:00 to 19:00
Tuesday	08:00 to 19:00	Saturday	08:00 to 19:00
Wednesday	08:00 to 19:00	Sunday	09:00 to 17:00
Thursday	08:00 to 19:00	Holiday	

Other:

Advanced Booking Notice (days): 3

Minimum Notice for Reservation (hours): 1

Booking Method: reservations by phone

REMARKS

The Covid-19 Pandemic has significantly impacted ridership in 2020, resulting in a decrease of approximately 56%.

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	4,955	2,621
Non-Ambulatory	1,699	329
Total	6,654	2,950
Attendants	1,471	469
Companions	-	-
Other	-	-
Total	1,471	469
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	6,654	2,950
Total Support Person Trips	1,471	469
Total Trips	8,125	3,419

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	6,654	2,950
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	6,847	3,241
Cancelled in Advance	158	251
Cancelled Late	-	-
No-Shows	35	40
Cancelled at Door	-	-

OPERATING EXPENSES

	2019	2020
Administration	\$10,857	\$10,857
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$217,259	\$91,968
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$228,116	\$102,825

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$19,503	\$12,279
Other Revenue	-	-
Total Revenue	\$19,503	\$12,279

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$208,613	\$90,545
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$228,116	\$102,824

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	2019	2020
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	-	-
Revenue Vehicle Hours	6,000	5,000
Total Vehicle Hours	6,000	5,000
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	2019	2020
R/C Ratio	8.6 %	11.9 %
Net Operating Cost / Capita	\$18.96	\$8.23
Total Expense / Passenger	\$28.08	\$30.07
Total Expense / Eligible Passenger	\$34.28	\$34.86
Transportation Expense / Passenger		
Dedicated Service	\$26.74	\$26.90
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$36.21	\$18.39
Operating		
Registrants / Capita	0.0824	0.0667
Passengers / Capita	0.7386	0.3108
Passengers / Registrants	8.97	4.66
Passengers / Revenue Hour (Dedicated Service)	1.35	0.68
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

Waterloo Region - Rural, ON

Woolwich Transit Inc. o/a Kiwanis Transit

Contact	Cheryl Fisher	Population Served:	64,000
Title	General Manager	Service Area (km²):	843.0
Telephone	519-669-4533	Main Community Served:	Woolwich Township
Email	cheryl@k-transit.com	Other Communities Served:	Wilmot Township, Wellesley Township

ACTIVE REGISTRANTS

Ambulatory	1,444		
Non-Ambulatory	813	Attendants	952
Other	0	Companions	229
Total	2,257	Total	1,181

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description

Registrant must reside in Wilmot, Woolwich or Wellesley township.
The Registrant must be 65 years of age or older or have a verified medical condition which compromises the registrants ability to use conventional transit services. Registration may be established on either a permanent or temporary basis depending on the medical prognosis.

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:

4 taxi companies under contract with Woolwich Transit Inc.

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: low income may purchase a reduced pass through urban service provider (GRT) Companion must travel with eligible rider

SERVICE HOURS / SCHEDULING

Monday	06:00 to 18:00	Friday	06:00 to 18:00
Tuesday	06:00 to 18:00	Saturday	07:00 to 17:00
Wednesday	06:00 to 18:00	Sunday	
Thursday	06:00 to 18:00	Holiday	

Other: Holiday service for dialysis

Advanced Booking Notice (days): 30

Minimum Notice for Reservation (hours): 24

Booking Method: phone, email

REMARKS

Woolwich Transit Inc provides transit services within the Regional Municipality of Waterloo. If visitors are temporarily residing within Wilmot, Wellesley or Woolwich Townships they may qualify to use our service under the condition that they provide proof of registration with a specialized transportation provider outside of the Regional Municipality of Waterloo.

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	27,271	14,683
Non-Ambulatory	19,749	5,248
Total	47,020	19,931
Attendants	2,720	1,006
Companions	250	25
Other	-	-
Total	2,970	1,031
Non-Dedicated Service		
Ambulatory	2,745	1,168
Non-Ambulatory	1,320	316
Total	4,065	1,484
Attendants	440	140
Companions	30	10
Other	-	-
Total	470	150
Total Eligible Passenger Trips	51,085	21,415
Total Support Person Trips	3,440	1,181
Total Trips	54,525	22,596

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	29,498	12,850
Reservation	21,434	8,350
On-Demand/Day-of	153	215
Total Trips Requested	61,337	45,038
Cancelled in Advance	9,719	43,389
Cancelled Late	74	1,430
No-Shows	10	93
Cancelled at Door	269	43

OPERATING EXPENSES

	2019	2020
Administration	-	-
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$1,950,960	\$1,525,157
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$1,950,960	\$1,525,157

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$114,606	\$50,868
Other Revenue	\$13,046	\$16,137
Total Revenue	\$127,652	\$67,005

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$1,935,963	\$2,240,229
Other Operating Contributions	\$16,477	\$2,442
Total Operating Revenues and Funding	\$2,080,092	\$2,309,676

CAPITAL EXPENSES

Vehicle Purchase	\$110,000	\$110,000
Debt Servicing	-	-
Other	-	\$75,461
Total Capital Expenses	\$110,000	\$185,461

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	\$75,461
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	\$110,000	\$110,000
Other Capital Contributions	-	-
Total Capital Funding	\$110,000	\$185,461

OPERATING STATISTICS

Dedicated Service	2019	2020
Revenue Vehicle Kilometres	729,389	378,809
Total Vehicle Kilometres	729,389	378,809
Revenue Vehicle Hours	21,571	10,484
Total Vehicle Hours	21,571	10,484
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	15,480	5,400
Total Vehicle Hours	344	122
Non-Accessible Service		
Total Vehicle Kilometres	46,437	17,087
Total Vehicle Hours	1,029	385

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	10	3
Reservation Clerks	-	1
Dispatchers	2	1
Other Transport Operations	-	2
Mechanics	-	-
General Administration	2	-
Other	-	-
Total	14	7

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$24.87	2020-01-01	
Reservation Clerks	\$19.50	2020-01-01	
Dispatchers	\$24.87	2020-01-01	
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 owns 8 buses

Vehicle Maintenance: Woolwich Transit Inc.

INDICATORS

Financial	2019	2020
R/C Ratio	6.5 %	4.4 %
Net Operating Cost / Capita	\$30.90	\$22.78
Total Expense / Passenger	\$35.78	\$67.50
Total Expense / Eligible Passenger	\$38.19	\$71.22
Transportation Expense / Passenger		
Dedicated Service	\$39.03	\$72.76
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$90.44	\$145.47
Operating		
Registrants / Capita	0.0415	0.0537
Passengers / Capita	0.9242	0.3531
Passengers / Registrants	22.25	6.57
Passengers / Revenue Hour (Dedicated Service)	2.32	2.00
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	14.59	18.07
Average Speed (Dedicated Service)	33.81	36.13

Waterloo Region - Urban, ON

Grand River Transit

Contact	Lynda Stelmach	Population Served:	551,970
Title	Accounting Assistant, Transit Services	Service Area (km²):	315.8
Telephone	519-585-7597 x7312	Main Community Served:	Kitchener, Waterloo, Cambridge
Email	LStelmach@regionofwaterloo.ca	Other Communities Served:	North Dumfries

ACTIVE REGISTRANTS

Ambulatory	2,515		
Non-Ambulatory	1,536	Attendants	6,659
Other	0	Companions	0
Total	4,051	Total	6,659

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: Subsidized/Low-income - \$43.00 up until June 30th, then new program starting July \$46.80

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	2019	2020
Ambulatory	75,328	41,942
Non-Ambulatory	68,440	23,737
Total	143,768	65,679
Attendants	20,796	6,659
Companions	-	-
Other	-	-
Total	20,796	6,659

Non-Dedicated Service

Ambulatory	69,641	17,921
Non-Ambulatory	9,233	4,014
Total	78,874	21,935
Attendants	-	-
Companions	-	-
Other	76,983	40,804
Total	76,983	40,804

Total Eligible Passenger Trips **222,642** **87,614**

Total Support Person Trips **97,779** **47,463**

Total Trips **320,421** **135,077**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	150,115	61,891
Reservation	61,430	22,296
On-Demand/Day-of	2,254	495
Total Trips Requested	299,475	114,558
Cancelled in Advance	49,429	14,191
Cancelled Late	2,441	5,037
No-Shows	3,472	1,267
Cancelled at Door	1,741	550

OPERATING EXPENSES

	2019	2020
Administration	\$1,465,920	\$1,551,304
Transportation Operations		
Internal Dedicated Service	\$5,038,397	\$4,446,304
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$1,767,121	\$506,493
Contract Taxi Scrip	\$843,617	\$445,115
Vehicle and Facility Maintenance	\$781,680	\$579,628
Fuel and Energy Consumption	\$351,737	\$167,965
Total Operating Expenses	\$10,248,473	\$7,696,809

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$655,866	\$194,781
Other Revenue	\$469,119	\$247,255
Total Revenue	\$1,124,985	\$442,036

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$1,023,131	\$1,023,131
Municipal Operating Contributions	\$8,100,356	\$6,231,641
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$10,248,473	\$7,696,809

CAPITAL EXPENSES

Vehicle Purchase	\$696,907	\$2,093,087
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$696,907	\$2,093,087

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	\$696,907	\$2,093,087
Other Capital Contributions	-	-
Total Capital Funding	\$696,907	\$2,093,087

OPERATING STATISTICS

Dedicated Service	2019	2020
Revenue Vehicle Kilometres	1,428,987	798,901
Total Vehicle Kilometres	1,458,151	815,206
Revenue Vehicle Hours	61,176	59,711
Total Vehicle Hours	62,425	60,930

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	38	10
Reservation Clerks	-	-
Dispatchers	6	5
Other Transport Operations	-	-
Mechanics	2	-
General Administration	10	-
Other	-	-
Total	56	15

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$31.29	2020-01-01	UNIFOR 4304
Reservation Clerks	-		
Dispatchers	\$31.29	2020-01-01	UNIFOR 4304
Mechanics	\$36.51	2020-01-01	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	37	-	6	7
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	37	-		

Vehicle Ownership: The Regional Municipality of Waterloo

Vehicle Maintenance: The Regional Municipality of Waterloo

INDICATORS

Financial	2019	2020
R/C Ratio	11.0 %	5.7 %
Net Operating Cost / Capita	\$16.68	\$13.14
Total Expense / Passenger	\$31.98	\$56.98
Total Expense / Eligible Passenger	\$46.03	\$87.85
Transportation Expense / Passenger		
Dedicated Service	\$37.50	\$71.80
Non-Dedicated Service	\$16.75	\$15.17
Transportation Expense / Hour (Dedicated Service)	\$98.87	\$85.24

Operating

Registrants / Capita	0.0448	0.0194
Passengers / Capita	0.5858	0.2447
Passengers / Registrants	13.09	12.61
Passengers / Revenue Hour (Dedicated Service)	2.69	1.21
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	8.68	11.04
Average Speed (Dedicated Service)	23.36	13.38

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	102	Attendants	62
Other	0	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	-	-	-	\$85.00	
Child	☒	-	-	-	-	-	<5
Student	☐	\$3.00	-	-	-	\$75.00	Elementary and high school
Senior	☐	\$3.00	-	-	-	-	65+
Attendant	☐	\$3.00	-	-	-	-	Mandatory
Companion	☐	\$3.00	-	-	-	-	
Other:	free w/ cnib; youth free with 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	

Other:

Advanced Booking Notice (days): 14

Minimum Notice for Reservation (hours): 24

Booking Method: call in day before service

REMARKS

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	6,160	7,532
Non-Ambulatory	6,432	3,788
Total	12,592	11,320
Attendants	1,182	760
Companions	-	-
Other	284	-
Total	1,466	760
Non-Dedicated Service		
Ambulatory	212	-
Non-Ambulatory	172	-
Total	384	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	12,976	11,320
Total Support Person Trips	1,466	760
Total Trips	14,442	12,080

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	4,399	7,216
Reservation	8,577	-
On-Demand/Day-of	-	4,304
Total Trips Requested	13,795	16,160
Cancelled in Advance	652	4,572
Cancelled Late	87	-
No-Shows	64	68
Cancelled at Door	16	-

OPERATING EXPENSES

	2019	2020
Administration	\$100,223	\$80,000
Transportation Operations		
Internal Dedicated Service	\$268,103	\$20,700
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	\$31,352	-
Vehicle and Facility Maintenance	\$12,859	-
Fuel and Energy Consumption	\$26,929	-
Total Operating Expenses	\$439,466	\$100,700

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$28,993	\$968
Other Revenue	-	-
Total Revenue	\$28,993	\$968

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$410,473	\$99,732
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$439,466	\$968

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	2019	2020
Revenue Vehicle Kilometres	106,000	-
Total Vehicle Kilometres	106,000	-
Revenue Vehicle Hours	6,600	4,010
Total Vehicle Hours	6,600	4,010
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	3	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	\$29.07	2019-01-01	
Reservation Clerks	-		
Dispatchers	-		
Mechanics	\$36.49	2019-01-01	

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$29.07		ATU 1633
Reservation Clerks	-		
Dispatchers	-		
Mechanics	\$36.49		ATU 1633

VEHICLE DATA

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

Vehicle Ownership: Welland Transit

Vehicle Maintenance: Welland Transit

INDICATORS

Financial	2019	2020
R/C Ratio	6.6 %	1.0 %
Net Operating Cost / Capita	\$7.85	\$1.91
Total Expense / Passenger	\$30.43	\$8.34
Total Expense / Eligible Passenger	\$33.87	\$8.90
Transportation Expense / Passenger		
Dedicated Service	\$21.90	\$1.71
Non-Dedicated Service	\$81.65	-
Transportation Expense / Hour (Dedicated Service)	\$46.65	\$5.16

Operating

Registrants / Capita	0.0069	0.0069
Passengers / Capita	0.2762	0.2310
Passengers / Registrants	40.23	33.65
Passengers / Revenue Hour (Dedicated Service)	2.13	3.01
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	7.54	-
Average Speed (Dedicated Service)	16.06	-

West Elgin, ON

Four Counties Transportation

Contact Magda Badura
 Title C.A.O. - Treasurer
 Telephone 519-785-0560 x221
 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	260		
Non-Ambulatory	57	Attendants	0
Other	0	Companions	0
Total	317	Total	0

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:

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

Other:

Advanced Booking Notice (days): 1

Minimum Notice for Reservation (hours): 24

Booking Method: Dedicated phone line

REMARKS

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	2,370	261
Non-Ambulatory	494	58
Total	2,864	319
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	2,864	319
Total Support Person Trips	-	-
Total Trips	2,864	319

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	1,405	-
Reservation	27	-
On-Demand/Day-of	-	-
Total Trips Requested	1,761	333
Cancelled in Advance	46	12
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	9	-

OPERATING EXPENSES

	2019	2020
Administration	-	-
Transportation Operations		
Internal Dedicated Service	\$55,845	\$29,226
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$12,898	\$2,777
Fuel and Energy Consumption	\$14,532	\$3,777
Total Operating Expenses	\$83,276	\$35,780

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$11,260	\$4,307
Other Revenue	\$7,071	-
Total Revenue	\$18,331	\$4,307

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$35,454	\$47,919
Municipal Operating Contributions	\$29,491	-
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$83,276	\$52,226

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	2019	2020
Revenue Vehicle Kilometres	62,800	13,527
Total Vehicle Kilometres	62,800	15,849
Revenue Vehicle Hours	1,236	331
Total Vehicle Hours	1,236	331
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	16
Low-floor	-	-	-	-
Other	-	-	-	-
Total	1	-		

Vehicle Ownership: Municipality of West Elgin

Vehicle Maintenance: Municipality of West Elgin

INDICATORS

Financial	2019	2020
R/C Ratio	22.0 %	12.0 %
Net Operating Cost / Capita	\$2.82	\$1.37
Total Expense / Passenger	\$29.08	\$112.16
Total Expense / Eligible Passenger	\$29.08	\$112.16
Transportation Expense / Passenger		
Dedicated Service	\$29.08	\$112.16
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$67.37	\$108.10
Operating		
Registrants / Capita	0.0587	0.0138
Passengers / Capita	0.1245	0.0139
Passengers / Registrants	2.12	1.01
Passengers / Revenue Hour (Dedicated Service)	2.32	0.96
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	21.93	42.40
Average Speed (Dedicated Service)	50.81	40.87

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	82		
Non-Ambulatory	56	Attendants	24
Other	0	Companions	0
Total	138	Total	24

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
Seniors, those with a disability (physical or cognitive) or recovery 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 or in the event a driver is not available

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

Other:

Advanced Booking Notice (days): 1

Minimum Notice for Reservation (hours): 24

Booking Method: centralized booking service called "Easyride"

REMARKS

much lower number of passengers due to COVID-19 and service on hold for a short period of time & then extremely scaled back as a result. Covid-19 has impacted ridership and passenger numbers quite substantially

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	1,487	979
Non-Ambulatory	2,466	308
Total	3,953	1,287
Attendants	525	97
Companions	-	-
Other	-	-
Total	525	97
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	3,953	1,287
Total Support Person Trips	525	97
Total Trips	4,478	1,384

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	3,162	-
Reservation	593	-
On-Demand/Day-of	198	-
Total Trips Requested	4,287	1,746
Cancelled in Advance	343	360
Cancelled Late	-	-
No-Shows	3	2
Cancelled at Door	8	-

OPERATING EXPENSES

	2019	2020
Administration	\$31,207	\$28,246
Transportation Operations		
Internal Dedicated Service	\$71,337	\$57,185
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$10,113	\$8,100
Fuel and Energy Consumption	\$7,423	\$1,608
Total Operating Expenses	\$120,080	\$95,139

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$17,032	\$7,608
Other Revenue	\$19,134	\$3,054
Total Revenue	\$36,166	\$10,662

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$77,939	\$114,294
Municipal Operating Contributions	\$12,000	\$12,000
Other Operating Contributions	\$12,711	\$11,432
Total Operating Revenues and Funding	\$138,816	\$148,388

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	2019	2020
Revenue Vehicle Kilometres	45,433	9,718
Total Vehicle Kilometres	46,643	10,018
Revenue Vehicle Hours	2,790	511
Total Vehicle Hours	2,950	556
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	\$20.07	2021-01-01	
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	2019	2020
R/C Ratio	30.1 %	11.2 %
Net Operating Cost / Capita	\$9.19	\$9.25
Total Expense / Passenger	\$26.82	\$68.74
Total Expense / Eligible Passenger	\$30.38	\$73.92
Transportation Expense / Passenger		
Dedicated Service	\$19.85	\$48.33
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$30.13	\$120.31
Operating		
Registrants / Capita	0.0381	0.0177
Passengers / Capita	0.4905	0.1516
Passengers / Registrants	12.87	8.54
Passengers / Revenue Hour (Dedicated Service)	1.61	2.71
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	10.15	7.02
Average Speed (Dedicated Service)	16.28	19.02

Windsor, ON

Handi-Transit Windsor

Contact	Lori Colenutt	Population Served:	233,687	Ambulatory	2,260		
Title	General Manager	Service Area (km²):	195.6	Non-Ambulatory	1,505	Attendants	529
Telephone	519-966-0930	Main Community Served:	Windsor	Other	0	Companions	0
Email	handitransitwindsor@gmail.com	Other Communities Served:	LaSalle	Total	3,765	Total	529

ACTIVE REGISTRANTS

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description	Method of Determination
A disability which precludes 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	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☐	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

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

Other: yes based on passenger requests

Advanced Booking Notice (days): 28

Minimum Notice for Reservation (hours): 2

Booking Method: all bookings made by phone

REMARKS

In 2020 LaSalle had 79 registered passengers. Trips provided were 1,258 X \$18.95=\$23,839.10 (service contract) and 1,258 trips X \$5.25=\$6,604.50 (passenger revenue) Trips provided for attendants were 56 at no cost.

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	31,990	13,613
Non-Ambulatory	20,404	5,832
Total	52,394	19,445
Attendants	2,954	693
Companions	774	155
Other	-	-
Total	3,728	848
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	52,394	19,445
Total Support Person Trips	3,728	848
Total Trips	56,122	20,293

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	23,420	7,696
Reservation	27,437	11,185
On-Demand/Day-of	1,537	564
Total Trips Requested	72,084	35,029
Cancelled in Advance	14,406	13,363
Cancelled Late	4,536	1,841
No-Shows	713	359
Cancelled at Door	-	-

OPERATING EXPENSES

	2019	2020
Administration	\$27,289	\$36,775
Transportation Operations		
Internal Dedicated Service	\$1,122,366	\$937,902
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$144,825	\$129,590
Fuel and Energy Consumption	\$128,014	\$58,072
Total Operating Expenses	\$1,422,494	\$1,162,339

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$214,782	\$56,653
Other Revenue	\$7,007	\$1,671
Total Revenue	\$221,789	\$58,324

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$1,153,236	\$1,153,247
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$1,375,025	\$1,211,571

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	2019	2020
Revenue Vehicle Kilometres	349,038	131,898
Total Vehicle Kilometres	492,942	202,811
Revenue Vehicle Hours	22,406	9,359
Total Vehicle Hours	22,406	9,359
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	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	\$22.95	2020-01-01	Teamsters Local 879
Reservation Clerks	-		
Dispatchers	\$22.95	2020-01-01	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	14	-	5	6
Low-floor	-	-	-	-
Other	-	-	-	-
Total	14	-		

Vehicle Ownership: Handi-Transit - 14

Vehicle Maintenance: Handi-Transit

INDICATORS

Financial	2019	2020
R/C Ratio	15.6 %	5.0 %
Net Operating Cost / Capita	\$5.14	\$4.72
Total Expense / Passenger	\$25.35	\$57.28
Total Expense / Eligible Passenger	\$27.15	\$59.78
Transportation Expense / Passenger		
Dedicated Service	\$24.86	\$55.47
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$62.27	\$120.27

Operating

Registrants / Capita	0.0175	0.0184
Passengers / Capita	0.2402	0.0868
Passengers / Registrants	13.72	4.73
Passengers / Revenue Hour (Dedicated Service)	2.50	2.17
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	6.22	6.50
Average Speed (Dedicated Service)	15.58	14.09

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	266		
Non-Ambulatory	109	Attendants	1,629
Other	0	Companions	266
Total	375	Total	1,895

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 and 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:

FARE STRUCTURE

Effective Date: 2016-01-08

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.50	-	-	-	\$60.00	
Child	☒	-	-	-	-	-	0-5
Student	☐	\$2.50	-	-	-	\$48.00	
Senior	☐	\$2.50	-	-	-	\$48.00	60+
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	
Thursday	06:00 to 22:00	Holiday	

Other: full service offered on Civic Holiday

Advanced Booking Notice (days): 14

Minimum Notice for Reservation (hours): 24

Booking Method: Call in to the dispatch service or online booking

REMARKS

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	25,277	13,836
Non-Ambulatory	7,693	4,604
Total	32,970	18,440
Attendants	3,154	1,629
Companions	913	266
Other	-	-
Total	4,067	1,895

Non-Dedicated Service

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

Total Eligible Passenger Trips **32,970** **18,440**

Total Support Person Trips **4,067** **1,895**

Total Trips **37,037** **20,335**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	17,511	10,402
Reservation	14,501	7,386
On-Demand/Day-of	-	652
Total Trips Requested	38,526	30,511
Cancelled in Advance	2,744	10,551
Cancelled Late	2,821	1,245
No-Shows	240	172
Cancelled at Door	175	70

OPERATING EXPENSES

	2019	2020
Administration	\$21,610	\$23,178
Transportation Operations		
Internal Dedicated Service	\$65,249	\$17,283
Contract Dedicated Service	\$828,634	\$750,168
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$28,547	\$31,966
Fuel and Energy Consumption	\$11,009	\$3,765
Total Operating Expenses	\$955,049	\$826,360

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$89,379	\$32,945
Other Revenue	-	-
Total Revenue	\$89,379	\$32,945

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$45,000	-
Municipal Operating Contributions	\$820,670	\$793,415
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$955,049	\$826,360

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	\$52,000	-
Other	-	-
Total Capital Expenses	\$52,000	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	\$52,000	-
Other Capital Contributions	-	-
Total Capital Funding	\$52,000	-

OPERATING STATISTICS

Dedicated Service	2019	2020
Revenue Vehicle Kilometres	124,748	81,101
Total Vehicle Kilometres	132,748	88,481
Revenue Vehicle Hours	15,668	9,573
Total Vehicle Hours	16,068	10,009

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	5
Reservation Clerks	1	-
Dispatchers	1	1
Other Transport Operations	-	-
Mechanics	1	-
General Administration	1	-
Other	-	-
Total	7	6

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$28.33	2020-01-01	CUPE 1146
Reservation Clerks	-		
Dispatchers	-		
Mechanics	\$31.17	2020-01-01	CUPE 1146

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

VEHICLE DATA

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

Vehicle Ownership: City-2 Contractor-6

Vehicle Maintenance: Owner

INDICATORS

Financial	2019	2020
R/C Ratio	9.4 %	4.0 %
Net Operating Cost / Capita	\$21.11	\$19.35
Total Expense / Passenger	\$25.79	\$40.64
Total Expense / Eligible Passenger	\$28.97	\$44.81
Transportation Expense / Passenger		
Dedicated Service	\$25.20	\$39.50
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$58.09	\$80.25

Operating

Registrants / Capita	0.1200	0.0554
Passengers / Capita	0.9033	0.4960
Passengers / Registrants	7.53	8.96
Passengers / Revenue Hour (Dedicated Service)	2.36	2.12
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	3.37	3.99
Average Speed (Dedicated Service)	7.96	8.47

York Region, ON

YRT - Mobility On-Request

Contact	Steven Baldo	Population Served:	1,121,155
Title	Supervisor, Contract Management and Compliance	Service Area (km²):	1,776.0
Telephone	905-762-1282 x75629	Main Community Served:	York Region
Email	steven.baldo@york.ca	Other Communities Served:	

ACTIVE REGISTRANTS

Ambulatory	2,886		
Non-Ambulatory	697	Attendants	810
Other	125	Companions	134
Total	3,707	Total	944

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: 2019-07-01

	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, 0-5 ride free
Student	☐	-	-	-	-	-	
Senior	☐	\$4.25	\$2.40	-	-	\$65.00	65+
Attendant	☐	-	-	-	-	-	
Companion	☐	\$4.25	\$3.88	-	-	\$154.00	

Other: Presto and Mobile App payment follow fare parity table above

SERVICE HOURS / SCHEDULING

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

Other:

Advanced Booking Notice (days): 2

Minimum Notice for Reservation (hours): 15

Booking Method: Telephone, IVR, Web and Mobile App

REMARKS

PASSENGER DATA

Dedicated Service	2019	2020
Ambulatory	307,720	109,952
Non-Ambulatory	119,669	24,581
Total	427,389	134,533
Attendants	47,566	15,761
Companions	9,546	2,657
Other	-	-
Total	57,112	18,418
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	427,389	134,533
Total Support Person Trips	57,112	18,418
Total Trips	484,501	152,951

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	235,064	29,597
Reservation	188,051	102,245
On-Demand/Day-of	4,274	1,345
Total Trips Requested	352,617	134,533
Cancelled in Advance	39,092	12,948
Cancelled Late	4,447	1,796
No-Shows	2,941	1,057
Cancelled at Door	3,882	1,489

OPERATING EXPENSES

	2019	2020
Administration	\$1,164,954	\$816,517
Transportation Operations		
Internal Dedicated Service	\$4,578,928	\$4,107,937
Contract Dedicated Service	\$12,437,825	\$11,739,193
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	\$8	\$7
Total Operating Expenses	\$18,181,715	\$16,663,654

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,137,109	\$414,934
Other Revenue	\$5,883	\$600
Total Revenue	\$1,142,992	\$415,534

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$5,000	-

Municipal Operating Contributions	\$17,033,723	\$16,248,120
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$18,181,715	\$16,663,654

CAPITAL EXPENSES

Vehicle Purchase	\$1,353,327	\$578,391
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$1,353,327	\$578,391

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	\$114,491	\$529,441
Provincial Capital Contributions	-	-
Municipal Capital Contributions	\$1,238,835	\$48,950
Other Capital Contributions	-	-
Total Capital Funding	\$1,353,327	\$578,391

OPERATING STATISTICS

Dedicated Service	2019	2020
Revenue Vehicle Kilometres	3,315,244	2,713,157
Total Vehicle Kilometres	9,267,352	5,177,505
Revenue Vehicle Hours	251,865	246,774
Total Vehicle Hours	307,532	291,976
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	8
Dispatchers	5	-
Other Transport Operations	3	-
Mechanics	-	-
General Administration	9	1
Other	2	1
Total	23	10

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	-	67	-	4
Minivans	43	-	2	2
Vans	-	-	-	-
Small Buses	-	-	-	-
Low-floor	17	-	5	10
Other	7	-	2	6
Total	67	67		

Vehicle Ownership: Region owned buses & Promasters and private contractors for sedan & AVs

Vehicle Maintenance: Multiple contractors

INDICATORS

Financial	2019	2020
R/C Ratio	6.3 %	2.5 %
Net Operating Cost / Capita	\$15.12	\$14.49
Total Expense / Passenger	\$37.53	\$108.95
Total Expense / Eligible Passenger	\$42.54	\$123.86
Transportation Expense / Passenger		
Dedicated Service	\$35.12	\$103.61
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$55.33	\$54.28
Operating		
Registrants / Capita	0.0059	0.0041
Passengers / Capita	0.4300	0.1364
Passengers / Registrants	73.33	32.89
Passengers / Revenue Hour (Dedicated Service)	1.92	0.62
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	6.84	17.74
Average Speed (Dedicated Service)	13.16	10.99

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)	=	$\frac{\text{Revenue Vehicle Kilometres (Dedicated Service)}}{\text{Revenue Vehicle Hours (Dedicated Service)}}$