

Ontario Specialized Transit Services Fact Book

2022 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 2021 and 2022, 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 © 2023 Canadian Urban Transit Association (CUTA) - Association canadienne du transport urbain (ACTU)		
Abstract The Ontario Specialized Transit Services Fact Book – 2022 Operating Data contains operating statistics collected from 86 Ontario specialized transit systems which provide transit services for persons with disabilities. The Fact Book provides detailed data for 2021 and 2022, 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-22-21: English
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Hamilton	64	St. Thomas	142
Hanover	66	Stratford	144
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Ingersoll	70	Timmins	148
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Kenora	74	Trent Hills	152
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Notes on 2022 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 2022/2023 Dedicated Gas Tax allocation.

I. ONTARIO SUMMARY

Ontario

Number of Systems Reporting:	76	Systems with Dedicated Service:	74	97%	REGISTRANTS	
Population Served:	12,732,144	Operated by:			Ambulatory:	92,347
Service Area (km²):	54,556	Transit System/Municipality:	33	43%	Non-Ambulatory:	47,225
Communities Served:	156	Private Contractor:	30	39%	Attendants:	12,233
		Private Non-Profit Organization:	25	33%	Companions:	3,710
		Systems with Non-Dedicated Service:	28	37%	Other:	2,360
		Systems with a Taxi Scrip Program:	27	36%	Total:	157,875

ELIGIBILITY CRITERIA

Method of Determination

Internal Assessment	36	47%	Paper Application	57	75%
External Contract	10	13%	Healthcare Professional	54	71%
Committee	6	8%	Other	6	8%

OPERATING STATISTICS

Dedicated Service	2020	2021
Revenue Vehicle Kilometres	30,177,229	30,992,603
Total Vehicle Kilometres	38,560,600	38,980,663
Revenue Vehicle Hours	2,094,147	1,981,236
Total Vehicle Hours	2,267,727	2,131,102
Non-Dedicated Service		
Total Vehicle Kilometres	7,387,741	10,215,965
Total Vehicle Hours	326,899	347,346

PASSENGER DATA

Dedicated Service	2020	2021
Ambulatory	2,209,083	2,052,409
Non-Ambulatory	826,311	797,329
Total	3,059,169	2,890,368
Attendants	135,701	128,457
Companions	44,335	47,165
Other	7,506	6,336
Total	187,541	182,241
Non-Dedicated Service		
Ambulatory	736,849	646,392
Non-Ambulatory	76,571	60,803
Total	813,420	694,141
Attendants	14,827	7,169
Companions	17,630	10,713
Other	57,976	52,442
Total	90,433	67,045
Total Eligible Passenger Trips	3,877,591	3,584,504
Total Support Person Trips	277,974	250,001
Total Trips	4,155,565	3,834,505

Total Primary Passenger Trips by Booking Type

Subscription/Pre-Booked	1,543,759	1,668,388
Reservation	2,060,308	1,691,701
On-Demand/Day-of	184,215	169,957
Total Trips Requested	4,795,767	4,009,057
Cancelled in Advance	1,247,361	713,472
Cancelled Late	170,640	114,585
No-Shows	94,157	80,484
Cancelled at Door	44,868	34,555

SCHEDULING

Advanced Booking Notice (days): 27
Minimum Notice for Reservation (hours): 17

FARE STRUCTURE (Average)

	Cash	Unit Price	Monthly Pass
Adult/General	4.11	3.59	87.51
Child	3.43	2.79	62.83
Student	3.38	2.54	66.07
Senior	3.22	2.58	60.39
Attendant	4.11	3.70	76.50
Companion	3.87	3.67	80.79

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	906	296
Reservation Clerks	44	34
Dispatchers	86	35
Other Transport Operations	152	5
Mechanics	118	12
General Administration	119	22
Other	32	9
Total	1,456	413
Average Top Operator Wage Rate (internal):		\$24.24
Average Top Mechanic Wage Rate (internal):		\$34.22

INDICATORS

Financial	2020	2021
R/C Ratio	4.7%	5.1%
Net Operating Cost / Capita	\$18.49	\$17.97
Total Expense / Passenger	\$59.69	\$62.88
Total Expense / Eligible Passenger	\$63.97	\$67.26
Transportation Expense / Passenger		
Dedicated Service	\$57.89	\$58.67
Non-Dedicated Service	\$22.19	\$24.00
Transportation Expense / Hour (Dedicated Service)	\$82.88	\$84.59
Operating		
Registrants / Capita	0.0136	0.0124
Passengers / Capita	0.3251	0.3012
Passengers / Registrants	23.95	24.29
Passengers / Hour (Dedicated Service)	1.55	1.55
Kms / Passenger (Dedicated Service)	9.29	10.09
Average Speed (Dedicated Service)	14.41	15.64

OPERATING EXPENSES

	2020	2021
Administration	\$40,029,287	\$42,036,598
Transportation Operations		
Internal Dedicated Service	\$97,698,334	\$94,722,656
Contract Dedicated Service	\$57,222,952	\$51,949,368
Contract Non-Dedicated Service	\$18,707,686	\$17,088,812
Contract Taxi Scrip	\$1,347,655	\$1,182,941
Vehicle and Facility Maintenance	\$27,186,717	\$26,331,195
Fuel and Energy Consumption	\$5,838,685	\$7,276,490
Total Operating Expenses	\$248,031,309	\$241,096,796

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	6	496		3
Minivans	332	84	1	3
Vans	132	75	2	5
Small Buses	741	-	4	12
Low-floor	98	1	4	12
Other	28	1	5	9
Total	1,336	657		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$10,814,514	\$11,221,800
Other Revenue	\$866,397	\$1,036,793
Total Revenue	\$11,680,920	\$12,297,261
Federal Operating Contributions	\$806,740	\$325,843
Provincial Operating Contributions	\$9,142,027	\$9,622,354
Municipal Operating Contributions	\$229,238,374	\$219,155,884
Other Operating Contributions	\$361,100	\$627,772
Total Operating Revenues and Funding	\$250,992,308	\$241,888,824

CAPITAL EXPENSES

Vehicle Purchase	\$8,854,729	\$4,072,986
Debt Servicing	\$307,207	\$53,884
Other	\$1,713,443	\$2,538,115
Total Capital Expenses	\$10,875,379	\$6,664,985

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	\$300,710	\$114,134
Federal Capital Contributions	\$3,403,347	\$1,920,730
Provincial Capital Contributions	\$1,521,072	\$1,833,051
Municipal Capital Contributions	\$5,720,795	\$2,997,895
Other Capital Contributions	\$18,571	\$238
Total Capital Funding	\$10,964,495	\$6,866,049

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II. Population Group Summaries

Municipality	Page #	Municipality	Page #
Population Group 1 (> 150,000)		Population Group 3 (< 50,000)	
Barrie	20	Atikokan	16
Burlington	32	Bancroft	18
Durham Region	46	Blind River	24
Greater Sudbury	56	Bracebridge	26
Hamilton	64	Brockville	30
London	82	Chapleau	34
Niagara Region	94	Cobourg	38
Oakville	102	Cochrane	40
Ottawa	106	Cornwall	42
Peel Region	112	Cramahe	44
Simcoe County	136	Dysart et al	48
Toronto	150	Espanola	50
Waterloo Region - Urban	156	Fort Erie	52
Windsor	164	Fort Frances	54
York Region	168	Greenstone	58
		Hearst	68
Population Group 2 (50,000 - 150,000)		Ingersoll	70
Belleville	22	Kapuskasing	72
Brantford	28	Kenora	74
Chatham-Kent	36	Marmora and Lake	84
Guelph	60	Meaford	86
Halton Hills	62	New Tecumseth	90
Hanover	66	North Bay	96
Kingston	76	North Grenville	98
Lanark County	78	North Perth	100
Leamington	80	Orillia	104
Milton	88	Owen Sound	108
Niagara Falls	92	Parry Sound	110
Peterborough	118	Pembroke	114
Peterborough County	120	Perth East	116
Quinte West	126	Port Hope	122
Sarnia	130	Prince Edward County	124
Sault Ste Marie	132	Renfrew	128
St. Catharines	138	Schreiber	134
Thunder Bay	146	St. Marys	140
Waterloo Region - Rural	154	St. Thomas	142
Welland	158	Stratford	144
		Timmins	148
		Trent Hills	152
		West Elgin	160
		West Perth	162
		Woodstock	166

Population Group 1 (> 150,000)

Number of Systems Reporting:	15	Systems with Dedicated Service:	15	100%	REGISTRANTS	
Population Served:	10,781,867	Operated by:			Ambulatory:	47,102
Service Area (km²):	18,192	Transit System/Municipality:	7	47%	Non-Ambulatory:	28,584
Communities Served:	48	Private Contractor:	10	67%	Attendants:	4,292
		Private Non-Profit Organization:	3	20%	Companions:	1,095
		Systems with Non-Dedicated Service:	9	60%	Other:	881
		Systems with a Taxi Scrip Program:	9	60%	Total:	81,954

ELIGIBILITY CRITERIA

Method of Determination

Internal Assessment	6	40%	Paper Application	13	87%
External Contract	10	67%	Healthcare Professional	12	80%
Committee	1	7%	Other	3	20%

OPERATING STATISTICS

Dedicated Service	2021	2022
Revenue Vehicle Kilometres	25,301,102	31,911,623
Total Vehicle Kilometres	32,559,479	37,655,641
Revenue Vehicle Hours	1,676,077	1,915,160
Total Vehicle Hours	1,798,261	2,081,918
Non-Dedicated Service		
Total Vehicle Kilometres	8,735,072	7,337,758
Total Vehicle Hours	283,659	207,597

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	1,775,989	2,549,746
Non-Ambulatory	641,760	881,650
Total	2,417,749	3,430,238
Attendants	93,605	139,785
Companions	42,232	57,187
Other	6,250	10,150
Total	142,088	206,934
Non-Dedicated Service		
Ambulatory	615,979	1,035,845
Non-Ambulatory	54,319	72,499
Total	670,298	1,107,895
Attendants	7,131	22,794
Companions	7,854	21,744
Other	52,442	55,784
Total	67,427	100,323
Total Eligible Passenger Trips	3,088,047	4,539,742
Total Support Person Trips	210,229	307,444
Total Trips	3,298,276	4,847,186

Total Primary Passenger Trips by Booking Type

Subscription/Pre-Booked	1,476,246	2,721,053
Reservation	1,491,258	1,708,484
On-Demand/Day-of	118,595	249,446
Total Trips Requested	3,443,042	5,117,223
Cancelled in Advance	635,739	1,081,042
Cancelled Late	102,083	186,795
No-Shows	75,206	126,080
Cancelled at Door	31,805	52,054

SCHEDULING

Advanced Booking Notice (days): 10
Minimum Notice for Reservation (hours): 12

FARE STRUCTURE (Average)

	Cash	Unit Price	Monthly Pass
Adult/General	3.55	3.03	116.66
Child	3.08	2.13	65.00
Student	3.48	2.78	88.15
Senior	3.25	2.27	66.55
Attendant	3.37		65.40
Companion	3.60	3.50	121.00

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	847	64
Reservation Clerks	14	23
Dispatchers	60	23
Other Transport Operations	127	5
Mechanics	117	1
General Administration	121	4
Other	21	8
Total	1,305	128
Average Top Operator Wage Rate (internal):		\$29.48
Average Top Mechanic Wage Rate (internal):		\$38.44

INDICATORS

Financial	2021	2022
R/C Ratio	4.1%	4.6%
Net Operating Cost / Capita	\$19.51	\$22.31
Total Expense / Passenger	\$63.81	\$52.01
Total Expense / Eligible Passenger	\$68.15	\$55.53
Transportation Expense / Passenger		
Dedicated Service	\$61.03	\$49.52
Non-Dedicated Service	\$24.27	\$26.69
Transportation Expense / Hour (Dedicated Service)	\$86.88	\$86.52
Operating		
Registrants / Capita	0.0098	0.0076
Passengers / Capita	0.3187	0.4496
Passengers / Registrants	32.53	59.15
Passengers / Hour (Dedicated Service)	1.53	1.90
Kms / Passenger (Dedicated Service)	9.88	8.77
Average Speed (Dedicated Service)	15.10	16.66

OPERATING EXPENSES

	2021	2022
Administration	\$36,319,738	\$39,721,812
Transportation Operations		
Internal Dedicated Service	\$84,178,818	\$88,888,620
Contract Dedicated Service	\$44,020,277	\$60,335,187
Contract Non-Dedicated Service	\$16,896,937	\$30,717,448
Contract Taxi Scrip	\$1,010,117	\$1,529,911
Vehicle and Facility Maintenance	\$22,612,856	\$23,821,543
Fuel and Energy Consumption	\$5,416,372	\$7,077,881
Total Operating Expenses	\$210,465,117	\$252,092,401

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	470		3
Minivans	338	45	1	2
Vans	75	77	2	5
Small Buses	565	-	4	8
Low-floor	53	-	4	9
Other	10	1	3	6
Total	1,041	593		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$8,216,616	\$11,023,366
Other Revenue	\$349,651	\$494,303
Total Revenue	\$8,566,267	\$11,517,669
Federal Operating Contributions	-	-
Provincial Operating Contributions	\$3,946,319	\$3,939,289
Municipal Operating Contributions	\$198,031,102	\$237,263,259
Other Operating Contributions	\$2,243	\$139,295
Total Operating Revenues and Funding	\$210,545,930	\$252,859,509

CAPITAL EXPENSES

Vehicle Purchase	\$1,406,981	\$558,769
Debt Servicing	-	-
Other	\$2,057,155	\$2,031,225
Total Capital Expenses	\$3,464,136	\$2,589,994

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	\$818,886	\$717,051
Provincial Capital Contributions	\$1,191,388	\$3,005,124
Municipal Capital Contributions	\$1,809,586	\$3,425,754
Other Capital Contributions	\$377,938	\$668,147
Total Capital Funding	\$4,197,798	\$7,816,076

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

Number of Systems Reporting:	20	Systems with Dedicated Service:	20	100%	REGISTRANTS	
Population Served:	1,748,699	Operated by:			Ambulatory:	12,129
Service Area (km²):	16,902	Transit System/Municipality:	11	55%	Non-Ambulatory:	7,421
Communities Served:	48	Private Contractor:	3	15%	Attendants:	5,593
		Private Non-Profit Organization:	7	35%	Companions:	1,282
		Systems with Non-Dedicated Service:	11	55%	Other:	0
		Systems with a Taxi Scrip Program:	11	55%	Total:	26,723

ELIGIBILITY CRITERIA

Method of Determination

Internal Assessment	13	65%	Paper Application	17	85%
External Contract	1	5%	Healthcare Professional	16	80%
Committee	2	10%	Other	1	5%

OPERATING STATISTICS

Dedicated Service	2021	2022
Revenue Vehicle Kilometres	3,911,280	5,411,922
Total Vehicle Kilometres	4,251,767	5,936,111
Revenue Vehicle Hours	215,062	229,646
Total Vehicle Hours	231,079	262,547
Non-Dedicated Service		
Total Vehicle Kilometres	57,177	779,929
Total Vehicle Hours	16,370	10,811

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	188,463	299,093
Non-Ambulatory	100,708	164,731
Total	309,858	478,979
Attendants	26,383	30,562
Companions	5,240	3,027
Other	86	-
Total	31,709	36,994
Non-Dedicated Service		
Ambulatory	23,452	33,146
Non-Ambulatory	2,733	2,363
Total	26,185	37,995
Attendants	204	740
Companions	76	160
Other	-	-
Total	280	900
Total Eligible Passenger Trips	336,038	486,521
Total Support Person Trips	31,989	34,489
Total Trips	368,027	521,010

Total Primary Passenger Trips by Booking Type

Subscription/Pre-Booked	102,858	251,666
Reservation	146,899	174,180
On-Demand/Day-of	9,495	14,661
Total Trips Requested	340,290	550,327
Cancelled in Advance	53,524	98,661
Cancelled Late	8,081	14,309
No-Shows	3,392	6,776
Cancelled at Door	1,505	2,470

SCHEDULING

Advanced Booking Notice (days): 31
Minimum Notice for Reservation (hours): 13

FARE STRUCTURE (Average)

	Cash	Unit Price	Monthly Pass
Adult/General	5.36	6.46	87.25
Child	7.08		62.50
Student	4.22	5.45	75.37
Senior	4.00	4.60	61.90
Attendant	3.00		
Companion	3.20	8.32	79.12

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	109	118
Reservation Clerks	7	4
Dispatchers	28	14
Other Transport Operations	2	2
Mechanics	5	4
General Administration	24	4
Other	5	2
Total	180	148
Average Top Operator Wage Rate (internal):		\$28.34
Average Top Mechanic Wage Rate (internal):		\$36.10

INDICATORS

Financial	2021	2022
R/C Ratio	7.6%	8.9%
Net Operating Cost / Capita	\$11.91	\$12.42
Total Expense / Passenger	\$59.99	\$45.77
Total Expense / Eligible Passenger	\$65.70	\$49.01
Transportation Expense / Passenger		
Dedicated Service	\$48.92	\$37.97
Non-Dedicated Service	\$7.31	\$6.53
Transportation Expense / Hour (Dedicated Service)	\$72.32	\$74.61
Operating		
Registrants / Capita	0.0191	0.0153
Passengers / Capita	0.2149	0.2979
Passengers / Registrants	11.25	19.50
Passengers / Hour (Dedicated Service)	1.59	2.25
Kms / Passenger (Dedicated Service)	11.45	10.49
Average Speed (Dedicated Service)	18.19	23.57

OPERATING EXPENSES

	2021	2022
Administration	\$4,674,626	\$4,001,937
Transportation Operations		
Internal Dedicated Service	\$8,581,955	\$8,209,135
Contract Dedicated Service	\$3,705,256	\$6,038,127
Contract Non-Dedicated Service	\$57,128	\$67,402
Contract Taxi Scrip	\$136,390	\$186,438
Vehicle and Facility Maintenance	\$3,047,085	\$3,201,644
Fuel and Energy Consumption	\$1,376,192	\$2,140,178
Total Operating Expenses	\$22,077,366	\$23,844,861

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	1		4
Minivans	20	12	1	3
Vans	33	1	3	7
Small Buses	136	-	6	16
Low-floor	19	-	2	11
Other	10	-	6	15
Total	216	14		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,461,665	\$1,975,460
Other Revenue	\$178,064	\$153,792
Total Revenue	\$1,678,396	\$2,129,252
Federal Operating Contributions	\$69,535	\$7,989
Provincial Operating Contributions	\$3,072,283	\$3,172,048
Municipal Operating Contributions	\$17,316,370	\$18,963,176
Other Operating Contributions	\$165,576	\$34,278
Total Operating Revenues and Funding	\$22,257,131	\$24,306,743

CAPITAL EXPENSES

Vehicle Purchase	\$2,083,930	\$1,961,353
Debt Servicing	-	-
Other	\$172,145	\$32,256
Total Capital Expenses	\$2,256,075	\$1,993,609

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	\$78,291	\$36,460
Federal Capital Contributions	\$970,174	\$714,822
Provincial Capital Contributions	\$410,285	\$228,787
Municipal Capital Contributions	\$975,377	\$940,083
Other Capital Contributions	\$238	\$20,225
Total Capital Funding	\$2,434,365	\$1,940,377

Population Group 3 (< 50,000)

Number of Systems Reporting:	42	Systems with Dedicated Service:	40	95%	REGISTRANTS	
Population Served:	834,610	Operated by:			Ambulatory:	31,950
Service Area (km²):	24,036	Transit System/Municipality:	18	43%	Non-Ambulatory:	11,567
Communities Served:	70	Private Contractor:	17	40%	Attendants:	4,051
		Private Non-Profit Organization:	15	36%	Companions:	887
		Systems with Non-Dedicated Service:	10	24%	Other:	5
		Systems with a Taxi Scrip Program:	9	21%	Total:	48,714

ELIGIBILITY CRITERIA

Method of Determination

Internal Assessment	18	43%	Paper Application	29	69%
External Contract	3	7%	Healthcare Professional	29	69%
Committee	3	7%	Other	2	5%

OPERATING STATISTICS

Dedicated Service	2021	2022
Revenue Vehicle Kilometres	1,730,757	2,228,093
Total Vehicle Kilometres	2,138,395	2,718,300
Revenue Vehicle Hours	110,489	123,063
Total Vehicle Hours	123,121	140,801
Non-Dedicated Service		
Total Vehicle Kilometres	1,423,716	633,306
Total Vehicle Hours	47,317	10,796

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	113,814	156,965
Non-Ambulatory	58,296	73,415
Total	192,037	252,260
Attendants	11,804	14,929
Companions	798	2,061
Other	-	-
Total	12,904	16,993
Non-Dedicated Service		
Ambulatory	18,910	23,773
Non-Ambulatory	3,968	4,916
Total	22,878	28,689
Attendants	450	933
Companions	3,285	3,328
Other	-	-
Total	3,735	4,261
Total Eligible Passenger Trips	214,915	280,949
Total Support Person Trips	16,640	21,251
Total Trips	231,555	302,200

Total Primary Passenger Trips by Booking Type

Subscription/Pre-Booked	81,963	127,006
Reservation	41,025	55,486
On-Demand/Day-of	50,912	42,106
Total Trips Requested	216,297	301,387
Cancelled in Advance	22,111	29,618
Cancelled Late	4,389	5,512
No-Shows	1,816	2,571
Cancelled at Door	1,104	1,172

SCHEDULING

Advanced Booking Notice (days): 32

Minimum Notice for Reservation (hours): 19

FARE STRUCTURE (Average)

	Cash	Unit Price	Monthly Pass
Adult/General	3.92	3.51	62.00
Child	3.52	3.19	51.67
Student	3.70	3.17	49.50
Senior	3.58	3.42	48.92
Attendant	3.96	3.85	
Companion	3.60	4.42	51.20

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	36	89
Reservation Clerks	9	7
Dispatchers	14	4
Other Transport Operations	3	2
Mechanics	14	4
General Administration	17	16
Other	3	-
Total	96	125

Average Top Operator Wage Rate (internal): \$21.32

Average Top Mechanic Wage Rate (internal): \$31.34

INDICATORS

Financial	2021	2022
R/C Ratio	17.8%	22.2%
Net Operating Cost / Capita	\$10.33	\$10.54
Total Expense / Passenger	\$44.93	\$37.41
Total Expense / Eligible Passenger	\$48.41	\$40.24
Transportation Expense / Passenger		
Dedicated Service	\$37.52	\$29.37
Non-Dedicated Service	\$15.39	\$15.39
Transportation Expense / Hour (Dedicated Service)	\$62.45	\$56.16
Operating		
Registrants / Capita	0.0348	0.0584
Passengers / Capita	0.2796	0.3621
Passengers / Registrants	8.03	6.20
Passengers / Hour (Dedicated Service)	1.85	2.19
Kms / Passenger (Dedicated Service)	8.45	8.28
Average Speed (Dedicated Service)	15.66	18.11

OPERATING EXPENSES

	2021	2022
Administration	\$2,305,372	\$2,934,085
Transportation Operations		
Internal Dedicated Service	\$2,504,353	\$2,225,937
Contract Dedicated Service	\$4,051,101	\$4,284,784
Contract Non-Dedicated Service	\$373,070	\$445,964
Contract Taxi Scrip	\$36,434	\$61,139
Vehicle and Facility Maintenance	\$639,958	\$667,795
Fuel and Energy Consumption	\$493,992	\$729,033
Total Operating Expenses	\$10,404,279	\$11,305,237

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	6	-	3	6
Minivans	24	3	1	4
Vans	25	3	2	5
Small Buses	45	1	3	11
Low-floor	35	1	3	12
Other	7	-	4	8
Total	142	8		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,335,017	\$1,961,407
Other Revenue	\$518,105	\$543,246
Total Revenue	\$1,853,122	\$2,504,653
Federal Operating Contributions	\$231,528	\$13,000
Provincial Operating Contributions	\$2,007,672	\$1,793,684
Municipal Operating Contributions	\$6,168,602	\$6,807,746
Other Operating Contributions	\$292,738	\$407,840
Total Operating Revenues and Funding	\$10,458,402	\$11,448,075

CAPITAL EXPENSES

Vehicle Purchase	\$662,701	\$903,642
Debt Servicing	\$53,884	\$107,772
Other	\$308,815	\$618,700
Total Capital Expenses	\$1,025,400	\$1,630,114

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	\$35,843	\$26,372
Federal Capital Contributions	\$275,185	\$254,603
Provincial Capital Contributions	\$522,038	\$787,256
Municipal Capital Contributions	\$215,107	\$545,457
Other Capital Contributions	-	\$35,000
Total Capital Funding	\$1,048,174	\$1,648,688

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III. INDIVIDUAL TRANSIT SYSTEM DATA

Atikokan, ON

Atikokan Specialized Transit

Contact Teddie-Ann Hogan
 Title Manager/Administrative Assistant
 Telephone 807-597-5516/6001
 Email d.black@rhcf.on.ca

Population Served: 2,753
 Service Area (km²): 400.0
 Main Community Served: Atikokan
 Other Communities Served: 0

ACTIVE REGISTRANTS

Ambulatory	95		
Non-Ambulatory	70	Attendants	6
Other	0	Companions	6
Total	165	Total	12

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
 Senior Citizen individuals with a mobility impairment
 individuals with a socio economic barrier to transportation

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

DEDICATED SERVICE

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

NON-DEDICATED SERVICE

Operated By: ☒ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

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	☐	-	-	-	-	-	Eligible person
Student	☐	-	-	-	-	-	Requires accessible transit
Senior	☐	\$1.50	-	-	-	-	>60
Attendant	☐	\$2.50	-	-	-	-	Mandatory attendant
Companion	☐	\$2.50	-	-	-	-	Mandatory

Other:

SERVICE HOURS / SCHEDULING

Monday	10:00 to 16:00	Friday	10:00 to 16:00
Tuesday	10:00 to 16:00	Saturday	11:00 to 15:00
Wednesday	10:00 to 16:00	Sunday	00:00 to 00:00
Thursday	10:00 to 16:00	Holiday	00:00 to 00:00

Other: As needed

Advanced Booking Notice (days): 7

Minimum Notice for Reservation (hours): 1

Booking Method: Contact Driver by phone

REMARKS

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	2,685	2,950
Non-Ambulatory	260	272
Total	2,915	3,222
Attendants	16	16
Companions	10	8
Other	-	-
Total	26	24
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	2,915	3,222
Total Support Person Trips	26	24
Total Trips	2,941	3,246

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	1,585	1,650
Reservation	-	-
On-Demand/Day-of	1,330	1,572
Total Trips Requested	2,975	3,350
Cancelled in Advance	15	20
Cancelled Late	35	31
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2021	2022
Administration	-	-
Transportation Operations		
Internal Dedicated Service	\$28,968	\$37,794
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$28,968	\$37,794

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$2,308	\$2,665
Other Revenue	-	-
Total Revenue	\$2,308	\$2,665

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$24,594	\$25,383
Municipal Operating Contributions	\$15,000	\$9,746
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$41,902	\$37,794

CAPITAL EXPENSES

Vehicle Purchase	\$73,735	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$73,735	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	\$71,560	-
Municipal Capital Contributions	\$2,175	-
Other Capital Contributions	-	-
Total Capital Funding	\$73,735	-

OPERATING STATISTICS

Dedicated Service	2021	2022
Revenue Vehicle Kilometres	12,750	13,300
Total Vehicle Kilometres	13,860	14,545
Revenue Vehicle Hours	1,125	1,176
Total Vehicle Hours	1,203	1,264
Non-Dedicated Service		
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	-		

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 x2 vans

Vehicle Maintenance: Atikokan Township

INDICATORS

Financial	2021	2022
R/C Ratio	8.0 %	7.1 %
Net Operating Cost / Capita	\$9.68	\$12.76
Total Expense / Passenger	\$9.85	\$11.64
Total Expense / Eligible Passenger	\$9.94	\$11.73
Transportation Expense / Passenger		
Dedicated Service	\$9.85	\$11.64
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$24.08	\$29.90
Operating		
Registrants / Capita	0.0639	0.0643
Passengers / Capita	1.0683	1.1791
Passengers / Registrants	16.71	18.34
Passengers / Revenue Hour (Dedicated Service)	2.61	2.76
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	4.34	4.10
Average Speed (Dedicated Service)	11.33	11.31

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	1,855		
Non-Ambulatory	425	Attendants	16
Other	0	Companions	7
Total	2,280	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	☐	\$10.00	\$5.50	-	-	-	
Senior	☐	\$10.00	\$5.50	-	-	-	
Attendant	☒	-	-	-	-	-	
Companion	☒	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

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

Other:

Advanced Booking Notice (days): 0

Minimum Notice for Reservation (hours): 0

Booking Method: On demand, call in to dispatch

REMARKS

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	8,326	9,102
Non-Ambulatory	42	80
Total	8,368	9,182
Attendants	16	19
Companions	-	3
Other	-	-
Total	16	22
Non-Dedicated Service		
Ambulatory	14	-
Non-Ambulatory	-	-
Total	14	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	8,382	9,182
Total Support Person Trips	16	22
Total Trips	8,398	9,204

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	7,982	-
Total Trips Requested	-	2,602
Cancelled in Advance	-	98
Cancelled Late	-	5
No-Shows	19	7
Cancelled at Door	2	2

OPERATING EXPENSES

	2021	2022
Administration	\$16,540	\$9,500
Transportation Operations		
Internal Dedicated Service	\$39,040	\$49,000
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$5,300	\$49,000
Fuel and Energy Consumption	\$15,440	\$18,500
Total Operating Expenses	\$76,320	\$82,500

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$4,420	\$8,200
Other Revenue	\$10,000	-
Total Revenue	\$14,420	\$8,200

Federal Operating Contributions	\$11,000	-
Provincial Operating Contributions	\$25,000	\$24,270
Municipal Operating Contributions	\$8,000	\$3,250
Other Operating Contributions	\$19,000	\$48,000
Total Operating Revenues and Funding	\$77,420	\$83,720

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	2021	2022
Revenue Vehicle Kilometres	41,600	43,052
Total Vehicle Kilometres	50,700	43,207
Revenue Vehicle Hours	1,040	1,065
Total Vehicle Hours	1,300	1,071
Non-Dedicated Service		
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	\$16.00	2021-01-01	
Reservation Clerks	-		
Dispatchers	\$17.00	2021-01-01	
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	-	-	3	6
Minivans	3	2	3	6
Vans	-	-	-	-
Small Buses	1	-	3	16
Low-floor	-	-	-	-
Other	-	-	-	-
Total	4	2		

Vehicle Ownership: BCT

Vehicle Maintenance: BCT

INDICATORS

Financial	2021	2022
R/C Ratio	18.9 %	9.9 %
Net Operating Cost / Capita	\$4.24	\$5.10
Total Expense / Passenger	\$9.09	\$8.96
Total Expense / Eligible Passenger	\$9.11	\$8.99
Transportation Expense / Passenger		
Dedicated Service	\$7.13	\$12.66
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$45.98	\$108.78

Operating

Registrants / Capita	0.1384	0.1579
Passengers / Capita	0.5759	0.6311
Passengers / Registrants	4.16	4.00
Passengers / Revenue Hour (Dedicated Service)	8.06	8.64
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	4.96	4.68
Average Speed (Dedicated Service)	40.00	40.42

Barrie, ON

Barrie Transit

Contact Julie MacDonald
 Title Transit Operations Coordinator
 Telephone 705-739-4220 x4497
 Email Julie.macdonald@barrie.ca

Population Served: 155,132
 Service Area (km²): 113.0
 Main Community Served: City of Barrie
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	526		
Non-Ambulatory	115	Attendants	24
Other	0	Companions	17
Total	641	Total	41

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description

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

Method of Determination

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

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.

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: 2021-05-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.25	\$2.80	-	-	-	
Child	☒	-	-	-	-	-	0-12
Student	☐	\$3.25	\$2.45	-	-	-	with ID
Senior	☒	\$3.00	\$2.10	-	-	-	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 and online

REMARKS

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	20,094	26,563
Non-Ambulatory	4,344	5,119
Total	24,438	31,682
Attendants	1,102	1,186
Companions	635	887
Other	-	-
Total	1,737	2,073
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	24,438	31,682
Total Support Person Trips	1,737	2,073
Total Trips	26,175	33,755

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	7,878	8,972
Reservation	15,446	21,237
On-Demand/Day-of	1,114	1,473
Total Trips Requested	29,573	36,827
Cancelled in Advance	6,414	6,007
Cancelled Late	18	38
No-Shows	286	358
Cancelled at Door	31	47

OPERATING EXPENSES

	2021	2022
Administration	\$216,135	\$216,646
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$903,495	\$1,015,664
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$1,119,630	\$1,232,310

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$19,843	\$22,580
Other Revenue	-	-
Total Revenue	\$19,843	\$22,580
Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$1,099,787	\$1,209,730
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$1,119,630	\$1,232,310

CAPITAL EXPENSES

Vehicle Purchase	\$810,660	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$810,660	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	\$324,264	-
Provincial Capital Contributions	\$270,220	-
Municipal Capital Contributions	\$216,176	-
Other Capital Contributions	-	-
Total Capital Funding	\$810,660	-

OPERATING STATISTICS

Dedicated Service	2021	2022
Revenue Vehicle Kilometres	209,783	221,900
Total Vehicle Kilometres	243,461	261,155
Revenue Vehicle Hours	17,665	20,824
Total Vehicle Hours	20,017	23,481
Non-Dedicated Service		
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	1	-
Other Transport Operations	-	-
Mechanics	9	-
General Administration	34	-
Other	-	-
Total	62	-

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$27.04	2022-07-01	ATU 1775
Reservation Clerks	\$19.56	2022-07-01	
Dispatchers	-		
Mechanics	\$37.45	2022-07-01	ATU 1775

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	9
Other	-	-	-	-
Total	15	-		

Vehicle Ownership: City of Barrie
 Vehicle Maintenance: Contracted operator

INDICATORS

Financial	2021	2022
R/C Ratio	1.8 %	1.8 %
Net Operating Cost / Capita	\$7.28	\$7.80
Total Expense / Passenger	\$42.77	\$36.51
Total Expense / Eligible Passenger	\$45.82	\$38.90
Transportation Expense / Passenger		
Dedicated Service	\$34.52	\$30.09
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$45.14	\$43.25
Operating		
Registrants / Capita	0.0360	0.0044
Passengers / Capita	0.1733	0.2176
Passengers / Registrants	4.81	49.49
Passengers / Revenue Hour (Dedicated Service)	1.48	1.62
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	8.01	6.57
Average Speed (Dedicated Service)	11.88	10.66

Belleville, ON

Belleville Transit

Contact Brad Strauss
 Title Manager of Transit Services
 Telephone 613-962-4344 x3556
 Email bstrauss@belleville.ca

Population Served: 55,071
 Service Area (km²): 247.2
 Main Community Served: City of Belleville
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	1,009		
Non-Ambulatory	484	Attendants	502
Other	0	Companions	0
Total	1,493	Total	502

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description	Method of Determination
Registered users are not able to get to or from a regular bus stop.	☐ Internal Assessment ☐ External Contract ☐ Committee
	☒ Paper Application ☒ Healthcare Professional ☐ Other

DEDICATED SERVICE

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

NON-DEDICATED SERVICE

Operated By: ☐ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2020-10-05

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.25	\$2.25	-	-	\$65.00	
Child	☐	-	-	-	-	-	5-11
Student	☐	-	-	-	-	-	12+ with ID
Senior	☐	-	-	-	-	-	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	05:00 to 00:00
Thursday	05:00 to 00:00	Holiday	00:00 to 00:00

Other: we do not operate on Stat holidays

Advanced Booking Notice (days): 7

Minimum Notice for Reservation (hours): 1

Booking Method: Via telephone call in or email

REMARKS

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	8,584	45,922
Non-Ambulatory	4,558	9,128
Total	13,142	55,050
Attendants	3,264	1,056
Companions	226	-
Other	-	-
Total	3,490	1,056

Non-Dedicated Service

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

Total Eligible Passenger Trips **13,142** **55,050**

Total Support Person Trips **3,490** **1,056**

Total Trips **16,632** **56,106**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	4,011	12,840
Reservation	7,802	5,614
On-Demand/Day-of	1,329	253
Total Trips Requested	17,266	15,419
Cancelled in Advance	3,730	6,561
Cancelled Late	11	16
No-Shows	31	107
Cancelled at Door	79	119

OPERATING EXPENSES

	2021	2022
Administration	\$246,529	\$3,177
Transportation Operations		
Internal Dedicated Service	-	\$248,917
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$32,256	\$26,873
Fuel and Energy Consumption	\$106,800	\$55,848
Total Operating Expenses	\$385,585	\$334,815

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$3,965	\$4,052
Other Revenue	-	-
Total Revenue	\$3,965	\$4,052

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$381,620	\$330,763
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$385,585	\$334,815

CAPITAL EXPENSES

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

CAPITAL FUNDING CONTRIBUTIONS

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

OPERATING STATISTICS

Dedicated Service	2021	2022
Revenue Vehicle Kilometres	47,898	694,231
Total Vehicle Kilometres	64,773	716,311
Revenue Vehicle Hours	6,993	8,069
Total Vehicle Hours	7,634	9,114

Non-Dedicated Service

Accessible Service		
Total Vehicle Kilometres	-	716,311
Total Vehicle Hours	-	9,114
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

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

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$27.46	2021-04-21	Unifor local 1839
Reservation Clerks	-		
Dispatchers	\$29.18	2022-07-01	
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	1	-	2	7
Other	-	-	-	-
Total	4	-		

Vehicle Ownership: City of Belleville

Vehicle Maintenance: City of Belleville

INDICATORS

Financial	2021	2022
R/C Ratio	1.0 %	1.2 %
Net Operating Cost / Capita	\$6.93	\$6.01
Total Expense / Passenger	\$23.18	\$5.97
Total Expense / Eligible Passenger	\$29.34	\$6.08
Transportation Expense / Passenger		
Dedicated Service	\$8.36	\$5.91
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$18.22	\$36.39

Operating

Registrants / Capita	0.0315	0.0362
Passengers / Capita	0.3020	1.0188
Passengers / Registrants	9.58	28.12
Passengers / Revenue Hour (Dedicated Service)	2.38	6.95
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	2.88	12.37
Average Speed (Dedicated Service)	6.85	86.04

Blind River, ON

Liberty Express Liberte

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

Population Served: 3,097
 Service Area (km²): 330.0
 Main Community Served: Blind River
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	35		
Non-Ambulatory	13	Attendants	0
Other	0	Companions	0
Total	48	Total	0

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

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

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

DEDICATED SERVICE

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

NON-DEDICATED SERVICE

Operated By: ☐ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2018-12-31

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

Other: Bus passes available used as a punch card. They have the option to pay for 10, 20 or 30 rides. There are no savings. Fee \$3.50 one way.

SERVICE HOURS / SCHEDULING

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

Other:

Advanced Booking Notice (days): 7

Minimum Notice for Reservation (hours): 24

Booking Method: Customers must call A.J. Bus Lines to book time for pick up.

REMARKS

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	494	637
Non-Ambulatory	90	294
Total	584	931
Attendants	14	-
Companions	-	-
Other	-	-
Total	14	-
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	584	931
Total Support Person Trips	14	-
Total Trips	598	931

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	-	-
Cancelled in Advance	188	50
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2021	2022
Administration	\$8,575	\$2,122
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$13,509	\$54,412
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$5,353	\$2,343
Fuel and Energy Consumption	\$4,325	\$5,767
Total Operating Expenses	\$31,762	\$64,644

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$5,149	\$9,238
Other Revenue	-	-
Total Revenue	\$5,149	\$9,238

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$10,430	\$8,614
Municipal Operating Contributions	\$21,238	\$46,792
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$36,817	\$64,644

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	2021	2022
Revenue Vehicle Kilometres	12,199	11,235
Total Vehicle Kilometres	12,199	11,235
Revenue Vehicle Hours	1,584	653
Total Vehicle Hours	1,584	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	-	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	\$21.00	2022-01-01	
Reservation Clerks	\$21.00	2022-01-01	
Dispatchers	-		
Mechanics	\$30.83	2022-01-01	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	2021	2022
R/C Ratio	16.2 %	14.3 %
Net Operating Cost / Capita	\$7.67	\$17.89
Total Expense / Passenger	\$53.11	\$69.44
Total Expense / Eligible Passenger	\$54.39	\$69.44
Transportation Expense / Passenger		
Dedicated Service	\$38.77	\$67.16
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$14.64	\$95.75

Operating

Registrants / Capita	0.0167	0.0155
Passengers / Capita	0.1722	0.3006
Passengers / Registrants	10.31	19.40
Passengers / Revenue Hour (Dedicated Service)	0.38	1.43
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	20.40	12.07
Average Speed (Dedicated Service)	7.70	17.21

Bracebridge, ON

Bracebridge Mobility

Contact Jessica Stuart
 Title General Office Assistant
 Telephone 705-645-6319 x3602
 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	115
Other	0	Companions	0
Total	255	Total	115

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description

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

Method of Determination

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

DEDICATED SERVICE

Operated By:

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

NON-DEDICATED SERVICE

Operated By:

☐	Taxi
☐	Rideshare Service
☐	Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2017-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.50	-	-	-	\$50.00	18-64
Child	☒	-	-	-	-	-	0-5
Student	☐	\$2.00	-	-	-	\$40.00	6-17
Senior	☐	\$2.00	-	-	-	\$40.00	65+
Attendant	☐	-	-	-	-	-	
Companion	☐	\$2.50	-	-	-	\$50.00	

Other:

SERVICE HOURS / SCHEDULING

Monday	07:30 to 18:30	Friday	07:30 to 18:30
Tuesday	07:30 to 18:30	Saturday	08:30 to 18:30
Wednesday	07:30 to 18:30	Sunday	00:00 to 00:00
Thursday	07:30 to 18:30	Holiday	00:00 to 00:00

Other: Statutory Holidays service does not operate

Advanced Booking Notice (days): 7

Minimum Notice for Reservation (hours): 3

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

REMARKS

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	-	-
Non-Ambulatory	-	-
Total	1,412	1,740
Attendants	62	70
Companions	-	10
Other	-	-
Total	62	80
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	1,412	1,740
Total Support Person Trips	62	80
Total Trips	1,474	1,820

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

	2021	2022
Administration	-	-
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$125,348	\$140,007
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$125,348	\$140,007

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$382	\$3,640
Other Revenue	-	-
Total Revenue	\$382	\$3,640

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$125,348	\$136,367
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$125,730	\$140,007

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	2021	2022
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	2021	2022
R/C Ratio	0.3 %	2.6 %
Net Operating Cost / Capita	\$20.83	\$22.73
Total Expense / Passenger	\$85.04	\$76.93
Total Expense / Eligible Passenger	\$88.77	\$80.46
Transportation Expense / Passenger		
Dedicated Service	\$85.04	\$76.93
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$39.67	\$44.31
Operating		
Registrants / Capita	0.0508	0.0617
Passengers / Capita	0.2457	0.3033
Passengers / Registrants	4.83	4.92
Passengers / Revenue Hour (Dedicated Service)	0.47	0.58
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

Brantford, ON

Brantford Lift

Contact Brad Smith
 Title Transit Planner
 Telephone 519-759-4150 X5442
 Email bsmith@brantford.ca

Population Served: 104,688
 Service Area (km²): 102.4
 Main Community Served: Brantford
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	1,168		
Non-Ambulatory	1,016	Attendants	0
Other	0	Companions	0
Total	2,184	Total	0

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
 As a result of their disability, or temporary disability, cannot board or use the 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	☒	-	-	-	-	-	0-12
Student	☐	\$3.00	\$2.45	-	-	\$55.50	12-18
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	2021	2022
Ambulatory	14,976	11,510
Non-Ambulatory	6,832	19,146
Total	21,808	30,656
Attendants	705	904
Companions	-	-
Other	-	-
Total	705	904

Non-Dedicated Service

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

Total Eligible Passenger Trips **21,808** **30,656**

Total Support Person Trips **705** **904**

Total Trips **22,513** **31,560**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	9,060	13,504
Reservation	12,564	16,923
On-Demand/Day-of	184	229
Total Trips Requested	28,774	41,191
Cancelled in Advance	5,485	4,915
Cancelled Late	1,240	2,516
No-Shows	104	291
Cancelled at Door	96	158

OPERATING EXPENSES

	2021	2022
Administration	\$30,930	\$32,687
Transportation Operations		
Internal Dedicated Service	\$1,148,344	\$1,223,977
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$310,617	\$367,212
Fuel and Energy Consumption	-	\$145,282
Total Operating Expenses	\$1,489,891	\$1,769,158

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$44,660	\$62,958
Other Revenue	\$2,003	-
Total Revenue	\$46,663	\$62,958

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$80,446	\$71,920
Municipal Operating Contributions	\$1,362,783	\$1,634,280
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$1,489,891	\$1,769,158

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	2021	2022
Revenue Vehicle Kilometres	172,964	244,928
Total Vehicle Kilometres	172,964	244,928
Revenue Vehicle Hours	20,254	16,481
Total Vehicle Hours	20,254	16,481

Non-Dedicated Service

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	\$29.65	2022-07-03	ATU Local 685
Reservation Clerks	-		
Dispatchers	\$29.65	2022-07-03	ATU Local 685
Mechanics	\$38.15	2021-07-01	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	-	-	-	-
Small Buses	17	-	4	12
Low-floor	-	-	-	-
Other	-	-	-	-
Total	17	-		

Vehicle Ownership: City of Brantford

Vehicle Maintenance: City of Brantford

INDICATORS

Financial	2021	2022
R/C Ratio	3.1 %	3.6 %
Net Operating Cost / Capita	\$13.79	\$16.30
Total Expense / Passenger	\$66.18	\$56.06
Total Expense / Eligible Passenger	\$68.32	\$57.71
Transportation Expense / Passenger		
Dedicated Service	\$64.81	\$55.02
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$72.03	\$105.36

Operating

Registrants / Capita	0.0272	0.0209
Passengers / Capita	0.2150	0.3015
Passengers / Registrants	7.92	14.45
Passengers / Revenue Hour (Dedicated Service)	1.11	1.91
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	7.68	7.76
Average Speed (Dedicated Service)	8.54	14.86

Brockville Para Transit

Contact	Matt Locke	Population Served:	21,870
Title	Supervisor of Transportation & Fleet Services	Service Area (km²):	20.7
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	567		
Non-Ambulatory	766	Attendants	727
Other	0	Companions	0
Total	1,333	Total	727

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: 2022-04-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.50	\$2.05	-	-	\$62.00	
Child	☒	-	-	-	-	-	0-5
Student	☐	-	-	-	-	-	Semester Pass - Unlimited rides for \$150/semester
Senior	☐	-	-	-	-	-	
Attendant	☐	-	-	-	-	-	
Companion	☐	\$2.50	\$2.05	-	-	\$62.00	
Other:	10 for \$20.50, 40 for \$72.00						

SERVICE HOURS / SCHEDULING

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

Other:

Advanced Booking Notice (days): 7

Minimum Notice for Reservation (hours): 0

Booking Method: Phone call to operator

REMARKS

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	3,713	6,433
Non-Ambulatory	2,202	3,056
Total	5,915	9,489
Attendants	833	1,135
Companions	-	-
Other	-	-
Total	833	1,135
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	5,915	9,489
Total Support Person Trips	833	1,135
Total Trips	6,748	10,624

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	1,818	3,967
Reservation	2,070	3,013
On-Demand/Day-of	2,027	2,509
Total Trips Requested	7,295	11,284
Cancelled in Advance	1,304	1,622
Cancelled Late	-	-
No-Shows	75	173
Cancelled at Door	-	-

OPERATING EXPENSES

	2021	2022
Administration	\$11,749	\$12,931
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$426,585	\$443,649
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$438,334	\$456,580

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$10,071	\$15,581
Other Revenue	-	\$2,383
Total Revenue	\$10,071	\$17,964

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$44,947	\$45,162
Municipal Operating Contributions	\$338,316	\$393,454
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$438,334	\$456,580

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	2021	2022
Revenue Vehicle Kilometres	38,656	65,371
Total Vehicle Kilometres	38,656	65,371
Revenue Vehicle Hours	4,794	5,940
Total Vehicle Hours	4,794	5,940
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	-
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: VOYAGO

Vehicle Maintenance: VOYAGO

INDICATORS

Financial	2021	2022
R/C Ratio	2.3 %	3.9 %
Net Operating Cost / Capita	\$19.58	\$20.06
Total Expense / Passenger	\$64.96	\$42.98
Total Expense / Eligible Passenger	\$74.11	\$48.12
Transportation Expense / Passenger		
Dedicated Service	\$63.22	\$41.76
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$88.98	\$74.69
Operating		
Registrants / Capita	0.0862	0.0942
Passengers / Capita	0.3086	0.4858
Passengers / Registrants	3.58	5.16
Passengers / Revenue Hour (Dedicated Service)	1.41	1.79
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	5.73	6.15
Average Speed (Dedicated Service)	8.06	11.01

Burlington, ON

Burlington Transit

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

Population Served: 186,948
 Service Area (km²): 97.3
 Main Community Served: Burlington
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	640		
Non-Ambulatory	378	Attendants	233
Other	0	Companions	1
Total	1,018	Total	234

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 physically 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	☐	-	-	-	-	-	
Senior	☒	\$3.50	\$1.90	\$1.90	-	\$61.00	65+
Attendant	☐	-	-	-	-	-	Mandatory attendant
Companion	☐	-	-	-	-	-	Respective concession

Other: Seniors ride free weekdays off-peak between 9am - 2:30pm; Summer Monthly Pass (per month: July, August only on Presto for Youth \$25.00); \$0.70 GO Transit Fare Integration; U-pass add-on for McMaster University and Mohawk College students with a current student I.D and U-pass

SERVICE HOURS / SCHEDULING

Monday	04:45 to 01:30	Friday	04:45 to 01:30
Tuesday	04:45 to 01:30	Saturday	06:30 to 22:05
Wednesday	04:45 to 01:30	Sunday	06:35 to 22:05
Thursday	04:45 to 01:30	Holiday	06:35 to 22:05

Other:

Advanced Booking Notice (days): 14

Minimum Notice for Reservation (hours): 48

Booking Method: Call in, book online, IVR

REMARKS

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	24,222	32,030
Non-Ambulatory	10,320	14,302
Total	34,542	46,332
Attendants	2,698	4,509
Companions	855	1,273
Other	-	-
Total	3,553	5,782

Non-Dedicated Service

Ambulatory	-	569
Non-Ambulatory	-	122
Total	-	691
Attendants	17	93
Companions	10	13
Other	-	-
Total	27	106

Total Eligible Passenger Trips **34,542** **47,023**

Total Support Person Trips **3,580** **5,888**

Total Trips **38,122** **52,911**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	15,873	21,559
Reservation	16,448	21,987
On-Demand/Day-of	3,422	3,754
Total Trips Requested	43,974	60,010
Cancelled in Advance	4,927	7,933
Cancelled Late	1,434	1,892
No-Shows	555	835
Cancelled at Door	123	265

OPERATING EXPENSES

	2021	2022
Administration	\$190,870	\$201,562
Transportation Operations		
Internal Dedicated Service	\$1,613,795	\$1,734,270
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$21,943	\$1,500
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$297,276	\$227,135
Fuel and Energy Consumption	\$142,855	\$216,024
Total Operating Expenses	\$2,266,739	\$2,380,491

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$25,794	\$36,389
Other Revenue	-	-
Total Revenue	\$25,794	\$36,389

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	\$56,582
Municipal Operating Contributions	\$2,269,215	\$2,400,684
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$2,295,009	\$2,493,655

CAPITAL EXPENSES

Vehicle Purchase	\$531,508	\$17,958
Debt Servicing	-	-
Other	\$343,691	\$84,035
Total Capital Expenses	\$875,199	\$101,993

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	\$94,440	-
Provincial Capital Contributions	\$702,068	\$12,916
Municipal Capital Contributions	\$78,691	\$89,077
Other Capital Contributions	-	-
Total Capital Funding	\$875,199	\$101,993

OPERATING STATISTICS

Dedicated Service	2021	2022
Revenue Vehicle Kilometres	334,744	600,386
Total Vehicle Kilometres	334,744	600,386
Revenue Vehicle Hours	8,999	13,162
Total Vehicle Hours	8,999	13,162

Non-Dedicated Service

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	1
Reservation Clerks	-	-
Dispatchers	2	-
Other Transport Operations	1	-
Mechanics	2	-
General Administration	1	-
Other	-	-
Total	26	1

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$30.77	2021-07-01	CUPE 2723
Reservation Clerks	-		
Dispatchers	-		
Mechanics	\$37.47	2021-07-01	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	-	-	-	-
Vans	2	-	2	3
Small Buses	13	-	5	10
Low-floor	-	-	-	-
Other	-	-	-	-
Total	15	-		

Vehicle Ownership: Burlington Transit owns all

Vehicle Maintenance: Burlington Transit

INDICATORS

Financial	2021	2022
R/C Ratio	1.1 %	1.5 %
Net Operating Cost / Capita	\$12.50	\$12.54
Total Expense / Passenger	\$59.46	\$44.99
Total Expense / Eligible Passenger	\$65.62	\$50.62
Transportation Expense / Passenger		
Dedicated Service	\$53.92	\$41.78
Non-Dedicated Service	\$812.70	\$1.88
Transportation Expense / Hour (Dedicated Service)	\$228.24	\$165.43

Operating

Registrants / Capita	0.0062	0.0067
Passengers / Capita	0.2127	0.2830
Passengers / Registrants	34.13	42.26
Passengers / Revenue Hour (Dedicated Service)	4.23	3.96
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	8.79	11.52
Average Speed (Dedicated Service)	37.20	45.62

Chapleau, ON

Chapleau Handi Transit

Contact	Les Jones	Population Served:	1,942
Title	Treasurer	Service Area (km²):	13.5
Telephone	705-864-1330	Main Community Served:	Chapleau
Email	jonesl@chapleau.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:

FARE STRUCTURE

Effective Date: 2022-01-01

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

Other:

SERVICE HOURS / SCHEDULING

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

Other: Advance notice of event and bus is scheduled.

Advanced Booking Notice (days): 0

Minimum Notice for Reservation (hours): 1

Booking Method: Telephone the bus operator

REMARKS

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	-	-
Non-Ambulatory	-	-
Total	2,140	4,441
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	2,140	4,441
Total Support Person Trips	-	-
Total Trips	2,140	4,441

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

	2021	2022
Administration	\$24,139	\$46,415
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$49,392	\$25,045
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$23,495	\$19,238
Fuel and Energy Consumption	\$3,339	\$7,770
Total Operating Expenses	\$100,365	\$98,468

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$7,093	\$12,628
Other Revenue	-	-
Total Revenue	\$7,093	\$12,628

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$22,472	\$22,492
Municipal Operating Contributions	\$70,800	\$63,348
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$100,365	\$98,468

CAPITAL EXPENSES

Vehicle Purchase	-	\$105,122
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	\$105,122

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	\$97,999
Municipal Capital Contributions	-	\$7,123
Other Capital Contributions	-	-
Total Capital Funding	-	\$105,122

OPERATING STATISTICS

Dedicated Service	2021	2022
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	-	-
Revenue Vehicle Hours	1,300	1,300
Total Vehicle Hours	1,300	1,300
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

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

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$27.88	2022-06-01	
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		1

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	2021	2022
R/C Ratio	7.1 %	12.8 %
Net Operating Cost / Capita	\$47.49	\$44.20
Total Expense / Passenger	\$46.90	\$22.17
Total Expense / Eligible Passenger	\$46.90	\$22.17
Transportation Expense / Passenger		
Dedicated Service	\$35.62	\$11.72
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$58.64	\$40.04

Operating

Registrants / Capita	-	-
Passengers / Capita	1.0896	2.2868
Passengers / Registrants	-	-
Passengers / Revenue Hour (Dedicated Service)	1.65	3.42
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

Chatham-Kent, ON

Ride CK

Contact Jan Metcalfe
 Title Engineering Technologist
 Telephone 5198091212
 Email janm@chatham-kent.ca

Population Served: 55,100
 Service Area (km²): 39.7
 Main Community Served: Chatham
 Other Communities Served: Wallaceburg

ACTIVE REGISTRANTS

Ambulatory	1,681		
Non-Ambulatory	1,123	Attendants	1,190
Other	0	Companions	0
Total	2,804	Total	1,190

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
 Applicants must reside within on the of the service area and have a disability that cannot be accommodated on conventional transit equipped with accessible features.

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: 2022-01-07

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.50	\$20.00	\$2.16	-	\$78.23	
Child	☐	-	-	-	-	-	FREE - Under 5
Student	☐	\$2.50	\$20.00	\$2.16	-	\$61.47	
Senior	☐	\$2.50	\$20.00	\$2.16	-	\$61.47	
Attendant	☐	-	-	-	-	-	rider needs assistance to travel
Companion	☐	\$2.50	\$20.00	\$2.16	-	\$78.23	

Other:

SERVICE HOURS / SCHEDULING

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

Other: Holidays

Advanced Booking Notice (days): 30

Minimum Notice for Reservation (hours): 24

Booking Method: reservations by phone

REMARKS

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	-	17,163
Non-Ambulatory	-	-
Total	8,580	17,163
Attendants	2,095	-
Companions	-	-
Other	-	-
Total	2,095	-
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	8,580	17,163
Total Support Person Trips	2,095	-
Total Trips	10,675	17,163

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	8,580	23,353
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	10,116	23,353
Cancelled in Advance	1,442	5,658
Cancelled Late	-	-
No-Shows	94	532
Cancelled at Door	-	-

OPERATING EXPENSES

	2021	2022
Administration	-	-
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	-	\$1,039,561
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$498,736	\$1,039,561

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	-	\$42,908
Other Revenue	-	-
Total Revenue	\$38,667	\$42,908

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	\$54,696
Municipal Operating Contributions	\$460,069	\$941,957
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$498,736	\$1,039,561

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	2021	2022
Revenue Vehicle Kilometres	104,208	120,409
Total Vehicle Kilometres	104,208	142,004
Revenue Vehicle Hours	12,043	9,581
Total Vehicle Hours	12,043	13,866
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

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

UNION AFFILIATION & TOP WAGES

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

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

VEHICLE DATA

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

Vehicle Ownership: Municipality of Chatham-Kent
 Vehicle Maintenance: contracted operator

INDICATORS

Financial	2021	2022
R/C Ratio	7.8 %	4.1 %
Net Operating Cost / Capita	\$8.35	\$18.09
Total Expense / Passenger	\$46.72	\$60.57
Total Expense / Eligible Passenger	\$58.13	\$60.57
Transportation Expense / Passenger		
Dedicated Service	-	\$60.57
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	\$74.97
Operating		
Registrants / Capita	0.0584	0.0725
Passengers / Capita	0.1937	0.3115
Passengers / Registrants	3.32	4.30
Passengers / Revenue Hour (Dedicated Service)	0.89	1.79
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	9.76	7.02
Average Speed (Dedicated Service)	8.65	12.57

Cobourg, ON

Cobourg Transit

Contact Renee Champagne
 Title Transportation Supervisor
 Telephone 905-372-4555
 Email rchampagne@cobourg.ca

Population Served: 20,500
 Service Area (km²): 26.0
 Main Community Served: Cobourg
 Other Communities Served: 0

ACTIVE REGISTRANTS

Ambulatory	72		
Non-Ambulatory	317	Attendants	158
Other	0	Companions	0
Total	389	Total	158

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
 Unable to utilize Conventional service (stop to stop) due to Conditional, Temporal or Unconditional 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: 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	☐	-	-	-	-	\$30.00	
Attendant	☒	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	06:15 to 21:00	Friday	06:15 to 21:00
Tuesday	06:15 to 21:00	Saturday	06:15 to 18:45
Wednesday	06:15 to 21:00	Sunday	08:45 to 15:45
Thursday	06:15 to 21:00	Holiday	09:00 to 17:00

Other: Jan to Mar 4, 2022 - Mon-Fri 6:15 am to 5:45 pm; Sat 8:15am to 6:45pm, Sun 8:45am to 3:45 p.m.

Advanced Booking Notice (days): 30

Minimum Notice for Reservation (hours): 0

Booking Method: Telephone or App 'Pick Up on Demand App'

REMARKS

Attend trips are aggregated with eligible passenger trips.

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	-	-
Non-Ambulatory	-	-
Total	6,606	6,650
Attendants	2,505	-
Companions	-	-
Other	-	-
Total	2,505	-
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	6,606	6,650
Total Support Person Trips	2,505	-
Total Trips	9,111	6,650

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	1,652	-
Reservation	3,963	-
On-Demand/Day-of	991	-
Total Trips Requested	5,643	8,641
Cancelled in Advance	1,182	2,388
Cancelled Late	2	18
No-Shows	169	390
Cancelled at Door	210	25

OPERATING EXPENSES

	2021	2022
Administration	-	-
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$273,452	\$286,443
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$273,452	\$286,443

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$9,334	\$13,300
Other Revenue	-	-
Total Revenue	\$9,334	\$13,300

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-

Municipal Operating Contributions	\$264,118	\$273,143
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$273,452	\$286,443

CAPITAL EXPENSES

Vehicle Purchase	\$152,264	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$152,264	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	\$60,905	-
Provincial Capital Contributions	\$50,749	-
Municipal Capital Contributions	\$40,609	-
Other Capital Contributions	-	-
Total Capital Funding	\$152,264	-

OPERATING STATISTICS

Dedicated Service	2021	2022
Revenue Vehicle Kilometres	36,851	24,756
Total Vehicle Kilometres	36,851	24,756
Revenue Vehicle Hours	4,681	4,538
Total Vehicle Hours	4,681	4,538
Non-Dedicated Service		
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	3	-	5	10
Other	-	-	-	-
Total	3	-		

Vehicle Ownership: Town of Cobourg - buses, contractor spare buses not 100% accessible for back-up use only

Vehicle Maintenance: Contractor

INDICATORS

Financial	2021	2022
R/C Ratio	3.4 %	4.6 %
Net Operating Cost / Capita	\$13.59	\$13.32
Total Expense / Passenger	\$30.01	\$43.07
Total Expense / Eligible Passenger	\$41.39	\$43.07
Transportation Expense / Passenger		
Dedicated Service	\$30.01	\$43.07
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$58.42	\$63.12
Operating		
Registrants / Capita	0.0290	0.0267
Passengers / Capita	0.4687	0.3244
Passengers / Registrants	16.15	12.16
Passengers / Revenue Hour (Dedicated Service)	1.95	1.47
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	4.04	3.72
Average Speed (Dedicated Service)	7.87	5.46

Cochrane, ON

Accessibility Advisory Committee

Contact Kaela Girard
 Title Deputy Treasurer
 Telephone 705-272-4361
 Email kaela.girard@cochraneontario.com

Population Served: 5,321
 Service Area (km²): 539.0
 Main Community Served: Cochrane
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	103		
Non-Ambulatory	27	Attendants	0
Other	0	Companions	0
Total	130	Total	0

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

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

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: 2021-04-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$7.00	\$7.00	-	-	-	
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	2021	2022
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	2,829	3,587
Non-Ambulatory	406	784
Total	3,235	4,371
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	3,235	4,371
Total Support Person Trips	-	-
Total Trips	3,235	4,371

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	3,235	4,371
Total Trips Requested	3,235	4,371
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2021	2022
Administration	\$17,454	\$15,198
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$35,506	\$59,683
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$1,286	\$628
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$54,246	\$75,509

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$19,397	\$32,781
Other Revenue	-	-
Total Revenue	\$19,397	\$32,781

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$26,800	\$32,745
Municipal Operating Contributions	\$8,049	\$9,984
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$54,246	\$75,510

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	2021	2022
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	2021	2022
R/C Ratio	35.8 %	43.4 %
Net Operating Cost / Capita	\$6.55	\$8.03
Total Expense / Passenger	\$16.77	\$17.28
Total Expense / Eligible Passenger	\$16.77	\$17.28
Transportation Expense / Passenger		
Dedicated Service	-	-
Non-Dedicated Service	\$10.98	\$13.65
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0248	0.0244
Passengers / Capita	0.6080	0.8215
Passengers / Registrants	24.51	33.62
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

Cornwall, ON

Cornwall Transit

Contact Jean Marcil
 Title Division Manager
 Telephone 613-930-2787 x 2254
 Email jmarcil@cornwall.ca

Population Served: 47,845
 Service Area (km²): 61.8
 Main Community Served: City of Cornwall
 Other Communities Served: N/A

ACTIVE REGISTRANTS

Ambulatory	647		
Non-Ambulatory	727	Attendants	0
Other	0	Companions	0
Total	1,374	Total	0

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
 The eligibility criteria is based on physical disability (ie: not able to walk to the bus stop. Unable to climb two (2) plus steps) and cognitive abilities.

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 clients only

FARE STRUCTURE

Effective Date: 2022-05-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.00	\$2.60	-	-	\$66.00	18-64, Ontario Works
Child	☒	-	-	-	-	-	5 and under
Student	☐	\$3.00	\$2.40	-	-	\$54.00	6 to 17 & adult students
Senior	☐	\$3.00	\$2.40	-	-	\$47.00	65+
Attendant	☒	-	-	-	-	-	12+
Companion	☐	\$3.00	\$2.60	-	-	\$66.00	

Other:

SERVICE HOURS / SCHEDULING

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

Other:

Advanced Booking Notice (days): 14

Minimum Notice for Reservation (hours): 24

Booking Method: Telephone bookings through dispatch team

REMARKS

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	7,977	5,912
Non-Ambulatory	5,999	9,518
Total	13,976	15,430
Attendants	1,467	3,134
Companions	332	677
Other	-	-
Total	1,799	3,811

Non-Dedicated Service

Ambulatory	1,227	2,548
Non-Ambulatory	-	-
Total	1,227	2,548
Attendants	28	84
Companions	22	58
Other	-	-
Total	50	142

Total Eligible Passenger Trips **15,203** **17,978**

Total Support Person Trips **1,849** **3,953**

Total Trips **17,052** **21,931**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	4,077	5,561
Reservation	-	-
On-Demand/Day-of	11,126	12,814
Total Trips Requested	15,437	20,776
Cancelled in Advance	1,284	2,389
Cancelled Late	-	-
No-Shows	265	409
Cancelled at Door	-	-

OPERATING EXPENSES

	2021	2022
Administration	\$1,396,891	\$1,242,313
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$51,611	\$36,905
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	\$7,724	\$17,773
Vehicle and Facility Maintenance	\$145,589	\$94,771
Fuel and Energy Consumption	\$158,386	\$182,259
Total Operating Expenses	\$1,760,201	\$1,574,021

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$135,620	\$144,149
Other Revenue	-	-
Total Revenue	\$135,620	\$144,149

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$337,273	\$139,500
Municipal Operating Contributions	\$1,287,308	\$1,315,972
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$1,760,201	\$1,599,621

CAPITAL EXPENSES

Vehicle Purchase	-	\$235,868
Debt Servicing	\$53,884	\$107,772
Other	\$244,698	\$618,700
Total Capital Expenses	\$298,582	\$962,340

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	\$115,174	\$254,603
Provincial Capital Contributions	\$77,655	\$206,027
Municipal Capital Contributions	\$105,753	\$501,710
Other Capital Contributions	-	-
Total Capital Funding	\$298,582	\$962,340

OPERATING STATISTICS

Dedicated Service	2021	2022
Revenue Vehicle Kilometres	136,682	182,074
Total Vehicle Kilometres	136,682	182,074
Revenue Vehicle Hours	9,085	9,017
Total Vehicle Hours	9,085	9,017

Non-Dedicated Service

Accessible Service		
Total Vehicle Kilometres	3,593	7,981
Total Vehicle Hours	91	82
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

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

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$26.02	2022-01-01	ATU Local 946
Reservation Clerks	\$24.71	2021-09-01	CUPE Local 3251
Dispatchers	\$37.02	2022-01-01	
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	4	-	4	11
Low-floor	5	-	4	11
Other	-	-	-	-
Total	9	-		

Vehicle Ownership: The City of Cornwall (9)

Vehicle Maintenance: The City of Cornwall

INDICATORS

Financial	2021	2022
R/C Ratio	7.7 %	9.2 %
Net Operating Cost / Capita	\$33.96	\$29.89
Total Expense / Passenger	\$103.23	\$71.77
Total Expense / Eligible Passenger	\$115.78	\$87.55
Transportation Expense / Passenger		
Dedicated Service	\$22.54	\$16.32
Non-Dedicated Service	\$6.05	\$6.61
Transportation Expense / Hour (Dedicated Service)	\$39.14	\$34.82

Operating

Registrants / Capita	0.0283	0.0287
Passengers / Capita	0.3564	0.4584
Passengers / Registrants	12.61	15.96
Passengers / Revenue Hour (Dedicated Service)	1.74	2.13
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	8.66	9.46
Average Speed (Dedicated Service)	15.04	20.19

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	431		
Non-Ambulatory	203	Attendants	23
Other	0	Companions	16
Total	634	Total	39

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
Resident of Northumberland County requiring 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: 2008-11-08

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

Other:

SERVICE HOURS / SCHEDULING

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

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	2021	2022
Ambulatory	3,866	5,069
Non-Ambulatory	2,637	3,561
Total	6,503	8,630
Attendants	206	208
Companions	33	227
Other	-	-
Total	239	435
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	6,503	8,630
Total Support Person Trips	239	435
Total Trips	6,742	9,065

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	2,081	6,592
Reservation	421	1,536
On-Demand/Day-of	306	502
Total Trips Requested	8,143	10,603
Cancelled in Advance	1,136	1,193
Cancelled Late	336	491
No-Shows	63	90
Cancelled at Door	105	199

OPERATING EXPENSES

	2021	2022
Administration	\$12,000	-
Transportation Operations		
Internal Dedicated Service	\$117,536	\$109,937
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$7,276	\$8,251
Fuel and Energy Consumption	\$6,849	\$13,453
Total Operating Expenses	\$143,661	\$131,641

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$21,679	\$14,190
Other Revenue	\$2,374	-
Total Revenue	\$24,053	\$14,190

Federal Operating Contributions	\$12,000	\$13,000
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$104,508	\$102,451
Other Operating Contributions	\$3,100	\$2,000
Total Operating Revenues and Funding	\$143,661	\$131,641

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	2021	2022
Revenue Vehicle Kilometres	51,637	73,916
Total Vehicle Kilometres	73,016	89,709
Revenue Vehicle Hours	1,469	5,160
Total Vehicle Hours	2,450	6,783
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	-	6
Reservation Clerks	1	-
Dispatchers	1	-
Other Transport Operations	1	-
Mechanics	-	-
General Administration	-	-
Other	1	-
Total	4	6

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$18.46	2022-04-01	18.46
Reservation Clerks	\$20.50	2002-04-01	20.50
Dispatchers	\$20.50	2022-04-01	20.50
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	5
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	3	1		

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

INDICATORS

Financial	2021	2022
R/C Ratio	16.7 %	10.8 %
Net Operating Cost / Capita	\$3.41	\$3.35
Total Expense / Passenger	\$21.31	\$14.52
Total Expense / Eligible Passenger	\$22.09	\$15.25
Transportation Expense / Passenger		
Dedicated Service	\$19.53	\$14.52
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$53.74	\$19.41
Operating		
Registrants / Capita	0.0098	0.0192
Passengers / Capita	0.1923	0.2586
Passengers / Registrants	19.60	13.47
Passengers / Revenue Hour (Dedicated Service)	4.59	1.76
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	7.66	8.15
Average Speed (Dedicated Service)	35.15	14.32

Durham Region, ON

Durham Region Transit

Contact	Karen Wesener	Population Served:	743,095
Title	Data Analyst	Service Area (km²):	2,537.0
Telephone	905-668-4113 x2133	Main Community Served:	Durham Region
Email	karen.wesener@durham.ca	Other Communities Served:	

ACTIVE REGISTRANTS

Ambulatory	330		
Non-Ambulatory	564	Attendants	274
Other	0	Companions	0
Total	894	Total	274

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
Disability that prevents person from using conventional transit service for all or part of a trip. This could be due to a visual, sensory, cognitive or physical disability, short or long term

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:

For January to May 2022, non-dedicated contracted taxi supplement services within existing policy framework when current resources are committed. Beginning June 1, 2022, all Specialized Services were dedicated.

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	☒	-	-	-	-	-	to 12
Student	☐	-	-	-	-	-	
Senior	☐	\$2.75	\$2.15	-	-	\$46.00	65+
Attendant	☒	-	-	-	-	-	Support person card
Companion	☐	-	-	-	-	-	Space permitting

Other: Support Person card - free, U-Pass \$147.25 per semester, GO fare free Integration co-fare with valid GO, LTAP max \$46.00/mo, 10 Month Youth Pass \$76.05

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 hours

Advanced Booking Notice (days): 7

Minimum Notice for Reservation (hours): 0

Booking Method: by phone or online with ID and password

REMARKS

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	34,051	60,003
Non-Ambulatory	18,503	29,890
Total	52,554	89,893
Attendants	-	4,683
Companions	-	377
Other	-	-
Total	-	5,060

Non-Dedicated Service

Ambulatory	6,974	4,760
Non-Ambulatory	3,789	2,452
Total	10,763	7,212
Attendants	-	373
Companions	-	56
Other	-	-
Total	-	429

Total Eligible Passenger Trips **63,317** **97,105**

Total Support Person Trips **714** **5,489**

Total Trips **64,031** **102,594**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	28,160	61,906
Reservation	46,565	-
On-Demand/Day-of	-	65,596
Total Trips Requested	74,725	142,636
Cancelled in Advance	10,585	22,518
Cancelled Late	-	3,689
No-Shows	944	2,635
Cancelled at Door	-	9

OPERATING EXPENSES

	2021	2022
Administration	\$1,373,223	\$2,034,596
Transportation Operations		
Internal Dedicated Service	\$4,782,934	\$4,182,589
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$337,308	\$185,560
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$1,033,385	\$1,306,508
Fuel and Energy Consumption	\$291,036	\$293,252
Total Operating Expenses	\$7,817,887	\$8,002,505

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$24,641	\$14,461
Other Revenue	-	-
Total Revenue	\$24,641	\$14,461

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$7,793,246	\$7,988,044
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$7,817,887	\$8,002,505

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	2021	2022
Revenue Vehicle Kilometres	824,117	1,310,083
Total Vehicle Kilometres	1,068,593	1,412,375
Revenue Vehicle Hours	42,172	56,165
Total Vehicle Hours	54,113	61,836

Non-Dedicated Service

Accessible Service		
Total Vehicle Kilometres	1,166,097	155,232
Total Vehicle Hours	67,894	10,261
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	19	9
Reservation Clerks	-	9
Dispatchers	2	2
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	-
Other	-	-
Total	21	20

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$34.13	2022-03-01	Unifor 222
Reservation Clerks	\$31.21	2022-03-01	Unifor 222
Dispatchers	\$38.11	2022-03-01	Unifor 222
Mechanics	\$42.57	2022-03-01	Unifor 222

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

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	11	-	3
Minivans	6	-	2	3
Vans	-	-	-	-
Small Buses	27	-	2	8
Low-floor	-	-	-	-
Other	-	-	-	-
Total	33	11		

Vehicle Ownership: Durham Region Transit (27), Voyago (17)

Vehicle Maintenance: Durham Region Transit and Voyago

INDICATORS

Financial	2021	2022
R/C Ratio	0.3 %	0.2 %
Net Operating Cost / Capita	\$10.67	\$10.75
Total Expense / Passenger	\$122.10	\$78.00
Total Expense / Eligible Passenger	\$123.47	\$82.41
Transportation Expense / Passenger		
Dedicated Service	\$116.21	\$60.90
Non-Dedicated Service	\$31.34	\$24.28
Transportation Expense / Hour (Dedicated Service)	\$112.86	\$93.51

Operating

Registrants / Capita	0.0006	0.0016
Passengers / Capita	0.0876	0.1381
Passengers / Registrants	139.20	87.84
Passengers / Revenue Hour (Dedicated Service)	1.25	1.69
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	15.68	13.80
Average Speed (Dedicated Service)	19.54	23.33

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: 7,182
 Service Area (km²): 1,506.0
 Main Community Served: The Municipality of Dysart et al
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	87		
Non-Ambulatory	75	Attendants	16
Other	0	Companions	0
Total	162	Total	16

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description

1. Be a resident of Dysart et al.
2. Must be living with a health condition, disability or impairment that impacts the ability to board, exit and travel on a conventional public transit bus and/or conventional 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: 2020-04-01

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

Other: See DYMO Bus Rate Schedule dated April 1, 2020

SERVICE HOURS / SCHEDULING

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

Other:

Advanced Booking Notice (days): 3

Minimum Notice for Reservation (hours): 24

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

REMARKS

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	192	294
Non-Ambulatory	188	418
Total	380	712
Attendants	88	64
Companions	-	-
Other	-	-
Total	88	64
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	380	712
Total Support Person Trips	88	64
Total Trips	468	776

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	124	222
Reservation	45	80
On-Demand/Day-of	9	16
Total Trips Requested	178	318
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	1

OPERATING EXPENSES

	2021	2022
Administration	\$6,390	\$6,394
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$9,444	\$14,858
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$3,495	\$782
Fuel and Energy Consumption	\$1,447	\$1,695
Total Operating Expenses	\$20,776	\$23,729

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$3,007	\$5,097
Other Revenue	-	\$4,757
Total Revenue	\$3,007	\$9,854
Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$17,769	\$13,875
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$20,776	\$23,729

CAPITAL EXPENSES

Vehicle Purchase	-	\$104,624
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	\$104,624

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	\$100,000
Municipal Capital Contributions	-	\$4,624
Other Capital Contributions	-	-
Total Capital Funding	-	\$104,624

OPERATING STATISTICS

Dedicated Service	2021	2022
Revenue Vehicle Kilometres	1,620	3,687
Total Vehicle Kilometres	1,906	4,338
Revenue Vehicle Hours	296	270
Total Vehicle Hours	348	318
Non-Dedicated Service		
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	\$29.88	2022-01-01	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	2021	2022
R/C Ratio	14.5 %	41.5 %
Net Operating Cost / Capita	\$2.47	\$1.93
Total Expense / Passenger	\$44.39	\$30.58
Total Expense / Eligible Passenger	\$54.67	\$33.33
Transportation Expense / Passenger		
Dedicated Service	\$30.74	\$22.34
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$41.34	\$54.51
Operating		
Registrants / Capita	0.0227	0.0248
Passengers / Capita	0.0652	0.1080
Passengers / Registrants	2.87	4.36
Passengers / Revenue Hour (Dedicated Service)	1.58	2.87
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	3.46	4.75
Average Speed (Dedicated Service)	5.47	13.66

Espanola, ON

Espanola Care Van

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

Population Served: 5,168
 Service Area (km²): 17.8
 Main Community Served: Town of Espanola
 Other Communities Served: N/A

ACTIVE REGISTRANTS

Ambulatory	182		
Non-Ambulatory	127	Attendants	0
Other	0	Companions	2
Total	309	Total	2

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

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

Other:

Advanced Booking Notice (days): 1

Minimum Notice for Reservation (hours): 24

Booking Method: Telephone

REMARKS

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	555	1,560
Non-Ambulatory	707	1,084
Total	1,262	2,644
Attendants	-	-
Companions	10	-
Other	-	-
Total	10	-
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	1,262	2,644
Total Support Person Trips	10	-
Total Trips	1,272	2,644

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	1,262	2,644
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	-	-
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2021	2022
Administration	\$4,808	-
Transportation Operations		
Internal Dedicated Service	\$41,528	\$66,611
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$1,068	-
Fuel and Energy Consumption	\$2,328	-
Total Operating Expenses	\$49,732	\$66,611

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$2,155	\$6,610
Other Revenue	\$1,000	-
Total Revenue	\$3,155	\$6,610

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	\$45,920
Municipal Operating Contributions	\$46,577	\$13,081
Other Operating Contributions	-	\$1,000
Total Operating Revenues and Funding	\$49,732	\$66,611

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	2021	2022
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	\$20.85	2022-01-01	
Reservation Clerks	-		
Dispatchers	-		
Mechanics	\$25.84	2022-01-01	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	2021	2022
R/C Ratio	6.3 %	9.9 %
Net Operating Cost / Capita	\$9.01	\$11.61
Total Expense / Passenger	\$39.10	\$25.19
Total Expense / Eligible Passenger	\$39.41	\$25.19
Transportation Expense / Passenger		
Dedicated Service	\$35.32	\$25.19
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0555	0.0602
Passengers / Capita	0.2461	0.5116
Passengers / Registrants	4.43	8.50
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

Fort Erie, ON

FAST (Fort Erie Specialized Transit)

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

Population Served: 33,000
 Service Area (km²): 168.0
 Main Community Served: Fort Erie
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	82		
Non-Ambulatory	33	Attendants	434
Other	0	Companions	42
Total	115	Total	476

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description

Would the applicant be physically able to board a conventional transit bus?
 Is the applicant able to walk a distance of 175 metres?
 Is the applicant at risk of falling due to vertigo?
 Does the applicant require a support person to ride on board a bus/ van? (i.e. they are not able to self-direct their own care or are unable to be left unattended while on board the 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:
n/a

FARE STRUCTURE

Effective Date: 2021-10-04

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.00	-	-	-	\$85.00	Approved Application >12 yrs
Child	☒	-	-	-	-	-	<12 yrs old
Student	☐	\$3.00	-	-	-	\$65.00	Approved Application
Senior	☐	\$3.00	-	-	-	\$65.00	Approved Application
Attendant	☐	-	-	-	-	-	If required based on Application submitted
Companion	☐	\$3.00	-	-	-	-	If not required based on the application submitted

Other:

SERVICE HOURS / SCHEDULING

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

Other: Occasionally, we run transit after 21:00 for special events approved for the Town

Advanced Booking Notice (days): 0

Minimum Notice for Reservation (hours): 48

Booking Method: By Phone, email, fax

REMARKS

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	1,196	1,854
Non-Ambulatory	499	818
Total	1,695	2,672
Attendants	488	2,628
Companions	-	44
Other	-	-
Total	488	2,672
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	1,695	2,672
Total Support Person Trips	488	2,672
Total Trips	2,183	5,344

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	1,368	3,293
Reservation	791	188
On-Demand/Day-of	93	-
Total Trips Requested	2,252	3,481
Cancelled in Advance	454	588
Cancelled Late	22	90
No-Shows	27	38
Cancelled at Door	49	93

OPERATING EXPENSES

	2021	2022
Administration	\$5,010	\$7,991
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$274,118	\$279,041
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$279,128	\$287,032

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$4,254	\$5,878
Other Revenue	-	-
Total Revenue	\$4,254	\$5,878

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$150,000	\$151,700
Municipal Operating Contributions	\$124,874	\$129,454
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$154,254	\$287,032

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	2021	2022
Revenue Vehicle Kilometres	14,995	18,955
Total Vehicle Kilometres	27,592	33,323
Revenue Vehicle Hours	1,045	1,359
Total Vehicle Hours	1,669	2,335
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	2	3
Reservation Clerks	1	4
Dispatchers	2	2
Other Transport Operations	-	-
Mechanics	-	2
General Administration	-	5
Other	-	-
Total	5	16

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$23.00	2021-01-01	
Reservation Clerks	\$18.00	2022-06-01	
Dispatchers	\$24.00	2022-06-01	
Mechanics	\$36.50	2022-06-01	

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

VEHICLE DATA

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

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

Vehicle Maintenance: BTS Network Inc.

INDICATORS

Financial	2021	2022
R/C Ratio	1.5 %	2.1 %
Net Operating Cost / Capita	\$8.33	\$8.52
Total Expense / Passenger	\$127.86	\$53.71
Total Expense / Eligible Passenger	\$164.68	\$107.42
Transportation Expense / Passenger		
Dedicated Service	\$125.57	\$52.22
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$164.24	\$119.50
Operating		
Registrants / Capita	0.0038	0.0179
Passengers / Capita	0.0662	0.1619
Passengers / Registrants	17.46	9.04
Passengers / Revenue Hour (Dedicated Service)	2.09	3.93
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	6.87	3.55
Average Speed (Dedicated Service)	14.35	13.95

Fort Frances, ON

Fort Frances Handi-van

Contact	Nathan Young	Population Served:	7,739
Title	Recreation and Culture Manager	Service Area (km²):	7.3
Telephone	18072744561 ext. 1717	Main Community Served:	Fort Frances
Email	nyoung@fortfrances.ca	Other Communities Served:	

ACTIVE REGISTRANTS

Ambulatory	0		
Non-Ambulatory	1,001	Attendants	0
Other	0	Companions	0
Total	1,001	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:

FARE STRUCTURE

Effective Date: 2022-01-01

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

Other:

SERVICE HOURS / SCHEDULING

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

Other:

Advanced Booking Notice (days): 5

Minimum Notice for Reservation (hours): 2

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

REMARKS

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	-	-
Non-Ambulatory	9,849	12,736
Total	9,849	12,736
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	9,849	12,736
Total Support Person Trips	-	-
Total Trips	9,849	12,736

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	10,099	12,986
Cancelled in Advance	250	250
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2021	2022
Administration	\$10,053	\$10,053
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$122,818	\$122,818
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$6,492	\$6,492
Fuel and Energy Consumption	\$12,170	\$12,170
Total Operating Expenses	\$151,533	\$151,533

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$25,472	\$25,472
Other Revenue	-	-
Total Revenue	\$25,472	\$25,472

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$2,547	\$2,547
Municipal Operating Contributions	\$109,293	\$109,293
Other Operating Contributions	\$14,221	\$14,221
Total Operating Revenues and Funding	\$151,533	\$151,533

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	2021	2022
Revenue Vehicle Kilometres	21,888	21,888
Total Vehicle Kilometres	21,888	21,888
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	-	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	-	1
General Administration	-	1
Other	-	-
Total	1	4

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	\$33.54	2022-01-01	CUPE Local 65

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$27.66	2022-01-01	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 - 2 vehicles

Vehicle Maintenance: Municipality - 2 vehicles

INDICATORS

Financial	2021	2022
R/C Ratio	16.8 %	16.8 %
Net Operating Cost / Capita	\$16.29	\$16.29
Total Expense / Passenger	\$15.39	\$11.90
Total Expense / Eligible Passenger	\$15.39	\$11.90
Transportation Expense / Passenger		
Dedicated Service	\$14.36	\$11.11
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0205	0.1293
Passengers / Capita	1.2726	1.6457
Passengers / Registrants	61.94	12.72
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	2.22	1.72
Average Speed (Dedicated Service)	-	-

Greater Sudbury, ON

Greater Sudbury

Contact	Laura Kenyon	Population Served:	152,819
Title	Transit Planner	Service Area (km²):	225.4
Telephone	705-674-4455 x 3039	Main Community Served:	City of Greater Sudbury
Email	Laura.kenyon@greatersudbury.ca	Other Communities Served:	

ACTIVE REGISTRANTS

Ambulatory	780		
Non-Ambulatory	736	Attendants	347
Other	0	Companions	201
Total	1,516	Total	548

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
Applicants must fill in an application. Information on the application is reviewed using AODA guidelines to determine eligibility.

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

DEDICATED SERVICE

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

NON-DEDICATED SERVICE

Operated By:	☒ Taxi
	☐ Rideshare Service
	☐ Other

Delivery Model:

GOVA Plus provider uses Taxi for efficiency and overflow

FARE STRUCTURE

Effective Date: 2019-01-07

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

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

SERVICE HOURS / SCHEDULING

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

Other: Statutory Holidays

Advanced Booking Notice (days): 30

Minimum Notice for Reservation (hours): 48

Booking Method: Dedicated telephone booking line, email

REMARKS

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	33,233	45,294
Non-Ambulatory	18,249	21,962
Total	51,482	67,256
Attendants	3,041	3,975
Companions	1,495	1,471
Other	-	-
Total	4,537	5,446

Non-Dedicated Service

Ambulatory	226	602
Non-Ambulatory	4	38
Total	230	640
Attendants	4	16
Companions	3	7
Other	-	-
Total	7	23

Total Eligible Passenger Trips **51,712** **67,896**

Total Support Person Trips **4,544** **5,469**

Total Trips **56,256** **73,365**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	31,059	37,165
Reservation	24,540	29,612
On-Demand/Day-of	657	1,119
Total Trips Requested	62,470	67,896
Cancelled in Advance	4,311	19,379
Cancelled Late	-	2,320
No-Shows	1,903	3,153
Cancelled at Door	-	-

OPERATING EXPENSES

	2021	2022
Administration	\$229,566	\$239,869
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$1,783,895	\$2,316,528
Contract Non-Dedicated Service	\$5,192	\$16,534
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$2,018,653	\$2,572,931

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$110,796	\$149,730
Other Revenue	-	-
Total Revenue	\$110,796	\$149,730

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$141,334	\$141,000
Municipal Operating Contributions	\$1,766,524	\$2,282,201
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$2,018,653	\$2,572,931

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	2021	2022
Revenue Vehicle Kilometres	883,945	1,250,908
Total Vehicle Kilometres	883,945	1,250,908
Revenue Vehicle Hours	24,889	35,489
Total Vehicle Hours	24,889	35,489

Non-Dedicated Service

Accessible Service		
Total Vehicle Kilometres	1,491	4,273
Total Vehicle Hours	68	175
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	20	18
Reservation Clerks	-	-
Dispatchers	3	4
Other Transport Operations	-	-
Mechanics	1	-
General Administration	1	-
Other	2	-
Total	25	22

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$24.03		
Reservation Clerks	-		
Dispatchers	\$23.76		
Mechanics	\$35.30		

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	2021	2022
R/C Ratio	5.5 %	5.8 %
Net Operating Cost / Capita	\$12.48	\$15.86
Total Expense / Passenger	\$35.88	\$35.07
Total Expense / Eligible Passenger	\$39.04	\$37.90
Transportation Expense / Passenger		
Dedicated Service	\$31.84	\$31.86
Non-Dedicated Service	\$21.91	\$24.94
Transportation Expense / Hour (Dedicated Service)	\$71.67	\$65.27

Operating

Registrants / Capita	0.0124	0.0135
Passengers / Capita	0.3681	0.4801
Passengers / Registrants	29.64	35.55
Passengers / Revenue Hour (Dedicated Service)	2.25	2.05
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	15.78	17.21
Average Speed (Dedicated Service)	35.52	35.25

Greenstone, ON

Municipality of Greenstone

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

Population Served: 4,306
 Service Area (km²): 2,767.0
 Main Community Served: Greenstone
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	58		
Non-Ambulatory	2	Attendants	0
Other	0	Companions	2
Total	60	Total	2

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

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: 2022-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		-	-	-	-	-	
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	\$2.19	-	-	-	-	55+ local resident
Attendant	☐	-	-	-	-	-	
Companion	☐	-	-	-	-	-	
Other:	10 tickets for \$15.92						

SERVICE HOURS / SCHEDULING

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

Other:

Advanced Booking Notice (days): 2

Minimum Notice for Reservation (hours): 24

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

REMARKS

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	1,468	1,092
Non-Ambulatory	4	4
Total	1,472	1,096
Attendants	-	-
Companions	14	28
Other	-	-
Total	14	28
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	1,472	1,096
Total Support Person Trips	14	28
Total Trips	1,486	1,124

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	691	478
Reservation	-	-
On-Demand/Day-of	45	20
Total Trips Requested	736	548
Cancelled in Advance	41	50
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2021	2022
Administration	\$12,424	\$26,048
Transportation Operations		
Internal Dedicated Service	\$5,386	-
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$27,051	\$13,604
Fuel and Energy Consumption	\$7,244	\$4,115
Total Operating Expenses	\$52,105	\$43,767

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$417	-
Other Revenue	-	-
Total Revenue	\$417	-
Federal Operating Contributions	-	-
Provincial Operating Contributions	\$51,688	\$57,404
Municipal Operating Contributions	-	-
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$52,105	\$57,404

CAPITAL EXPENSES

Vehicle Purchase	\$88,609	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$88,609	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	\$33,459	-
Provincial Capital Contributions	\$55,150	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	\$88,609	-

OPERATING STATISTICS

Dedicated Service	2021	2022
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	-	-
Revenue Vehicle Hours	2,044	2,044
Total Vehicle Hours	2,044	2,044
Non-Dedicated Service		
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	-	-
General Administration	1	-
Other	-	-
Total	1	1

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$24.14	2022-01-01	CUPE 3045
Reservation Clerks	\$34.69	2022-01-01	CUPE 3045
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	2021	2022
R/C Ratio	0.8 %	0.0 %
Net Operating Cost / Capita	\$10.94	\$10.16
Total Expense / Passenger	\$35.06	\$38.94
Total Expense / Eligible Passenger	\$35.40	\$39.93
Transportation Expense / Passenger		
Dedicated Service	\$26.70	\$15.76
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$19.41	\$8.67
Operating		
Registrants / Capita	0.0267	0.0144
Passengers / Capita	0.3144	0.2610
Passengers / Registrants	11.79	18.13
Passengers / Revenue Hour (Dedicated Service)	0.73	0.55
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: 143,740
 Service Area (km²): 87.0
 Main Community Served: Guelph
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	839		
Non-Ambulatory	344	Attendants	0
Other	0	Companions	1,165
Total	1,183	Total	1,165

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
 Be physically unable to walk a distance of 175 metres

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

DEDICATED SERVICE

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

NON-DEDICATED SERVICE

Operated By: ☒ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:
 Accessible Taxi

FARE STRUCTURE

Effective Date: 2017-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.00	\$2.80	-	-	\$80.00	18-64
Child	☒	-	-	-	-	-	0-12
Student	☐	\$3.00	\$2.80	-	-	\$80.00	
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): 1

Booking Method: Telephone, Website or Mobile App

REMARKS

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	11,665	15,317
Non-Ambulatory	5,420	6,931
Total	17,085	22,248
Attendants	-	-
Companions	1,125	1,165
Other	-	-
Total	1,125	1,165
Non-Dedicated Service		
Ambulatory	6	587
Non-Ambulatory	3	172
Total	9	759
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	17,094	23,007
Total Support Person Trips	1,125	1,165
Total Trips	18,219	24,172

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	5,694	5,305
Reservation	8,750	21,474
On-Demand/Day-of	3,134	2,830
Total Trips Requested	24,365	35,762
Cancelled in Advance	6,087	8,508
Cancelled Late	211	765
No-Shows	276	633
Cancelled at Door	196	398

OPERATING EXPENSES

	2021	2022
Administration	-	-
Transportation Operations		
Internal Dedicated Service	\$856,697	\$980,198
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	\$15,718	\$29,022
Vehicle and Facility Maintenance	\$294,144	\$424,453
Fuel and Energy Consumption	\$107,205	\$194,451
Total Operating Expenses	\$1,273,764	\$1,628,124

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$8,600	\$11,660
Other Revenue	-	-
Total Revenue	\$8,600	\$11,660
Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$1,265,164	\$1,616,464
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$1,273,764	\$1,628,124

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	2021	2022
Revenue Vehicle Kilometres	158,987	203,086
Total Vehicle Kilometres	158,987	203,086
Revenue Vehicle Hours	12,108	12,754
Total Vehicle Hours	12,108	12,754
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	8	-
Reservation Clerks	-	-
Dispatchers	3	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	-
Other	-	-
Total	11	-

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$31.37	2022-01-01	ATU 1189
Reservation Clerks	-		
Dispatchers	\$31.37	2022-01-01	ATU 1189
Mechanics	\$37.47	2022-01-01	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	-	4	8
Small Buses	10	-	50	100
Low-floor	-	-	-	-
Other	-	-	-	-
Total	12	-		

Vehicle Ownership: Guelph Transit - City of Guelph

Vehicle Maintenance: Guelph Transit - City of Guelph

INDICATORS

Financial	2021	2022
R/C Ratio	0.7 %	0.7 %
Net Operating Cost / Capita	\$8.80	\$11.25
Total Expense / Passenger	\$69.91	\$67.36
Total Expense / Eligible Passenger	\$74.52	\$70.77
Transportation Expense / Passenger		
Dedicated Service	\$69.09	\$68.30
Non-Dedicated Service	\$1,746.44	\$38.24
Transportation Expense / Hour (Dedicated Service)	\$103.90	\$125.38
Operating		
Registrants / Capita	0.0153	0.0163
Passengers / Capita	0.1267	0.1682
Passengers / Registrants	8.27	10.29
Passengers / Revenue Hour (Dedicated Service)	1.50	1.84
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	8.73	8.67
Average Speed (Dedicated Service)	13.13	15.92

Halton Hills, ON

ActiVan

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

Population Served: 62,951
 Service Area (km²): 276.3
 Main Community Served: Halton Hills
 Other Communities Served: Peel, Milton, Oakville

ACTIVE REGISTRANTS

Ambulatory	472		
Non-Ambulatory	94	Attendants	0
Other	0	Companions	0
Total	566	Total	0

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
 Seniors age 65 and older and persons with a disability

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

DEDICATED SERVICE

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

NON-DEDICATED SERVICE

Operated By: ☒ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2017-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$4.00	-	-	-	\$100.00	With registration card
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	\$4.00	-	-	-	\$100.00	with Registration Card
Attendant	☐	-	-	-	-	-	
Companion	☐	\$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	to

Other: Closed Holidays

Advanced Booking Notice (days): 7

Minimum Notice for Reservation (hours): 24

Booking Method: Telephone, Online

REMARKS

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	16,995	24,454
Non-Ambulatory	1,526	1,963
Total	18,521	26,417
Attendants	-	1,187
Companions	-	565
Other	-	-
Total	-	1,752

Non-Dedicated Service

Ambulatory	11,057	16,029
Non-Ambulatory	-	101
Total	11,057	16,130
Attendants	-	136
Companions	-	96
Other	-	-
Total	-	232

Total Eligible Passenger Trips 29,578 42,547

Total Support Person Trips - 1,984

Total Trips 29,578 44,531

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	-	-
Cancelled in Advance	1,688	2,041
Cancelled Late	465	289
No-Shows	51	108
Cancelled at Door	101	222

OPERATING EXPENSES

	2021	2022
Administration	\$470,758	\$574,331
Transportation Operations		
Internal Dedicated Service	\$427,257	\$495,479
Contract Dedicated Service	\$23,948	\$51,659
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	\$95,205	\$116,182
Vehicle and Facility Maintenance	\$55,907	\$156,229
Fuel and Energy Consumption	\$52,759	\$94,823
Total Operating Expenses	\$1,125,834	\$1,488,703

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$109,129	\$177,000
Other Revenue	\$4,000	\$6,667
Total Revenue	\$113,129	\$183,667

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$571,275	\$572,249
Municipal Operating Contributions	\$441,430	\$732,787
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$1,125,834	\$1,488,703

CAPITAL EXPENSES

Vehicle Purchase	\$6,105	\$262,873
Debt Servicing	-	-
Other	\$95,470	\$12,743
Total Capital Expenses	\$101,575	\$275,616

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	\$110,246
Provincial Capital Contributions	\$40,993	\$91,863
Municipal Capital Contributions	\$60,582	\$73,507
Other Capital Contributions	-	-
Total Capital Funding	\$101,575	\$275,616

OPERATING STATISTICS

Dedicated Service	2021	2022
Revenue Vehicle Kilometres	193,855	270,870
Total Vehicle Kilometres	193,855	270,870
Revenue Vehicle Hours	11,150	14,536
Total Vehicle Hours	11,150	14,536

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	3	10
Reservation Clerks	-	-
Dispatchers	2	5
Other Transport Operations	-	-
Mechanics	-	4
General Administration	1	1
Other	-	-
Total	6	20

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$30.57	2022-07-01	
Reservation Clerks	-		
Dispatchers	\$34.58	2022-07-01	
Mechanics	\$37.11	2022-01-01	CUPE Local 73

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

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	2	-	1	3
Small Buses	4	-	2	6
Low-floor	3	-	3	18
Other	-	-	-	-
Total	9	-		

Vehicle Ownership: Municipality

Vehicle Maintenance: Town of Halton Hills

INDICATORS

Financial	2021	2022
R/C Ratio	10.1 %	12.3 %
Net Operating Cost / Capita	\$16.56	\$20.73
Total Expense / Passenger	\$38.06	\$33.43
Total Expense / Eligible Passenger	\$38.06	\$34.99
Transportation Expense / Passenger		
Dedicated Service	\$30.23	\$28.34
Non-Dedicated Service	\$8.61	\$7.10
Transportation Expense / Hour (Dedicated Service)	\$50.21	\$54.91

Operating

Registrants / Capita	0.0551	0.0090
Passengers / Capita	0.4836	0.7074
Passengers / Registrants	8.77	78.68
Passengers / Revenue Hour (Dedicated Service)	1.66	1.94
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	10.47	9.62
Average Speed (Dedicated Service)	17.39	18.63

Hamilton, ON

Accessible Transportation Services

Contact Owen Quinn
 Title Project Manager
 Telephone 905-546-2424 x5323
 Email owen.quinn@hamilton.ca

Population Served: 592,000
 Service Area (km²): 1,117.0
 Main Community Served: City of Hamilton
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	4,904		
Non-Ambulatory	2,220	Attendants	0
Other	566	Companions	0
Total	7,690	Total	0

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description

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

Method of Determination

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

DEDICATED SERVICE

Operated By: ☐ Transit System / Municipality
☒ Private Non-Profit Organization
☐ Private Contractor(s): 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: 2022-09-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.25	\$2.60	-	-	\$114.40	
Child	☒	-	-	-	-	-	Age 6-12 (PRESTO)
Student	☐	-	-	-	-	-	SAME AS YOUTH
Senior	☐	\$3.25	\$2.10	-	-	\$38.50	Age 65-79
Attendant	☒	-	-	-	-	-	Application Form
Companion	☐	-	-	-	-	-	Fare Category by Age

Other: Child < 6 - FREE, Golden Age (80+) annual pass (PRESTO) - FREE, Senior annual pass (PRESTO) - \$385

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	2021	2022
Ambulatory	192,494	325,642
Non-Ambulatory	57,392	83,238
Total	249,886	408,880
Attendants	21,466	35,674
Companions	5,617	8,988
Other	663	1,222
Total	27,746	45,884
Non-Dedicated Service		
Ambulatory	36,356	37,511
Non-Ambulatory	2,623	2,463
Total	38,979	39,974
Attendants	315	-
Companions	79	-
Other	-	-
Total	394	-
Total Eligible Passenger Trips	288,865	448,854
Total Support Person Trips	28,140	45,884
Total Trips	317,005	494,738

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	106,485	168,688
Reservation	149,077	228,972
On-Demand/Day-of	61,443	97,078
Total Trips Requested	389,943	671,187
Cancelled in Advance	20,469	72,613
Cancelled Late	35,112	71,555
No-Shows	8,606	14,812
Cancelled at Door	3,899	7,416

OPERATING EXPENSES

	2021	2022
Administration	\$2,658,241	\$2,410,972
Transportation Operations		
Internal Dedicated Service	\$8,876,970	\$9,613,446
Contract Dedicated Service	\$2,560,130	\$6,134,396
Contract Non-Dedicated Service	\$63,841	\$38,617
Contract Taxi Scrip	\$338,467	\$398,179
Vehicle and Facility Maintenance	\$494,205	\$557,921
Fuel and Energy Consumption	\$552,486	\$704,955
Total Operating Expenses	\$15,544,340	\$19,858,486

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$654,698	\$991,985
Other Revenue	\$35,562	\$90,132
Total Revenue	\$690,260	\$1,082,117

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$1,940,247	\$1,810,520
Municipal Operating Contributions	\$12,911,590	\$17,570,739
Other Operating Contributions	\$2,243	\$471
Total Operating Revenues and Funding	\$15,544,340	\$20,463,846

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	2021	2022
Revenue Vehicle Kilometres	3,674,595	5,118,254
Total Vehicle Kilometres	4,121,595	5,692,817
Revenue Vehicle Hours	184,593	240,384
Total Vehicle Hours	184,593	273,322
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	69,327	19,855
Total Vehicle Hours	3,482	1,272

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	97	-
Reservation Clerks	-	5
Dispatchers	12	9
Other Transport Operations	3	-
Mechanics	5	-
General Administration	26	-
Other	9	3
Total	152	17

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$27.22	2022-04-01	CUPE 5167
Reservation Clerks	\$22.55	2022-01-01	CUPE 5167
Dispatchers	\$24.25	2022-07-01	CUPE 5167
Mechanics	\$32.40	2022-07-01	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	23	-	1	3
Vans	-	77	-	6
Small Buses	42	-	2	5
Low-floor	-	-	-	-
Other	-	-	-	-
Total	65	77		

Vehicle Ownership: Non-Profit Organization - 69; Subcontractors - 73

Vehicle Maintenance: Non-Profit Organization & Subcontractors

INDICATORS

Financial	2021	2022
R/C Ratio	4.4 %	5.5 %
Net Operating Cost / Capita	\$25.44	\$31.72
Total Expense / Passenger	\$49.04	\$40.14
Total Expense / Eligible Passenger	\$53.81	\$44.24
Transportation Expense / Passenger		
Dedicated Service	\$44.97	\$37.41
Non-Dedicated Service	\$10.22	\$10.93
Transportation Expense / Hour (Dedicated Service)	\$67.63	\$62.24
Operating		
Registrants / Capita	0.0114	0.0130
Passengers / Capita	0.5428	0.8357
Passengers / Registrants	47.63	64.34
Passengers / Revenue Hour (Dedicated Service)	1.50	1.89
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	13.24	11.25
Average Speed (Dedicated Service)	19.91	21.29

Hanover, ON

Saugeen Mobility and Regional Transit

Contact	Stephan Labelle	Population Served:	100,000	Ambulatory	1,025		
Title	General Manager	Service Area (km²):	5,000.0	Non-Ambulatory	394	Attendants	2,353
Telephone	519-881-2589	Main Community Served:	Hanover	Other	0	Companions	0
Email	stephan@saugeenmobility.ca	Other Communities Served:	See Remarks	Total	1,419	Total	2,353

ACTIVE REGISTRANTS

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description	Method of Determination
Service is only available to clients residing (or being a taxpayer) within a member or contracted municipality. The Ontario Ministry of Transportation establishes the following base criteria: Persons physically unable to climb 3 steps to board a conventional transit vehicle OR Persons physically unable to walk 175 meters (570 feet) unaided. Generally, service is restricted to those who cannot because of their physical or mental challenges travel by conventional transit or taxi. These challenges include the required use of crutches, a cane, a walker, or a wheelchair; visual impairments; cognitive impairments such as Alzheimer's and/or developmental challenges. Challenges need not be permanent.	☒ 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	N/A
	☐ Other	

FARE STRUCTURE

Effective Date: 2021-12-30

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

Other: The adult/general rate is \$7.50 for the first 10km, then \$0.55/km is added, and \$22/hour if chartered.

SERVICE HOURS / SCHEDULING

Monday	06:00 to 18:00	Friday	06:00 to 23:59
Tuesday	06:00 to 18:00	Saturday	07:00 to 23:59
Wednesday	06:00 to 18:00	Sunday	00:00 to 00:00
Thursday	06:00 to 18:00	Holiday	00:00 to 00:00

Other: Only transportation on statutory holidays is for dialysis

Advanced Booking Notice (days): 5

Minimum Notice for Reservation (hours): 48

Booking Method: Telephone, email, website

REMARKS

Saugeen Mobility and Regional Transit also services the communities of Arran-Elderslie, Brockton, Chatsworth, Huron-Kinloss, Grey Highlands, Kincardine, Saugeen Shores, Southgate, West Grey

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	7,138	12,671
Non-Ambulatory	9,332	8,856
Total	16,470	21,527
Attendants	1,836	2,353
Companions	-	-
Other	-	-
Total	1,836	2,353
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	16,470	21,527
Total Support Person Trips	1,836	2,353
Total Trips	18,306	23,880

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	9,882	27
Reservation	5,765	21,400
On-Demand/Day-of	824	100
Total Trips Requested	-	25,331
Cancelled in Advance	-	3,420
Cancelled Late	336	20
No-Shows	-	3
Cancelled at Door	199	361

OPERATING EXPENSES

	2021	2022
Administration	\$326,007	\$232,883
Transportation Operations		
Internal Dedicated Service	\$701,371	\$879,904
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$168,966	\$187,378
Fuel and Energy Consumption	\$145,022	\$221,680
Total Operating Expenses	\$1,341,366	\$1,521,845

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$244,680	\$339,511
Other Revenue	-	-
Total Revenue	\$244,680	\$339,511

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$406,122	\$480,563

Municipal Operating Contributions	\$650,000	\$698,500
Other Operating Contributions	\$40,564	\$3,271
Total Operating Revenues and Funding	\$1,341,366	\$1,521,845

CAPITAL EXPENSES

Vehicle Purchase	\$280,953	\$92,988
Debt Servicing	-	-
Other	\$3,361	-
Total Capital Expenses	\$284,314	\$92,988

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	\$78,291	\$36,460
Federal Capital Contributions	\$112,381	\$20,310
Provincial Capital Contributions	\$93,642	\$16,924
Municipal Capital Contributions	-	-
Other Capital Contributions	-	\$19,294
Total Capital Funding	\$284,314	\$92,988

OPERATING STATISTICS

Dedicated Service	2021	2022
Revenue Vehicle Kilometres	234,589	373,542
Total Vehicle Kilometres	360,526	662,111
Revenue Vehicle Hours	-	24,141
Total Vehicle Hours	-	36,141
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

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

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$23.23	2022-01-01	
Reservation Clerks	-		
Dispatchers	\$25.75	2022-01-01	
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	10	-	1	3
Vans	9	-	4	9
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	1	-	15	30
Total	20	-		

Vehicle Ownership: Saugeen Mobility is a non-profit organization. The vehicles are owned by the corporation.

Vehicle Maintenance: Saugeen Mobility uses Andy's Country Repairs, a mechanic workshop for the maintenance of vehicles.

INDICATORS

Financial	2021	2022
R/C Ratio	18.2 %	22.3 %
Net Operating Cost / Capita	\$12.86	\$11.82
Total Expense / Passenger	\$73.27	\$63.73
Total Expense / Eligible Passenger	\$81.44	\$70.69
Transportation Expense / Passenger		
Dedicated Service	\$55.47	\$53.98
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	\$35.66
Operating		
Registrants / Capita	0.0146	0.0377
Passengers / Capita	0.2146	0.2388
Passengers / Registrants	14.73	6.33
Passengers / Revenue Hour (Dedicated Service)	-	0.99
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	12.81	15.64
Average Speed (Dedicated Service)	-	15.47

Hearst, ON

Hearst Community Transportation Association

Contact	Mireille Lemieux	Population Served:	5,090
Title	Treasurer	Service Area (km²):	841.0
Telephone	3705-372-2816	Main Community Served:	Hearst
Email	mlemieux@hearst.ca	Other Communities Served:	

ACTIVE REGISTRANTS

Ambulatory	77		
Non-Ambulatory	346	Attendants	4
Other	0	Companions	0
Total	423	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 or 600 ft
-Effective July 4th, 2022: For a temporary period, any person, regardless of age, will be allowed to use the community transportation service to travel to the following locations, within town limits (work, school, grocery store, child care centre, chiropractor, hospital, pharmacy, doctor, dentist, methadone clinic, Red Cross, counselling services, employment centre, other personal care/medical 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): 1

NON-DEDICATED SERVICE

Operated By:	☐ Taxi
	☐ Rideshare Service
	☐ Other

Delivery Model:

n/a

FARE STRUCTURE

Effective Date: 2016-11-16

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

Other:

SERVICE HOURS / SCHEDULING

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

Other:

Advanced Booking Notice (days): 1

Minimum Notice for Reservation (hours): 0

Booking Method: They call to request the service

REMARKS

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	-	-
Non-Ambulatory	-	-
Total	5,947	9,049
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	5,947	9,049
Total Support Person Trips	-	-
Total Trips	5,947	9,049

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	315	497
Reservation	-	-
On-Demand/Day-of	5,632	8,552
Total Trips Requested	5,947	9,049
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2021	2022
Administration	\$33,737	\$42,118
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$104,180	\$106,785
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$137,917	\$148,903

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$19,667	\$30,685
Other Revenue	\$8,500	-
Total Revenue	\$28,167	\$30,685

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$46,221	\$46,156
Municipal Operating Contributions	\$63,529	\$62,362
Other Operating Contributions	-	\$9,700
Total Operating Revenues and Funding	\$137,917	\$148,903

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	2021	2022
Revenue Vehicle Kilometres	21,069	28,448
Total Vehicle Kilometres	21,069	28,448
Revenue Vehicle Hours	2,580	2,539
Total Vehicle Hours	2,580	2,539
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

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

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$17.00		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	\$34.00		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$16.00		
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	2021	2022
R/C Ratio	20.4 %	20.6 %
Net Operating Cost / Capita	\$21.56	\$23.23
Total Expense / Passenger	\$23.19	\$16.46
Total Expense / Eligible Passenger	\$23.19	\$16.46
Transportation Expense / Passenger		
Dedicated Service	\$17.52	\$11.80
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$40.38	\$42.06

Operating

Registrants / Capita	0.0833	0.0839
Passengers / Capita	1.1684	1.7778
Passengers / Registrants	14.03	21.19
Passengers / Revenue Hour (Dedicated Service)	2.31	3.56
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	3.54	3.14
Average Speed (Dedicated Service)	8.17	11.20

Ingersoll, ON

Ingersoll Paratransit

Contact Jessica Phelps
 Title Social Media Coordinator
 Telephone 519-485-0120
 Email jessica.phelps@ingersoll.ca

Population Served: 13,693
 Service Area (km²): 12.9
 Main Community Served: Ingersoll
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	63		
Non-Ambulatory	150	Attendants	59
Other	0	Companions	0
Total	213	Total	59

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description

- Persons who are physically unable to climb or descend steps used on conventional public transit facilities and/or
- Persons unable to walk a distance of 175 metres (575 feet)
- Visually impaired persons subject to a 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	☐	-	\$10.92	-	-	-	

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	2021	2022
Ambulatory	-	-
Non-Ambulatory	216	320
Total	216	320
Attendants	96	273
Companions	-	-
Other	-	-
Total	96	273
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	3,401	3,858
Total	3,401	3,858
Attendants	250	549
Companions	-	-
Other	-	-
Total	250	549
Total Eligible Passenger Trips	3,617	4,178
Total Support Person Trips	346	822
Total Trips	3,963	5,000

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	105	-
Reservation	72	84
On-Demand/Day-of	3,440	4,094
Total Trips Requested	3,655	4,178
Cancelled in Advance	18	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2021	2022
Administration	\$9,871	\$14,964
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$37,504	\$43,718
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$47,375	\$58,682

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$9,483	\$12,525
Other Revenue	-	-
Total Revenue	\$9,483	\$12,525

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$37,892	\$46,156
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$47,375	\$58,681

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	2021	2022
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	2021	2022
R/C Ratio	20.0 %	21.3 %
Net Operating Cost / Capita	\$2.77	\$3.37
Total Expense / Passenger	\$11.95	\$11.74
Total Expense / Eligible Passenger	\$13.10	\$14.05
Transportation Expense / Passenger		
Dedicated Service	-	-
Non-Dedicated Service	\$10.27	\$9.92
Transportation Expense / Hour (Dedicated Service)	-	-

Operating

Registrants / Capita	0.0185	0.0199
Passengers / Capita	0.2894	0.3652
Passengers / Registrants	15.60	18.38
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: 8,057
 Service Area (km²): 85.5
 Main Community Served: Kapuskasing
 Other Communities Served: 0

ACTIVE REGISTRANTS

Ambulatory	610		
Non-Ambulatory	0	Attendants	0
Other	0	Companions	0
Total	610	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
☐ 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: 2019-01-01

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

Other:

SERVICE HOURS / SCHEDULING

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

Other: as required & approved by Town of Kapuskasing

Advanced Booking Notice (days): 1

Minimum Notice for Reservation (hours): 12

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

REMARKS

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	6,161	9,229
Non-Ambulatory	636	961
Total	6,797	10,190
Attendants	184	346
Companions	-	-
Other	-	-
Total	184	346
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	6,797	10,190
Total Support Person Trips	184	346
Total Trips	6,981	10,536

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	6,797	10,190
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	6,644	10,318
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	129
Cancelled at Door	-	-

OPERATING EXPENSES

	2021	2022
Administration	\$15,159	\$15,183
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$136,750	\$191,190
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$2,906	\$4,750
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$154,815	\$211,123

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$14,991	\$18,120
Other Revenue	-	-
Total Revenue	\$14,991	\$18,120

Federal Operating Contributions	\$75,560	-
Provincial Operating Contributions	\$64,264	\$74,405
Municipal Operating Contributions	-	\$118,598
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$154,815	\$211,123

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	2021	2022
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	2021	2022
R/C Ratio	9.7 %	8.6 %
Net Operating Cost / Capita	\$18.95	\$23.95
Total Expense / Passenger	\$22.18	\$20.04
Total Expense / Eligible Passenger	\$22.78	\$20.72
Transportation Expense / Passenger		
Dedicated Service	\$20.01	\$18.60
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0808	0.0757
Passengers / Capita	0.9462	1.3077
Passengers / Registrants	11.71	17.27
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

Kenora, ON

Handi Transit

Contact Diana Jardine
 Title Office Administrator
 Telephone 807-464-4270
 Email newhorizon18@shaw.ca

Population Served: 14,967
 Service Area (km²): 75.1
 Main Community Served: Kenora
 Other Communities Served: Keewatin

ACTIVE REGISTRANTS

Ambulatory	26		
Non-Ambulatory	146	Attendants	279
Other	4	Companions	18
Total	176	Total	297

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 normal means of transportation. A registration form must be filled out by the client and Medical Professional and signed by both and submitted to the Administrator, in order to be a client of Kenora 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: Books of tickets can be purchased \$50 for a book of 10 tickets

SERVICE HOURS / SCHEDULING

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

Other: Large groups that wish to go on outings. Critical appointments.

Advanced Booking Notice (days): 60

Minimum Notice for Reservation (hours): 24

Booking Method: Phone call

REMARKS

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	554	375
Non-Ambulatory	1,662	2,128
Total	2,216	2,503
Attendants	7	152
Companions	-	7
Other	-	-
Total	7	159
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	2,216	2,503
Total Support Person Trips	7	159
Total Trips	2,223	2,662

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	867	834
Reservation	1,320	1,645
On-Demand/Day-of	29	24
Total Trips Requested	2,289	2,583
Cancelled in Advance	28	41
Cancelled Late	7	8
No-Shows	29	25
Cancelled at Door	4	3

OPERATING EXPENSES

	2021	2022
Administration	\$31,331	\$34,509
Transportation Operations		
Internal Dedicated Service	\$43,818	\$47,452
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$6,157	\$12,667
Fuel and Energy Consumption	\$7,047	\$8,665
Total Operating Expenses	\$88,353	\$103,293

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$13,590	\$12,260
Other Revenue	\$8,212	-
Total Revenue	\$21,802	\$12,260

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$81,800	\$72,636
Other Operating Contributions	-	\$30,657
Total Operating Revenues and Funding	\$103,602	\$103,293

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	2021	2022
Revenue Vehicle Kilometres	14,562	12,301
Total Vehicle Kilometres	14,643	12,384
Revenue Vehicle Hours	1,117	1,238
Total Vehicle Hours	1,184	1,307
Non-Dedicated Service		
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	\$21.00	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	-	-	-	-
Vans	3	-	6	5
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	3	-		

Vehicle Ownership: City of Kenora

Vehicle Maintenance: City of Kenora

INDICATORS

Financial	2021	2022
R/C Ratio	24.7 %	11.9 %
Net Operating Cost / Capita	\$4.45	\$6.08
Total Expense / Passenger	\$39.74	\$38.80
Total Expense / Eligible Passenger	\$39.87	\$41.27
Transportation Expense / Passenger		
Dedicated Service	\$25.65	\$25.84
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$48.16	\$52.63

Operating

Registrants / Capita	0.0290	0.0316
Passengers / Capita	0.1485	0.1779
Passengers / Registrants	5.12	5.63
Passengers / Revenue Hour (Dedicated Service)	1.99	2.15
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	6.55	4.62
Average Speed (Dedicated Service)	13.04	9.94

Kingston, ON

Kingston Access Services

Contact	Trevor Fray	Population Served:	136,635
Title	Executive Director	Service Area (km²):	451.2
Telephone	613-542-2512	Main Community Served:	Kingston
Email	trevor@kingstonaccessbus.com	Other Communities Served:	

ACTIVE REGISTRANTS

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

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
Unable to use conventional transit due to disability/medical conditions

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	☐	\$3.25	-	-	-	\$80.00	
Student	☐	\$3.25	-	-	-	\$80.00	
Senior	☐	\$3.25	-	-	-	-	
Attendant	☒	-	-	-	-	-	
Companion	☒	-	-	-	-	-	

Other: Low-income (Senior) monthly pass rate is 29.75

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	08:00 to 21:00
Thursday	06:00 to 00:00	Holiday	06:00 to 00:00

Other: No service on Good Friday, Christmas Day, New Years

Advanced Booking Notice (days): 14

Minimum Notice for Reservation (hours): 0.5

Booking Method: Phone and email

REMARKS

We have no method of determining the number of passengers who utilized the service over the last year. Only cumulative trip totals.

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	21,391	30,077
Non-Ambulatory	13,544	18,967
Total	34,935	49,044
Attendants	5,103	6,227
Companions	-	101
Other	81	-
Total	5,184	6,328
Non-Dedicated Service		
Ambulatory	564	463
Non-Ambulatory	-	-
Total	564	463
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	35,499	49,507
Total Support Person Trips	5,184	6,328
Total Trips	40,683	55,835

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	11,592	18,943
Reservation	23,907	30,078
On-Demand/Day-of	-	486
Total Trips Requested	51,706	73,987
Cancelled in Advance	12,206	17,100
Cancelled Late	2,619	4,630
No-Shows	687	1,289
Cancelled at Door	-	-

OPERATING EXPENSES

	2021	2022
Administration	\$441,657	\$871,380
Transportation Operations		
Internal Dedicated Service	\$1,701,070	\$1,474,841
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$6,317	-
Contract Taxi Scrip	-	\$5,969
Vehicle and Facility Maintenance	\$207,989	\$290,273
Fuel and Energy Consumption	\$173,035	\$299,355
Total Operating Expenses	\$2,530,068	\$2,941,818

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$104,841	\$139,859
Other Revenue	\$1,218	\$2,928
Total Revenue	\$106,059	\$142,787

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$97,879	\$97,158
Municipal Operating Contributions	\$2,366,685	\$3,137,190
Other Operating Contributions	\$310	\$100
Total Operating Revenues and Funding	\$2,570,933	\$3,377,235

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	\$5,242	\$17,745
Total Capital Expenses	\$5,242	\$17,745

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	\$5,242	\$17,745
Other Capital Contributions	-	-
Total Capital Funding	\$5,242	\$17,745

OPERATING STATISTICS

Dedicated Service	2021	2022
Revenue Vehicle Kilometres	418,828	573,059
Total Vehicle Kilometres	418,828	573,059
Revenue Vehicle Hours	26,696	34,405
Total Vehicle Hours	26,696	34,405
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	18	9
Reservation Clerks	-	-
Dispatchers	5	1
Other Transport Operations	-	-
Mechanics	-	-
General Administration	4	-
Other	-	-
Total	27	10

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$24.71	2022-01-01	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	2021	2022
R/C Ratio	4.2 %	4.9 %
Net Operating Cost / Capita	\$17.74	\$20.49
Total Expense / Passenger	\$62.19	\$52.69
Total Expense / Eligible Passenger	\$71.27	\$59.42
Transportation Expense / Passenger		
Dedicated Service	\$51.90	\$37.28
Non-Dedicated Service	\$11.20	\$12.89
Transportation Expense / Hour (Dedicated Service)	\$77.99	\$60.00

Operating

Registrants / Capita	0.0343	-
Passengers / Capita	0.2977	0.4086
Passengers / Registrants	8.69	-
Passengers / Revenue Hour (Dedicated Service)	1.50	1.61
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	10.44	10.35
Average Speed (Dedicated Service)	15.69	16.66

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	799		
Non-Ambulatory	165	Attendants	160
Other	0	Companions	80
Total	964	Total	240

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description	Method of Determination
Must live within Lanark County or the Town of Smiths Falls or in a neighbouring community and require accessible transportation.	☒ Internal Assessment
	☐ External Contract
	☐ Committee
	☐ Paper Application
	☐ Healthcare Professional
	☐ Other

DEDICATED SERVICE

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

NON-DEDICATED SERVICE

Operated By:	☒ Taxi
	☐ Rideshare Service
	☐ Other

Delivery Model:

Only used when agency vehicles and drivers can not meet demand for service.

FARE STRUCTURE

Effective Date: 2021-01-01

	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	00:00 to 00:00
Wednesday	06:30 to 22:00	Sunday	00:00 to 00:00
Thursday	06:30 to 22:00	Holiday	00:00 to 00:00

Other: If there is a driver who is willing to work on weekends, holidays or outside of these hours.

Advanced Booking Notice (days): 180

Minimum Notice for Reservation (hours): 2

Booking Method: By telephone, text message or by using our website.

REMARKS

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	8,445	11,711
Non-Ambulatory	1,024	1,363
Total	9,469	13,074
Attendants	1,000	-
Companions	755	-
Other	-	-
Total	1,755	3,405
Non-Dedicated Service		
Ambulatory	5	10
Non-Ambulatory	-	-
Total	5	10
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	9,469	13,084
Total Support Person Trips	1,755	-
Total Trips	11,224	13,084

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	947	-
Reservation	8,048	12,561
On-Demand/Day-of	474	523
Total Trips Requested	11,697	16,231
Cancelled in Advance	1,298	2,090
Cancelled Late	743	800
No-Shows	-	-
Cancelled at Door	113	68

OPERATING EXPENSES

	2021	2022
Administration	\$240,555	\$294,778
Transportation Operations		
Internal Dedicated Service	\$515,715	\$576,514
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$115	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$63,065	\$73,229
Fuel and Energy Consumption	\$60,000	\$92,963
Total Operating Expenses	\$879,450	\$1,037,484

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$301,975	\$412,898
Other Revenue	-	-
Total Revenue	\$301,975	\$412,898

Federal Operating Contributions	\$69,535	\$7,989
Provincial Operating Contributions	\$340,500	\$370,000
Municipal Operating Contributions	\$167,440	\$246,597
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$879,450	\$1,037,484

CAPITAL EXPENSES

Vehicle Purchase	\$37,175	\$91,500
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$37,175	\$91,500

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	\$37,175	\$120,000
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	\$37,175	\$120,000

OPERATING STATISTICS

Dedicated Service	2021	2022
Revenue Vehicle Kilometres	401,921	557,877
Total Vehicle Kilometres	401,921	557,877
Revenue Vehicle Hours	-	-
Total Vehicle Hours	-	-
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	19	-
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	\$22.80		
Reservation Clerks	-		
Dispatchers	\$28.75		
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	3	-
Vans	2	-	8	-
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	5	11		

Vehicle Ownership: Lanark Transportation Association

Vehicle Maintenance: Lanark Transportation Association

INDICATORS

Financial	2021	2022
R/C Ratio	34.3 %	39.8 %
Net Operating Cost / Capita	\$7.44	\$8.05
Total Expense / Passenger	\$78.35	\$79.29
Total Expense / Eligible Passenger	\$92.88	\$79.29
Transportation Expense / Passenger		
Dedicated Service	\$56.91	\$45.07
Non-Dedicated Service	\$23.00	-
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0132	0.0155
Passengers / Capita	0.1447	0.1686
Passengers / Registrants	10.98	10.87
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	35.81	33.85
Average Speed (Dedicated Service)	-	-

Leamington, ON

South Essex Community Council

Contact	Rachelle Ligotino	Population Served:	54,859
Title	Dept. Coordinator, Community Home Support Services	Service Area (km²):	759.5
Telephone	519-326-8629 x329	Main Community Served:	Leamington
Email	rligotino@secc.on.ca	Other Communities Served:	Kingsville, Wheatley

ACTIVE REGISTRANTS

Ambulatory	295		
Non-Ambulatory	138	Attendants	0
Other	0	Companions	0
Total	433	Total	0

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
Persons who cannot 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: 2023-04-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General	☐	\$15.00	-	-	-	-	18+
Child	☐	\$15.00	-	-	-	-	8+ with parental escort
Student	☐	\$15.00	-	-	-	-	8+ with parental consent
Senior	☐	\$15.00	-	-	-	-	55+
Attendant	☒	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other: fares start at \$15 per trip and vary up to \$50 per trip depending on pick-up location and requested destination

SERVICE HOURS / SCHEDULING

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

Other: before/after hours, weekends and select holidays by cost recovery; subject to driver availability

Advanced Booking Notice (days): 30

Minimum Notice for Reservation (hours): 48

Booking Method: Phone in or fax request form

REMARKS

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	1,917	3,490
Non-Ambulatory	1,218	1,638
Total	3,135	5,128
Attendants	237	264
Companions	-	-
Other	-	-
Total	237	264

Non-Dedicated Service

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

Total Eligible Passenger Trips **3,135** **5,128**

Total Support Person Trips **237** **264**

Total Trips **3,372** **5,392**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	2,047	3,354
Reservation	1,085	1,774
On-Demand/Day-of	3	-
Total Trips Requested	3,321	5,364
Cancelled in Advance	127	149
Cancelled Late	45	55
No-Shows	1	13
Cancelled at Door	12	9

OPERATING EXPENSES

	2021	2022
Administration	\$18,873	\$19,584
Transportation Operations		
Internal Dedicated Service	\$219,141	\$210,516
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$19,288	\$34,372
Fuel and Energy Consumption	\$25,954	\$41,273
Total Operating Expenses	\$283,256	\$305,745

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$27,962	\$51,126
Other Revenue	\$37,514	\$11,338
Total Revenue	\$65,476	\$62,464

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$177,780	\$203,281
Municipal Operating Contributions	\$40,000	\$40,000
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$283,256	\$305,745

CAPITAL EXPENSES

Vehicle Purchase	-	\$97,663
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	\$97,663

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	\$15,000	\$15,000
Other Capital Contributions	\$238	\$931
Total Capital Funding	\$15,238	\$15,931

OPERATING STATISTICS

Dedicated Service	2021	2022
Revenue Vehicle Kilometres	75,877	81,084
Total Vehicle Kilometres	75,877	81,084
Revenue Vehicle Hours	3,802	3,652
Total Vehicle Hours	3,802	3,652

Non-Dedicated Service

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

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	2	3
Reservation Clerks	-	-
Dispatchers	1	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	2	-
Other	1	-
Total	6	3

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$21.98	2022-04-01	CUPE Local 4523
Reservation Clerks	-		
Dispatchers	\$21.98	2022-04-01	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	2021	2022
R/C Ratio	23.1 %	20.4 %
Net Operating Cost / Capita	\$4.18	\$4.43
Total Expense / Passenger	\$84.00	\$56.70
Total Expense / Eligible Passenger	\$90.35	\$59.62
Transportation Expense / Passenger		
Dedicated Service	\$78.41	\$53.07
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$69.54	\$78.36
Operating		
Registrants / Capita	0.0068	0.0079
Passengers / Capita	0.0648	0.0983
Passengers / Registrants	9.47	12.45
Passengers / Revenue Hour (Dedicated Service)	0.89	1.48
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	22.50	15.04
Average Speed (Dedicated Service)	19.96	22.20

London, ON

London Transit Commission

Contact	Kelly Paleczny	Population Served:	418,800
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	7,313		
Non-Ambulatory	4,676	Attendants	0
Other	0	Companions	0
Total	11,989	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	-	-	\$61.00	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	2021	2022
Ambulatory	104,141	137,905
Non-Ambulatory	53,648	71,040
Total	157,789	208,946
Attendants	10,859	13,966
Companions	-	-
Other	-	-
Total	10,859	13,966

Non-Dedicated Service

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

Total Eligible Passenger Trips **157,789** **208,946**

Total Support Person Trips **10,859** **13,966**

Total Trips **168,648** **222,912**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	47,337	62,684
Reservation	97,829	129,546
On-Demand/Day-of	12,623	16,716
Total Trips Requested	170,513	226,362
Cancelled in Advance	7,889	10,447
Cancelled Late	3,156	4,179
No-Shows	1,578	2,090
Cancelled at Door	-	-

OPERATING EXPENSES

	2021	2022
Administration	\$34,600	\$35,100
Transportation Operations		
Internal Dedicated Service	\$1,308,147	\$1,493,001
Contract Dedicated Service	\$7,650,368	\$7,842,637
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$8,993,115	\$9,370,738

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$333,328	\$428,298
Other Revenue	-	-
Total Revenue	\$333,328	\$428,298

Federal Operating Contributions	-	-
Provincial Operating Contributions	(\$194,611)	(\$458,858)
Municipal Operating Contributions	\$8,854,398	\$9,401,300
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$8,993,115	\$9,370,738

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	2021	2022
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	-	-
Revenue Vehicle Hours	122,200	119,055
Total Vehicle Hours	122,200	119,055

Non-Dedicated Service

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	\$31.30	2022-04-01	
Dispatchers	\$32.39	2022-04-01	
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	2021	2022
R/C Ratio	3.7 %	4.6 %
Net Operating Cost / Capita	\$20.68	\$21.35
Total Expense / Passenger	\$53.32	\$42.04
Total Expense / Eligible Passenger	\$56.99	\$44.85
Transportation Expense / Passenger		
Dedicated Service	\$53.12	\$41.88
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$73.31	\$78.41

Operating

Registrants / Capita	0.0260	0.0286
Passengers / Capita	0.4027	0.5323
Passengers / Registrants	15.51	18.59
Passengers / Revenue Hour (Dedicated Service)	1.38	1.87
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

Marmora and Lake, ON

Central Hastings Support Network

Contact	Wendy Hay	Population Served:	22,391
Title	Acting Executive Director	Service Area (km²):	2,293.7
Telephone	16134735255	Main Community Served:	Central Hastings
Email	director@chsn.support	Other Communities Served:	Madoc, Marmora, Tweed, Stirling

ACTIVE REGISTRANTS

Ambulatory	720		
Non-Ambulatory	10	Attendants	10
Other	0	Companions	150
Total	730	Total	160

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description

Service is approved and paid for by the riders, service providers/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: 2021-10-01

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

Other: All trips are based on .55C/km, but calculated on a flat rate between towns/villages. Attendants and companions ride 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	2021	2022
Ambulatory	-	-
Non-Ambulatory	14	20
Total	14	20
Attendants	4	6
Companions	16	18
Other	-	-
Total	20	24
Non-Dedicated Service		
Ambulatory	13,054	14,822
Non-Ambulatory	-	-
Total	13,054	14,822
Attendants	16	18
Companions	3,263	3,270
Other	-	-
Total	3,279	3,288
Total Eligible Passenger Trips	13,068	14,842
Total Support Person Trips	3,299	3,312
Total Trips	16,367	18,154

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	14,377
Reservation	12,665	-
On-Demand/Day-of	389	445
Total Trips Requested	13,054	14,822
Cancelled in Advance	1,200	1,200
Cancelled Late	120	120
No-Shows	144	144
Cancelled at Door	144	144

OPERATING EXPENSES

	2021	2022
Administration	\$80,711	\$95,059
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$296,853	\$326,987
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$9,543	\$15,575
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$387,107	\$437,621

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	-	-
Other Revenue	\$342,551	\$403,858
Total Revenue	\$342,551	\$403,858

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	-	-
Other Operating Contributions	\$63,080	\$65,495
Total Operating Revenues and Funding	\$405,631	\$469,353

CAPITAL EXPENSES

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

CAPITAL FUNDING CONTRIBUTIONS

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

OPERATING STATISTICS

Dedicated Service	2021	2022
Revenue Vehicle Kilometres	1,422	1,440
Total Vehicle Kilometres	1,422	1,440
Revenue Vehicle Hours	34	34
Total Vehicle Hours	47	54
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	593,706	594,522
Total Vehicle Hours	13,054	9,909

EMPLOYEE DATA

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

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$16.80	2022-04-01	
Reservation Clerks	\$18.21	2022-04-01	
Dispatchers	\$11.00	2022-04-01	
Mechanics	-		

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

VEHICLE DATA

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

Vehicle Ownership: Central Hastings Support Network

Vehicle Maintenance: Central Hastings Support Network

INDICATORS

Financial	2021	2022
R/C Ratio	88.5 %	92.3 %
Net Operating Cost / Capita	\$1.99	\$1.51
Total Expense / Passenger	\$23.65	\$24.11
Total Expense / Eligible Passenger	\$29.62	\$29.49
Transportation Expense / Passenger		
Dedicated Service	\$280.68	\$353.98
Non-Dedicated Service	\$18.18	\$18.06
Transportation Expense / Hour (Dedicated Service)	\$203.04	\$288.43
Operating		
Registrants / Capita	0.0242	0.0397
Passengers / Capita	0.7310	0.8108
Passengers / Registrants	30.25	20.40
Passengers / Revenue Hour (Dedicated Service)	1.00	1.29
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	41.82	32.73
Average Speed (Dedicated Service)	41.82	42.35

Meaford, ON

Meaford Moves+

Contact Margaret Wilton-Siegel
 Title Manager, Legislative Services
 Telephone 519-538-1060 x1100
 Email mwiltonsiegel@meaford.ca

Population Served: 11,485
 Service Area (km²): 588.6
 Main Community Served: Meaford
 Other Communities Served: Leith, Bognor, Annan

ACTIVE REGISTRANTS

Ambulatory	79		
Non-Ambulatory	14	Attendants	14
Other	0	Companions	5
Total	93	Total	19

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
 Meaford Moves+ accepts users with both permanent and temporary disabilities. To qualify for Meaford Moves+, applicants must either:

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: 2017-04-01

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

Other: \$8 for out of Municipality trips for medical appointments only, \$2 per trip for within the Municipality

SERVICE HOURS / SCHEDULING

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

Other:

Advanced Booking Notice (days): 14

Minimum Notice for Reservation (hours): 8

Booking Method: Telephone Bookings are received by Contracted Service Provider

REMARKS

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	1,053	1,787
Non-Ambulatory	101	56
Total	1,154	1,843
Attendants	25	56
Companions	5	13
Other	-	-
Total	30	69
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	1,154	1,843
Total Support Person Trips	30	69
Total Trips	1,184	1,912

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	1,154	1,787
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2021	2022
Administration	\$12,626	\$7,035
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$55,609	\$56,301
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$9,051	\$8,635
Fuel and Energy Consumption	\$8,000	\$8,000
Total Operating Expenses	\$85,286	\$79,971

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$3,238	\$5,054
Other Revenue	-	-
Total Revenue	\$3,238	\$5,054

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$3,048	\$27,217
Municipal Operating Contributions	\$79,000	\$47,700
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$85,286	\$79,971

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	2021	2022
Revenue Vehicle Kilometres	23,873	29,633
Total Vehicle Kilometres	23,873	29,633
Revenue Vehicle Hours	885	824
Total Vehicle Hours	1,441	824
Non-Dedicated Service		
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	1	6	2
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	1	1		

Vehicle Ownership: Municipality of Meaford

Vehicle Maintenance: Contractor

INDICATORS

Financial	2021	2022
R/C Ratio	3.8 %	6.3 %
Net Operating Cost / Capita	\$7.46	\$6.52
Total Expense / Passenger	\$72.03	\$41.83
Total Expense / Eligible Passenger	\$73.90	\$43.39
Transportation Expense / Passenger		
Dedicated Service	\$61.37	\$38.15
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$50.42	\$88.51
Operating		
Registrants / Capita	0.0073	0.0098
Passengers / Capita	0.1076	0.1665
Passengers / Registrants	14.80	17.07
Passengers / Revenue Hour (Dedicated Service)	1.34	2.32
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	20.16	15.50
Average Speed (Dedicated Service)	26.98	35.96

Milton, ON

Milton access+

Contact Marina Cajic
 Title Service Design Planner, Transit
 Telephone 905-878-7252 x2182
 Email marina.cajic@milton.ca

Population Served: 142,968
 Service Area (km²): 380.0
 Main Community Served: Milton
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	0		
Non-Ambulatory	0	Attendants	0
Other	0	Companions	0
Total	237	Total	61

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	☐	-	-	-	-	-	

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	00:00 to 00:00
Thursday	05:20 to 22:11	Holiday	00:00 to 00:00

Other:

Advanced Booking Notice (days): 7

Minimum Notice for Reservation (hours): 1

Booking Method: Telephone into a centralized reservationist, through a mobile app or web booker

REMARKS

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	-	-
Non-Ambulatory	-	-
Total	12,107	15,177
Attendants	768	2,572
Companions	-	-
Other	-	-
Total	768	2,572
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	12,107	15,177
Total Support Person Trips	768	2,572
Total Trips	12,875	17,749

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	-	17,575
Cancelled in Advance	-	2,283
Cancelled Late	-	-
No-Shows	-	608
Cancelled at Door	-	-

OPERATING EXPENSES

	2021	2022
Administration	\$31,273	\$163,223
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$625,623	\$1,414,471
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	\$114,075
Fuel and Energy Consumption	-	\$143,059
Total Operating Expenses	\$656,896	\$1,834,828

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$17,836	\$40,712
Other Revenue	-	\$6,121
Total Revenue	\$17,836	\$46,833

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$639,060	\$1,787,995
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$656,896	\$1,834,828

CAPITAL EXPENSES

Vehicle Purchase	-	\$507,584
Debt Servicing	-	-
Other	\$68,072	-
Total Capital Expenses	\$68,072	\$507,584

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	\$68,072	\$507,584
Other Capital Contributions	-	-
Total Capital Funding	\$68,072	\$507,584

OPERATING STATISTICS

Dedicated Service	2021	2022
Revenue Vehicle Kilometres	175,021	188,500
Total Vehicle Kilometres	175,021	188,500
Revenue Vehicle Hours	8,262	9,192
Total Vehicle Hours	8,262	9,192
Non-Dedicated Service		
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	10	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	10	-		

Vehicle Ownership: Town of Milton, all

Vehicle Maintenance: Contractor - Diversified Transportation, all

INDICATORS

Financial	2021	2022
R/C Ratio	2.7 %	2.6 %
Net Operating Cost / Capita	\$4.73	\$12.51
Total Expense / Passenger	\$51.02	\$103.38
Total Expense / Eligible Passenger	\$54.26	\$120.90
Transportation Expense / Passenger		
Dedicated Service	\$48.59	\$94.18
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$75.72	\$181.85
Operating		
Registrants / Capita	0.0021	0.0021
Passengers / Capita	0.0954	0.1241
Passengers / Registrants	45.18	59.56
Passengers / Revenue Hour (Dedicated Service)	1.56	1.93
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	13.59	10.62
Average Speed (Dedicated Service)	21.18	20.51

New Tecumseth, ON

Town of New Tecumseth Community Transportation Program

Contact	Amanda Winters	Population Served:	43,948
Title	Administrative Clerk - Public Works	Service Area (km²):	273.9
Telephone	705-415-3060	Main Community Served:	Alliston
Email	awinters@newtecumseth.ca	Other Communities Served:	Beeton, Tottenham & Rural

ACTIVE REGISTRANTS

Ambulatory	41		
Non-Ambulatory	0	Attendants	0
Other	0	Companions	0
Total	41	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	☐	-	-	-	-	-	\$3 or \$5 based on distance
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	00:00 to 00:00

Other: Weekend appointments at hospital are allowed.

Advanced Booking Notice (days): 0

Minimum Notice for Reservation (hours): 0

Booking Method: Directly to Taxi company

REMARKS

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	1,156	1,210
Non-Ambulatory	-	-
Total	1,156	1,210
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	1,156	1,210
Total Support Person Trips	-	-
Total Trips	1,156	1,210

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	1,156	1,210
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	-	-
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2021	2022
Administration	-	-
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	\$15,691	\$23,917
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$15,691	\$23,917

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	-	-
Other Revenue	-	-
Total Revenue	-	-

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$15,691	\$23,917
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$15,691	\$23,917

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	2021	2022
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	2021	2022
R/C Ratio	0.0 %	0.0 %
Net Operating Cost / Capita	\$0.36	\$0.54
Total Expense / Passenger	\$13.57	\$19.77
Total Expense / Eligible Passenger	\$13.57	\$19.77
Transportation Expense / Passenger		
Dedicated Service	-	-
Non-Dedicated Service	\$13.57	\$19.77
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0009	0.0009
Passengers / Capita	0.0263	0.0275
Passengers / Registrants	28.90	29.51
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

Niagara Falls, ON

Niagara Chair-A-Van

Contact	Jessica Sinkowski	Population Served:	94,415
Title	Customer Service Administrator	Service Area (km²):	212.0
Telephone	905-356-7461	Main Community Served:	Niagara Falls
Email	jsinkowski@niagarafalls.ca	Other Communities Served:	

ACTIVE REGISTRANTS

Ambulatory	674		
Non-Ambulatory	739	Attendants	231
Other	0	Companions	33
Total	1,413	Total	264

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
Approved by Health Professional

Method of Determination

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

DEDICATED SERVICE

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

NON-DEDICATED SERVICE

Operated By:	☒ Taxi
	☐ Rideshare Service
	☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2017-07-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		-	-	-	-	-	Under 65
Child	☒	-	-	-	-	-	0-5
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	65+
Attendant	☒	-	-	-	-	-	Mandatory attendant
Companion	☒	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	06:00 to 23:00	Friday	06:00 to 23:00
Tuesday	06:00 to 23:00	Saturday	07:00 to 21:00
Wednesday	06:00 to 23:00	Sunday	07:00 to 21:00
Thursday	06:00 to 23:00	Holiday	07:00 to 21:00

Other:

Advanced Booking Notice (days): 60

Minimum Notice for Reservation (hours): 1

Booking Method: Phone, fax, email

REMARKS

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	6,274	11,291
Non-Ambulatory	6,028	3,934
Total	12,302	15,225
Attendants	3,052	2,099
Companions	195	176
Other	-	-
Total	3,247	2,275

Non-Dedicated Service

Ambulatory	14	1,390
Non-Ambulatory	14	154
Total	28	1,544
Attendants	12	139
Companions	-	8
Other	-	-
Total	12	147

Total Eligible Passenger Trips **12,330** **16,769**

Total Support Person Trips **3,259** **2,422**

Total Trips **15,589** **19,191**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	5,202	21,269
Reservation	7,061	14,476
On-Demand/Day-of	67	-
Total Trips Requested	12,330	22,305
Cancelled in Advance	3,080	6,003
Cancelled Late	181	342
No-Shows	106	215
Cancelled at Door	148	217

OPERATING EXPENSES

	2021	2022
Administration	\$22,887	\$25,790
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$511,940	\$624,893
Contract Non-Dedicated Service	\$286	\$539
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$393,280	\$401,843
Fuel and Energy Consumption	\$52,002	\$78,435
Total Operating Expenses	\$980,394	\$1,131,501

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$27,372	\$32,645
Other Revenue	-	-
Total Revenue	\$27,372	\$32,645

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$953,022	\$1,098,556
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$980,394	\$1,131,201

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	-	\$1,768
Total Capital Expenses	-	\$1,768

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	\$1,768
Other Capital Contributions	-	-
Total Capital Funding	-	\$1,768

OPERATING STATISTICS

Dedicated Service	2021	2022
Revenue Vehicle Kilometres	63,387	84,230
Total Vehicle Kilometres	121,123	146,520
Revenue Vehicle Hours	5,440	6,508
Total Vehicle Hours	11,404	13,207

Non-Dedicated Service

Accessible Service		
Total Vehicle Kilometres	51	4,270
Total Vehicle Hours	4	165
Non-Accessible Service		
Total Vehicle Kilometres	49	12,803
Total Vehicle Hours	4	495

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	13
Reservation Clerks	-	1
Dispatchers	1	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	1	1
Other	-	-
Total	2	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	\$18.38	2022-01-01	
Reservation Clerks	\$18.38	2022-01-01	
Dispatchers	\$24.55	2022-01-01	
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	-	-	-	-
Small Buses	2	-	2	1
Low-floor	-	-	-	-
Other	5	-	3	5
Total	7	-		

Vehicle Ownership: City of Niagara Falls

Vehicle Maintenance: City of Niagara Falls

INDICATORS

Financial	2021	2022
R/C Ratio	2.8 %	2.9 %
Net Operating Cost / Capita	\$10.82	\$11.64
Total Expense / Passenger	\$62.89	\$58.96
Total Expense / Eligible Passenger	\$79.51	\$67.48
Transportation Expense / Passenger		
Dedicated Service	\$61.56	\$63.15
Non-Dedicated Service	\$7.15	\$0.32
Transportation Expense / Hour (Dedicated Service)	\$83.94	\$83.68

Operating

Registrants / Capita	0.0165	0.0178
Passengers / Capita	0.1770	0.2033
Passengers / Registrants	10.71	11.44
Passengers / Revenue Hour (Dedicated Service)	2.86	2.69
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	4.08	4.81
Average Speed (Dedicated Service)	11.65	12.94

Niagara Region, ON

Niagara Specialized Transit

Contact	Leah Lane	Population Served:	484,840
Title	Transit Service Planning Analyst	Service Area (km²):	1,854.0
Telephone	905-980-6000 x3601	Main Community Served:	Niagara Region
Email	leah.lane@niagararegion.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): 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		-	-	-	-	-	19-65
Child	☒	-	-	-	-	-	Under 12
Student	☐	-	-	-	-	-	13-17
Senior	☐	-	-	-	-	-	65+
Attendant	☐	-	-	-	-	-	
Companion	☐	-	-	-	-	-	Limit 1 per trip

Other:

SERVICE HOURS / SCHEDULING

Monday	07:00 to 22:00	Friday	07:00 to 22:00
Tuesday	07:00 to 22:00	Saturday	07:00 to 22:00
Wednesday	07:00 to 22:00	Sunday	00:00 to 00:00
Thursday	07:00 to 22:00	Holiday	00:00 to 00:00

Other:

Advanced Booking Notice (days): 14

Minimum Notice for Reservation (hours): 24

Booking Method: Telephone and email

REMARKS

Data reporting is limited for 2022 as the system was amalgamated into a consolidated system named Niagara Region Transit on January 1, 2023.

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	11,801	14,368
Non-Ambulatory	6,786	8,871
Total	18,587	23,239
Attendants	2,304	3,584
Companions	238	424
Other	-	-
Total	2,542	4,008
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	18,587	23,239
Total Support Person Trips	2,542	4,008
Total Trips	21,129	27,247

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	28,224
Reservation	-	-
On-Demand/Day-of	-	897
Total Trips Requested	22,533	29,121
Cancelled in Advance	3,111	4,615
Cancelled Late	103	596
No-Shows	223	291
Cancelled at Door	265	380

OPERATING EXPENSES

	2021	2022
Administration	\$904	-
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$1,210,518	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$1,211,423	-

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$70,352	-
Other Revenue	-	-
Total Revenue	\$70,352	-

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$1,141,071	-
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$1,211,423	-

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	2021	2022
Revenue Vehicle Kilometres	425,548	-
Total Vehicle Kilometres	833,118	-
Revenue Vehicle Hours	9,041	-
Total Vehicle Hours	9,041	-
Non-Dedicated Service		
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	-
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	13	-	2	3
Vans	4	-	3	6
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	-	1	-	3
Total	17	1		

Vehicle Ownership: Contractor - All
 Vehicle Maintenance: Contractor

INDICATORS

Financial	2021	2022
R/C Ratio	5.8 %	0.0 %
Net Operating Cost / Capita	\$2.35	-
Total Expense / Passenger	\$57.33	-
Total Expense / Eligible Passenger	\$65.18	-
Transportation Expense / Passenger		
Dedicated Service	\$57.29	-
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$133.89	-
Operating		
Registrants / Capita	0.0022	-
Passengers / Capita	0.0436	0.0562
Passengers / Registrants	20.20	-
Passengers / Revenue Hour (Dedicated Service)	2.34	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	20.14	-
Average Speed (Dedicated Service)	47.07	-

North Bay Para Bus

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

ACTIVE REGISTRANTS

Population Served:	47,868	Ambulatory	200		
Service Area (km²):	53.0	Non-Ambulatory	140	Attendants	81
Main Community Served:	North Bay	Other	1	Companions	0
Other Communities Served:	None	Total	340	Total	81

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
Not able to access conventional transit.

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

DEDICATED SERVICE

Operated By:

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

NON-DEDICATED SERVICE

Operated By:

☒	Taxi
☐	Rideshare Service
☐	Other

Delivery Model:
Taxi (accessible and regular) used during hours when buses are no longer on the road

FARE STRUCTURE

Effective Date: 2015-01-01

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

SERVICE HOURS / SCHEDULING

Monday	07:30 to 23:00	Friday	07:30 to 23:00
Tuesday	07:30 to 23:30	Saturday	07:30 to 23:00
Wednesday	07:30 to 23:00	Sunday	09:00 to 18:30
Thursday	07:30 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): 24

Booking Method: Phone, email, fax, or letter correspondence

REMARKS

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	6,911	8,906
Non-Ambulatory	3,489	4,597
Total	10,400	13,503
Attendants	153	468
Companions	-	-
Other	-	-
Total	153	468
Non-Dedicated Service		
Ambulatory	496	617
Non-Ambulatory	151	274
Total	647	891
Attendants	147	41
Companions	-	-
Other	-	-
Total	147	41
Total Eligible Passenger Trips	11,047	14,394
Total Support Person Trips	300	509
Total Trips	11,347	14,903

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	4,690	6,638
Reservation	-	7,756
On-Demand/Day-of	6,357	-
Total Trips Requested	16,322	22,491
Cancelled in Advance	3,372	5,127
Cancelled Late	1,734	2,751
No-Shows	112	168
Cancelled at Door	57	51

OPERATING EXPENSES

	2021	2022
Administration	\$5,180	\$7,085
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$387,863	\$462,153
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	\$9,046	\$14,790
Vehicle and Facility Maintenance	\$115,231	\$119,266
Fuel and Energy Consumption	\$34,661	\$60,053
Total Operating Expenses	\$551,981	\$663,346

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$34,706	\$41,292
Other Revenue	-	-
Total Revenue	\$34,706	\$41,292
Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$517,275	\$622,054
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$551,981	\$663,346

CAPITAL EXPENSES

Vehicle Purchase	-	\$176,372
Debt Servicing	-	-
Other	\$64,117	-
Total Capital Expenses	\$64,117	\$176,372

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	\$26,372
Federal Capital Contributions	\$25,647	-
Provincial Capital Contributions	\$21,370	\$150,000
Municipal Capital Contributions	\$17,100	-
Other Capital Contributions	-	-
Total Capital Funding	\$64,117	\$176,372

OPERATING STATISTICS

Dedicated Service	2021	2022
Revenue Vehicle Kilometres	58,574	72,372
Total Vehicle Kilometres	70,722	86,730
Revenue Vehicle Hours	6,016	7,539
Total Vehicle Hours	6,016	7,539
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	3	3
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	1	-
General Administration	1	-
Other	-	-
Total	5	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	\$20.20	2021-10-01	
Reservation Clerks	-		
Dispatchers	-		
Mechanics	\$30.97	2021-01-01	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 - 6
 Vehicle Maintenance: City of North Bay

INDICATORS

Financial	2021	2022
R/C Ratio	6.3 %	6.2 %
Net Operating Cost / Capita	\$10.99	\$13.00
Total Expense / Passenger	\$48.65	\$44.51
Total Expense / Eligible Passenger	\$49.97	\$46.08
Transportation Expense / Passenger		
Dedicated Service	\$50.96	\$45.91
Non-Dedicated Service	\$11.39	\$15.87
Transportation Expense / Hour (Dedicated Service)	\$89.39	\$85.09
Operating		
Registrants / Capita	0.0075	0.0088
Passengers / Capita	0.2410	0.3113
Passengers / Registrants	31.96	35.40
Passengers / Revenue Hour (Dedicated Service)	1.75	1.85
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	5.55	5.18
Average Speed (Dedicated Service)	9.74	9.60

North Grenville, ON

ATS Allegiance Transportation Services

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

Population Served: 18,000
 Service Area (km²): 352.2
 Main Community Served: Kemptville
 Other Communities Served: Bishops Mills, Oxford Station, Oxford Mills, Burritt's Rapids, Heckston, Pelton's Corners

ACTIVE REGISTRANTS

Ambulatory	49		
Non-Ambulatory	75	Attendants	4
Other	0	Companions	14
Total	124	Total	18

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
 Anyone who meets the definition of having a disability per the Accessibility for Ontarians with Disabilities Act (AODA) and/or Seniors 65+

Method of Determination

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

DEDICATED SERVICE

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

NON-DEDICATED SERVICE

Operated By: ☐ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2021-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General	☐	\$5.00	-	-	-	\$70.00	one-way
Child	☐	\$5.00	-	-	-	\$70.00	one-way
Student	☐	\$5.00	-	-	-	\$70.00	one-way
Senior	☐	\$5.00	-	-	-	\$70.00	one-way
Attendant	☒	-	-	-	-	-	one-way
Companion	☒	-	-	-	-	-	one-way5

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	00:00 to 00:00

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	2021	2022
Ambulatory	-	1,320
Non-Ambulatory	441	835
Total	441	2,155
Attendants	50	320
Companions	6	22
Other	-	-
Total	56	342

Non-Dedicated Service

Ambulatory	-	-
Non-Ambulatory	10	-
Total	10	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-

Total Eligible Passenger Trips **451** **2,155**

Total Support Person Trips **56** **342**

Total Trips **507** **2,497**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	301	234
Reservation	110	1,889
On-Demand/Day-of	30	32
Total Trips Requested	542	2,595
Cancelled in Advance	60	180
Cancelled Late	15	210
No-Shows	10	12
Cancelled at Door	7	28

OPERATING EXPENSES

	2021	2022
Administration	-	-
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$84,742	\$108,883
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$84,742	\$108,883

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$4,937	\$7,730
Other Revenue	-	-
Total Revenue	\$4,937	\$7,730

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$45,750	\$60,071
Municipal Operating Contributions	\$34,055	\$12,417
Other Operating Contributions	-	\$28,665
Total Operating Revenues and Funding	\$84,742	\$108,883

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	2021	2022
Revenue Vehicle Kilometres	4,382	15,628
Total Vehicle Kilometres	6,082	22,964
Revenue Vehicle Hours	281	1,057
Total Vehicle Hours	381	1,555

Non-Dedicated Service

Accessible Service		
Total Vehicle Kilometres	500	-
Total Vehicle Hours	70	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

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

UNION AFFILIATION & TOP WAGES

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

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$22.00	2022-07-01	
Reservation Clerks	\$22.00	2022-07-01	
Dispatchers	\$22.00	2022-07-01	
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-1

Vehicle Maintenance: ATS

INDICATORS

Financial	2021	2022
R/C Ratio	5.8 %	7.1 %
Net Operating Cost / Capita	\$4.69	\$5.62
Total Expense / Passenger	\$167.14	\$43.61
Total Expense / Eligible Passenger	\$187.90	\$50.53
Transportation Expense / Passenger		
Dedicated Service	\$170.51	\$43.61
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$222.42	\$70.02

Operating

Registrants / Capita	0.0016	0.0079
Passengers / Capita	0.0298	0.1387
Passengers / Registrants	18.11	17.58
Passengers / Revenue Hour (Dedicated Service)	1.77	2.36
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	8.82	6.26
Average Speed (Dedicated Service)	15.59	14.79

North Perth, ON

VON Perth Huron

Contact	Jennifer O'Grady	Population Served:	15,538
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	155		
Non-Ambulatory	39	Attendants	40
Other	0	Companions	0
Total	194	Total	40

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; Taxi contract as of December 1, 2021

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	00:00 to 00:00
Wednesday	08:00 to 17:00	Sunday	00:00 to 00:00
Thursday	08:00 to 17:00	Holiday	00:00 to 00:00

Other: evenings, weekends, and holidays based upon driver availability

Advanced Booking Notice (days): 0

Minimum Notice for Reservation (hours): 48

Booking Method: By calling VON office at 519-291-5898 Ext. 1 or EasyRide 1-877-500-9875 during the booking hours of Monday to Friday 8:30 am - 4:00 pm

REMARKS

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	1,896	2,602
Non-Ambulatory	283	288
Total	2,179	2,890
Attendants	127	125
Companions	-	-
Other	-	-
Total	127	125
Non-Dedicated Service		
Ambulatory	134	989
Non-Ambulatory	-	-
Total	134	989
Attendants	9	241
Companions	-	-
Other	-	-
Total	9	241
Total Eligible Passenger Trips	2,313	3,879
Total Support Person Trips	136	366
Total Trips	2,449	4,245

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	1,018	1,629
Reservation	1,272	2,211
On-Demand/Day-of	23	39
Total Trips Requested	2,885	4,683
Cancelled in Advance	384	790
Cancelled Late	179	-
No-Shows	-	6
Cancelled at Door	9	8

OPERATING EXPENSES

	2021	2022
Administration	\$14,782	\$17,243
Transportation Operations		
Internal Dedicated Service	\$77,427	\$90,623
Contract Dedicated Service	\$15	\$40,052
Contract Non-Dedicated Service	\$3,092	\$14,889
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$8,419	\$10,643
Fuel and Energy Consumption	\$10,406	\$17,633
Total Operating Expenses	\$114,142	\$191,084

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$38,233	\$99,141
Other Revenue	-	-
Total Revenue	\$38,233	\$99,141

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$75,909	\$70,540
Municipal Operating Contributions	-	\$21,403
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$114,142	\$191,084

CAPITAL EXPENSES

Vehicle Purchase	-	\$68,481
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	\$68,481

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	\$68,481
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	\$68,481

OPERATING STATISTICS

Dedicated Service	2021	2022
Revenue Vehicle Kilometres	52,885	60,331
Total Vehicle Kilometres	52,885	60,331
Revenue Vehicle Hours	2,776	3,739
Total Vehicle Hours	2,776	3,739
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	8,251	30,803
Total Vehicle Hours	214	805

EMPLOYEE DATA

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

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$16.30	2022-10-01	
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	2	-	1	3
Small Buses	1	-	3	8
Low-floor	-	-	-	-
Other	-	-	-	-
Total	3	-		

Vehicle Ownership: VON Perth Huron - non-profit organization

Vehicle Maintenance: VON Perth Huron - non-profit organization

INDICATORS

Financial	2021	2022
R/C Ratio	33.5 %	51.9 %
Net Operating Cost / Capita	\$4.89	\$5.92
Total Expense / Passenger	\$46.61	\$45.01
Total Expense / Eligible Passenger	\$49.35	\$49.26
Transportation Expense / Passenger		
Dedicated Service	\$41.75	\$52.72
Non-Dedicated Service	\$21.62	\$12.10
Transportation Expense / Hour (Dedicated Service)	\$34.68	\$42.51
Operating		
Registrants / Capita	0.0111	0.0151
Passengers / Capita	0.1576	0.2732
Passengers / Registrants	14.16	18.14
Passengers / Revenue Hour (Dedicated Service)	0.83	0.81
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	22.93	20.01
Average Speed (Dedicated Service)	19.05	16.14

Oakville, ON

Oakville Transit

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

Population Served: 225,000
 Service Area (km²): 139.6
 Main Community Served: Town of Oakville
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	2,363		
Non-Ambulatory	797	Attendants	0
Other	0	Companions	0
Total	3,160	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:
 Taxi service - providing a single trip at a time.

FARE STRUCTURE

Effective Date: 2019-03-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$4.00	\$3.25	-	-	\$136.50	20 to 64 years
Child	☒	-	-	-	-	-	Age 0 - 12
Student	☐	-	-	-	-	-	
Senior	☒	\$4.00	\$2.10	-	-	-	65 years and over - free on Mondays
Attendant	☒	\$4.00	-	-	-	\$65.40	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 may be eligible for a subsidized pass (SPLIT Program) through Halton Region.
 Monthly Freedom Pass. Youth monthly Freedom Pass \$20.

SERVICE HOURS / SCHEDULING

Monday	06:00 to	Friday	06:00 to
Tuesday	06:00 to	Saturday	07:00 to
Wednesday	06:00 to	Sunday	08:00 to 20:00
Thursday	06:00 to	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

Support Persons are not registered into the system and are not included in registrants.
 Care-A-van will accept any visitor that is registered with any specialized transit authority.
 February 17 to March 3, 2022 - Oakville Transit UNIFOR Local 1256 strike
 March 4 to March 31, 2022 - Free Transit Service (re transit strike)

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	30,854	39,600
Non-Ambulatory	6,368	9,658
Total	37,222	48,099
Attendants	3,370	4,686
Companions	1,584	3,293
Other	-	-
Total	4,954	7,791
Non-Dedicated Service		
Ambulatory	11,935	18,901
Non-Ambulatory	217	176
Total	12,152	18,628
Attendants	616	1,025
Companions	502	1,210
Other	-	-
Total	1,118	2,236
Total Eligible Passenger Trips	49,374	68,336
Total Support Person Trips	6,072	10,214
Total Trips	55,446	78,550

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	16,954
Reservation	-	39,005
On-Demand/Day-of	-	12,376
Total Trips Requested	-	78,550
Cancelled in Advance	-	1,703
Cancelled Late	-	-
No-Shows	-	5,068
Cancelled at Door	-	-

OPERATING EXPENSES

	2021	2022
Administration	\$1,358,690	\$1,682,558
Transportation Operations		
Internal Dedicated Service	\$1,108,499	\$1,183,540
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$238,323	-
Contract Taxi Scrip	-	\$362,188
Vehicle and Facility Maintenance	\$270,417	\$450,424
Fuel and Energy Consumption	\$161,954	\$280,712
Total Operating Expenses	\$3,137,883	\$3,959,422

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$93,902	\$138,672
Other Revenue	-	-
Total Revenue	\$93,902	\$138,672

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$371,899	\$375,172
Municipal Operating Contributions	\$2,672,082	\$3,445,578
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$3,137,883	\$3,959,422

CAPITAL EXPENSES

Vehicle Purchase	\$6,891	-
Debt Servicing	-	-
Other	-	\$167,619
Total Capital Expenses	\$6,891	\$167,619

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	\$143,515	\$489,846
Provincial Capital Contributions	\$219,100	\$2,992,208
Municipal Capital Contributions	-	\$1,243,500
Other Capital Contributions	\$377,938	\$668,147
Total Capital Funding	\$740,553	\$5,393,701

OPERATING STATISTICS

Dedicated Service	2021	2022
Revenue Vehicle Kilometres	152,970	630,858
Total Vehicle Kilometres	152,970	633,747
Revenue Vehicle Hours	33,860	37,578
Total Vehicle Hours	34,225	38,416
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	18	-
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	4	5
Mechanics	-	-
General Administration	3	-
Other	-	-
Total	25	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	\$33.91	2022-02-16	Unifor 1256
Reservation Clerks	\$37.27	2022-02-16	
Dispatchers	-		
Mechanics	\$40.79	2022-02-16	Unifor 1256

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	-	-	-	-
Small Buses	22	-	5	10
Low-floor	-	-	-	-
Other	-	-	-	-
Total	22	-		

Vehicle Ownership: Oakville Transit - The Town of Oakville

Vehicle Maintenance: Oakville Transit - The Town of Oakville

INDICATORS

Financial	2021	2022
R/C Ratio	3.0 %	3.5 %
Net Operating Cost / Capita	\$14.22	\$16.98
Total Expense / Passenger	\$56.59	\$50.41
Total Expense / Eligible Passenger	\$63.55	\$57.94
Transportation Expense / Passenger		
Dedicated Service	\$36.53	\$34.26
Non-Dedicated Service	\$17.96	\$17.36
Transportation Expense / Hour (Dedicated Service)	\$45.02	\$49.84

Operating

Registrants / Capita	0.0162	0.0140
Passengers / Capita	0.2591	0.3491
Passengers / Registrants	15.98	24.86
Passengers / Revenue Hour (Dedicated Service)	1.25	1.49
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	3.63	11.29
Average Speed (Dedicated Service)	4.52	16.79

Orillia, ON

Orillia Wheelchair Limousine Service

Contact Jeff Hunter
 Title Manager, Construction and Transit
 Telephone 705-325-2213
 Email jhunter@orillia.ca

Population Served: 35,906
 Service Area (km²): 28.8
 Main Community Served: Orillia
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	0		
Non-Ambulatory	601	Attendants	181
Other	0	Companions	0
Total	601	Total	181

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: 2022-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.80	-	-	-	-	
Child	☐	\$2.80	-	-	-	-	
Student	☐	\$2.80	-	-	-	-	
Senior	☐	\$2.80	-	-	-	-	
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	09:00 to 19:30
Wednesday	06:30 to 22:00	Sunday	09:00 to 16:00
Thursday	06:30 to 22:00	Holiday	00:00 to 00:00

Other:

Advanced Booking Notice (days): 30

Minimum Notice for Reservation (hours): 24

Booking Method: phone

REMARKS

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	-	-
Non-Ambulatory	4,631	4,630
Total	4,631	4,630
Attendants	190	181
Companions	-	-
Other	-	-
Total	190	181
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	4,631	4,630
Total Support Person Trips	190	181
Total Trips	4,821	4,811

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	3,401	3,431
Reservation	-	-
On-Demand/Day-of	1,360	1,199
Total Trips Requested	-	-
Cancelled in Advance	566	673
Cancelled Late	-	-
No-Shows	108	155
Cancelled at Door	-	-

OPERATING EXPENSES

	2021	2022
Administration	-	-
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$343,700	\$333,609
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$343,700	\$333,609

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$9,556	\$9,354
Other Revenue	\$500	\$500
Total Revenue	\$10,056	\$9,854

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$333,644	\$323,755
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$343,700	\$333,609

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	2021	2022
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	-	-
Revenue Vehicle Hours	4,979	4,984
Total Vehicle Hours	4,979	4,984
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	-
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	2021	2022
R/C Ratio	2.9 %	3.0 %
Net Operating Cost / Capita	\$9.99	\$9.02
Total Expense / Passenger	\$71.29	\$69.34
Total Expense / Eligible Passenger	\$74.22	\$72.05
Transportation Expense / Passenger		
Dedicated Service	\$71.29	\$69.34
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$69.03	\$66.94
Operating		
Registrants / Capita	0.0232	0.0218
Passengers / Capita	0.1443	0.1340
Passengers / Registrants	6.21	6.15
Passengers / Revenue Hour (Dedicated Service)	0.97	0.97
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

Ottawa, ON

OC Transpo

Contact Derek Washnuk
 Title Manager - Strategic Reviews
 Telephone 613-842-3636 x52392
 Email derek.washnuk@ottawa.ca

Population Served: 1,067,310
 Service Area (km²): 2,778.0
 Main Community Served: Ottawa
 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

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: 2022-05-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.75	\$3.70	-	-	\$125.50	
Child	☐	\$1.90	\$1.85	-	-	-	7-12
Student	☐	\$3.75	\$3.70	-	-	\$96.75	
Senior	☐	\$2.85	\$2.80	-	-	\$47.75	65+
Attendant	☒	-	-	-	-	-	
Companion	☐	\$3.75	\$3.70	-	-	-	

Other: Child 7 and under ride free. Access and community pass \$43.25 monthly, \$1.85 on Presto (no cash discount), Rural Fare: \$10.00

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 and Online

REMARKS

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	148,020	153,005
Non-Ambulatory	60,647	80,252
Total	208,667	233,257
Attendants	15,999	20,037
Companions	16,821	17,880
Other	-	-
Total	32,820	37,917
Non-Dedicated Service		
Ambulatory	143,969	288,483
Non-Ambulatory	37,351	50,306
Total	181,320	338,789
Attendants	3,591	15,277
Companions	3,704	12,683
Other	6,044	-
Total	13,339	27,960
Total Eligible Passenger Trips	389,987	572,046
Total Support Person Trips	46,159	65,877
Total Trips	436,146	637,923

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	126,730	242,807
Reservation	213,677	292,362
On-Demand/Day-of	34,851	43,575
Total Trips Requested	462,723	729,202
Cancelled in Advance	19,534	40,250
Cancelled Late	51,787	87,749
No-Shows	10,046	18,209
Cancelled at Door	14,101	23,068

OPERATING EXPENSES

	2021	2022
Administration	\$3,399,225	\$3,232,613
Transportation Operations		
Internal Dedicated Service	\$12,089,910	\$12,201,704
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$4,746,634	\$11,318,424
Contract Taxi Scrip	\$153,421	\$144,847
Vehicle and Facility Maintenance	\$2,765,432	\$2,995,167
Fuel and Energy Consumption	\$974,817	\$935,006
Total Operating Expenses	\$24,129,439	\$30,827,761

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,293,496	\$1,652,532
Other Revenue	-	\$6,760
Total Revenue	\$1,293,496	\$1,659,292

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	\$406,207
Municipal Operating Contributions	\$22,835,943	\$28,762,262
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$24,129,439	\$30,827,761

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	\$1,041,678	\$386,492
Total Capital Expenses	\$1,041,678	\$386,492

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	\$1,041,678	\$386,492
Other Capital Contributions	-	-
Total Capital Funding	\$1,041,678	\$386,492

OPERATING STATISTICS

Dedicated Service	2021	2022
Revenue Vehicle Kilometres	2,954,353	3,111,653
Total Vehicle Kilometres	3,504,430	3,779,953
Revenue Vehicle Hours	178,358	182,027
Total Vehicle Hours	178,358	182,027
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	2,945,348	-
Total Vehicle Hours	156,260	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	168	-
Reservation Clerks	-	-
Dispatchers	12	-
Other Transport Operations	-	-
Mechanics	13	-
General Administration	17	-
Other	-	-
Total	210	-

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$29.50	2020-01-01	ATU 279 Para
Reservation Clerks	-		ATU1760
Dispatchers	\$39.74	2019-04-01	ATU Local 279
Mechanics	\$39.17	2021-04-01	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	80	-	5	14
Low-floor	-	-	-	-
Other	-	-	-	-
Total	80	-		

Vehicle Ownership: OC Transpo

Vehicle Maintenance: OC Transpo

INDICATORS

Financial	2021	2022
R/C Ratio	5.4 %	5.4 %
Net Operating Cost / Capita	\$21.82	\$27.33
Total Expense / Passenger	\$55.32	\$48.33
Total Expense / Eligible Passenger	\$61.87	\$53.89
Transportation Expense / Passenger		
Dedicated Service	\$65.55	\$59.49
Non-Dedicated Service	\$25.17	\$31.26
Transportation Expense / Hour (Dedicated Service)	\$88.76	\$88.62
Operating		
Registrants / Capita	0.0187	-
Passengers / Capita	0.4168	0.5977
Passengers / Registrants	22.23	-
Passengers / Revenue Hour (Dedicated Service)	1.35	1.49
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	12.23	11.47
Average Speed (Dedicated Service)	16.56	17.09

Owen Sound, ON

Owen Sound Transit

Contact Heidi Jennen
 Title Supervisor of Environmental Services
 Telephone 519-376-4440 x 3223
 Email hjennen@owensound.ca

Population Served: 21,612
 Service Area (km²): 24.2
 Main Community Served: City of Owen Sound
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	105		
Non-Ambulatory	61	Attendants	0
Other	0	Companions	74
Total	166	Total	74

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 accessible conventional transportation services
 Conditional - A person with a disability where environmental or physical barriers limit their abilities to consistently use conventional transportation services 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 preventing 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	-	-	-	\$35.00	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	00:00 to 00:00
Thursday	06:30 to 18:30	Holiday	00:00 to 00:00

Other:

Advanced Booking Notice (days): 30

Minimum Notice for Reservation (hours): 24

Booking Method: Through appointment by the contractor (First Student or 97465 Ontario Ltd. o/a Voyago)

REMARKS

First Student was the Mobility Transit operator from January 1, 2022 to August 26, 2022. 97465 Ontario Ltd. o/a Voyago became the City's transit contractor as of August 27, 2022. Information is based on both contractors,

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	2,583	926
Non-Ambulatory	947	3,580
Total	3,530	4,506
Attendants	-	-
Companions	88	286
Other	-	-
Total	87	286
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	3,530	4,506
Total Support Person Trips	88	286
Total Trips	3,618	4,792

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	3,941	5,216
Cancelled in Advance	377	539
Cancelled Late	-	-
No-Shows	28	24
Cancelled at Door	-	-

OPERATING EXPENSES

	2021	2022
Administration	-	-
Transportation Operations		
Internal Dedicated Service	\$38,933	\$43,835
Contract Dedicated Service	\$245,500	\$292,066
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	\$14,354	\$31,977
Total Operating Expenses	\$298,787	\$367,878

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$4,174	\$4,751
Other Revenue	-	-
Total Revenue	\$4,174	\$4,751

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-

Municipal Operating Contributions	\$294,613	\$363,416
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$298,787	\$368,167

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	2021	2022
Revenue Vehicle Kilometres	37,645	37,645
Total Vehicle Kilometres	37,645	41,274
Revenue Vehicle Hours	3,432	3,432
Total Vehicle Hours	3,587	3,614
Non-Dedicated Service		
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	-	1
Dispatchers	1	1
Other Transport Operations	-	2
Mechanics	-	-
General Administration	-	-
Other	-	-
Total	2	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	\$20.25	2022-08-27	
Reservation Clerks	-		
Dispatchers	\$19.75	2022-08-27	
Mechanics	-		

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 - 97465 Ontario Ltd. one in service and one spare

Vehicle Maintenance: First Student Canada and 97465 Ontario Ltd. o/a Voyago,

INDICATORS

Financial	2021	2022
R/C Ratio	1.4 %	1.3 %
Net Operating Cost / Capita	\$12.74	\$16.80
Total Expense / Passenger	\$82.58	\$76.77
Total Expense / Eligible Passenger	\$84.64	\$81.64
Transportation Expense / Passenger		
Dedicated Service	\$82.61	\$76.77
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$83.30	\$101.79
Operating		
Registrants / Capita	0.0122	0.0111
Passengers / Capita	0.1565	0.2217
Passengers / Registrants	12.83	19.97
Passengers / Revenue Hour (Dedicated Service)	1.05	1.40
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	10.41	7.86
Average Speed (Dedicated Service)	10.97	10.97

Parry Sound, ON

WPSDCSS - Volunteer Transportation (CSS) -Parry Sound Transit

Contact	Linda Taylor	Population Served:	6,800
Title	Program Director	Service Area (km²):	13.1
Telephone	705-746-5602	Main Community Served:	Town of Parry Sound
Email	linda@css-west.on.ca	Other Communities Served:	

ACTIVE REGISTRANTS

Ambulatory	0		
Non-Ambulatory	78	Attendants	16
Other	0	Companions	1
Total	78	Total	17

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description	Method of Determination
over 18, chronic or acute illness or disability with a lack of access to accessible transportation	☒ 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	Delivery Model:
	☐ Rideshare Service	
	☐ Other	

FARE STRUCTURE

Effective Date: 2018-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		-	-	-	-	-	Flat rate of \$8 within town limits, fare by distance beyond.
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☒	-	-	-	-	-	Mandatory attendants
Companion	☐	-	-	-	-	-	
Other:							

SERVICE HOURS / SCHEDULING

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

Other:

Advanced Booking Notice (days): 0

Minimum Notice for Reservation (hours): 0

Booking Method: We request two weeks notice for booking when possible. However we try do to accommodate all requests.

REMARKS

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	-	-
Non-Ambulatory	350	620
Total	350	620
Attendants	35	64
Companions	-	2
Other	-	-
Total	35	66
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	350	620
Total Support Person Trips	35	66
Total Trips	385	686

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	350	620
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	-	-
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2021	2022
Administration	\$14,556	\$12,888
Transportation Operations		
Internal Dedicated Service	\$12,661	\$12,804
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$6,435	\$7,179
Fuel and Energy Consumption	\$7,891	\$8,965
Total Operating Expenses	\$41,543	\$41,836

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$2,649	\$5,567
Other Revenue	-	-
Total Revenue	\$2,649	\$5,567

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$27,382	-
Municipal Operating Contributions	\$6,435	\$7,179
Other Operating Contributions	\$5,077	\$29,090
Total Operating Revenues and Funding	\$41,543	\$41,836

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	2021	2022
Revenue Vehicle Kilometres	89,187	10,434
Total Vehicle Kilometres	91,187	11,434
Revenue Vehicle Hours	1,769	1,500
Total Vehicle Hours	1,789	1,510
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	-
Reservation Clerks	1	-
Dispatchers	-	-
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	\$21.00	2022-04-01	
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

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

Vehicle Ownership: Municipality

Vehicle Maintenance: Municipality

INDICATORS

Financial	2021	2022
R/C Ratio	6.4 %	13.3 %
Net Operating Cost / Capita	\$5.65	\$5.33
Total Expense / Passenger	\$107.90	\$60.99
Total Expense / Eligible Passenger	\$118.69	\$67.48
Transportation Expense / Passenger		
Dedicated Service	\$70.10	\$42.20
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$15.09	\$19.17
Operating		
Registrants / Capita	0.0054	0.0140
Passengers / Capita	0.0560	0.1009
Passengers / Registrants	10.41	7.22
Passengers / Revenue Hour (Dedicated Service)	0.22	0.46
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	231.65	15.21
Average Speed (Dedicated Service)	50.42	6.96

Peel Region, ON

TransHelp

Contact Matthew Finlay
 Title Analyst
 Telephone 416-569-1667
 Email matthew.finlay@peelregion.ca

Population Served: 1,451,022
 Service Area (km²): 1,247.0
 Main Community Served: Mississauga
 Other Communities Served: Brampton, Caledon

ACTIVE REGISTRANTS

Ambulatory	4,139		
Non-Ambulatory	1,752	Attendants	1,177
Other	173	Companions	716
Total	6,064	Total	1,893

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): 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	2021	2022
Ambulatory	96,208	132,805
Non-Ambulatory	67,101	91,835
Total	163,309	224,640
Attendants	12,060	19,149
Companions	11,637	17,171
Other	5,587	8,928
Total	29,284	45,248
Non-Dedicated Service		
Ambulatory	67,325	119,597
Non-Ambulatory	3,426	6,845
Total	70,751	126,442
Attendants	2,588	6,010
Companions	3,556	7,775
Other	11,360	13,992
Total	17,504	27,777
Total Eligible Passenger Trips	234,060	351,082
Total Support Person Trips	46,788	73,025
Total Trips	280,848	424,107

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	47,940	144,335
Reservation	215,961	256,852
On-Demand/Day-of	-	-
Total Trips Requested	391,795	415,801
Cancelled in Advance	26,313	49,934
Cancelled Late	3,180	6,562
No-Shows	3,894	5,570
Cancelled at Door	2,625	3,343

OPERATING EXPENSES

	2021	2022
Administration	\$3,652,445	\$4,010,900
Transportation Operations		
Internal Dedicated Service	\$7,186,184	\$8,272,449
Contract Dedicated Service	\$3,902,685	\$6,607,218
Contract Non-Dedicated Service	\$1,989,605	\$3,508,209
Contract Taxi Scrip	\$102,744	\$109,743
Vehicle and Facility Maintenance	\$2,098,840	\$2,201,456
Fuel and Energy Consumption	\$360,255	\$463,211
Total Operating Expenses	\$19,292,758	\$25,173,186

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,057,790	\$1,566,263
Other Revenue	\$83,023	\$111,106
Total Revenue	\$1,140,813	\$1,677,369

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$664,319	\$482,539
Municipal Operating Contributions	\$17,487,626	\$23,013,277
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$19,292,758	\$25,173,185

CAPITAL EXPENSES

Vehicle Purchase	\$57,922	\$15,811
Debt Servicing	-	-
Other	\$671,786	\$1,053,344
Total Capital Expenses	\$729,708	\$1,069,155

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	\$256,667	\$213,512
Provincial Capital Contributions	-	-
Municipal Capital Contributions	\$473,041	\$855,643
Other Capital Contributions	-	-
Total Capital Funding	\$729,708	\$1,069,155

OPERATING STATISTICS

Dedicated Service	2021	2022
Revenue Vehicle Kilometres	2,674,047	3,477,858
Total Vehicle Kilometres	3,107,952	3,976,850
Revenue Vehicle Hours	129,332	163,180
Total Vehicle Hours	152,058	185,278
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	30,620	235,778
Total Vehicle Hours	1,582	10,810
Non-Accessible Service		
Total Vehicle Kilometres	799,618	1,340,589
Total Vehicle Hours	16,677	17,796

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	48	18
Reservation Clerks	-	-
Dispatchers	11	-
Other Transport Operations	3	-
Mechanics	2	-
General Administration	13	-
Other	8	4
Total	85	22

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$28.73	2022-04-01	CUPE 966
Reservation Clerks	-		
Dispatchers	\$47.57	2022-04-01	
Mechanics	\$37.52	2022-04-01	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	-	94	-	4
Minivans	44	45	1	3
Vans	25	-	2	4
Small Buses	59	-	4	4
Low-floor	-	-	-	-
Other	-	-	-	-
Total	128	139		

Vehicle Ownership: TransHelp, contractor

Vehicle Maintenance: TransHelp, Contract Services

INDICATORS

Financial	2021	2022
R/C Ratio	5.9 %	6.7 %
Net Operating Cost / Capita	\$13.14	\$16.19
Total Expense / Passenger	\$68.69	\$59.36
Total Expense / Eligible Passenger	\$82.43	\$71.70
Transportation Expense / Passenger		
Dedicated Service	\$70.35	\$65.01
Non-Dedicated Service	\$23.71	\$23.46
Transportation Expense / Hour (Dedicated Service)	\$89.10	\$94.69

Operating

Registrants / Capita	0.0044	0.0055
Passengers / Capita	0.2033	0.2923
Passengers / Registrants	46.15	53.30
Passengers / Revenue Hour (Dedicated Service)	1.49	1.65
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	13.88	12.89
Average Speed (Dedicated Service)	20.68	21.31

Pembroke, ON

Pembroke Handi-Bus

Contact	Dan Callaghan	Population Served:	26,000
Title	Manager	Service Area (km²):	91.2
Telephone	613-735-6998	Main Community Served:	City of Pembroke
Email	pembrokehandibus@hotmail.com	Other Communities Served:	Laurentain Valley Township, Town of Petawawa

ACTIVE REGISTRANTS

Ambulatory	208		
Non-Ambulatory	114	Attendants	0
Other	0	Companions	0
Total	322	Total	0

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
Unable to board conventional public transit. 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: 2022-07-11

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$6.50	-	-	-	-	
Child	☐	\$6.50	-	-	-	-	
Student	☐	\$6.50	-	-	-	-	
Senior	☐	\$6.50	-	-	-	-	
Attendant	☒	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

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

Other: Saturday, Sunday and Holidays by special request

Advanced Booking Notice (days): 1

Minimum Notice for Reservation (hours): 4

Booking Method: Call in 24 hours in advance of requested pick up time

REMARKS

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	2,680	3,479
Non-Ambulatory	588	515
Total	3,268	3,994
Attendants	322	351
Companions	-	-
Other	-	-
Total	322	351
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	3,268	3,994
Total Support Person Trips	322	351
Total Trips	3,590	4,345

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	3,469	3,869
Cancelled in Advance	144	315
Cancelled Late	57	75
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2021	2022
Administration	\$85,216	\$85,762
Transportation Operations		
Internal Dedicated Service	\$70,248	\$74,475
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$34,735	\$48,360
Fuel and Energy Consumption	\$8,286	\$2,542
Total Operating Expenses	\$198,485	\$211,139

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$20,151	\$27,009
Other Revenue	-	-
Total Revenue	\$20,151	\$27,009

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$126,000	\$118,000
Municipal Operating Contributions	\$37,500	\$37,500
Other Operating Contributions	\$14,410	\$31,295
Total Operating Revenues and Funding	\$198,061	\$213,804

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	2021	2022
Revenue Vehicle Kilometres	31,869	29,949
Total Vehicle Kilometres	31,869	29,949
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	\$19.10	2022-04-01	
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	-	-	-	-
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	2021	2022
R/C Ratio	10.2 %	12.8 %
Net Operating Cost / Capita	\$7.13	\$7.08
Total Expense / Passenger	\$55.29	\$48.59
Total Expense / Eligible Passenger	\$60.74	\$52.86
Transportation Expense / Passenger		
Dedicated Service	\$31.55	\$28.86
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0130	0.0124
Passengers / Capita	0.1436	0.1671
Passengers / Registrants	11.01	13.49
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	8.88	6.89
Average Speed (Dedicated Service)	-	-

Perth East, ON

Perth East Transportation

Contact Darlene Raycraft
 Title Finance and Business Manager
 Telephone 519-595-8121 x 101
 Email dmraycraft@knollcrestlodge.com

Population Served: 12,000
 Service Area (km²): 171.0
 Main Community Served: Perth East
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	591		
Non-Ambulatory	35	Attendants	33
Other	0	Companions	0
Total	626	Total	33

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
 Cognitive, physical, sensory, environmental

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

DEDICATED SERVICE

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

NON-DEDICATED SERVICE

Operated By: ☐ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2018-12-31

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$5.50	-	-	-	-	
Child	☐	\$5.50	-	-	-	-	
Student	☐	\$5.50	-	-	-	-	
Senior	☐	\$5.50	-	-	-	-	
Attendant	☒	-	-	-	-	-	Client cannot travel alone.
Companion	☐	\$5.50	\$5.50	-	-	-	
Other:	Fees vary based on distance travelled						

SERVICE HOURS / SCHEDULING

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

Other: After hours, weekends and holidays as requested, based on driver availability.

Advanced Booking Notice (days): 0

Minimum Notice for Reservation (hours): 24

Booking Method: Telephone

REMARKS

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	1,045	4,217
Non-Ambulatory	170	313
Total	1,215	4,530
Attendants	93	524
Companions	-	-
Other	-	-
Total	93	524
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	1,215	4,530
Total Support Person Trips	93	524
Total Trips	1,308	5,054

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	156	1,087
Reservation	884	2,581
On-Demand/Day-of	175	862
Total Trips Requested	1,381	3,884
Cancelled in Advance	229	1,026
Cancelled Late	-	-
No-Shows	1	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2021	2022
Administration	\$7,697	\$11,896
Transportation Operations		
Internal Dedicated Service	\$79,377	\$87,700
Contract Dedicated Service	\$1,053	\$178
Contract Non-Dedicated Service	\$115	\$687
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$14,890	\$24,530
Fuel and Energy Consumption	\$6,083	\$20,900
Total Operating Expenses	\$109,214	\$145,891

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$13,305	\$43,546
Other Revenue	-	-
Total Revenue	\$13,305	\$43,546

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$71,441	\$72,073
Municipal Operating Contributions	\$7,500	\$7,500
Other Operating Contributions	\$16,968	\$22,772
Total Operating Revenues and Funding	\$109,214	\$145,891

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	2021	2022
Revenue Vehicle Kilometres	34,064	71,087
Total Vehicle Kilometres	34,495	72,169
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	1	2

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$18.04	2022-09-01	
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	1	2	9
Small Buses	1	1	4	18
Low-floor	-	-	-	-
Other	-	-	-	-
Total	2	2		

Vehicle Ownership: Knollcrest Lodge - Community Outreach Services (2); Township of Perth East (1)

Vehicle Maintenance: Knollcrest Lodge - Community Outreach Services (3)

INDICATORS

Financial	2021	2022
R/C Ratio	12.2 %	29.9 %
Net Operating Cost / Capita	\$7.99	\$8.53
Total Expense / Passenger	\$83.50	\$28.87
Total Expense / Eligible Passenger	\$89.89	\$32.21
Transportation Expense / Passenger		
Dedicated Service	\$77.53	\$26.38
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0192	0.0549
Passengers / Capita	0.1090	0.4212
Passengers / Registrants	5.66	7.67
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	26.04	14.07
Average Speed (Dedicated Service)	-	-

Peterborough, ON

Peterborough Transit

Contact	Robin St Pierre	Population Served:	83,651
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	222		
Non-Ambulatory	186	Attendants	93
Other	0	Companions	0
Total	408	Total	93

ADVISORY COMMITTEE

Organization	Mandate	Description
☒ 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): 0

NON-DEDICATED SERVICE

Operated By:	☒ Taxi
	☐ Rideshare Service
	☐ Other

Delivery Model:

Transfers customers to specific areas in the city not serviced by conventional transit routes

FARE STRUCTURE

Effective Date: 2021-01-31

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.75	\$2.50	-	-	\$66.00	
Child	☐	-	-	-	-	\$45.00	2-12
Student	☐	\$2.75	\$2.50	-	-	\$60.00	High School Only
Senior	☐	\$2.75	\$2.50	-	-	\$45.00	65+
Attendant	☐	-	-	-	-	-	
Companion	☐	-	-	-	-	-	Free with pass

Other:

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	2021	2022
Ambulatory	14,523	14,296
Non-Ambulatory	3,293	13,560
Total	17,816	27,856
Attendants	2,235	2,711
Companions	451	-
Other	-	-
Total	2,686	2,711
Non-Dedicated Service		
Ambulatory	815	-
Non-Ambulatory	-	-
Total	815	2,486
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	18,631	30,342
Total Support Person Trips	2,686	2,711
Total Trips	21,317	33,053

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	9,747	16,792
Reservation	-	-
On-Demand/Day-of	-	264
Total Trips Requested	19,724	24,095
Cancelled in Advance	1,526	5,467
Cancelled Late	-	-
No-Shows	382	538
Cancelled at Door	-	-

OPERATING EXPENSES

	2021	2022
Administration	\$729,380	\$182,613
Transportation Operations		
Internal Dedicated Service	\$461,225	\$802,238
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$101,678	\$99,923
Fuel and Energy Consumption	\$83,985	\$144,942
Total Operating Expenses	\$1,376,268	\$1,229,716

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$147,336	\$152,000
Other Revenue	-	-
Total Revenue	\$147,336	\$152,000

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$180,000	\$160,000
Municipal Operating Contributions	\$1,048,230	\$917,716
Other Operating Contributions	\$702	-
Total Operating Revenues and Funding	\$1,376,268	\$1,229,716

CAPITAL EXPENSES

Vehicle Purchase	\$583,168	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$583,168	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	\$583,168	-
Other Capital Contributions	-	-
Total Capital Funding	\$583,168	-

OPERATING STATISTICS

Dedicated Service	2021	2022
Revenue Vehicle Kilometres	126,565	133,010
Total Vehicle Kilometres	148,900	156,345
Revenue Vehicle Hours	10,208	10,708
Total Vehicle Hours	12,009	12,609
Non-Dedicated Service		
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	2	2
Dispatchers	-	1
Other Transport Operations	-	-
Mechanics	1	-
General Administration	-	1
Other	1	-
Total	12	5

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$31.01	2022-07-01	ATU 3120
Reservation Clerks	\$34.91	2022-01-01	CUPE 126
Dispatchers	-		
Mechanics	\$37.74	2022-01-01	CUPE 504

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

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	11	-	4	6
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	11	-		

Vehicle Ownership: Municipality

Vehicle Maintenance: Municipality

INDICATORS

Financial	2021	2022
R/C Ratio	10.7 %	12.4 %
Net Operating Cost / Capita	\$15.17	\$12.88
Total Expense / Passenger	\$64.56	\$37.20
Total Expense / Eligible Passenger	\$73.87	\$40.53
Transportation Expense / Passenger		
Dedicated Service	\$31.55	\$34.26
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$53.87	\$83.04
Operating		
Registrants / Capita	0.0203	0.0060
Passengers / Capita	0.2631	0.3951
Passengers / Registrants	12.97	65.97
Passengers / Revenue Hour (Dedicated Service)	2.01	2.85
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	6.17	4.35
Average Speed (Dedicated Service)	12.40	12.42

Peterborough County, ON

Caremobile

Contact	Tracy Kennedy	Population Served:	81,032
Title	Executive Assistant	Service Area (km²):	3,769.3
Telephone	705-775-3083 x209	Main Community Served:	Peterborough County
Email	tkennedy@commcareptbo.org	Other Communities Served:	

ACTIVE REGISTRANTS

Ambulatory	5		
Non-Ambulatory	89	Attendants	30
Other	0	Companions	4
Total	94	Total	34

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description	Method of Determination
Service is available for seniors over the age of 59 and individuals over the age of 18 living with physical challenges and/or are unable to access conventional transportation.	☒ 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: 2022-01-04

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$24.00	\$24.00	-	-	\$220.00	18+
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☒	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other: Two fee structures: \$24 and \$46 based on client address.

SERVICE HOURS / SCHEDULING

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

Other: Holidays

Advanced Booking Notice (days): 90

Minimum Notice for Reservation (hours): 24

Booking Method: Called in either by client, family member or staff at a retirement home/LTC home.

REMARKS

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	258	1,038
Non-Ambulatory	594	582
Total	852	1,620
Attendants	246	351
Companions	10	15
Other	-	-
Total	256	366
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	852	1,620
Total Support Person Trips	256	366
Total Trips	1,108	1,986

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	558	204
Reservation	252	1,416
On-Demand/Day-of	42	-
Total Trips Requested	2,214	1,847
Cancelled in Advance	1,354	208
Cancelled Late	10	-
No-Shows	-	-
Cancelled at Door	-	4

OPERATING EXPENSES

	2021	2022
Administration	\$12,508	\$20,820
Transportation Operations		
Internal Dedicated Service	\$100,809	\$104,165
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$3,945	\$4,260
Fuel and Energy Consumption	\$9,868	\$15,018
Total Operating Expenses	\$127,129	\$144,263

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$17,542	\$30,471
Other Revenue	\$1,400	\$1,035
Total Revenue	\$18,942	\$31,506

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$76,390	\$76,390
Municipal Operating Contributions	\$31,466	\$34,736
Other Operating Contributions	\$331	\$1,631
Total Operating Revenues and Funding	\$127,129	\$144,263

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	2021	2022
Revenue Vehicle Kilometres	31,233	44,128
Total Vehicle Kilometres	57,838	81,719
Revenue Vehicle Hours	1,097	1,234
Total Vehicle Hours	1,994	2,286
Non-Dedicated Service		
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	-	4

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$26.16	2022-04-01	
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$19.88	2022-04-01	
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	2021	2022
R/C Ratio	14.9 %	21.8 %
Net Operating Cost / Capita	\$1.34	\$1.39
Total Expense / Passenger	\$114.74	\$72.64
Total Expense / Eligible Passenger	\$149.21	\$89.05
Transportation Expense / Passenger		
Dedicated Service	\$103.45	\$62.16
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$57.48	\$54.00
Operating		
Registrants / Capita	0.0016	0.0016
Passengers / Capita	0.0137	0.0245
Passengers / Registrants	8.79	15.52
Passengers / Revenue Hour (Dedicated Service)	1.01	1.61
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	28.19	22.22
Average Speed (Dedicated Service)	28.47	35.76

Port Hope, ON

ROLLS Service

Contact Jerry Siebarth
 Title Transit Coordinator
 Telephone 905-885-9891
 Email jsiebarth@porthope.ca

Population Served: 17,538
 Service Area (km²): 13.1
 Main Community Served: Port Hope
 Other Communities Served: Cobourg

ACTIVE REGISTRANTS

Ambulatory	199		
Non-Ambulatory	221	Attendants	25
Other	0	Companions	55
Total	420	Total	80

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
 Rolls requires a Dr. note that states the rider needs assisted transportation to get to and from their locations safely.

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	18-65
Child	☐	-	-	-	-	-	
Student	☐	\$2.00	-	-	-	\$30.00	4-17
Senior	☐	\$2.00	-	-	-	\$30.00	65+
Attendant	☒	-	-	-	-	-	
Companion	☒	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	07:00 to 20:00	Friday	07:00 to 20:00
Tuesday	07:00 to 20:00	Saturday	09:00 to 16:00
Wednesday	07:00 to 20:00	Sunday	00:00 to 00:00
Thursday	07:00 to 20:00	Holiday	00:00 to 00:00

Other:

Advanced Booking Notice (days): 90

Minimum Notice for Reservation (hours): 24

Booking Method: Phone in

REMARKS

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	1,861	2,310
Non-Ambulatory	465	644
Total	2,326	2,954
Attendants	-	35
Companions	-	203
Other	-	-
Total	303	238
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	2,326	2,954
Total Support Person Trips	303	238
Total Trips	2,629	3,192

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	555
Reservation	-	2,250
On-Demand/Day-of	-	149
Total Trips Requested	2,349	3,041
Cancelled in Advance	23	87
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2021	2022
Administration	-	-
Transportation Operations		
Internal Dedicated Service	\$91,894	\$97,429
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$541	\$915
Fuel and Energy Consumption	\$4,909	\$6,779
Total Operating Expenses	\$97,344	\$105,123

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$3,588	\$3,948
Other Revenue	-	-
Total Revenue	\$3,588	\$3,948

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$23,028	\$32,000
Municipal Operating Contributions	\$70,728	\$69,175
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$97,344	\$105,123

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	2021	2022
Revenue Vehicle Kilometres	26,734	30,517
Total Vehicle Kilometres	26,734	30,517
Revenue Vehicle Hours	3,752	3,793
Total Vehicle Hours	3,752	3,793
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

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

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$22.22	1985-05-23	
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	2
Vans	-	-	-	-
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	1	-		

Vehicle Ownership: Municipality

Vehicle Maintenance: Municipality

INDICATORS

Financial	2021	2022
R/C Ratio	3.7 %	3.8 %
Net Operating Cost / Capita	\$5.60	\$5.77
Total Expense / Passenger	\$37.03	\$32.93
Total Expense / Eligible Passenger	\$41.85	\$35.59
Transportation Expense / Passenger		
Dedicated Service	\$37.03	\$32.93
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$25.94	\$27.72

Operating

Registrants / Capita	0.0235	0.0285
Passengers / Capita	0.1569	0.1820
Passengers / Registrants	6.67	6.38
Passengers / Revenue Hour (Dedicated Service)	0.70	0.84
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	10.17	9.56
Average Speed (Dedicated Service)	7.13	8.05

Prince Edward County, ON

Prince Edward County

Contact Shelly Ackers
 Title Executive Director
 Telephone 613-392-9640
 Email shelly.ackers@quinteaccess.org

Population Served: 25,490
 Service Area (km²): 1,048.3
 Main Community Served: Prince Edward County
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	159		
Non-Ambulatory	78	Attendants	71
Other	0	Companions	0
Total	237	Total	71

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: 2020-08-03

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.50	\$3.50	\$3.50	\$3.50	\$55.00	
Child	☒	-	-	-	-	-	5 AND UNDER
Student	☐	\$2.50	\$2.50	\$2.50	\$2.50	\$55.00	
Senior	☐	\$2.50	\$2.50	\$2.50	\$2.50	\$55.00	
Attendant	☒	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other: Outside of Conv transit coverage rates are on a zonal fare structure and range from \$5-\$17 for a one way trip

SERVICE HOURS / SCHEDULING

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

Other:

Advanced Booking Notice (days): 0

Minimum Notice for Reservation (hours): 24

Booking Method: Called in, fax or email, through provider website form

REMARKS

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	4,195	7,500
Non-Ambulatory	2,003	1,003
Total	6,198	8,503
Attendants	298	184
Companions	-	-
Other	-	-
Total	298	184
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	6,198	8,503
Total Support Person Trips	298	184
Total Trips	6,496	8,687

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	3,540	4,916
Reservation	2,242	3,455
On-Demand/Day-of	118	132
Total Trips Requested	7,410	9,217
Cancelled in Advance	767	601
Cancelled Late	340	30
No-Shows	55	8
Cancelled at Door	38	60

OPERATING EXPENSES

	2021	2022
Administration	\$42,359	\$119,372
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$242,460	\$244,945
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$284,819	\$364,317

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$45,548	\$63,584
Other Revenue	-	-
Total Revenue	\$45,548	\$63,584

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$89,624	\$115,736
Municipal Operating Contributions	\$144,648	\$184,997
Other Operating Contributions	\$5,000	-
Total Operating Revenues and Funding	\$284,819	\$364,317

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	2021	2022
Revenue Vehicle Kilometres	94,977	118,615
Total Vehicle Kilometres	153,189	188,279
Revenue Vehicle Hours	2,973	3,404
Total Vehicle Hours	4,504	5,672
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	-
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/Quinte Access

Vehicle Maintenance: Quinte Access Transportation

INDICATORS

Financial	2021	2022
R/C Ratio	16.0 %	17.5 %
Net Operating Cost / Capita	\$9.39	\$11.80
Total Expense / Passenger	\$43.85	\$41.94
Total Expense / Eligible Passenger	\$45.95	\$42.85
Transportation Expense / Passenger		
Dedicated Service	\$37.32	\$28.20
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$53.83	\$43.18
Operating		
Registrants / Capita	0.0109	0.0121
Passengers / Capita	0.2548	0.3408
Passengers / Registrants	23.45	28.20
Passengers / Revenue Hour (Dedicated Service)	2.19	2.55
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	14.62	13.65
Average Speed (Dedicated Service)	31.95	34.85

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	869		
Non-Ambulatory	380	Attendants	431
Other	0	Companions	0
Total	1,249	Total	431

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
People with disabilities and seniors 55+ eligible for door-to-door On-Demand, anyone is eligible to book On-Demand connection to Bus stop or Bus hub

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:

SERVICE HOURS / SCHEDULING

Monday	05:15 to 20:00	Friday	05:15 to 20:00
Tuesday	05:15 to 20:00	Saturday	09:00 to 17:00
Wednesday	05:15 to 20:00	Sunday	00:00 to 00:00
Thursday	05:15 to 20:00	Holiday	00:00 to 00:00

Other: Service available outside of these hours on demand and costs covered by the service provider

Advanced Booking Notice (days): 0

Minimum Notice for Reservation (hours): 24

Booking Method: phone, fax, email, online through our website

REMARKS

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	16,281	23,312
Non-Ambulatory	7,420	7,141
Total	23,701	30,453
Attendants	1,643	2,340
Companions	-	-
Other	-	-
Total	1,643	2,340
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	23,701	-
Total Support Person Trips	1,643	2,340
Total Trips	25,344	2,340

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	8,599	11,421
Reservation	15,067	18,882
On-Demand/Day-of	35	150
Total Trips Requested	27,148	38,338
Cancelled in Advance	1,739	4,495
Cancelled Late	1,331	510
No-Shows	172	100
Cancelled at Door	117	368

OPERATING EXPENSES

	2021	2022
Administration	\$289,210	\$286,086
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$602,660	\$633,151
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$134,841	\$193,754
Fuel and Energy Consumption	\$101,395	\$149,178
Total Operating Expenses	\$1,128,106	\$1,262,169

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$157,794	\$179,842
Other Revenue	-	-
Total Revenue	\$157,794	\$179,842

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$399,412	\$397,363
Municipal Operating Contributions	\$496,671	\$684,964
Other Operating Contributions	\$74,229	-
Total Operating Revenues and Funding	\$1,128,106	\$1,262,169

CAPITAL EXPENSES

Vehicle Purchase	\$101,371	\$148,824
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$101,371	\$148,824

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	\$101,371	\$148,824
Other Capital Contributions	-	-
Total Capital Funding	\$101,371	\$148,824

OPERATING STATISTICS

Dedicated Service	2021	2022
Revenue Vehicle Kilometres	328,821	436,557
Total Vehicle Kilometres	382,351	465,247
Revenue Vehicle Hours	12,318	14,255
Total Vehicle Hours	14,158	17,295
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	16	12
Reservation Clerks	2	-
Dispatchers	2	-
Other Transport Operations	1	-
Mechanics	-	-
General Administration	4	-
Other	2	-
Total	27	12

UNION AFFILIATION & TOP WAGES

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

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$23.50	2022-09-01	
Reservation Clerks	\$21.22	2022-09-01	
Dispatchers	\$21.22	2022-09-01	
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	5	-	1	3
Vans	2	-	2	7
Small Buses	7	-	4	18
Low-floor	1	-	3	12
Other	-	-	-	-
Total	13	-		

Vehicle Ownership: City of Quinte West (9)/ Quinte Access (6)

Vehicle Maintenance: Quinte Access Transportation

INDICATORS

Financial	2021	2022
R/C Ratio	14.0 %	14.3 %
Net Operating Cost / Capita	\$17.96	\$20.04
Total Expense / Passenger	\$44.51	\$539.39
Total Expense / Eligible Passenger	\$47.60	-
Transportation Expense / Passenger		
Dedicated Service	\$33.10	\$29.77
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$59.25	\$56.44
Operating		
Registrants / Capita	0.0226	0.0311
Passengers / Capita	0.4692	0.0433
Passengers / Registrants	20.74	1.39
Passengers / Revenue Hour (Dedicated Service)	2.06	2.30
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	12.97	13.31
Average Speed (Dedicated Service)	26.69	30.62

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
Persons living with any form of disability as embraced under the AODA

Method of Determination

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

DEDICATED SERVICE

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

NON-DEDICATED SERVICE

Operated By:	☐ Taxi
	☐ Rideshare Service
	☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2022-04-01

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

Other:

SERVICE HOURS / SCHEDULING

Monday	07:00 to 16:30	Friday	07:00 to 22:00
Tuesday	07:00 to 16:30	Saturday	07:00 to 22:00
Wednesday	07:00 to 16:30	Sunday	09:00 to 22:00
Thursday	07:00 to 16:30	Holiday	00:00 to 00:00

Other: Dialysis & other medical appointments - on demand as required

Advanced Booking Notice (days): 90

Minimum Notice for Reservation (hours): 0

Booking Method: By telephone, fax, in person, LTC Facilities Online
Booking Agents

REMARKS

Number of Registrants - based on estimates due to no automated system for tracking; Operating Statistics - Revenue Vehicle Hours and Km vs Deadhead ratio has been estimated to 65% / 35%; Service Area Population and size from Stats Can Census 2016; Trips Requested Section - all items not tracked appear as 0; Support Persons Registrations not tracked.

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	16,978	24,232
Non-Ambulatory	7,046	-
Total	24,024	24,232
Attendants	1,658	1,590
Companions	-	-
Other	-	-
Total	1,658	1,590

Non-Dedicated Service

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

Total Eligible Passenger Trips **24,024** **24,232**

Total Support Person Trips **1,658** **1,590**

Total Trips **25,682** **25,822**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	15,616	21,140
Reservation	6,006	8,131
On-Demand/Day-of	2,402	3,253
Total Trips Requested	24,024	32,524
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2021	2022
Administration	\$1,879	\$13,441
Transportation Operations		
Internal Dedicated Service	\$863,086	\$1,019,752
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$78,609	\$92,617
Fuel and Energy Consumption	\$97,179	\$175,344
Total Operating Expenses	\$1,040,753	\$1,301,154

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$613,875	\$957,916
Other Revenue	\$119,902	\$111,090
Total Revenue	\$733,777	\$1,069,006

Federal Operating Contributions	\$68,899	-
Provincial Operating Contributions	\$184,051	\$206,805
Municipal Operating Contributions	\$37,608	\$27,427
Other Operating Contributions	\$16,418	\$50,000
Total Operating Revenues and Funding	\$1,040,753	\$1,353,238

CAPITAL EXPENSES

Vehicle Purchase	\$116,677	\$147,463
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$116,677	\$147,463

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	\$116,677	\$147,463
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	\$116,677	\$147,463

OPERATING STATISTICS

Dedicated Service	2021	2022
Revenue Vehicle Kilometres	398,395	572,000
Total Vehicle Kilometres	612,914	880,000
Revenue Vehicle Hours	12,429	15,914
Total Vehicle Hours	19,121	24,483

Non-Dedicated Service

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	16
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	1	-
General Administration	2	1
Other	-	-
Total	6	17

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$31.48	2022-05-01	
Reservation Clerks	-		
Dispatchers	-		
Mechanics	\$24.29	2022-05-01	

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	14	-	2	4
Vans	1	-	4	6
Small Buses	1	-	4	10
Low-floor	-	-	-	-
Other	-	-	-	-
Total	16	-		

Vehicle Ownership: Non-profit organization (16)

Vehicle Maintenance: Non-profit organization (16)

INDICATORS

Financial	2021	2022
R/C Ratio	70.5 %	82.2 %
Net Operating Cost / Capita	\$11.27	\$8.52
Total Expense / Passenger	\$40.52	\$50.39
Total Expense / Eligible Passenger	\$43.32	\$53.70
Transportation Expense / Passenger		
Dedicated Service	\$40.45	\$49.87
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$54.33	\$52.60

Operating

Registrants / Capita	0.0280	0.0275
Passengers / Capita	0.9426	0.9477
Passengers / Registrants	33.62	34.43
Passengers / Revenue Hour (Dedicated Service)	2.07	1.62
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	15.51	22.15
Average Speed (Dedicated Service)	32.05	35.94

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	356		
Non-Ambulatory	353	Attendants	512
Other	0	Companions	0
Total	709	Total	512

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: 2022-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.00	-	-	-	\$76.50	
Child	☒	\$3.00	-	-	-	-	12 and under
Student	☐	\$3.00	-	-	-	\$161.00	
Senior	☐	\$3.00	-	-	-	\$60.00	
Attendant	☐	\$3.00	-	-	-	-	
Companion	☐	-	-	-	-	-	

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	00:00 to 00:00

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

Sarnia Transit also provides service to Point Edward. The statistics for that service is as follows:

- Passenger Revenue - \$1,398
- Contract Revenue - \$21,019.94
- Ridership - 502
- Active Registrants - 8

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	5,253	9,587
Non-Ambulatory	2,014	4,163
Total	7,267	13,750
Attendants	489	916
Companions	11	45
Other	-	-
Total	500	961
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	7,267	13,750
Total Support Person Trips	500	961
Total Trips	7,767	14,711

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	7,267	13,750
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	10,544	18,295
Cancelled in Advance	1,276	2,172
Cancelled Late	110	929
No-Shows	213	310
Cancelled at Door	166	284

OPERATING EXPENSES

	2021	2022
Administration	\$433,543	\$123,039
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$184,455	\$198,860
Fuel and Energy Consumption	\$55,756	\$72,820
Total Operating Expenses	\$673,754	\$394,719

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$23,549	\$63,204
Other Revenue	\$21,479	-
Total Revenue	\$45,028	\$63,204

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$84,102	\$98,953
Municipal Operating Contributions	\$589,652	\$232,562
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$673,754	\$394,719

CAPITAL EXPENSES

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

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	\$46,720	-
Provincial Capital Contributions	\$38,929	-
Municipal Capital Contributions	\$65,903	-
Other Capital Contributions	-	-
Total Capital Funding	\$151,552	-

OPERATING STATISTICS

Dedicated Service	2021	2022
Revenue Vehicle Kilometres	221,434	184,993
Total Vehicle Kilometres	221,434	184,993
Revenue Vehicle Hours	5,964	7,890
Total Vehicle Hours	6,376	7,890
Non-Dedicated Service		
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	-	-
Other	-	-
Total	6	-

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$39.04	2022-01-01	Unifor 914
Reservation Clerks	-		
Dispatchers	\$37.73	2022-01-01	CUPE 3690
Mechanics	\$34.54	2022-01-01	Unifor 914

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

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	-	-	-	-
Small Buses	2	-	2	4
Low-floor	1	-	3	16
Other	3	-	4	8
Total	6	-		

Vehicle Ownership: Municipal Transit System - City of Sarnia

Vehicle Maintenance: Municipal Transit System - City of Sarnia

INDICATORS

Financial	2021	2022
R/C Ratio	6.7 %	16.0 %
Net Operating Cost / Capita	\$8.41	\$4.43
Total Expense / Passenger	\$86.75	\$26.83
Total Expense / Eligible Passenger	\$92.71	\$28.71
Transportation Expense / Passenger		
Dedicated Service	\$30.93	\$18.47
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$37.67	\$34.43
Operating		
Registrants / Capita	0.0054	0.0163
Passengers / Capita	0.1039	0.1967
Passengers / Registrants	19.37	12.05
Passengers / Revenue Hour (Dedicated Service)	1.30	1.86
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	28.51	12.58
Average Speed (Dedicated Service)	37.13	23.45

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	308		
Non-Ambulatory	446	Attendants	0
Other	0	Companions	0
Total	754	Total	0

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
 Unable to walk 175 meters (Average city block), Hemodialysis treatment, Mobility Aid (WC, Scooter, Cane, Walker), Visual Impairment (White cane)

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 book through Parabus Dispatch and Parabus Dispatch provides schedule to provider

FARE STRUCTURE

Effective Date: 2020-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.02	-	-	-	-	
Child	☒	-	-	-	-	-	12 and under when riding with an Adult
Student	☐	-	-	-	-	-	
Senior	☐	\$3.05	-	-	-	-	60 and over
Attendant	☐	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other: Adult 40 Ride pass for \$84.65; Senior 12 Ride pass for \$19.40; Senior 6 Ride pass for \$9.70

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, Labour Day there is no Parabus Service

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

The City of Sault Ste. Marie has an Accessibility Advisory Committee (AAC) and Accessibility Division which Transit actively participates and works with.

The system does not track Attendants, however this is a stat we will track moving forward.

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	5,574	6,577
Non-Ambulatory	12,031	15,285
Total	17,605	21,862
Attendants	441	449
Companions	-	-
Other	-	-
Total	441	449
Non-Dedicated Service		
Ambulatory	7,118	11,129
Non-Ambulatory	770	847
Total	7,888	11,976
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	25,493	33,838
Total Support Person Trips	441	449
Total Trips	25,934	34,287

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	33,838
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	34,808	45,829
Cancelled in Advance	6,061	8,721
Cancelled Late	31	95
No-Shows	210	281
Cancelled at Door	12	30

OPERATING EXPENSES

	2021	2022
Administration	\$772,563	\$849,376
Transportation Operations		
Internal Dedicated Service	\$2,404	\$7,414
Contract Dedicated Service	\$177,669	\$283,804
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$68,731	\$69,845
Fuel and Energy Consumption	\$127,325	\$158,227
Total Operating Expenses	\$1,148,692	\$1,368,666

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$33,157	\$46,604
Other Revenue	-	-
Total Revenue	\$33,157	\$46,604

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$507,383	\$436,223
Municipal Operating Contributions	\$608,152	\$885,839
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$1,148,692	\$1,368,666

CAPITAL EXPENSES

Vehicle Purchase	\$285,108	\$175,655
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$285,108	\$175,655

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	\$114,043	-
Provincial Capital Contributions	\$95,026	-
Municipal Capital Contributions	\$76,039	\$175,655
Other Capital Contributions	-	-
Total Capital Funding	\$285,108	\$175,655

OPERATING STATISTICS

Dedicated Service	2021	2022
Revenue Vehicle Kilometres	199,500	249,627
Total Vehicle Kilometres	200,444	249,627
Revenue Vehicle Hours	15,061	17,290
Total Vehicle Hours	15,061	17,290
Non-Dedicated Service		
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	\$28.91	2021-02-01	ATU LOCAL 1767
Reservation Clerks	\$27.77	2021-02-01	CUPE LOCAL 67
Dispatchers	\$28.93	2021-02-01	CUPE LOCAL 67
Mechanics	\$31.13	2021-02-01	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	10	-	5	5
Low-floor	-	-	-	-
Other	1	-	2	17
Total	11	-		

Vehicle Ownership: Municipality

Vehicle Maintenance: Municipality Mechanics - 2251

INDICATORS

Financial	2021	2022
R/C Ratio	2.9 %	3.4 %
Net Operating Cost / Capita	\$15.96	\$18.91
Total Expense / Passenger	\$44.29	\$39.92
Total Expense / Eligible Passenger	\$45.06	\$40.45
Transportation Expense / Passenger		
Dedicated Service	\$20.84	\$23.28
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$24.97	\$30.03
Operating		
Registrants / Capita	0.0075	0.0108
Passengers / Capita	0.3710	0.4905
Passengers / Registrants	49.40	45.47
Passengers / Revenue Hour (Dedicated Service)	1.20	1.29
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	11.06	11.19
Average Speed (Dedicated Service)	13.25	14.44

Schreiber, ON

Schreiber Terrace Bay Handi-Transit

Contact	Nathan Dias	Population Served:	2,562
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	☐	-	-	-	-	-	Medical
Student	☐	-	-	-	-	-	Medically necessary
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	2021	2022
Ambulatory	819	1,014
Non-Ambulatory	359	637
Total	1,178	1,651
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	1,178	1,651
Total Support Person Trips	-	-
Total Trips	1,178	1,651

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	1,178	1,651
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	1,181	1,651
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	13	10
Cancelled at Door	-	-

OPERATING EXPENSES

	2021	2022
Administration	\$1,998	\$10,012
Transportation Operations		
Internal Dedicated Service	\$32,177	\$39,511
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$3,987	\$3,030
Fuel and Energy Consumption	\$4,859	\$6,694
Total Operating Expenses	\$43,021	\$59,246

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$4,863	\$6,811
Other Revenue	-	-
Total Revenue	\$4,863	\$6,811

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$38,157	\$52,435
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$43,020	\$59,246

CAPITAL EXPENSES

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

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	\$22,774	\$17,286
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	\$22,774	\$17,286

OPERATING STATISTICS

Dedicated Service	2021	2022
Revenue Vehicle Kilometres	13,322	21,658
Total Vehicle Kilometres	21,480	29,897
Revenue Vehicle Hours	458	600
Total Vehicle Hours	613	759
Non-Dedicated Service		
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	2021	2022
R/C Ratio	11.3 %	11.5 %
Net Operating Cost / Capita	\$14.86	\$20.47
Total Expense / Passenger	\$36.52	\$35.88
Total Expense / Eligible Passenger	\$36.52	\$35.88
Transportation Expense / Passenger		
Dedicated Service	\$34.82	\$29.82
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$66.92	\$64.87

Operating

Registrants / Capita	-	-
Passengers / Capita	0.4589	0.6444
Passengers / Registrants	-	-
Passengers / Revenue Hour (Dedicated Service)	2.57	2.75
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	11.31	13.12
Average Speed (Dedicated Service)	29.09	36.10

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	200		
Non-Ambulatory	30	Attendants	45
Other	0	Companions	0
Total	230	Total	45

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
 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.

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: 2018-08-06

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

Other:

SERVICE HOURS / SCHEDULING

Monday	05:30 to 21:00	Friday	05:30 to 21:00
Tuesday	05:30 to 21:00	Saturday	07:00 to 21:00
Wednesday	05:30 to 21:00	Sunday	08:00 to 21:00
Thursday	05:30 to 21:00	Holiday	08:00 to 21:00

Other:

Advanced Booking Notice (days): 7

Minimum Notice for Reservation (hours): 3

Booking Method: by phone

REMARKS

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	557	912
Non-Ambulatory	98	160
Total	655	1,072
Attendants	55	172
Companions	-	25
Other	-	-
Total	55	197

Non-Dedicated Service

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

Total Eligible Passenger Trips **655** **1,072**

Total Support Person Trips **55** **197**

Total Trips **710** **1,269**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	655	-
Reservation	-	-
On-Demand/Day-of	-	1,072
Total Trips Requested	700	1,585
Cancelled in Advance	15	406
Cancelled Late	16	8
No-Shows	6	99
Cancelled at Door	-	-

OPERATING EXPENSES

	2021	2022
Administration	\$91,859	-
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$260,924	\$559,208
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	\$12,944	\$27,725
Total Operating Expenses	\$375,727	\$586,933

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,387	\$15,000
Other Revenue	-	-
Total Revenue	\$1,387	\$15,000

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$374,340	\$571,933
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$375,727	\$586,933

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	2021	2022
Revenue Vehicle Kilometres	21,345	51,223
Total Vehicle Kilometres	26,345	60,263
Revenue Vehicle Hours	5,271	7,906
Total Vehicle Hours	5,791	8,686

Non-Dedicated Service

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	-	2
Other Transport Operations	-	-
Mechanics	-	1
General Administration	-	2
Other	-	-
Total	3	5

UNION AFFILIATION & TOP WAGES

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

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$19.00	2018-08-06	
Reservation Clerks	-		
Dispatchers	-		
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	2021	2022
R/C Ratio	0.4 %	2.6 %
Net Operating Cost / Capita	\$1.23	\$1.87
Total Expense / Passenger	\$529.19	\$462.52
Total Expense / Eligible Passenger	\$573.63	\$547.51
Transportation Expense / Passenger		
Dedicated Service	\$385.73	\$462.52
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$47.29	\$67.57

Operating

Registrants / Capita	0.0006	0.0009
Passengers / Capita	0.0023	0.0042
Passengers / Registrants	4.13	4.61
Passengers / Revenue Hour (Dedicated Service)	0.13	0.16
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	30.06	40.36
Average Speed (Dedicated Service)	4.05	6.48

St. Catharines, ON

St. Catharines Paratransit

Contact	Alan Burrows	Population Served:	133,113
Title	Paratransit Supervisor	Service Area (km²):	97.0
Telephone	905-685-4228 X250	Main Community Served:	St. Catharines
Email	aburrows@yourbus.com	Other Communities Served:	Thorold

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:

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		-	-	-	-	-	
Child	☒	-	-	-	-	-	0-12
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	65+
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	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

Data reporting is limited for 2022 as the system was amalgamated into a consolidated system named Niagara Region Transit on January 1, 2023. Thorold stats: 3,246 Total Trips, 27 Attendant/Companion Trips

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	8,537	3,957
Non-Ambulatory	6,991	20,574
Total	15,528	24,509
Attendants	340	1,866
Companions	537	-
Other	-	-
Total	877	1,866

Non-Dedicated Service

Ambulatory	2,073	-
Non-Ambulatory	1,404	-
Total	3,477	-
Attendants	10	-
Companions	46	-
Other	-	-
Total	56	-

Total Eligible Passenger Trips **19,005** **24,509**

Total Support Person Trips **933** **1,866**

Total Trips **19,938** **26,375**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	20,909
Reservation	17,105	-
On-Demand/Day-of	1,900	3,613
Total Trips Requested	20,667	33,918
Cancelled in Advance	564	7,933
Cancelled Late	-	354
No-Shows	216	510
Cancelled at Door	-	67

OPERATING EXPENSES

	2021	2022
Administration	\$210,424	-
Transportation Operations		
Internal Dedicated Service	\$967,396	-
Contract Dedicated Service	\$31,045	-
Contract Non-Dedicated Service	\$19,409	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$251,542	-
Fuel and Energy Consumption	\$94,985	-
Total Operating Expenses	\$1,574,801	-

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$42,155	-
Other Revenue	-	-
Total Revenue	\$42,155	-

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$1,583,770	-
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$1,625,925	-

CAPITAL EXPENSES

Vehicle Purchase	\$697,030	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$697,030	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	\$697,030	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	\$697,030	-

OPERATING STATISTICS

Dedicated Service	2021	2022
Revenue Vehicle Kilometres	106,668	-
Total Vehicle Kilometres	106,668	-
Revenue Vehicle Hours	17,804	-
Total Vehicle Hours	17,804	-
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	10,689	-
Total Vehicle Hours	1,157	-
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	\$31.60	2021-01-01	ATU Local 846
Reservation Clerks	-		
Dispatchers	\$24.74	2021-07-01	
Mechanics	\$37.84	2021-01-01	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	2021	2022
R/C Ratio	2.7 %	0.0 %
Net Operating Cost / Capita	\$11.51	-
Total Expense / Passenger	\$78.98	-
Total Expense / Eligible Passenger	\$82.86	-
Transportation Expense / Passenger		
Dedicated Service	\$81.99	-
Non-Dedicated Service	\$5.49	-
Transportation Expense / Hour (Dedicated Service)	\$75.54	-
Operating		
Registrants / Capita	0.0129	-
Passengers / Capita	0.1498	0.1981
Passengers / Registrants	11.58	-
Passengers / Revenue Hour (Dedicated Service)	0.92	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	6.50	-
Average Speed (Dedicated Service)	5.99	-

St. Marys , ON

St Marys & Area Mobility Service

Contact	Amber Miners	Population Served:	32,404
Title	Manager	Service Area (km²):	1,653.0
Telephone	519-284-4010	Main Community Served:	St Marys
Email	aminers@town.stmarys.on.ca	Other Communities Served:	Perth South, Zorra, Thames Centre

ACTIVE REGISTRANTS

Ambulatory	205		
Non-Ambulatory	72	Attendants	0
Other	0	Companions	0
Total	277	Total	0

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
All users must live in one of the 4 municipalities that we provide service to and meet one of another criteria:
- 55+ years of age
- 18+ and requires an accessible vehicle
- recovering from injury and/or illness and require transportation to medical appointments
- People who require additional support in our communities
- Access with 3rd party funding to cover the cost of 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:

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: Transportation out of town is calculated by kilometer, with wait time added for staff driven vehicles.

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	2021	2022
Ambulatory	4,672	7,882
Non-Ambulatory	578	1,063
Total	5,250	8,945
Attendants	152	-
Companions	-	-
Other	-	-
Total	152	-
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	5,250	8,945
Total Support Person Trips	152	-
Total Trips	5,402	8,945

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	802	1,112
Reservation	3,871	7,833
On-Demand/Day-of	577	-
Total Trips Requested	5,250	9,174
Cancelled in Advance	1,130	1,658
Cancelled Late	1	80
No-Shows	6	1
Cancelled at Door	43	62

OPERATING EXPENSES

	2021	2022
Administration	\$174,892	\$322,435
Transportation Operations		
Internal Dedicated Service	\$100,746	-
Contract Dedicated Service	-	\$18,714
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	\$3,973	\$4,659
Vehicle and Facility Maintenance	\$29,421	\$19,482
Fuel and Energy Consumption	\$18,833	\$28,604
Total Operating Expenses	\$327,865	\$393,894

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$74,479	\$98,950
Other Revenue	-	-
Total Revenue	\$74,479	\$98,950

Federal Operating Contributions	\$53,105	-
Provincial Operating Contributions	\$114,015	\$195,363
Municipal Operating Contributions	\$23,388	\$49,923
Other Operating Contributions	\$118,910	\$51,444
Total Operating Revenues and Funding	\$383,897	\$395,680

CAPITAL EXPENSES

Vehicle Purchase	-	\$65,712
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	\$65,712

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	\$32,000
Other Capital Contributions	-	\$35,000
Total Capital Funding	-	\$67,000

OPERATING STATISTICS

Dedicated Service	2021	2022
Revenue Vehicle Kilometres	91,377	93,299
Total Vehicle Kilometres	91,377	93,299
Revenue Vehicle Hours	-	-
Total Vehicle Hours	-	-
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	1	5
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	1	1
Other	-	-
Total	2	6

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$20.80	2022-07-01	
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	2021	2022
R/C Ratio	22.7 %	25.1 %
Net Operating Cost / Capita	\$7.82	\$9.10
Total Expense / Passenger	\$60.69	\$44.04
Total Expense / Eligible Passenger	\$62.45	\$44.04
Transportation Expense / Passenger		
Dedicated Service	\$27.58	\$7.47
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0084	0.0085
Passengers / Capita	0.1667	0.2760
Passengers / Registrants	19.93	32.29
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	16.92	10.43
Average Speed (Dedicated Service)	-	-

St. Thomas, ON

City of St. Thomas Transit

Contact	Rose Patrick	Population Served:	42,840
Title	Transportation Technician	Service Area (km²):	35.6
Telephone	519-631-0368 x5133	Main Community Served:	St. Thomas
Email	hpatrick@stthomas.ca	Other Communities Served:	

ACTIVE REGISTRANTS

Ambulatory	409		
Non-Ambulatory	800	Attendants	43
Other	0	Companions	0
Total	1,209	Total	43

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	06:15 to 21:45	Friday	06:15 to 21:45
Tuesday	06:15 to 21:45	Saturday	09:15 to 21:45
Wednesday	06:15 to 21:45	Sunday	09:15 to 17:45
Thursday	06:15 to 21:45	Holiday	00:00 to 00:00

Other:

Advanced Booking Notice (days): 14

Minimum Notice for Reservation (hours): 1

Booking Method: Cell phone app based booking and telephone booking which is then inputted into the booking software

REMARKS

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	6,972	7,433
Non-Ambulatory	2,719	7,702
Total	9,691	15,135
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	9,691	15,135
Total Support Person Trips	-	-
Total Trips	9,691	15,135

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	14,890	20,195
Cancelled in Advance	3,979	3,044
Cancelled Late	-	-
No-Shows	332	582
Cancelled at Door	-	-

OPERATING EXPENSES

	2021	2022
Administration	-	-
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$406,626	\$310,652
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$406,626	\$310,652

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$12,751	\$19,190
Other Revenue	-	-
Total Revenue	\$12,751	\$19,190

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$64,989	\$64,989
Municipal Operating Contributions	\$328,886	\$291,462
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$406,626	\$310,652

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	2021	2022
Revenue Vehicle Kilometres	26,321	48,064
Total Vehicle Kilometres	26,321	48,064
Revenue Vehicle Hours	6,673	6,253
Total Vehicle Hours	6,673	6,253
Non-Dedicated Service		
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	4	-	4	18
Low-floor	-	-	-	-
Other	-	-	-	-
Total	4	-		

Vehicle Ownership: Municipality - 2, Contractor "Voyago" - 2

Vehicle Maintenance: Voyago

INDICATORS

Financial	2021	2022
R/C Ratio	3.1 %	6.2 %
Net Operating Cost / Capita	\$9.19	\$6.80
Total Expense / Passenger	\$41.96	\$20.53
Total Expense / Eligible Passenger	\$41.96	\$20.53
Transportation Expense / Passenger		
Dedicated Service	\$41.96	\$20.53
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$60.94	\$49.68
Operating		
Registrants / Capita	0.0247	0.0292
Passengers / Capita	0.2262	0.3533
Passengers / Registrants	9.14	12.09
Passengers / Revenue Hour (Dedicated Service)	1.45	2.42
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	2.72	3.18
Average Speed (Dedicated Service)	3.94	7.69

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	8,955		
Non-Ambulatory	617	Attendants	301
Other	0	Companions	239
Total	9,572	Total	540

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	-	-	-	\$67.00	19-64
Child	☒	-	-	-	-	-	0-5
Student	☐	\$2.75	-	-	-	\$57.00	6-18
Senior	☐	\$2.75	-	-	-	\$57.00	65+
Attendant	☒	-	-	-	-	-	
Companion	☒	-	-	-	-	-	
Other:	10 ride card-\$27.50						

SERVICE HOURS / SCHEDULING

Monday	06:00 to 22:00	Friday	06:00 to 22:00
Tuesday	06:00 to 22:00	Saturday	06:00 to 20:00
Wednesday	06:00 to 22:00	Sunday	08:30 to 16:30
Thursday	06:00 to 22:00	Holiday	00:00 to 00:00

Other:

Advanced Booking Notice (days): 15

Minimum Notice for Reservation (hours): 2

Booking Method: phone call

REMARKS

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	9,222	8,810
Non-Ambulatory	1,568	1,302
Total	10,790	10,112
Attendants	233	254
Companions	31	40
Other	-	-
Total	264	294
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	10,790	10,112
Total Support Person Trips	264	294
Total Trips	11,054	10,406

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	10,021	9,340
Reservation	-	-
On-Demand/Day-of	769	772
Total Trips Requested	11,328	10,688
Cancelled in Advance	280	302
Cancelled Late	102	144
No-Shows	123	78
Cancelled at Door	35	52

OPERATING EXPENSES

	2021	2022
Administration	-	\$503,921
Transportation Operations		
Internal Dedicated Service	\$451,242	-
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$17,526	\$15,889
Fuel and Energy Consumption	\$23,588	\$35,525
Total Operating Expenses	\$492,356	\$555,335

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$23,599	\$53,436
Other Revenue	-	\$143
Total Revenue	\$23,599	\$53,579

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$50,000	-
Municipal Operating Contributions	\$492,356	\$517,180
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$565,955	\$570,759

CAPITAL EXPENSES

Vehicle Purchase	\$122,800	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$122,800	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	\$40,000	-
Provincial Capital Contributions	\$33,330	-
Municipal Capital Contributions	\$49,470	-
Other Capital Contributions	-	-
Total Capital Funding	\$122,800	-

OPERATING STATISTICS

Dedicated Service	2021	2022
Revenue Vehicle Kilometres	98,250	101,224
Total Vehicle Kilometres	98,250	101,224
Revenue Vehicle Hours	7,488	7,250
Total Vehicle Hours	7,488	7,250
Non-Dedicated Service		
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	4
Reservation Clerks	-	-
Dispatchers	1	1
Other Transport Operations	-	-
Mechanics	3	-
General Administration	2	-
Other	-	-
Total	8	5

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$25.54	2022-05-01	IBEW 636
Reservation Clerks	-		
Dispatchers	\$22.76	2022-05-01	IBEW 636
Mechanics	\$36.77	2022-05-01	IBEW 636

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

VEHICLE DATA

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

Vehicle Ownership: Municipality

Vehicle Maintenance: Municipality

INDICATORS

Financial	2021	2022
R/C Ratio	4.8 %	9.7 %
Net Operating Cost / Capita	\$14.20	\$15.20
Total Expense / Passenger	\$44.54	\$53.37
Total Expense / Eligible Passenger	\$45.63	\$54.92
Transportation Expense / Passenger		
Dedicated Service	\$44.54	\$4.94
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$65.75	\$7.09
Operating		
Registrants / Capita	0.3270	0.3064
Passengers / Capita	0.3350	0.3153
Passengers / Registrants	1.02	1.03
Passengers / Revenue Hour (Dedicated Service)	1.48	1.44
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	8.89	9.73
Average Speed (Dedicated Service)	13.12	13.96

Thunder Bay, ON

Lift+ Specialized Transit

Contact	Matt Furioso	Population Served:	107,909
Title	Supervisor, Customer Care and Administrative Servi	Service Area (km²):	328.0
Telephone	807-684-3191	Main Community Served:	Thunder Bay
Email	matthew.furioso@thunderbay.ca	Other Communities Served:	

ACTIVE REGISTRANTS

Ambulatory	975		
Non-Ambulatory	375	Attendants	91
Other	0	Companions	0
Total	1,350	Total	91

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: 2022-04-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.00	\$2.50	-	-	\$80.00	25 to 59
Child	☒	-	-	-	-	-	0-12
Student	☐	-	-	-	-	-	
Senior	☐	\$3.00	\$2.50	-	-	\$55.00	60+
Attendant	☒	-	-	-	-	-	With ID
Companion	☐	\$3.00	\$2.50	-	-	\$80.00	

Other:

SERVICE HOURS / SCHEDULING

Monday	06:00 to 23:00	Friday	06:00 to 23:00
Tuesday	06:00 to 23:00	Saturday	06:00 to 23:00
Wednesday	06:00 to 23:00	Sunday	08:00 to 23:00
Thursday	06:00 to 23:00	Holiday	08:00 to 23:00

Other:

Advanced Booking Notice (days): 7

Minimum Notice for Reservation (hours): 0

Booking Method: telephone

REMARKS

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	20,598	29,130
Non-Ambulatory	11,944	15,060
Total	32,542	44,190
Attendants	1,517	1,517
Companions	598	598
Other	-	-
Total	2,115	2,115
Non-Dedicated Service		
Ambulatory	749	1,368
Non-Ambulatory	425	701
Total	1,174	2,069
Attendants	49	49
Companions	17	17
Other	-	-
Total	66	66
Total Eligible Passenger Trips	33,716	46,259
Total Support Person Trips	2,181	2,181
Total Trips	35,897	48,440

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	12,687	15,439
Reservation	19,790	29,582
On-Demand/Day-of	-	343
Total Trips Requested	36,963	53,459
Cancelled in Advance	1,524	2,563
Cancelled Late	653	1,098
No-Shows	633	988
Cancelled at Door	-	-

OPERATING EXPENSES

	2021	2022
Administration	\$311,898	\$322,170
Transportation Operations		
Internal Dedicated Service	\$1,187,241	\$1,204,972
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$31,001	\$66,863
Contract Taxi Scrip	\$25,467	\$35,265
Vehicle and Facility Maintenance	\$747,560	\$559,065
Fuel and Energy Consumption	\$140,536	\$232,824
Total Operating Expenses	\$2,443,703	\$2,421,158

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$73,735	\$119,123
Other Revenue	\$110,450	\$125,703
Total Revenue	\$184,185	\$244,826

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$150,994	\$153,252
Municipal Operating Contributions	\$2,108,524	\$2,023,080
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$2,443,703	\$2,421,158

CAPITAL EXPENSES

Vehicle Purchase	-	\$584,266
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	\$584,266

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	\$584,266
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	\$584,266

OPERATING STATISTICS

Dedicated Service	2021	2022
Revenue Vehicle Kilometres	392,403	398,857
Total Vehicle Kilometres	428,928	438,896
Revenue Vehicle Hours	19,463	23,351
Total Vehicle Hours	23,925	26,230
Non-Dedicated Service		
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	17
Reservation Clerks	1	-
Dispatchers	3	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	-
Other	-	-
Total	15	17

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$29.04	2022-01-01	ATU Local 966
Reservation Clerks	\$37.37	2022-01-01	
Dispatchers	\$41.11	2022-01-01	
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	14	-	4	8
Low-floor	12	-	3	6
Other	-	-	-	-
Total	27	-		

Vehicle Ownership: Municipality

Vehicle Maintenance: Contractor

INDICATORS

Financial	2021	2022
R/C Ratio	7.5 %	10.1 %
Net Operating Cost / Capita	\$20.94	\$20.17
Total Expense / Passenger	\$68.08	\$49.98
Total Expense / Eligible Passenger	\$72.48	\$52.34
Transportation Expense / Passenger		
Dedicated Service	\$59.88	\$43.12
Non-Dedicated Service	\$45.54	\$47.84
Transportation Expense / Hour (Dedicated Service)	\$86.74	\$76.13

Operating

Registrants / Capita	0.0110	0.0134
Passengers / Capita	0.3327	0.4489
Passengers / Registrants	30.11	33.62
Passengers / Revenue Hour (Dedicated Service)	1.78	1.98
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	11.32	8.61
Average Speed (Dedicated Service)	20.16	17.08

Timmins, ON

Timmins Handy Transit

Contact	Marcel Cote	Population Served:	41,788
Title	Manager of Transit Operations	Service Area (km²):	28.5
Telephone	705-360-2600 x3501	Main Community Served:	City of Timmins
Email	marcel.cote@timmins.ca	Other Communities Served:	

ACTIVE REGISTRANTS

Ambulatory	27		
Non-Ambulatory	306	Attendants	155
Other	0	Companions	29
Total	333	Total	184

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description	Method of Determination
The City of Timmins Handy Transit is designed to provide transportation to citizens, who because of their physical impairment, are unable to use regular transit services. Highest priority will be given to those who are confined to a mobility aid or who must use a mobility aid during transportation.	☒ 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:

Not Applicable

FARE STRUCTURE

Effective Date: 2022-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.50	\$3.50	-	-	-	Not a student and below 65
Child	☒	-	-	-	-	-	0-4
Student	☐	\$3.25	\$3.25	-	-	-	Full Time
Senior	☐	\$3.25	\$3.25	-	-	-	65+
Attendant	☐	-	-	-	-	-	Verbal
Companion	☐	\$3.50	\$3.50	-	-	-	Verbal

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	00:00 to 00:00

Other: Not applicable

Advanced Booking Notice (days): 14

Minimum Notice for Reservation (hours): 36

Booking Method: Phone in to the on-duty dispatcher

REMARKS

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	-	9,810
Non-Ambulatory	-	3,902
Total	3,852	13,712
Attendants	-	294
Companions	-	-
Other	-	-
Total	-	294
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	3,852	13,712
Total Support Person Trips	-	294
Total Trips	3,852	14,006

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	3,852	13,712
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	5,446	19,751
Cancelled in Advance	1,594	2,945
Cancelled Late	-	-
No-Shows	-	30
Cancelled at Door	-	-

OPERATING EXPENSES

	2021	2022
Administration	\$163,220	\$165,660
Transportation Operations		
Internal Dedicated Service	\$162,113	\$134,294
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$29,464	\$18,321
Fuel and Energy Consumption	\$6,103	\$19,114
Total Operating Expenses	\$360,900	\$337,389

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$9,540	\$12,310
Other Revenue	\$5,845	\$11,384
Total Revenue	\$15,385	\$23,694

Federal Operating Contributions	\$10,964	-
Provincial Operating Contributions	\$149,752	\$34,260
Municipal Operating Contributions	\$193,112	\$275,101
Other Operating Contributions	\$7,072	\$4,334
Total Operating Revenues and Funding	\$360,900	\$337,389

CAPITAL EXPENSES

Vehicle Purchase	\$108,616	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$108,616	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	\$35,843	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	\$72,773	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	\$108,616	-

OPERATING STATISTICS

Dedicated Service	2021	2022
Revenue Vehicle Kilometres	35,522	186,900
Total Vehicle Kilometres	41,876	188,287
Revenue Vehicle Hours	5,295	4,825
Total Vehicle Hours	5,648	5,008
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	817,666	-
Total Vehicle Hours	33,888	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	2	3
Reservation Clerks	-	-
Dispatchers	3	1
Other Transport Operations	-	-
Mechanics	4	-
General Administration	1	-
Other	-	-
Total	10	4

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		0
Reservation Clerks	-		0
Dispatchers	-		0
Mechanics	-		0

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$27.13	2022-04-04	CUPE 1544
Reservation Clerks	-		0
Dispatchers	\$28.29	2022-04-04	CUPE 1544
Mechanics	\$33.16	2022-04-04	CUPE 1544

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	-	-	-	-
Small Buses	6	-	5	6
Low-floor	19	-	2	31
Other	-	-	-	-
Total	25	-		

Vehicle Ownership: Timmins Transit (6)

Vehicle Maintenance: Timmins Transit

INDICATORS

Financial	2021	2022
R/C Ratio	4.3 %	7.0 %
Net Operating Cost / Capita	\$8.40	\$7.51
Total Expense / Passenger	\$93.69	\$24.09
Total Expense / Eligible Passenger	\$93.69	\$24.61
Transportation Expense / Passenger		
Dedicated Service	\$51.32	\$12.26
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$35.00	\$34.29

Operating

Registrants / Capita	0.0095	0.0124
Passengers / Capita	0.0936	0.3352
Passengers / Registrants	9.90	27.09
Passengers / Revenue Hour (Dedicated Service)	0.73	2.90
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	9.22	13.34
Average Speed (Dedicated Service)	6.71	38.74

Toronto, ON

TTC Wheel-Trans

Contact	Daniel Mruck	Population Served:	3,025,647	Ambulatory	20,006		
Title	Budgets Coordinator	Service Area (km²):	630.0	Non-Ambulatory	14,321	Attendants	0
Telephone	416-393-4963	Main Community Served:	Toronto	Other	0	Companions	0
Email	daniel.mruck@ttc.ca	Other Communities Served:		Total	34,327	Total	0

ACTIVE REGISTRANTS

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	Delivery Model:
	☐ Rideshare Service	
	☐ Other	

FARE STRUCTURE

Effective Date: 2023-04-02

	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	-	-	-	\$128.15	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	2021	2022
Ambulatory	930,569	1,355,621
Non-Ambulatory	286,573	394,774
Total	1,217,142	1,750,395
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	339,769	536,711
Non-Ambulatory	3,138	4,557
Total	342,907	541,268
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	1,560,049	2,291,663
Total Support Person Trips	-	-
Total Trips	1,560,049	2,291,663

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	967,178	1,822,474
Reservation	592,871	469,189
On-Demand/Day-of	-	-
Total Trips Requested	1,560,049	2,291,663
Cancelled in Advance	512,887	805,951
Cancelled Late	-	-
No-Shows	45,031	68,763
Cancelled at Door	9,235	14,648

OPERATING EXPENSES

	2021	2022
Administration	\$20,378,877	\$23,077,526
Transportation Operations		
Internal Dedicated Service	\$37,790,640	\$40,466,241
Contract Dedicated Service	\$14,663,676	\$24,126,357
Contract Non-Dedicated Service	\$9,148,092	\$14,844,016
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$14,972,244	\$15,332,427
Fuel and Energy Consumption	\$2,627,279	\$3,623,303
Total Operating Expenses	\$99,580,808	\$121,469,869

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$3,895,439	\$4,993,041
Other Revenue	-	-
Total Revenue	\$3,895,439	\$4,993,041

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$95,685,369	\$116,476,828
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$99,580,808	\$121,469,869

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	2021	2022
Revenue Vehicle Kilometres	9,663,113	12,460,542
Total Vehicle Kilometres	12,703,907	15,124,171
Revenue Vehicle Hours	578,677	708,247
Total Vehicle Hours	600,183	727,094
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	3,722,571	5,582,031
Total Vehicle Hours	37,696	167,283
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	396	-
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	113	-
Mechanics	83	-
General Administration	-	-
Other	-	-
Total	592	-

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$36.94	2021-04-01	ATU Local 113
Reservation Clerks	-		
Dispatchers	-		
Mechanics	\$44.09	2021-04-01	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	-	300	-	3
Minivans	210	-	1	2
Vans	-	-	-	-
Small Buses	264	-	4	8
Low-floor	-	-	-	-
Other	-	-	-	-
Total	474	300		

Vehicle Ownership: Transit Commission - 264

Vehicle Maintenance: Transit Commission

INDICATORS

Financial	2021	2022
R/C Ratio	3.9 %	4.1 %
Net Operating Cost / Capita	\$34.24	\$38.50
Total Expense / Passenger	\$63.83	\$53.01
Total Expense / Eligible Passenger	\$63.83	\$53.01
Transportation Expense / Passenger		
Dedicated Service	\$57.56	\$47.73
Non-Dedicated Service	\$26.68	\$27.42
Transportation Expense / Hour (Dedicated Service)	\$116.72	\$114.91

Operating

Registrants / Capita	0.0130	0.0113
Passengers / Capita	0.5583	0.7574
Passengers / Registrants	42.91	66.76
Passengers / Revenue Hour (Dedicated Service)	2.10	2.47
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	7.94	7.12
Average Speed (Dedicated Service)	16.70	17.59

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	597		
Non-Ambulatory	367	Attendants	62
Other	0	Companions	57
Total	964	Total	119

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: 2010-01-01

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

Other:

SERVICE HOURS / SCHEDULING

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

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	2021	2022
Ambulatory	2,743	3,374
Non-Ambulatory	2,206	2,343
Total	4,949	5,717
Attendants	386	461
Companions	96	303
Other	-	-
Total	482	764
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	4,949	5,717
Total Support Person Trips	482	764
Total Trips	5,431	6,481

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	2,386	4,019
Reservation	2,106	1,230
On-Demand/Day-of	457	468
Total Trips Requested	6,732	6,894
Cancelled in Advance	836	638
Cancelled Late	504	122
No-Shows	91	31
Cancelled at Door	352	386

OPERATING EXPENSES

	2021	2022
Administration	\$12,000	-
Transportation Operations		
Internal Dedicated Service	\$121,862	\$165,496
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$16,054	\$21,930
Fuel and Energy Consumption	\$11,679	\$26,412
Total Operating Expenses	\$161,595	\$213,838

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$26,679	\$34,190
Other Revenue	\$14,415	-
Total Revenue	\$41,094	\$34,190

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$120,501	\$174,939
Other Operating Contributions	-	\$4,709
Total Operating Revenues and Funding	\$161,595	\$212,239

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	2021	2022
Revenue Vehicle Kilometres	72,915	71,942
Total Vehicle Kilometres	116,586	93,039
Revenue Vehicle Hours	-	2,107
Total Vehicle Hours	-	3,486
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

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

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$18.46	2002-04-01	
Reservation Clerks	\$20.50	2022-04-01	
Dispatchers	\$20.50	2022-04-01	
Mechanics	-		

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

VEHICLE DATA

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

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

INDICATORS

Financial	2021	2022
R/C Ratio	25.4 %	16.0 %
Net Operating Cost / Capita	\$9.34	\$13.93
Total Expense / Passenger	\$29.75	\$32.99
Total Expense / Eligible Passenger	\$32.65	\$37.40
Transportation Expense / Passenger		
Dedicated Service	\$27.54	\$32.99
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	\$61.34
Operating		
Registrants / Capita	0.0541	0.0840
Passengers / Capita	0.4210	0.5024
Passengers / Registrants	7.78	5.98
Passengers / Revenue Hour (Dedicated Service)	-	3.08
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	13.43	11.10
Average Speed (Dedicated Service)	-	34.14

Waterloo Region - Rural, ON

Woolwich Transit Inc. o/a Kiwanis Transit

Contact	Cheryl Fisher	Population Served:	63,996	Ambulatory	1,432		
Title	General Manager	Service Area (km²):	843.0	Non-Ambulatory	1,095	Attendants	0
Telephone	519-669-4533	Main Community Served:	Woolwich Township	Other	0	Companions	0
Email	gm@k-transit.com	Other Communities Served:	Wilmot Township, Wellesley Township	Total	2,527	Total	0

ACTIVE REGISTRANTS

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description

To be eligible applicants must reside within the Townships of Woolwich, Wellesley and Wilmot. Clients must have a disability determined by medical professional that limits their ability or be 65 years of age or older.

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

DEDICATED SERVICE

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

NON-DEDICATED SERVICE

Operated By:	☒ Taxi
	☐ Rideshare Service
	☐ Other

Delivery Model:

3 taxi companies under contract with Woolwich Transit Inc.

FARE STRUCTURE

Effective Date: 2022-07-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General	☐	\$3.50	\$2.92	-	-	\$90.00	18+
Child	☐	-	-	-	-	-	0-5
Student	☐	\$3.50	\$2.92	-	-	\$90.00	Elementary, Highschool
Senior	☐	\$3.50	\$2.92	-	-	\$90.00	65+
Attendant	☒	-	-	-	-	-	Mandatory attendant - able to provide support
Companion	☐	\$3.50	-	-	-	-	Must travel with eligible rider

Other:

SERVICE HOURS / SCHEDULING

Monday	06:00 to 18:00	Friday	06:00 to 18:00
Tuesday	06:00 to 18:00	Saturday	07:00 to 17:00
Wednesday	06:00 to 18:00	Sunday	00:00 to 00:00
Thursday	06:00 to 18:00	Holiday	00:00 to 00:00

Other: Holiday service for dialysis

Advanced Booking Notice (days): 30

Minimum Notice for Reservation (hours): 24

Booking Method: phone, email

REMARKS

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	14,436	20,881
Non-Ambulatory	3,609	6,300
Total	18,045	27,181
Attendants	1,188	3,750
Companions	89	362
Other	-	-
Total	1,277	4,112

Non-Dedicated Service

Ambulatory	1,051	2,170
Non-Ambulatory	117	388
Total	1,168	2,558
Attendants	133	416
Companions	13	39
Other	-	-
Total	146	455

Total Eligible Passenger Trips **19,213** **29,739**

Total Support Person Trips **1,423** **4,567**

Total Trips **20,636** **34,306**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	6,985	29,617
Reservation	12,151	-
On-Demand/Day-of	77	122
Total Trips Requested	17,005	35,823
Cancelled in Advance	2,350	3,991
Cancelled Late	15	1,761
No-Shows	35	54
Cancelled at Door	50	126

OPERATING EXPENSES

	2021	2022
Administration	-	-
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$1,732,371	\$1,990,588
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$1,732,371	\$1,990,588

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$50,002	\$68,887
Other Revenue	-	-
Total Revenue	\$50,002	\$68,887

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$1,718,371	\$1,919,190
Other Operating Contributions	\$49,440	\$29,276
Total Operating Revenues and Funding	\$1,817,813	\$2,017,353

CAPITAL EXPENSES

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

CAPITAL FUNDING CONTRIBUTIONS

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

OPERATING STATISTICS

Dedicated Service	2021	2022
Revenue Vehicle Kilometres	429,074	572,934
Total Vehicle Kilometres	429,074	572,934
Revenue Vehicle Hours	11,594	15,599
Total Vehicle Hours	11,594	15,599
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	14,657	46,545
Total Vehicle Hours	320	1,037
Non-Accessible Service		
Total Vehicle Kilometres	3,665	-
Total Vehicle Hours	80	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	10	3
Reservation Clerks	-	-
Dispatchers	2	1
Other Transport Operations	-	2
Mechanics	-	-
General Administration	2	-
Other	-	2
Total	14	8

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$25.81	2022-01-01	
Reservation Clerks	-		
Dispatchers	\$27.81	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	7	-	4	12
Low-floor	-	-	-	-
Other	-	-	-	-
Total	7	2		

Vehicle Ownership: The Regional Municipality of Waterloo owns 7 buses

Vehicle Maintenance: Woolwich Transit Inc.

INDICATORS

Financial	2021	2022
R/C Ratio	2.9 %	3.5 %
Net Operating Cost / Capita	\$26.29	\$30.03
Total Expense / Passenger	\$83.95	\$58.02
Total Expense / Eligible Passenger	\$90.17	\$66.94
Transportation Expense / Passenger		
Dedicated Service	\$89.66	\$63.61
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$149.42	\$127.61

Operating

Registrants / Capita	0.0511	0.0395
Passengers / Capita	0.3224	0.5361
Passengers / Registrants	6.30	13.58
Passengers / Revenue Hour (Dedicated Service)	1.67	2.01
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	22.21	18.31
Average Speed (Dedicated Service)	37.01	36.73

Waterloo Region - Urban, ON

Grand River Transit

Contact Lynda Stelmach
 Title Accounting Assistant, Transit Services
 Telephone 519-585-7597 x7312
 Email LStelmach@regionofwaterloo.ca

Population Served: 574,160
 Service Area (km²): 315.8
 Main Community Served: Kitchener, Waterloo, Cambridge
 Other Communities Served: North Dumfries

ACTIVE REGISTRANTS

Ambulatory	1,362		
Non-Ambulatory	795	Attendants	734
Other	0	Companions	0
Total	2,157	Total	734

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: 2022-07-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.50	\$2.92	-	-	\$90.00	18+
Child	☒	-	-	-	-	-	0-5
Student	☐	\$3.50	\$2.92	-	-	\$90.00	Elementary, Highschool
Senior	☐	\$3.50	\$2.92	-	-	\$90.00	65+
Attendant	☒	-	-	-	-	-	Must travel with eligible rider
Companion	☐	-	-	-	-	-	Must travel with a qualified rider

Other:

SERVICE HOURS / SCHEDULING

Monday	05:15 to 01:15	Friday	05:15 to 01:15
Tuesday	05:15 to 01:15	Saturday	05:30 to 01:15
Wednesday	05:15 to 01:15	Sunday	07:15 to 01:15
Thursday	05:15 to 01:15	Holiday	07:15 to 01:15

Other: Holiday service for dialysis

Advanced Booking Notice (days): 7

Minimum Notice for Reservation (hours): 1

Booking Method: calling the office, request taken by reservationists, on-line booking

REMARKS

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	45,915	48,435
Non-Ambulatory	20,400	26,151
Total	66,315	74,586
Attendants	5,350	5,138
Companions	-	-
Other	-	-
Total	5,350	5,138
Non-Dedicated Service		
Ambulatory	9,425	28,711
Non-Ambulatory	3,771	5,540
Total	13,196	34,251
Attendants	-	-
Companions	-	-
Other	35,038	41,792
Total	35,038	41,792
Total Eligible Passenger Trips	79,511	108,837
Total Support Person Trips	40,388	46,930
Total Trips	119,899	155,767

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	58,112	37,634
Reservation	20,935	67,994
On-Demand/Day-of	465	3,209
Total Trips Requested	93,082	133,681
Cancelled in Advance	6,727	15,646
Cancelled Late	2,620	1,214
No-Shows	925	1,801
Cancelled at Door	259	307

OPERATING EXPENSES

	2021	2022
Administration	\$1,498,130	\$1,335,360
Transportation Operations		
Internal Dedicated Service	\$4,518,670	\$4,369,053
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$345,999	\$804,588
Contract Taxi Scrip	\$415,485	\$514,954
Vehicle and Facility Maintenance	\$594,996	\$637,986
Fuel and Energy Consumption	\$234,116	\$423,198
Total Operating Expenses	\$7,607,396	\$8,085,139

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$206,083	\$290,035
Other Revenue	\$230,699	\$285,917
Total Revenue	\$436,782	\$575,952

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$1,023,131	\$1,126,127
Municipal Operating Contributions	\$6,147,483	\$6,383,060
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$7,607,396	\$8,085,139

CAPITAL EXPENSES

Vehicle Purchase	-	\$525,000
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	\$525,000

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	\$525,000
Other Capital Contributions	-	-
Total Capital Funding	-	\$525,000

OPERATING STATISTICS

Dedicated Service	2021	2022
Revenue Vehicle Kilometres	912,862	968,113
Total Vehicle Kilometres	931,492	987,871
Revenue Vehicle Hours	63,128	47,515
Total Vehicle Hours	64,417	48,485
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	38	5
Reservation Clerks	-	-
Dispatchers	5	3
Other Transport Operations	-	-
Mechanics	2	-
General Administration	10	-
Other	-	-
Total	55	8

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$32.56	2022-01-01	UNIFOR 4304
Reservation Clerks	-		
Dispatchers	\$32.56	2022-01-01	UNIFOR 4304
Mechanics	\$40.00	2022-01-01	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	35	-	4	4
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	35	-		

Vehicle Ownership: The Regional Municipality of Waterloo

Vehicle Maintenance: The Regional Municipality of Waterloo

INDICATORS

Financial	2021	2022
R/C Ratio	5.7 %	7.1 %
Net Operating Cost / Capita	\$12.80	\$13.08
Total Expense / Passenger	\$63.45	\$51.91
Total Expense / Eligible Passenger	\$95.68	\$74.29
Transportation Expense / Passenger		
Dedicated Service	\$74.62	\$68.11
Non-Dedicated Service	\$15.79	\$17.35
Transportation Expense / Hour (Dedicated Service)	\$83.02	\$112.00
Operating		
Registrants / Capita	0.0040	0.0050
Passengers / Capita	0.2140	0.2713
Passengers / Registrants	54.01	53.88
Passengers / Revenue Hour (Dedicated Service)	1.14	1.68
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	12.74	12.14
Average Speed (Dedicated Service)	14.46	20.37

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

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

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

DEDICATED SERVICE

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

NON-DEDICATED SERVICE

Operated By: ☒ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:
 accessible taxi service

FARE STRUCTURE

Effective Date: 2021-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		-	-	-	-	-	
Child	☒	-	-	-	-	-	<5
Student	☐	-	-	-	-	-	Elementary and high school
Senior	☐	-	-	-	-	-	65+
Attendant	☐	-	-	-	-	-	Mandatory
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	06:00 to 23:15	Friday	06:00 to 23:15
Tuesday	06:00 to 23:15	Saturday	06:00 to 22:15
Wednesday	06:00 to 23:15	Sunday	10:00 to 18:15
Thursday	06:00 to 23:15	Holiday	10:00 to 18:00

Other:

Advanced Booking Notice (days): 14

Minimum Notice for Reservation (hours): 0

Booking Method: phone, web, app

REMARKS

Data reporting is limited for 2022 as the system was amalgamated into a consolidated system named Niagara Region Transit on January 1, 2023.

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	5,618	6,709
Non-Ambulatory	3,330	10,140
Total	8,948	16,849
Attendants	224	-
Companions	1,243	-
Other	5	-
Total	1,472	-
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	8,948	16,849
Total Support Person Trips	1,472	-
Total Trips	10,420	16,849

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	11,101
Reservation	7,552	-
On-Demand/Day-of	1,426	5,748
Total Trips Requested	11,642	22,205
Cancelled in Advance	1,987	4,383
Cancelled Late	80	129
No-Shows	181	196
Cancelled at Door	216	39

OPERATING EXPENSES

	2021	2022
Administration	\$85,631	-
Transportation Operations		
Internal Dedicated Service	\$293,285	-
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$8,821	-
Fuel and Energy Consumption	\$39,565	-
Total Operating Expenses	\$427,302	-

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$25,375	-
Other Revenue	-	-
Total Revenue	\$25,375	-

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$404,261	-
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$429,636	-

CAPITAL EXPENSES

Vehicle Purchase	\$93,020	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$93,020	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	\$104,520	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	\$104,520	-

OPERATING STATISTICS

Dedicated Service	2021	2022
Revenue Vehicle Kilometres	28,047	-
Total Vehicle Kilometres	28,047	-
Revenue Vehicle Hours	14,805	-
Total Vehicle Hours	14,805	-
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	28,047	-
Total Vehicle Hours	14,805	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

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

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$30.10	2022-01-01	ATU 1633
Reservation Clerks	-		
Dispatchers	-		
Mechanics	\$36.49	2019-01-01	ATU 1633

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$29.07	2022-01-01	
Reservation Clerks	\$38.53	2022-01-01	
Dispatchers	-		
Mechanics	\$37.78	2022-01-01	

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	-	-	-	-
Small Buses	7	-	5	19
Low-floor	-	-	-	-
Other	-	-	-	-
Total	7	-		

Vehicle Ownership: Welland Transit

Vehicle Maintenance: Welland Transit

INDICATORS

Financial	2021	2022
R/C Ratio	5.9 %	0.0 %
Net Operating Cost / Capita	\$7.69	-
Total Expense / Passenger	\$41.01	-
Total Expense / Eligible Passenger	\$47.75	-
Transportation Expense / Passenger		
Dedicated Service	\$32.79	-
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$23.08	-
Operating		
Registrants / Capita	0.0035	-
Passengers / Capita	0.1993	0.3222
Passengers / Registrants	57.25	-
Passengers / Revenue Hour (Dedicated Service)	0.70	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	2.69	-
Average Speed (Dedicated Service)	1.89	-

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	478		
Non-Ambulatory	63	Attendants	0
Other	0	Companions	0
Total	541	Total	0

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 transit.
2. A person with a disability where environmental physical barriers limit their ability to consistently use conventional transit.
3. A person with a temporary disability that prevents them from using 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: 2013-03-01

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

Other:

SERVICE HOURS / SCHEDULING

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

Other:

Advanced Booking Notice (days): 14

Minimum Notice for Reservation (hours): 4

Booking Method: Dedicated phone line

REMARKS

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	662	956
Non-Ambulatory	92	126
Total	754	1,082
Attendants	377	541
Companions	-	-
Other	-	-
Total	377	541
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	754	1,082
Total Support Person Trips	377	541
Total Trips	1,131	1,623

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	754	1,082
Reservation	-	-
On-Demand/Day-of	10	6
Total Trips Requested	389	556
Cancelled in Advance	1	1
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	1	8

OPERATING EXPENSES

	2021	2022
Administration	\$10,085	\$5,738
Transportation Operations		
Internal Dedicated Service	\$31,684	\$47,498
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$4,546	\$7,300
Fuel and Energy Consumption	\$6,234	\$10,690
Total Operating Expenses	\$52,548	\$71,227

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$5,670	\$7,289
Other Revenue	-	-
Total Revenue	\$5,670	\$7,289

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$35,739	\$35,867
Municipal Operating Contributions	\$7,686	\$28,071
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$49,095	\$71,227

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	2021	2022
Revenue Vehicle Kilometres	16,927	20,623
Total Vehicle Kilometres	23,159	32,128
Revenue Vehicle Hours	559	657
Total Vehicle Hours	803	1,337
Non-Dedicated Service		
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	-	-
General Administration	-	-
Other	-	-
Total	-	1

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$27.49	2022-01-01	
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	2021	2022
R/C Ratio	10.8 %	10.2 %
Net Operating Cost / Capita	\$2.04	\$2.78
Total Expense / Passenger	\$46.46	\$43.89
Total Expense / Eligible Passenger	\$69.69	\$65.83
Transportation Expense / Passenger		
Dedicated Service	\$37.55	\$40.35
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$52.88	\$48.98
Operating		
Registrants / Capita	0.0163	0.0235
Passengers / Capita	0.0492	0.0706
Passengers / Registrants	3.02	3.00
Passengers / Revenue Hour (Dedicated Service)	2.02	2.47
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	14.97	12.71
Average Speed (Dedicated Service)	30.28	31.39

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	174		
Non-Ambulatory	103	Attendants	41
Other	0	Companions	0
Total	277	Total	41

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description
Seniors, those with a disability (physical or cognitive) or recuperating 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		\$4.50	-	-	-	-	
Child	☐	\$4.50	-	-	-	-	
Student	☐	\$4.50	-	-	-	-	
Senior	☐	\$4.50	-	-	-	-	
Attendant	☒	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other: out of service area rates are based on per km rate. in Perth/Huron counties \$0.85/km; beyond those counties \$0.70/km; Charters \$48/hr driving; & \$38/hr waiting

SERVICE HOURS / SCHEDULING

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

Other:

Advanced Booking Notice (days): 1

Minimum Notice for Reservation (hours): 24

Booking Method: centralized booking service called "Easyride"

REMARKS

total number of passengers have increase since the previous year, but ridership is still someone what lower due to a slower comeback of clients feeling comfortable to ride, community programs that some attend are not yet back to full capacity and some of these programs have waitlists which did not have pre-pandemic

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	1,247	2,741
Non-Ambulatory	1,156	944
Total	2,403	3,685
Attendants	254	293
Companions	-	-
Other	-	-
Total	254	296
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	2,403	3,685
Total Support Person Trips	254	293
Total Trips	2,657	3,978

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	2,679	3,999
Cancelled in Advance	276	314
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2021	2022
Administration	\$37,499	\$42,517
Transportation Operations		
Internal Dedicated Service	\$90,296	\$94,811
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$7,914	\$27,305
Fuel and Energy Consumption	\$9,852	\$15,407
Total Operating Expenses	\$145,561	\$180,040

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$37,972	\$42,789
Other Revenue	\$4,806	\$9,131
Total Revenue	\$42,778	\$51,920

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$74,708	\$84,465
Municipal Operating Contributions	\$18,593	\$29,197
Other Operating Contributions	\$9,482	\$14,458
Total Operating Revenues and Funding	\$145,561	\$180,040

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	2021	2022
Revenue Vehicle Kilometres	48,485	56,088
Total Vehicle Kilometres	52,135	60,965
Revenue Vehicle Hours	6,790	7,291
Total Vehicle Hours	7,265	7,974
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	6
Reservation Clerks	-	-
Dispatchers	-	(3)
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	2
Other	-	-
Total	-	8

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$20.90	2023-01-01	
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	2021	2022
R/C Ratio	29.4 %	28.8 %
Net Operating Cost / Capita	\$11.26	\$14.03
Total Expense / Passenger	\$54.78	\$45.26
Total Expense / Eligible Passenger	\$60.57	\$48.86
Transportation Expense / Passenger		
Dedicated Service	\$40.67	\$34.54
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$14.87	\$17.25
Operating		
Registrants / Capita	0.0256	0.0348
Passengers / Capita	0.2911	0.4358
Passengers / Registrants	11.35	12.51
Passengers / Revenue Hour (Dedicated Service)	0.39	0.55
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	18.25	14.09
Average Speed (Dedicated Service)	7.14	7.69

Windsor, ON

Handi-Transit Windsor

Contact	Lori Colenutt	Population Served:	233,687	Ambulatory	2,401		
Title	General Manager	Service Area (km²):	195.6	Non-Ambulatory	1,630	Attendants	673
Telephone	519-966-0930	Main Community Served:	Windsor	Other	0	Companions	0
Email	handitransitwindsor@gmail.com	Other Communities Served:	LaSalle	Total	4,031	Total	673

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: 2021-01-07

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.10	-	-	-	\$99.55	
Child	☐	\$3.10	-	-	-	-	
Student	☐	\$3.10	-	-	-	-	
Senior	☐	\$3.10	-	-	-	-	
Attendant	☐	\$3.10	-	-	-	-	
Companion	☐	\$3.10	-	-	-	-	

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

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	9,978	15,173
Non-Ambulatory	4,781	7,282
Total	14,759	22,455
Attendants	600	1,016
Companions	-	-
Other	-	-
Total	600	1,016
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	14,759	22,455
Total Support Person Trips	600	1,016
Total Trips	15,359	23,471

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	14,759	7,800
Reservation	5,199	14,069
On-Demand/Day-of	408	586
Total Trips Requested	20,560	33,196
Cancelled in Advance	4,485	8,481
Cancelled Late	1,098	1,933
No-Shows	165	258
Cancelled at Door	52	68

OPERATING EXPENSES

	2021	2022
Administration	\$40,807	\$43,635
Transportation Operations		
Internal Dedicated Service	\$815,707	\$944,472
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$86,061	\$112,519
Fuel and Energy Consumption	\$58,593	\$110,495
Total Operating Expenses	\$1,001,168	\$1,211,121

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$65,232	\$102,610
Other Revenue	\$367	\$388
Total Revenue	\$65,599	\$102,998

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$988,112	\$1,156,708
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$1,053,711	\$1,259,706

CAPITAL EXPENSES

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

CAPITAL FUNDING CONTRIBUTIONS

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

OPERATING STATISTICS

Dedicated Service	2021	2022
Revenue Vehicle Kilometres	103,098	152,953
Total Vehicle Kilometres	160,502	228,255
Revenue Vehicle Hours	7,299	10,431
Total Vehicle Hours	7,299	10,431
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	5	13
Reservation Clerks	-	-
Dispatchers	3	2
Other Transport Operations	-	-
Mechanics	-	-
General Administration	2	-
Other	-	-
Total	10	15

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$23.88	2022-01-01	Teamsters Local 879
Reservation Clerks	-		
Dispatchers	\$23.88	2022-01-01	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	2021	2022
R/C Ratio	6.6 %	8.5 %
Net Operating Cost / Capita	\$4.00	\$4.74
Total Expense / Passenger	\$65.18	\$51.60
Total Expense / Eligible Passenger	\$67.83	\$53.94
Transportation Expense / Passenger		
Dedicated Service	\$62.53	\$49.74
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$131.57	\$111.92

Operating

Registrants / Capita	0.0118	0.0201
Passengers / Capita	0.0657	0.1004
Passengers / Registrants	5.55	4.99
Passengers / Revenue Hour (Dedicated Service)	2.10	2.25
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	6.71	6.52
Average Speed (Dedicated Service)	14.12	14.66

Woodstock, ON

Woodstock Transit

Contact Harold deHaan
 Title City Engineer
 Telephone 519-539-2382 ext 3112
 Email hdehaan@cityofwoodstock.ca

Population Served: 47,000
 Service Area (km²): 39.0
 Main Community Served: Woodstock
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	13,159		
Non-Ambulatory	3,045	Attendants	1,137
Other	0	Companions	170
Total	16,204	Total	1,307

ADVISORY COMMITTEE

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

ELIGIBILITY CRITERIA

Description	Method of Determination
Residents of Woodstock with functional disabilities which prevent them, on a regular basis, from being able to use Woodstock's regular, accessible fixed-route transit service, may be eligible for some form of specialized transit services. There shall be three categories of eligibility; those being: ? 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 abilities to consistently use conventional transportation services such as persons with a visual disability, persons who use canes, crutches, walkers etc as winter conditions (December 1st to March 31st) such as ice and snow prevents the safe usage of the mobility equipment, or persons with disabilities that may have periods of recession.	☐ 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: 2022-09-06

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.75	-	-	-	\$66.00	
Child	☒	-	-	-	-	-	0-5
Student	☐	\$2.75	-	-	-	\$53.00	
Senior	☐	\$2.75	-	-	-	\$53.00	60+
Attendant	☐	-	-	-	-	-	
Companion	☐	\$2.75	-	-	-	\$53.00	

Other:

SERVICE HOURS / SCHEDULING

Monday	06:00 to 22:00	Friday	06:00 to 22:00
Tuesday	06:00 to 22:00	Saturday	08:00 to 22:00
Wednesday	06:00 to 22:00	Sunday	00:00 to 00:00
Thursday	06:00 to 22:00	Holiday	00:00 to 00:00

Other: service ends at 8:00pm on December 24th

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	2021	2022
Ambulatory	11,088	13,159
Non-Ambulatory	4,099	3,045
Total	15,187	16,204
Attendants	1,465	1,137
Companions	157	170
Other	-	-
Total	1,622	1,307

Non-Dedicated Service

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

Total Eligible Passenger Trips **15,187** **16,204**

Total Support Person Trips **1,622** **1,307**

Total Trips **16,809** **17,511**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	10,000	4,325
Reservation	3,187	11,604
On-Demand/Day-of	2,000	275
Total Trips Requested	17,343	19,262
Cancelled in Advance	993	1,489
Cancelled Late	935	1,337
No-Shows	146	61
Cancelled at Door	48	50

OPERATING EXPENSES

	2021	2022
Administration	\$24,541	\$28,282
Transportation Operations		
Internal Dedicated Service	\$4,331	\$6,915
Contract Dedicated Service	\$696,326	\$716,078
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$18,124	\$14,292
Fuel and Energy Consumption	\$2,500	-
Total Operating Expenses	\$745,822	\$765,567

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$37,015	\$44,531
Other Revenue	-	-
Total Revenue	\$37,015	\$44,531

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$66,000	-
Municipal Operating Contributions	\$642,807	\$721,036
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$745,822	\$765,567

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	2021	2022
Revenue Vehicle Kilometres	69,122	79,661
Total Vehicle Kilometres	75,132	85,399
Revenue Vehicle Hours	8,580	8,401
Total Vehicle Hours	8,856	8,698

Non-Dedicated Service

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	1	-
Dispatchers	1	1
Other Transport Operations	1	-
Mechanics	-	-
General Administration	1	-
Other	-	-
Total	8	2

UNION AFFILIATION & TOP WAGES

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

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$20.00	2022-01-01	non union
Reservation Clerks	-		non union
Dispatchers	\$20.00	2022-01-01	non union
Mechanics	-		non union

VEHICLE DATA

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

Vehicle Ownership: Voyago - 4 Para-lift vehicles

Vehicle Maintenance: Voyago

INDICATORS

Financial	2021	2022
R/C Ratio	5.0 %	5.8 %
Net Operating Cost / Capita	\$15.08	\$15.34
Total Expense / Passenger	\$44.37	\$43.72
Total Expense / Eligible Passenger	\$49.11	\$47.25
Transportation Expense / Passenger		
Dedicated Service	\$42.91	\$42.10
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$81.45	\$84.76

Operating

Registrants / Capita	0.0283	0.3726
Passengers / Capita	0.3576	0.3726
Passengers / Registrants	12.63	1.00
Passengers / Revenue Hour (Dedicated Service)	1.96	2.08
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	4.11	4.55
Average Speed (Dedicated Service)	8.06	9.48

York Region, ON

YRT - Mobility On-Request

Contact	Steven Baldo	Population Served:	1,165,891
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	2,138		
Non-Ambulatory	570	Attendants	785
Other	142	Companions	160
Total	2,850	Total	945

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:
N/a

FARE STRUCTURE

Effective Date: 2021-07-01

	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	6-12
Student	☐	\$4.25	\$3.30	-	-	\$118.00	13-19
Senior	☐	\$4.25	\$2.40	-	-	\$65.00	65+
Attendant	☐	-	-	-	-	-	
Companion	☐	\$4.25	\$3.88	-	-	\$154.00	
Other:							

SERVICE HOURS / SCHEDULING

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

Other:

Advanced Booking Notice (days): 3

Minimum Notice for Reservation (hours): 15

Booking Method: Telephone, IVR, Web and Mobile App

REMARKS

PASSENGER DATA

Dedicated Service	2021	2022
Ambulatory	93,852	162,390
Non-Ambulatory	26,550	37,116
Total	120,402	199,506
Attendants	14,701	22,010
Companions	3,350	5,398
Other	-	-
Total	18,051	27,408
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	120,402	199,506
Total Support Person Trips	18,051	27,408
Total Trips	138,453	226,914

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	24,080	59,851
Reservation	92,710	137,659
On-Demand/Day-of	3,612	1,995
Total Trips Requested	120,402	199,506
Cancelled in Advance	8,072	15,159
Cancelled Late	3,559	5,060
No-Shows	1,044	2,138
Cancelled at Door	1,215	2,503

OPERATING EXPENSES

	2021	2022
Administration	\$1,196,166	\$1,200,475
Transportation Operations		
Internal Dedicated Service	\$4,087,362	\$4,427,855
Contract Dedicated Service	\$11,084,586	\$11,733,179
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	\$37	-
Total Operating Expenses	\$16,368,151	\$17,361,509

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$363,835	\$621,770
Other Revenue	-	-
Total Revenue	\$363,835	\$621,770

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-

Municipal Operating Contributions	\$16,004,316	\$16,600,915
Other Operating Contributions	-	\$138,824
Total Operating Revenues and Funding	\$16,368,151	\$17,361,509

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	-	\$339,735
Total Capital Expenses	-	\$339,735

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	\$13,693
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	\$326,042
Other Capital Contributions	-	-
Total Capital Funding	-	\$339,735

OPERATING STATISTICS

Dedicated Service	2021	2022
Revenue Vehicle Kilometres	2,466,582	2,556,892
Total Vehicle Kilometres	4,486,425	3,646,890
Revenue Vehicle Hours	270,593	273,197
Total Vehicle Hours	332,078	355,156
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	-
Reservation Clerks	4	9
Dispatchers	5	1
Other Transport Operations	3	-
Mechanics	-	-
General Administration	10	2
Other	2	1
Total	24	13

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		CUPE 905
Dispatchers	-		CUPE 905
Mechanics	-		

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

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	65	-	4
Minivans	42	-	2	2
Vans	-	-	-	-
Small Buses	-	-	-	-
Low-floor	23	-	5	10
Other	7	-	3	6
Total	72	65		

Vehicle Ownership: Region owned buses & Promasters and private contractors for sedan & AVs

Vehicle Maintenance: Multiple contractors

INDICATORS

Financial	2021	2022
R/C Ratio	2.2 %	3.6 %
Net Operating Cost / Capita	\$14.38	\$14.36
Total Expense / Passenger	\$118.22	\$76.51
Total Expense / Eligible Passenger	\$135.95	\$87.02
Transportation Expense / Passenger		
Dedicated Service	\$109.58	\$71.22
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$45.69	\$45.50
Operating		
Registrants / Capita	0.0029	0.0033
Passengers / Capita	0.1244	0.1946
Passengers / Registrants	42.90	59.79
Passengers / Revenue Hour (Dedicated Service)	0.51	0.83
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	17.82	11.27
Average Speed (Dedicated Service)	9.12	9.36

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)	=	$\frac{\text{Revenue Vehicle Kilometres (Dedicated Service)}}{\text{Revenue Vehicle Hours (Dedicated Service)}}$