

Ontario Urban Transit Fact Book

2016 Operating Data

prepared for
The Ontario Ministry of Transportation

by
The Canadian Urban Transit Association

Abstract

The **Ontario Urban Transit Fact Book** is a summary of operating and financial statistics voluntarily submitted by Ontario transit systems, through the Urban Transit Statistics (UTS) questionnaire administered by the Canadian Urban Transit Association (CUTA). The report was prepared through a cooperative agreement between CUTA and the Ontario Ministry of Transportation (MTO).

This report contains detailed data for 2015 and 2016, along with key performance indicators, for each transit system.

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Supplementary Notes Please contact CUTA's Research, Technical and Member Services Department for any corrections or comments. Copyright © 2017 Canadian Urban Transit Association (CUTA) - Association canadienne du transport urbain (ACTU)		
Abstract The Ontario Urban Transit Fact Book - 2016 Operating Data contains operating statistics collected from 68 Ontario transit systems which provide transit services for the public. The Fact Book provides detailed data for 2015 and 2016, along with key performance indicators, for each transit system. The report also provides summary information for the province and summary reports for revenue buses by accessibility and by fuel type.		
Key Words Urban Transit; Conventional Transit; Regular Transit; Operating and Financial Statistics; Performance Indicators		Language RTS-17-20: English
No. of Pages 165		Distribution Available to Ontario transit systems

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Table of Contents

List of Transit Systems.....	iii
Notes on 2016 Data.....	iv
I. Ontario and Ontario (without GO Transit) Summaries	G1
II. Population Group Summaries.....	G5
• MTO Population Group 1 (population > 400,000).....	G6
• MTO Population Group 2 (population between 150,001 and 400,000).....	G7
• MTO Population Group 3 (population between 50,000 and 150,000).....	G8
• MTO Population Group 4 (population < 50,000).....	G9
III. Individual Transit System Data	1
Appendix	
IV. Summary of Revenue Buses by Accessibility.....	A1
V. Summary of Revenue Buses by Fuel Type	A3
VI. Urban Transit Statistics Glossary.....	A

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List of Transit Systems

Municipality	Page #	Municipality	Page #
Bancroft	2	Niagara Falls.....	70
Barrie	4	Niagara Region.....	72
Belleville.....	6	Niagara-on-the-Lake	74
Bracebridge.....	8	Norfolk County	76
Bradford West Gwillimbury	10	North Bay.....	78
Brampton	12	Oakville	80
Brantford	14	Orangeville.....	82
Brockville	16	Orillia	84
Burlington	18	Ottawa (OC Transpo)	86
Chatham-Kent (CK Transit)	20	Owen Sound	88
Clarence-Rockland	22	Penetanguishene	90
Cobourg	24	Peterborough.....	92
Collingwood	26	Port Colborne	94
Cornwall.....	28	Port Hope.....	96
Deseronto	30	Quinte West - Trenton Ward	98
Durham Region (DRT)	32	Russell Township	100
Elliot Lake.....	34	Sarnia	102
Fort Erie	36	Sault Ste Marie	104
GO (Metrolinx).....	38	St. Catharines.....	106
Greater Sudbury	40	St. Thomas	108
Guelph	42	Stratford	110
Hamilton (HSR)	44	Tecumseh	112
Huntsville	46	Temiskaming Shores.....	114
Kawartha Lakes (Urban) (Lindsay)	48	Thunder Bay.....	116
Kenora	50	Timmins	118
Kingston	52	Toronto (TTC).....	120
Leamington	54	Wasaga Beach.....	122
London (LTC).....	56	Waterloo Region (GRT).....	124
Loyalist Township	58	Wawa	126
Marmora and Lake.....	60	Welland.....	128
Meaford	62	Windsor (Transit Windsor)	130
Midland.....	64	Woodstock.....	132
Milton	66	York Region (YRT)	134
Mississauga.....	68		

Notes on 2016 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 from one Fact Book to the next.

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 2015 Dedicated Gas Tax allocation.

What is New?

- Bracebridge, Meaford, and Penetanguishene begin participating in the MTO Ontario Urban Transit Fact Book Projects this year.
- Parry Sound provides service again in 2016 having stopped service from January to March 2015 due to budget constraints and AODA compliance issues.

Transit Strikes / Service Interruptions:

Municipality	From	To	Days	Remarks
For 2015				
Sarnia	Feb. 2 nd	Feb. 2 nd	1	Snow Day
For 2016				
Bradford West Gwillimbury	Dec. 16 th	Dec 16 th	1	Snowstorm
Fort Erie	Feb. 16 th	Feb. 16 th	1	Adverse Weather

I. Ontario and Ontario (without GO) Summaries

Ontario

Municipal Population:	11,709,657
Service Area Population:	10,875,532
Number of Fixed Routes:	1,338
Number of Accessible Routes:	1,059

FARES	Cash	Unit Price	Monthly Pass
Adults	\$3.48	\$2.78	\$85.47
Children	\$2.36	\$1.80	\$50.78
Students	\$2.96	\$2.26	\$69.11
Seniors	\$2.88	\$2.17	\$60.61

EMPLOYEE STATISTICS	Full-time	Part-time
Operators	13,137	748
Other Transportation Operations	2,151	210
Vehicle Mechanics	1,467	15
Other Vehicle Maintenance and Servicing	2,820	87
Plant and Other Maintenance	3,120	39
General and Administration	3,713	192
TOTAL EMPLOYEES	26,408	1,291

* Contract employees are not necessarily included in the Employee Statistics

ENERGY CONSUMPTION

- Diesel	288,476,694	litres
- Biodiesel B5	23,248,202	litres
- Biodiesel B20	5,325,737	litres
- Biodiesel - Other		
- Natural Gas	2,535,069	cubic-metres
- Electricity	428,874,100	kilowatt-hours

REVENUE VEHICLES (2016)	Total Vehicles Access. Non-Acc.	Peak (Est.) Access. Non-Acc.	Avg. Age Access. Non-Acc.
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Ferry					
Streetcar	30	232	179	0.7	34.4
Commuter Rail	61	561	621	10.6	19.9
Light Rail	37		24	25.8	
Heavy Rail	840		610	9.1	
Locomotive		75	56		8.4
Bus	6,928	23	5,323	7.1	14.7
TOTAL VEHICLES	7,896	891	6,813		
Total Low-Floor Bus (30'-60')	6,360	Percentage of accessible bus fleet:			99.67%
Average Bus Age (years)	7.1	Percentage of accessible transit fleet:			89.88%

OPERATING DATA	2015	2016	CAPITAL EXPENSES AND FUNDING SOURCES	2015	2016
VEHICLE KILOMETRES AND HOURS			TOTAL CAPITAL EXPENDITURES	\$5,024,980,181	\$5,088,303,473
Number of transit systems reporting	65	67	Total Capital Disposals	\$1,450,204	\$3,347,679
Revenue Vehicle Kilometres	504,175,804	519,731,600	TOTAL CAPITAL FUNDING	\$5,007,726,067	\$5,075,088,999
Total Vehicle Kilometres	557,396,688	576,033,529	Federal Capital Contribution	\$667,051,287	\$693,028,810
Revenue Vehicle Hours	22,856,680	23,995,251	Provincial Capital Contribution	\$3,318,244,929	\$3,410,284,763
Total Vehicle Hours	24,629,475	26,013,496	Municipal Capital Contribution	\$786,248,604	\$727,788,947
Operators Paid Hours	32,076,272	33,154,248	Other Capital Contributions	\$236,181,245	\$243,986,479
Vehicle Mechanics Paid Hours	7,465,374	7,658,004			
Total Employee Paid Hours	55,992,205	58,160,487			
PASSENGER DATA			PERFORMANCE INDICATORS	2015	2016
Adult Passenger Trips	657,906,400	593,416,012	FINANCIAL		
Concession Fare Trips	246,590,247	249,046,558	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	60%	60%
Concession Fare Trips Details:			Municipal Operating Contribution / Capita	\$104.36	\$104.94
Child Passenger Trips	19,472,687	29,001,590	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$1.65	\$1.68
Student Passenger Trips	153,968,858	154,818,773	AVERAGE FARE		
Senior Passenger Trips	17,709,086	15,604,428	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$2.39	\$2.45
REG. SERVICE PASSENGER TRIPS	913,259,675	919,691,731	COST EFFECTIVENESS		
Regular Service Passenger Kms	8,848,552,473	8,726,482,466	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$4.14	\$4.24
Auxiliary Service Passenger Trips	2,526,667	2,673,722	COST EFFICIENCY		
OPERATING EXPENSES			Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$154.03	\$150.31
Transportation Operations Expenses	\$1,679,161,338	\$1,752,701,787	SERVICE UTILIZATION		
Fuel/Energy Exp. for Vehicles	\$338,748,957	\$314,743,070	Reg. Serv. Pass. / Capita	83.04	81.86
Vehicle Maintenance Expenses	\$676,413,209	\$707,748,512	Reg. Serv. Pass. / Rev. Veh. Hr.	39.90	38.27
Plant Maintenance Expenses	\$446,586,945	\$467,797,777	AMOUNT OF SERVICE		
General/Administration Expenses	\$640,673,130	\$655,240,002	Rev. Veh. Hrs. / Capita	2.10	2.16
TOTAL DIRECT OPERATING EXP.	\$3,781,583,579	\$3,898,231,147	AVERAGE SPEED		
Total Operating Expenses	\$4,413,404,770	\$4,613,049,757	Rev. Veh. Kms. / Rev. Veh. Hr.	22.02	21.62
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS			LABOUR PRODUCTIVITY		
REGULAR SERV. PASS. REVENUES	\$2,179,769,796	\$2,253,868,768	Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.65	0.68
TOTAL OPERATING REVENUES	\$2,274,925,451	\$2,356,229,805	AVERAGE TOP WAGE RATE		
Total Revenues	\$2,779,614,556	\$2,929,997,507	Operators	\$25.39	\$25.68
NET DIRECT OPERATING COST	\$1,506,658,128	\$1,542,001,342	Mechanics	\$31.56	\$32.63
NET OPERATING COST	\$1,633,790,214	\$1,683,052,249			
Federal Operating Contribution	\$11,583,421	\$238			
Provincial Operating Contribution	\$432,931,392	\$468,424,890			
Municipal Operating Contribution	\$1,147,783,767	\$1,178,875,438			
Other Operating Contributions	\$192,924	\$216,213			
Federal Debt Service Contribution					
Provincial Debt Service Contribution	\$425,028	\$464,473			
Municipal Debt Service Contribution	\$10,303,733	\$10,643,767			

* Note that all transit systems do not always report all data items.

Ontario (without GO)

Municipal Population:	11,709,657
Service Area Population:	10,875,532
Number of Fixed Routes:	1,286
Number of Accessible Routes:	1,015

FARES	Cash	Unit Price	Monthly Pass
Adults	\$3.48	\$2.78	\$85.47
Children	\$2.36	\$1.80	\$50.78
Students	\$2.96	\$2.26	\$69.11
Seniors	\$2.88	\$2.17	\$60.61

EMPLOYEE STATISTICS	Full-time	Part-time
Operators	12,364	656
Other Transportation Operations	1,567	15
Vehicle Mechanics	1,363	15
Other Vehicle Maintenance and Servicing	2,791	87
Plant and Other Maintenance	2,705	12
General and Administration	2,246	151
TOTAL EMPLOYEES	23,036	936

* Contract employees are not necessarily included in the Employee Statistics

ENERGY CONSUMPTION

- Diesel	216,985,190	litres
- Biodiesel B5	23,248,202	litres
- Biodiesel B20	5,325,737	litres
- Biodiesel - Other		
- Natural Gas	2,535,069	cubic-metres
- Electricity	428,874,100	kilowatt-hours

REVENUE VEHICLES (2016)	Total Vehicles Access. Non-Acc.	Peak (Est.)	Avg. Age Access. Non-Acc.
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Ferry				
Streetcar	30	232	179	0.7
Commuter Rail				
Light Rail	37		24	25.8
Heavy Rail	840		610	9.1
Locomotive				
Bus	6,294	23	4,970	7.3
TOTAL VEHICLES	7,201	255	5,783	14.7
Total Low-Floor Bus (30'-60')	6,243			99.64%
Average Bus Age (years)	7.4			96.58%

OPERATING DATA	2015	2016	CAPITAL EXPENSES AND FUNDING SOURCES	2015	2016
VEHICLE KILOMETRES AND HOURS			TOTAL CAPITAL EXPENDITURES	\$2,268,615,542	\$2,294,891,310
Number of transit systems reporting	64	66	Total Capital Disposals	\$720,204	\$2,648,073
Revenue Vehicle Kilometres	460,116,598	473,665,978	TOTAL CAPITAL FUNDING	\$2,251,361,428	\$2,281,676,836
Total Vehicle Kilometres	503,955,142	519,225,592	Federal Capital Contribution	\$632,488,741	\$666,583,494
Revenue Vehicle Hours	21,694,823	22,442,914	Provincial Capital Contribution	\$606,328,997	\$650,979,640
Total Vehicle Hours	23,232,921	24,081,395	Municipal Capital Contribution	\$776,362,444	\$720,127,223
Operators Paid Hours	30,817,359	31,860,420	Other Capital Contributions	\$236,181,245	\$243,986,479
Vehicle Mechanics Paid Hours	7,291,514	7,500,294			
Total Employee Paid Hours	51,059,576	52,700,786			
PASSENGER DATA			PERFORMANCE INDICATORS	2015	2016
Adult Passenger Trips	600,845,731	593,416,012	FINANCIAL		
Concession Fare Trips	238,104,293	249,046,558	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	59%	59%
<i>Concession Fare Trips Details:</i>			Municipal Operating Contribution / Capita	\$104.36	\$104.94
<i>Child Passenger Trips</i>	19,472,687	29,001,590	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$1.48	\$1.50
<i>Student Passenger Trips</i>	147,551,710	154,818,773	AVERAGE FARE		
<i>Senior Passenger Trips</i>	15,640,280	15,604,428	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$2.01	\$2.04
REG. SERVICE PASSENGER TRIPS	847,713,052	850,498,157	COST EFFECTIVENESS		
Regular Service Passenger Kms	6,493,923,434	6,240,844,135	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$3.56	\$3.61
Auxiliary Service Passenger Trips	2,526,667	2,673,722	COST EFFICIENCY		
OPERATING EXPENSES			Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$130.43	\$128.15
Transportation Operations Expenses	\$1,486,548,509	\$1,540,077,429	SERVICE UTILIZATION		
Fuel/Energy Exp. for Vehicles	\$276,833,614	\$251,717,359	Reg. Serv. Pass. / Capita	77.08	75.71
Vehicle Maintenance Expenses	\$567,320,195	\$590,242,503	Reg. Serv. Pass. / Rev. Veh. Hr.	39.01	37.83
Plant Maintenance Expenses	\$311,062,125	\$325,600,001	AMOUNT OF SERVICE		
General/Administration Expenses	\$376,241,642	\$366,602,870	Rev. Veh. Hrs. / Capita	1.99	2.02
TOTAL DIRECT OPERATING EXP.	\$3,018,006,085	\$3,074,240,161	AVERAGE SPEED		
Total Operating Expenses	\$3,180,297,875	\$3,241,172,599	Rev. Veh. Kms. / Rev. Veh. Hr.	21.17	21.06
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS			LABOUR PRODUCTIVITY		
REGULAR SERV. PASS. REVENUES	\$1,700,297,157	\$1,733,970,088	Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.64	0.66
TOTAL OPERATING REVENUES	\$1,766,490,855	\$1,801,655,765	AVERAGE TOP WAGE RATE		
Total Revenues	\$1,801,831,782	\$1,837,460,509	Operators	\$25.20	\$25.49
NET DIRECT OPERATING COST	\$1,251,515,230	\$1,272,584,396	Mechanics	\$31.34	\$32.42
NET OPERATING COST	\$1,378,466,093	\$1,403,712,090			
Federal Operating Contribution	\$11,583,421	\$238			
Provincial Operating Contribution	\$199,102,273	\$205,591,335			
Municipal Operating Contribution	\$1,147,783,767	\$1,178,875,438			
Other Operating Contributions	\$192,924	\$216,213			
Federal Debt Service Contribution					
Provincial Debt Service Contribution	\$425,028	\$464,473			
Municipal Debt Service Contribution	\$10,303,733	\$10,643,767			

* Note that all transit systems do not always report all data items.

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II. Population Group Summaries

Municipality Page

MTO Population Group 1 (>400,000)

Brampton	12
Durham Region (DRT)	32
GO (Metrolinx)	38
Hamilton (HSR).....	44
Mississauga	68
Ottawa (OC Transpo)	86
Toronto (TTC)	120
Waterloo Region (GRT)	124
York Region (YRT).....	134

MTO Population Group 2 (150,001 - 400,000)

Burlington.....	18
London (LTC)	56
Niagara Region	72
Oakville.....	80
Windsor (Transit Windsor).....	130

MTO Population Group 3 (50,000 - 150,000)

Barrie.....	4
Brantford.....	14
Greater Sudbury.....	40
Guelph.....	42
Kingston	52
Milton.....	66
Niagara Falls	70
Peterborough	92
Sarnia	102
Sault Ste Marie.....	104
St. Catharines	106
Thunder Bay	116

MTO Population Group 4 (<50,000)

Bancroft.....	2
Belleville	6
Bracebridge	8
Bradford West Gwillimbury	10

Municipality Page

Brockville.....	16
Chatham-Kent (CK Transit).....	20
Clarence-Rockland	22
Cobourg.....	24
Collingwood	26
Cornwall	28
Deseronto.....	30
Elliot Lake	34
Fort Erie.....	36
Huntsville	46
Kawartha Lakes (Urban) (Lindsay).....	48
Kenora	50
Leamington	54
Loyalist Township.....	58
Marmora and Lake	60
Meaford	62
Midland	64
Niagara-on-the-Lake	74
Norfolk County.....	76
North Bay	78
Orangeville	82
Orillia	84
Owen Sound.....	88
Penetanguishene.....	90
Port Colborne	94
Port Hope	96
Quinte West - Trenton Ward	98
Russell Township.....	100
St. Thomas.....	108
Stratford	110
Tecumseh	112
Temiskaming Shores	114
Timmins.....	118
Wasaga Beach	122
Wawa	126
Welland	128
Woodstock	132

Population Group 1 (>400,000)

Municipal Population:	8,140,907
Service Area Population:	7,697,090
Number of Fixed Routes:	802
Number of Accessible Routes:	612

FARES	Cash	Unit Price	Monthly Pass
Adults	\$3.52	\$2.95	\$115.06
Children	\$3.08	\$2.06	\$74.75
Students	\$3.34	\$2.46	\$93.34
Seniors	\$2.39	\$2.00	\$58.32

EMPLOYEE STATISTICS	Full-time	Part-time
Operators	11,275	375
Other Transportation Operations	1,991	199
Vehicle Mechanics	1,257	11
Other Vehicle Maintenance and Servicing	2,641	58
Plant and Other Maintenance	3,059	31
General and Administration	3,533	148
TOTAL EMPLOYEES	23,756	822

* Contract employees are not necessarily included in the Employee Statistics

ENERGY CONSUMPTION

- Diesel	254,098,944	litres
- Biodiesel B5	19,529,570	litres
- Biodiesel B20	3,801,824	litres
- Biodiesel - Other		
- Natural Gas	2,535,069	cubic-metres
- Electricity	428,874,100	kilowatt-hours

REVENUE VEHICLES (2016)	Total Vehicles Access. Non-Acc.	Peak (Est.)	Avg. Age Access. Non-Acc.
----------------------------	------------------------------------	-------------	------------------------------

Ferry					
Streetcar	30	232	179	0.7	34.4
Commuter Rail	61	561	621	10.6	19.9
Light Rail	37		24	25.8	
Heavy Rail	840		610	9.1	
Locomotive		75	56		8.4
Bus	5,657	5	4,370	7.1	17.0
TOTAL VEHICLES	6,625	873	5,860		
Total Low-Floor Bus (30'-60')	5,130	Percentage of accessible bus fleet:			99.91%
Average Bus Age (years)	7.1	Percentage of accessible transit fleet:			88.38%

OPERATING DATA	2015	2016	CAPITAL EXPENSES AND FUNDING SOURCES	2015	2016
VEHICLE KILOMETRES AND HOURS			TOTAL CAPITAL EXPENDITURES	\$4,947,624,568	\$4,996,052,347
Number of transit systems reporting	9	9	Total Capital Disposals	\$1,346,142	\$1,138,637
Revenue Vehicle Kilometres	434,029,632	447,667,209	TOTAL CAPITAL FUNDING	\$4,938,767,322	\$4,982,363,697
Total Vehicle Kilometres	482,441,545	498,748,784	Federal Capital Contribution	\$656,683,894	\$664,644,144
Revenue Vehicle Hours	19,563,090	20,709,955	Provincial Capital Contribution	\$3,299,692,507	\$3,388,837,879
Total Vehicle Hours	21,116,276	22,495,699	Municipal Capital Contribution	\$752,250,082	\$693,228,085
Operators Paid Hours	28,772,922	29,222,623	Other Capital Contributions	\$230,140,838	\$235,653,590
Vehicle Mechanics Paid Hours	7,123,574	7,273,744			
Total Employee Paid Hours	51,406,428	52,735,757			
PASSENGER DATA			PERFORMANCE INDICATORS	2015	2016
Adult Passenger Trips	624,607,352	559,691,423	FINANCIAL		
Concession Fare Trips	208,342,467	210,376,941	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	62%	62%
<i>Concession Fare Trips Details:</i>			Municipal Operating Contribution / Capita	\$128.65	\$129.92
<i>Child Passenger Trips</i>	18,348,154	27,185,695	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$1.57	\$1.59
<i>Student Passenger Trips</i>	129,007,503	126,851,243	AVERAGE FARE		
<i>Senior Passenger Trips</i>	13,217,150	11,096,813	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$2.46	\$2.53
REG. SERVICE PASSENGER TRIPS	832,949,820	839,261,938	COST EFFECTIVENESS		
Regular Service Passenger Kms	8,718,281,253	8,652,026,469	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$4.14	\$4.23
Auxiliary Service Passenger Trips	2,169,069	2,135,564	COST EFFICIENCY		
OPERATING EXPENSES			Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$163.96	\$158.61
Transportation Operations Expenses	\$1,475,338,430	\$1,538,502,679	SERVICE UTILIZATION		
Fuel/Energy Exp. for Vehicles	\$303,673,266	\$283,200,148	Reg. Serv. Pass. / Capita	110.34	109.04
Vehicle Maintenance Expenses	\$617,685,312	\$647,221,463	Reg. Serv. Pass. / Rev. Veh. Hr.	42.58	40.52
Plant Maintenance Expenses	\$429,957,569	\$450,317,202	AMOUNT OF SERVICE		
General/Administration Expenses	\$618,336,626	\$631,790,622	Rev. Veh. Hrs. / Capita	2.59	2.69
TOTAL DIRECT OPERATING EXP.	\$3,444,991,203	\$3,551,032,115	AVERAGE SPEED		
Total Operating Expenses	\$4,064,689,849	\$4,254,741,863	Rev. Veh. Kms. / Rev. Veh. Hr.	22.19	21.62
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS			LABOUR PRODUCTIVITY		
REGULAR SERV. PASS. REVENUES	\$2,051,644,808	\$2,122,756,374	Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.64	0.67
TOTAL OPERATING REVENUES	\$2,139,113,669	\$2,216,974,063	AVERAGE TOP WAGE RATE		
Total Revenues	\$2,636,670,818	\$2,782,435,619	Operators	\$30.89	\$31.54
NET DIRECT OPERATING COST	\$1,305,877,534	\$1,334,058,052	Mechanics	\$36.53	\$37.29
NET OPERATING COST	\$1,428,019,031	\$1,472,306,245			
Federal Operating Contribution	\$11,583,224				
Provincial Operating Contribution	\$403,854,113	\$436,495,092			
Municipal Operating Contribution	\$971,176,109	\$1,000,007,502			
Other Operating Contributions					
Federal Debt Service Contribution					
Provincial Debt Service Contribution	\$425,028	\$410,107			
Municipal Debt Service Contribution	\$10,303,733	\$10,643,767			

* Note that all transit systems do not always report all data items.

Population Group 2 (150,000 - 400,000)

Municipal Population:	975,702
Service Area Population:	971,624
Number of Fixed Routes:	136
Number of Accessible Routes:	109

FARES	Cash	Unit Price	Monthly Pass
Adults	\$3.75	\$2.83	\$109.74
Children	\$2.43	\$1.48	\$50.00
Students	\$3.55	\$2.32	\$84.25
Seniors	\$3.55	\$2.22	\$69.03

EMPLOYEE STATISTICS	Full-time	Part-time
Operators	847	73
Other Transportation Operations	75	2
Vehicle Mechanics	94	
Other Vehicle Maintenance and Servicing	105	4
Plant and Other Maintenance	26	1
General and Administration	91	12
TOTAL EMPLOYEES	1,238	92

* Contract employees are not necessarily included in the Employee Statistics

ENERGY CONSUMPTION

- Diesel	15,702,456	litres
- Biodiesel B5		
- Biodiesel B20		
- Biodiesel - Other		
- Natural Gas		
- Electricity		

REVENUE VEHICLES (2016)	Total Vehicles Access. Non-Acc.	Peak (Est.)	Avg. Age Access. Non-Acc.
Ferry			
Streetcar			
Commuter Rail			
Light Rail			
Heavy Rail			
Locomotive			
Bus	465	2	377 7.0 28.5
TOTAL VEHICLES	465	2	377
Total Low-Floor Bus (30'-60')	465	Percentage of accessible bus fleet: 99.57%	
Average Bus Age (years)	7.1	Percentage of accessible transit fleet: 99.57%	

OPERATING DATA	2015	2016	CAPITAL EXPENSES AND FUNDING SOURCES	2015	2016
VEHICLE KILOMETRES AND HOURS			TOTAL CAPITAL EXPENDITURES	\$28,532,527	\$25,259,026
Number of transit systems reporting	5	5	Total Capital Disposals	\$66,920	\$32,403
Revenue Vehicle Kilometres	25,108,619	26,258,443	TOTAL CAPITAL FUNDING	\$26,690,666	\$26,673,101
Total Vehicle Kilometres	27,315,661	28,384,273	Federal Capital Contribution	\$3,171,336	\$641,159
Revenue Vehicle Hours	1,207,738	1,245,281	Provincial Capital Contribution	\$6,690,994	\$6,478,560
Total Vehicle Hours	1,323,269	1,363,704	Municipal Capital Contribution	\$12,501,811	\$14,330,505
Operators Paid Hours	1,607,155	1,615,510	Other Capital Contributions	\$4,326,525	\$5,222,877
Vehicle Mechanics Paid Hours	174,338	168,739			
Total Employee Paid Hours	2,252,585	2,251,094			
PASSENGER DATA			PERFORMANCE INDICATORS	2015	2016
Adult Passenger Trips	15,717,513	15,551,586	FINANCIAL		
Concession Fare Trips	17,977,627	18,428,974	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	45%	44%
<i>Concession Fare Trips Details:</i>			Municipal Operating Contribution / Capita	\$48.38	\$48.19
<i>Child Passenger Trips</i>	281,714	271,715	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.05	\$2.16
<i>Student Passenger Trips</i>	15,534,414	15,879,288	AVERAGE FARE		
<i>Senior Passenger Trips</i>	1,959,887	2,014,650	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.63	\$1.65
REG. SERVICE PASSENGER TRIPS	33,695,140	34,092,482	COST EFFECTIVENESS		
Regular Service Passenger Kms			Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$3.74	\$3.88
Auxiliary Service Passenger Trips	12,500	3,000	COST EFFICIENCY		
OPERATING EXPENSES			Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$95.22	\$97.02
Transportation Operations Expenses	\$73,075,829	\$77,912,277	SERVICE UTILIZATION		
Fuel/Energy Exp. for Vehicles	\$13,069,550	\$12,219,123	Reg. Serv. Pass. / Capita	26.30	25.63
Vehicle Maintenance Expenses	\$24,635,327	\$26,367,748	Reg. Serv. Pass. / Rev. Veh. Hr.	27.90	27.38
Plant Maintenance Expenses	\$6,971,754	\$6,826,035	AMOUNT OF SERVICE		
General/Administration Expenses	\$8,253,376	\$8,981,768	Rev. Veh. Hrs. / Capita	0.94	0.94
TOTAL DIRECT OPERATING EXP.	\$126,005,836	\$132,306,952	AVERAGE SPEED		
Total Operating Expenses	\$129,379,349	\$135,611,784	Rev. Veh. Kms. / Rev. Veh. Hr.	20.79	21.09
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS			LABOUR PRODUCTIVITY		
REGULAR SERV. PASS. REVENUES	\$54,861,677	\$56,269,898	Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.74	0.76
TOTAL OPERATING REVENUES	\$56,799,376	\$58,751,376	AVERAGE TOP WAGE RATE		
Total Revenues	\$58,419,762	\$60,852,769	Operators	\$27.46	\$27.96
NET DIRECT OPERATING COST	\$69,206,460	\$73,555,575	Mechanics	\$33.15	\$33.50
NET OPERATING COST	\$70,959,587	\$74,759,015			
Federal Operating Contribution					
Provincial Operating Contribution	\$8,973,919	\$10,746,255			
Municipal Operating Contribution	\$61,985,669	\$64,110,319			
Other Operating Contributions		\$97,559			
Federal Debt Service Contribution					
Provincial Debt Service Contribution					
Municipal Debt Service Contribution					

* Note that all transit systems do not always report all data items.

Population Group 3 (50,000 - 150,000)

Municipal Population:	1,373,194
Service Area Population:	1,279,431
Number of Fixed Routes:	225
Number of Accessible Routes:	170

FARES	Cash	Unit Price	Monthly Pass
Adults	\$2.88	\$2.43	\$75.46
Children	\$2.25	\$2.03	\$52.00
Students	\$2.84	\$2.21	\$61.42
Seniors	\$2.77	\$2.03	\$53.91

EMPLOYEE STATISTICS	Full-time	Part-time
Operators	933	201
Other Transportation Operations	85	6
Vehicle Mechanics	106	
Other Vehicle Maintenance and Servicing	80	15
Plant and Other Maintenance	38	7
General and Administration	94	16
TOTAL EMPLOYEES	1,336	245

* Contract employees are not necessarily included in the Employee Statistics

ENERGY CONSUMPTION

- Diesel	14,616,424	litres
- Biodiesel B5	3,718,632	litres
- Biodiesel B20	1,523,913	litres
- Biodiesel - Other		
- Natural Gas		
- Electricity		

REVENUE VEHICLES (2016)

	Total Vehicles	Peak (Est.)	Avg. Age
	Access.	Non-Acc.	Access. Non-Acc.
Ferry			
Streetcar			
Commuter Rail			
Light Rail			
Heavy Rail			
Locomotive			
Bus	567	1	410 7.5 8.0
TOTAL VEHICLES	567	1	410
Total Low-Floor Bus (30'-60')	555	Percentage of accessible bus fleet: 99.82%	
Average Bus Age (years)	7.5	Percentage of accessible transit fleet: 99.82%	

OPERATING DATA	2015	2016	CAPITAL EXPENSES AND FUNDING SOURCES	2015	2016
VEHICLE KILOMETRES AND HOURS			TOTAL CAPITAL EXPENDITURES	\$40,963,912	\$57,336,856
Number of transit systems reporting	12	12	Total Capital Disposals	\$25,084	\$2,165,095
Revenue Vehicle Kilometres	33,626,542	34,085,229	TOTAL CAPITAL FUNDING	\$37,475,397	\$57,309,843
Total Vehicle Kilometres	35,007,756	35,964,579	Federal Capital Contribution	\$7,196,057	\$27,743,508
Revenue Vehicle Hours	1,576,197	1,515,907	Provincial Capital Contribution	\$9,225,848	\$10,984,971
Total Vehicle Hours	1,638,418	1,585,444	Municipal Capital Contribution	\$19,773,959	\$16,150,631
Operators Paid Hours	1,462,448	1,989,410	Other Capital Contributions	\$1,279,533	\$2,430,733
Vehicle Mechanics Paid Hours	141,164	188,379			
Total Employee Paid Hours	2,003,978	2,736,468			
PASSENGER DATA			PERFORMANCE INDICATORS	2015	2016
Adult Passenger Trips	15,331,352	15,443,883	FINANCIAL		
Concession Fare Trips	18,791,664	18,717,573	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	38%	38%
Concession Fare Trips Details:			Municipal Operating Contribution / Capita	\$71.87	\$71.72
Child Passenger Trips	793,187	1,494,305	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.67	\$2.75
Student Passenger Trips	8,810,196	11,518,717	AVERAGE FARE		
Senior Passenger Trips	1,974,935	1,888,248	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.53	\$1.58
REG. SERVICE PASSENGER TRIPS	37,634,858	37,507,486	COST EFFECTIVENESS		
Regular Service Passenger Kms	108,894,704	42,711,240	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$4.34	\$4.47
Auxiliary Service Passenger Trips	225,761	354,552	COST EFFICIENCY		
OPERATING EXPENSES			Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$97.01	\$103.34
Transportation Operations Expenses	\$97,816,474	\$103,407,250	SERVICE UTILIZATION		
Fuel/Energy Exp. for Vehicles	\$18,142,035	\$15,882,567	Reg. Serv. Pass. / Capita	29.58	29.32
Vehicle Maintenance Expenses	\$27,613,461	\$27,545,122	Reg. Serv. Pass. / Rev. Veh. Hr.	23.11	23.95
Plant Maintenance Expenses	\$7,996,519	\$9,097,444	AMOUNT OF SERVICE		
General/Administration Expenses	\$11,581,518	\$11,743,964	Rev. Veh. Hrs. / Capita	1.31	1.26
TOTAL DIRECT OPERATING EXP.	\$163,150,007	\$167,676,347	AVERAGE SPEED		
Total Operating Expenses	\$170,921,524	\$174,634,441	Rev. Veh. Kms. / Rev. Veh. Hr.	20.54	21.66
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS			LABOUR PRODUCTIVITY		
REGULAR SERV. PASS. REVENUES	\$57,650,817	\$59,418,689	Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.74	0.74
TOTAL OPERATING REVENUES	\$62,597,098	\$64,536,356	AVERAGE TOP WAGE RATE		
Total Revenues	\$66,171,313	\$68,406,669	Operators	\$26.50	\$26.96
NET DIRECT OPERATING COST	\$100,552,909	\$103,139,991	Mechanics	\$30.98	\$31.75
NET OPERATING COST	\$104,750,211	\$106,227,772			
Federal Operating Contribution					
Provincial Operating Contribution	\$13,316,181	\$13,923,991			
Municipal Operating Contribution	\$91,441,055	\$91,764,169			
Other Operating Contributions		\$63,154			
Federal Debt Service Contribution					
Provincial Debt Service Contribution					
Municipal Debt Service Contribution					

* Note that all transit systems do not always report all data items.

Population Group 4 (< 50,000)

Municipal Population:	1,219,854
Service Area Population:	927,387
Number of Fixed Routes:	175
Number of Accessible Routes:	168

FARES	Cash	Unit Price	Monthly Pass
Adults	\$3.62	\$2.87	\$78.74
Children	\$2.19	\$1.61	\$39.67
Students	\$2.83	\$2.22	\$64.36
Seniors	\$2.92	\$2.26	\$62.30

EMPLOYEE STATISTICS	Full-time	Part-time
Operators	211	111
Other Transportation Operations	17	3
Vehicle Mechanics	26	4
Other Vehicle Maintenance and Servicing	11	10
Plant and Other Maintenance	2	
General and Administration	24	16
TOTAL EMPLOYEES	291	144

* Contract employees are not necessarily included in the Employee Statistics

ENERGY CONSUMPTION

- Diesel	4,058,870	litres
- Biodiesel B5		
- Biodiesel B20		
- Biodiesel - Other		
- Natural Gas		
- Electricity		

REVENUE VEHICLES (2016)	Total Vehicles Access. Non-Acc.	Peak (Est.)	Avg. Age Access. Non-Acc.
----------------------------	------------------------------------	-------------	------------------------------

Ferry					
Streetcar					
Commuter Rail					
Light Rail					
Heavy Rail					
Locomotive					
Bus	239	15	166	6.1	12.5
TOTAL VEHICLES	239	15	166		
Total Low-Floor Bus (30'-60')	210	Percentage of accessible bus fleet:		94.09%	
Average Bus Age (years)	6.4	Percentage of accessible transit fleet:		94.09%	

OPERATING DATA	2015	2016	CAPITAL EXPENSES AND FUNDING SOURCES	2015	2016
VEHICLE KILOMETRES AND HOURS			TOTAL CAPITAL EXPENDITURES	\$7,859,174	\$9,655,243
Number of transit systems reporting	39	41	Total Capital Disposals	\$12,058	\$11,544
Revenue Vehicle Kilometres	11,411,011	11,720,719	TOTAL CAPITAL FUNDING	\$4,792,682	\$8,742,357
Total Vehicle Kilometres	12,631,726	12,935,893	Federal Capital Contribution		
Revenue Vehicle Hours	509,655	524,108	Provincial Capital Contribution	\$2,635,581	\$3,983,354
Total Vehicle Hours	551,512	568,649	Municipal Capital Contribution	\$1,722,752	\$4,079,725
Operators Paid Hours	233,747	326,705	Other Capital Contributions	\$434,349	\$679,278
Vehicle Mechanics Paid Hours	26,298	27,142			
Total Employee Paid Hours	329,214	437,168			
PASSENGER DATA			PERFORMANCE INDICATORS	2015	2016
Adult Passenger Trips	2,250,183	2,729,120	FINANCIAL		
Concession Fare Trips	1,478,489	1,523,070	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	35%	34%
<i>Concession Fare Trips Details:</i>			Municipal Operating Contribution / Capita	\$25.88	\$24.79
<i>Child Passenger Trips</i>	49,632	49,875	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$3.45	\$3.54
<i>Student Passenger Trips</i>	616,745	569,525	AVERAGE FARE		
<i>Senior Passenger Trips</i>	557,114	604,717	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.74	\$1.75
REG. SERVICE PASSENGER TRIPS	8,979,857	8,829,825	COST EFFECTIVENESS		
Regular Service Passenger Kms	21,376,516	31,744,757	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$5.28	\$5.35
Auxiliary Service Passenger Trips	119,337	180,606	COST EFFICIENCY		
OPERATING EXPENSES			Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$84.59	\$80.93
Transportation Operations Expenses	\$32,930,605	\$32,879,581	SERVICE UTILIZATION		
Fuel/Energy Exp. for Vehicles	\$3,864,107	\$3,441,232	Reg. Serv. Pass. / Capita	10.02	9.52
Vehicle Maintenance Expenses	\$6,479,109	\$6,614,179	Reg. Serv. Pass. / Rev. Veh. Hr.	17.32	16.40
Plant Maintenance Expenses	\$1,661,102	\$1,557,096	AMOUNT OF SERVICE		
General/Administration Expenses	\$2,501,609	\$2,723,647	Rev. Veh. Hrs. / Capita	0.59	0.60
TOTAL DIRECT OPERATING EXP.	\$47,436,533	\$47,215,734	AVERAGE SPEED		
Total Operating Expenses	\$48,414,047	\$48,061,669	Rev. Veh. Kms. / Rev. Veh. Hr.	23.07	23.04
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS			LABOUR PRODUCTIVITY		
REGULAR SERV. PASS. REVENUES	\$15,612,494	\$15,423,808	Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.79	0.77
TOTAL OPERATING REVENUES	\$16,415,307	\$15,968,009	AVERAGE TOP WAGE RATE		
Total Revenues	\$18,352,663	\$18,302,451	Operators	\$21.09	\$21.55
NET DIRECT OPERATING COST	\$31,021,226	\$31,247,725	Mechanics	\$27.57	\$29.51
NET OPERATING COST	\$30,061,384	\$29,759,218			
Federal Operating Contribution	\$197	\$238			
Provincial Operating Contribution	\$6,787,179	\$7,259,552			
Municipal Operating Contribution	\$23,180,933	\$22,993,447			
Other Operating Contributions	\$192,924	\$55,500			
Federal Debt Service Contribution					
Provincial Debt Service Contribution		\$54,366			
Municipal Debt Service Contribution					

* Note that all transit systems do not always report all data items.

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V. Individual Transit System Data

Bancroft

Transit Contact: Gwen Coish
Director of Operations

Statistical Contact: Gwen Coish
Director of Operations
Phone: 613-332-8291 Fax: 613-332-2760
Email: gwenc@bancroftcommunitytransit.com

System Highlights

- System established: 05/03/2010
- Serves: North Hastings 6 municipalities, Highlands East
- Municipal Population: 10,243
- Service Area Population: 10,243
- Service Area Size (km²): 2,025.0
- Service provided by: Not-for-Profit
- Adult Cash Fare: \$10.00
- Ridership (revenue passengers): 2,730
- Total Operating Revenues: \$15,587
- Total Direct Operating Expenses: \$66,013

Hours of Service:

Monday	N/A	Friday	7:30 - 16:30
Tuesday	7:30 - 16:30	Saturday	N/A
Wednesday	7:30 - 16:30	Sunday	9:00 - 13:30
Thursday	N/A	Holidays	N/A

- Number of Fixed Routes: 3
- Number of Accessible Routes: 3

Employees Statistics

	Full-time	Part-time
Operators		2
Other Transportation Operations		
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration		2
TOTAL EMPLOYEES		4

- Energy Consumption:
 - Diesel:
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
- Gasoline in litres 2,413

- Union Affiliations: Union Information N/A (Operators)
Union Information N/A (Mechanics)

Modal Statistics

	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	3,003 100.00%	610 100.00%	11,548 100.00%	18.93
TOTAL	3,003	610	11,548	18.93

REMARKS:

The Rural Overland Utility Transit (TROUT) blends a fixed route model and a specialized door to door service model together to accommodate the needs of the community and a growing senior population.

Bancroft

Fare Structure

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
03/05/2010					
Adults	\$10.00	\$5.50			Varies by Distance
Children					
Students	\$9.00	\$5.50			
Seniors	\$9.00	\$5.50			

	Active		Average Age		Peak (Est.)	Base (Est.)
	Access.	Non-Acc.	Access.	Non-Acc.		
Vehicles (2016)						
Bus					1	1
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES					1	1

<u>Vehicle Kilometres and Hours</u>	2015	2016	<u>Performance Indicators</u>	2015	2016
Revenue Vehicle Kilometres	31,421	11,548	Financial		
Total Vehicle Kilometres	31,421	11,548	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	5%	24%
Revenue Vehicle Hours	1,638	610	Municipal Operating Contribution / Capita	\$0.58	\$0.65
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$14.29	\$18.47
Total Vehicle Hours	1,638	610	Average Fare		
Operators Paid Hours	1,540	1,650	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$0.76	\$4.17
Vehicle Mechanics Paid Hours			Cost Effectiveness		
Total Employee Paid Hours	1,965	2,413	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$15.09	\$24.18
<u>Passenger Data</u>			Cost Efficiency		
Adult Passenger Trips	496	2,694	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$21.13	\$108.10
Concession Fare Trips	1,798	36	Service Utilization		
<i>Concession Fare Trips Details:</i>			Reg. Serv. Pass. / Capita	0.15	0.27
<i>Child Passenger Trips</i>	104	36	Reg. Serv. Pass. / Rev. Veh. Hr.	1.40	4.47
<i>Student Passenger Trips</i>			Amount of Service		
<i>Senior Passenger Trips</i>	1,694		Rev. Veh. Hrs. / Capita	0.11	0.06
Regular Service Passenger Trips	2,294	2,730	Average Speed		
Regular Service Passenger-Kms	29,822	6,782	Rev. Veh. Kms. / Rev. Veh. Hr.	19.18	18.91
Auxiliary Service Passenger Trips			Labour Productivity		
<u>Operating Expenses</u>			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	1.06	0.37
Transportation Operations Expenses	\$31,116	\$39,030	Top Wage Rates		
Fuel/Energy Exp. for Vehicles			Operators	\$15.00	\$15.00
Vehicle Maintenance Expenses			Mechanics		
Plant Maintenance Expenses					
General/Administration Expenses	\$3,500	\$26,984			
Total Direct Operating Expenses	\$34,616	\$66,013			
Debt Service Payment					
Total Operating Expenses	\$34,616	\$66,013			
<u>Operating Revenues and Other Funding Contributions</u>					
Regular Service Passenger Revenues	\$1,736	\$11,387			
Total Operating Revenues	\$1,844	\$15,587			
Total Revenues	\$1,844	\$21,975			
Net Direct Operating Cost	\$32,772	\$50,427			
Net Operating Cost	\$32,772	\$44,039			
Federal Operating Contribution					
Provincial Operating Contribution	\$17,577	\$26,362			
Municipal Operating Contribution	\$8,827	\$6,660			
Other Operating Contributions	\$6,368				
Federal Debt Service Contribution					
Provincial Debt Service Contribution					
Municipal Debt Service Contribution					
<u>Capital Expenses and Funding Sources</u>					
Total Capital Expenditures					
Total Capital Disposals					
Total Capital Funding					
Federal Capital Contribution					
Provincial Capital Contribution					
Municipal Capital Contribution					
Other Capital Contributions					

Barrie

Transit Contact: Michael DiGirolamo
Director of Transit and Parking Strategy

Statistical Contact: Brent Forsyth
Supervisor of Transit Business Services
Phone: 705-739-4220 x4521 Fax: 705-730-0377
Email: brent.forsyth@barrie.ca

SYSTEM HIGHLIGHTS:

- System established: 01/09/1965
- Serves: City of Barrie, Essa Township, Angus and Base Borde
- Municipal Population: 142,000
- Service Area Population: 135,543
- Service Area Size (km²): 113.0
- Service provided by: Municipal Department, under contract with MVT Barrie Bus

▪ Hours of Service:

Monday	4:15 - 00:45	Friday	4:15 - 00:45
Tuesday	4:15 - 00:45	Saturday	7:00 - 00:45
Wednesday	4:15 - 00:45	Sunday	8:30 - 10:45
Thursday	4:15 - 00:45	Holidays	8:30 - 10:45

▪ Employees Statistics:

	Full-time	Part-time
Operators	110	
Other Transportation Operations	15	
Vehicle Mechanics	12	
Other Vehicle Maintenance and Servicing	11	
Plant and Other Maintenance	5	
General and Administration	23	
TOTAL EMPLOYEES	176	

▪ Union Affiliations:

ATU 1775 (Operators)
ATU 1775 (Mechanics)

- Adult Cash Fare: \$3.00
- Ridership (revenue passengers): 2,527,004
- Total Operating Revenues: \$5,688,953
- Total Direct Operating Expenses: \$18,099,154
- Active Vehicles: 50
 - Standard Buses 50

- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%

- Number of Fixed Routes: 11

- Number of Accessible Routes: 11

▪ Energy Consumption:

- Diesel: 2,005,295 litres
- Biodiesel B5:
- Biodiesel B20:
- Biodiesel - Other:
- Natural Gas:
- Electricity:
- Other:

Modal Statistics

	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	2,597,004 100.00%	171,570 100.00%	3,345,094 100.00%	19.50
TOTAL	2,597,004	171,570	3,345,094	19.50

Barrie

FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other College Semester Pass	Criteria
01/03/2017					
Adults	\$3.00	\$2.60	\$86.00		
Children	\$3.00	\$2.10	\$56.00		6-12 years; 5 and under Free
Students	\$3.00	\$2.30	\$66.00		13-18 years
Seniors	\$3.00	\$2.10	\$56.00		65 years or older
Other: Post Secondary Student	\$3.00	\$2.30	\$66.00	\$255.00	Any age with valid ID

VEHICLES (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	50		6.5		37	19	Internal Combustion - Diesel 50 - Biodiesel (all blends) - Natural Gas (CNG or LNG) - Other
Commuter Rail							
Ferry							
Heavy Rail							
Light Rail							Electric - Trolley - Battery - Fuel Cell
Locomotive							
Streetcar							
TOTAL ACTIVE VEHICLES	50	0			37	19	
Total Low-Floor Bus (30'-60')	50		Average Bus Age (years)		6.5		TOTAL 50

VEHICLE KILOMETRES AND HOURS

	2015	2016
Revenue Vehicle Kilometres	3,428,441	3,345,094
Total Vehicle Kilometres	3,566,171	3,502,094
Revenue Vehicle Hours	172,049	171,570
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	177,949	177,470
Operators Paid Hours	237,283	228,800
Vehicle Mechanics Paid Hours	16,417	24,960
Total Employee Paid Hours	325,058	365,720

PASSENGER DATA

Adult Passenger Trips	1,594,741	1,203,071
Concession Fare Trips	944,641	1,323,933
<i>Concession Fare Trips Details:</i>		
Child Passenger Trips	49,220	69,593
Student Passenger Trips	758,987	1,061,435
Senior Passenger Trips	136,434	192,905

REGULAR SERVICE PASSENGER TRIPS

Regular Service Passenger-Kms	2,539,382	2,527,004
Auxiliary Service Passenger Trips	16,733	18,846

OPERATING EXPENSES

Transportation Operations Expenses	\$13,889,929	\$14,436,417
Fuel/Energy Exp. for Vehicles	\$1,793,948	\$1,690,610
Vehicle Maintenance Expenses	\$187,392	\$23,517
Plant Maintenance Expenses	\$308,099	\$1,217,709
General/Administration Expenses	\$601,468	\$730,900
TOTAL DIRECT OPERATING EXPENSES	\$16,780,836	\$18,099,154
Debt Service Payment		
Total Operating Expenses	\$16,780,836	\$18,260,154

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$5,069,663	\$5,385,974
TOTAL OPERATING REVENUES	\$5,458,224	\$5,688,953
Total Revenues	\$5,495,828	\$5,943,775
NET DIRECT OPERATING COST	\$11,322,612	\$12,410,201
NET OPERATING COST	\$11,285,008	\$12,316,378
Federal Operating Contribution		
Provincial Operating Contribution	\$1,675,000	\$1,815,000
Municipal Operating Contribution	\$9,610,008	\$10,501,378
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

CAPITAL EXPENSES AND FUNDING SOURCES

TOTAL CAPITAL EXPENDITURES	\$19,979,116	\$3,446,655
Total Capital Disposals		
TOTAL CAPITAL FUNDING	\$19,979,116	\$3,446,655
Federal Capital Contribution	\$5,749,460	
Provincial Capital Contribution	\$605,049	\$1,043,614
Municipal Capital Contribution	\$13,624,607	\$2,403,041
Other Capital Contributions		

PERFORMANCE INDICATORS

FINANCIAL

Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	33%	31%
Municipal Operating Contribution / Capita	\$70.90	\$77.48
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$4.46	\$4.91

AVERAGE FARE

Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$2.00	\$2.13
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COST EFFECTIVENESS

Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$6.61	\$7.16
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COST EFFICIENCY

Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$94.30	\$101.98
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SERVICE UTILIZATION

Reg. Serv. Pass. / Capita	18.73	18.64
Reg. Serv. Pass. / Rev. Veh. Hr.	14.76	14.73

AMOUNT OF SERVICE

Rev. Veh. Hrs. / Capita	1.27	1.27
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AVERAGE SPEED

Rev. Veh. Kms. / Rev. Veh. Hr.	19.93	19.50
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LABOUR PRODUCTIVITY

Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.73	0.75
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TOP WAGE RATES

Operators	\$23.30	\$23.77
Mechanics	\$29.94	\$30.54

Belleville

Transit Contact: Matt Coffey
Manager

Statistical Contact: Matt Coffey
Manager

Phone: 613-962-4344 Fax: 613-967-4721

Email: mcoffey@city.belleville.on.ca

System Highlights

- System established:
- Serves: Belleville
- Municipal Population: 49,454
- Service Area Population: 49,454
- Service Area Size (km²): 247.2
- Service provided by: Municipal Department
- Adult Cash Fare: \$2.50
- Ridership (revenue passengers): 906,267
- Total Operating Revenues: \$1,611,412
- Total Direct Operating Expenses: \$4,208,713
- Active Vehicles: 16
 - Standard Buses 16
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%

Hours of Service:

Monday	5:00 - 22:30	Friday	5:00 - 22:30
Tuesday	5:00 - 22:30	Saturday	5:30 - 19:30
Wednesday	5:00 - 22:30	Sunday	8:30 - 18:30
Thursday	5:00 - 22:30	Holidays	00:00 - 00:00

Employees Statistics

	Full-time	Part-time
Operators	32	
Other Transportation Operations	3	
Vehicle Mechanics	3	
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration		
TOTAL EMPLOYEES	38	

- Union Affiliations:
 - UNIFOR 1839 (Operators)
 - CUPE 907 (Mechanics)
 - CUPE 907 (Administration)

- Number of Fixed Routes: 9
- Number of Accessible Routes: 9
- Energy Consumption:
 - Diesel: 562,821 litres
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

Modal Statistics

	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	1,066,832 100.00%	48,419 100.00%	1,004,669 100.00%	20.75
TOTAL	1,066,832	48,419	1,004,669	20.75

Belleville

Fare Structure

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
08/09/2015					
Adults	\$2.50	\$2.25	\$70.00		12-64
Children	\$2.00	\$1.54			5-11
Students	\$2.25	\$1.83	\$57.00		12+
Seniors	\$2.25	\$1.83	\$57.00		65+
Other: Special	\$2.25	\$1.83	\$57.00		Belleville Transit ID Card or Mobility Bus ID

Vehicles (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	Active Buses By Fuel Type	
	Access.	Non-Acc.	Access.	Non-Acc.			Internal Combustion	
Bus	16		7.4		16	16	- Diesel	16
Commuter Rail							- Biodiesel (all blends)	
Ferry							- Natural Gas (CNG or LNG)	
Heavy Rail							- Other	
Light Rail							Electric	
Locomotive							- Trolley	
Streetcar							- Battery	
TOTAL ACTIVE VEHICLES	16	0			16	16	- Fuel Cell	
Total Low-Floor Bus (30'-60')	16		Average Bus Age (years)		7.4		TOTAL	16

Vehicle Kilometres and Hours

	2015	2016	<u>Performance Indicators</u>	2015	2016
Revenue Vehicle Kilometres	869,890	1,004,669	Financial		
Total Vehicle Kilometres	869,890	1,007,378	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	42%	38%
Revenue Vehicle Hours	43,338	48,419	Municipal Operating Contribution / Capita	\$46.45	\$51.46
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.67	\$2.87
Total Vehicle Hours	43,338	50,769	Average Fare		
Operators Paid Hours			Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.83	\$1.72
Vehicle Mechanics Paid Hours			Cost Effectiveness		
Total Employee Paid Hours			Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$4.60	\$4.64
Passenger Data			Cost Efficiency		
Adult Passenger Trips	570,876	587,336	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$94.61	\$82.90
Concession Fare Trips	319,644	318,931	Service Utilization		
<i>Concession Fare Trips Details:</i>			Reg. Serv. Pass. / Capita	18.01	18.33
<i>Child Passenger Trips</i>	10,443	12,388	Reg. Serv. Pass. / Rev. Veh. Hr.	20.55	18.72
<i>Student Passenger Trips</i>	47,205	42,993	Amount of Service		
<i>Senior Passenger Trips</i>	138,322	138,061	Rev. Veh. Hrs. / Capita	0.88	0.98
Regular Service Passenger Trips	890,520	906,267	Average Speed		
Regular Service Passenger-Kms			Rev. Veh. Kms. / Rev. Veh. Hr.	20.07	20.75
Auxiliary Service Passenger Trips			Labour Productivity		
Operating Expenses			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
Transportation Operations Expenses	\$2,642,871	\$2,753,577	Top Wage Rates		
Fuel/Energy Exp. for Vehicles	\$495,131	\$477,336	Operators	\$24.89	\$25.79
Vehicle Maintenance Expenses	\$702,452	\$686,530	Mechanics	\$32.17	\$33.80
Plant Maintenance Expenses	\$145,298	\$165,805			
General/Administration Expenses	\$114,365	\$125,465			
Total Direct Operating Expenses	\$4,100,117	\$4,208,713			
Debt Service Payment					
Total Operating Expenses	\$4,100,117	\$4,208,713			

Operating Revenues and Other Funding Contributions

Regular Service Passenger Revenues	\$1,633,452	\$1,555,236
Total Operating Revenues	\$1,718,284	\$1,611,412
Total Revenues	\$1,718,284	\$1,611,412
Net Direct Operating Cost	\$2,381,833	\$2,597,301
Net Operating Cost	\$2,381,833	\$2,597,301
Federal Operating Contribution		
Provincial Operating Contribution	\$84,592	\$52,491
Municipal Operating Contribution	\$2,297,241	\$2,544,810
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

Capital Expenses and Funding Sources

Total Capital Expenditures	\$329,501	\$902,657
Total Capital Disposals		\$2,316
Total Capital Funding	\$329,501	\$902,657
Federal Capital Contribution		
Provincial Capital Contribution	\$139,696	\$645,434
Municipal Capital Contribution	\$189,805	\$257,223
Other Capital Contributions		

Bracebridge

Transit Contact: Walt Schmid
Director of Public Works

Statistical Contact: Walt Schmid
Director of Public Works
Phone: 705-645-5264 Fax: 705-645-7525
Email: wschmid@bracebridge.ca

SYSTEM HIGHLIGHTS:

- System established: 29/09/2016
- Serves: Town of Bracebridge
- Municipal Population: 15,405
- Service Area Population: 6,000
- Service Area Size: 8.8square kilometres
- Service provided by: Municipal Department, under contract with Hammond Transportation Ltd.
- Hours of Service:

Monday	7:30 - 18:30	Friday	7:30 - 18:30
Tuesday	7:30 - 18:30	Saturday	8:30 - 18:30
Wednesday	7:30 - 18:30	Sunday	N/A
Thursday	7:30 - 18:30	Holidays	N/A
- Adult Cash Fare: \$2.50
- Ridership (revenue passengers): 3,049
- Total Operating Revenues: \$3,839
- Total Direct Operating Expenses: \$121,792
- Number of Fixed Routes: 1
- Number of Accessible Routes: 0
- Energy Consumption:

- Diesel:	6,369 litres
- Biodiesel B5:	
- Biodiesel B20:	
- Biodiesel - Other:	
- Natural Gas:	
- Electricity:	
- Other:	
- Employees Statistics:

	Full-time	Part-time
Operators	2	3
Other Transportation Operations		
Vehicle Mechanics		1
Other Vehicle Maintenance and Servicing		1
Plant and Other Maintenance		
General and Administration		2
TOTAL EMPLOYEES	2	7
- Union Affiliations: Union Information N/A (Operators)
Union Information N/A (Mechanics)

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	3,049 100.00%	1,126 100.00%	24,772 100.00%	22.00
TOTAL	3,049	1,126	24,772	22.00

REMARKS:

NOTE: Service area population is an ESTIMATE. Methodology for Regular Passenger trips were recorded manually in September and October. An electronic passenger trip counting system (Transit Fare) was used for the months of November and December.

Bracebridge

FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
29/09/2016					
Adults	\$2.50				18-64
Children					< 5 = Free
Students	\$2.00				6-17
Seniors	\$2.00				> 65
Other: CNIB					

	Active		Average Age		Peak (Est.)	Base (Est.)
	Access.	Non-Acc.	Access.	Non-Acc.		
VEHICLES (2016)						
Bus					1	1
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES					1	1

VEHICLE KILOMETRES AND HOURS		2015	2016	PERFORMANCE INDICATORS	2015	2016
Revenue Vehicle Kilometres			24,772	FINANCIAL		
Total Vehicle Kilometres			24,782	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)		3%
Revenue Vehicle Hours			1,126	Municipal Operating Contribution / Capita		\$7.42
Auxiliary Revenue Vehicle Hours				Net Dir. Oper. Cost / Reg. Serv. Pass.		\$38.69
Total Vehicle Hours			1,130	AVERAGE FARE		
Operators Paid Hours			1,126	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.		\$1.26
Vehicle Mechanics Paid Hours			27	COST EFFECTIVENESS		
Total Employee Paid Hours			1,234	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.		\$39.95
PASSENGER DATA				COST EFFICIENCY		
Adult Passenger Trips			1,377	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.		\$107.78
Concession Fare Trips			1,672	SERVICE UTILIZATION		
<i>Concession Fare Trips Details:</i>				Reg. Serv. Pass. / Capita		0.51
<i>Child Passenger Trips</i>			30	Reg. Serv. Pass. / Rev. Veh. Hr.		2.71
<i>Student Passenger Trips</i>			799	AMOUNT OF SERVICE		
<i>Senior Passenger Trips</i>			843	Rev. Veh. Hrs. / Capita		0.19
REGULAR SERVICE PASSENGER TRIPS			3,049	AVERAGE SPEED		
Regular Service Passenger-Kms				Rev. Veh. Kms. / Rev. Veh. Hr.		22.00
Auxiliary Service Passenger Trips				LABOUR PRODUCTIVITY		
OPERATING EXPENSES				Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		1.00
Transportation Operations Expenses			\$83,517	TOP WAGE RATES		
Fuel/Energy Exp. for Vehicles			\$5,985	Operators		
Vehicle Maintenance Expenses				Mechanics		
Plant Maintenance Expenses			\$18,303			
General/Administration Expenses			\$13,987			
TOTAL DIRECT OPERATING EXPENSES			\$121,792			
Debt Service Payment						
Total Operating Expenses			\$147,792			
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS						
REGULAR SERV. PASS. REVENUES			\$3,839			
TOTAL OPERATING REVENUES			\$3,839			
Total Revenues			\$3,839			
NET DIRECT OPERATING COST			\$117,953			
NET OPERATING COST			\$143,953			
Federal Operating Contribution						
Provincial Operating Contribution			\$73,430			
Municipal Operating Contribution			\$44,523			
Other Operating Contributions						
Federal Debt Service Contribution						
Provincial Debt Service Contribution						
Municipal Debt Service Contribution						
CAPITAL EXPENSES AND FUNDING SOURCES						
TOTAL CAPITAL EXPENDITURES			\$172,516			
Total Capital Disposals						
TOTAL CAPITAL FUNDING			\$172,516			
Federal Capital Contribution						
Provincial Capital Contribution						
Municipal Capital Contribution			\$172,516			
Other Capital Contributions						

Bradford West Gwillimbury

Transit Contact: Paul Dubniak
Transportation Technician

Statistical Contact: Paul Dubniak
Transportation Technician
Phone: 905-775-5369 Fax: 905-778-4343
Email: pdubniak@townofbwg.com

System Highlights

▪ System established:	01/05/2014	▪ Adult Cash Fare:	\$3.00
▪ Serves:	Bradford West Gwillimbury	▪ Ridership (revenue passengers):	31,523
▪ Municipal Population:	35,325	▪ Total Operating Revenues:	\$47,794
▪ Service Area Population:	29,862	▪ Total Direct Operating Expenses:	\$291,570
▪ Service Area Size (km ²):	17.3	▪ Active Vehicles:	3
▪ Service provided by:	Municipal Department, under contract with Switzer-Carty Transportation Inc.	- Small Community Buses	3
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	100.00%
Monday 6:45 - 17:00	Friday 6:45 - 17:00	▪ Percentage of accessible transit fleet:	100.00%
Tuesday 6:45 - 17:00	Saturday N/A		
Wednesday 6:45 - 17:00	Sunday N/A	▪ Number of Fixed Routes:	2
Thursday 6:45 - 17:00	Holidays N/A	▪ Number of Accessible Routes:	2

Employees Statistics

Full-time Part-time

Operators
Other Transportation Operations
Vehicle Mechanics
Other Vehicle Maintenance and Servicing
Plant and Other Maintenance
General and Administration
TOTAL EMPLOYEES

▪ Union Affiliations: Union Information N/A (Operators)
Union Information N/A (Mechanics)

▪ Disruption during 2016: Snowstorm
Start Date: 15/12/2016
End Date: 16/12/2016
Duration: 1 days

▪ Energy Consumption:
- Diesel: 23,459 litres
- Biodiesel B5:
- Biodiesel B20:
- Biodiesel - Other:
- Natural Gas:
- Electricity:
- Other:

Modal Statistics

	Boardings		Rev. Vehicle Hrs.		Rev. Vehicle Kms		Avg. Speed (km/h)
Bus	31,523	100.00%	5,317	100.00%	98,518	100.00%	18.53
TOTAL	31,523		5,317		98,518		18.53

Bradford West Gwillimbury

Fare Structure

Effective Date:	01/05/2014	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults		\$3.00	\$2.00			
Children						< 5 = Free
Students						
Seniors						

Vehicles (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	Active Buses By Fuel Type
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	3		2.0		2	2	Internal Combustion
Commuter Rail							- Diesel 3
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other
Locomotive							Electric
Streetcar							- Trolley
TOTAL ACTIVE VEHICLES	3	0			2	2	- Battery
Total Low-Floor Bus (30'-60')	3		Average Bus Age (years)		2.0		- Fuel Cell
							TOTAL 3

Vehicle Kilometres and Hours		2015	2016	Performance Indicators		2015	2016
Revenue Vehicle Kilometres		81,111	98,518	Financial			
Total Vehicle Kilometres		83,073	101,038	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)		10%	16%
Revenue Vehicle Hours		5,457	5,317	Municipal Operating Contribution / Capita		\$11.36	\$6.05
Auxiliary Revenue Vehicle Hours				Net Dir. Oper. Cost / Reg. Serv. Pass.		\$15.14	\$7.73
Total Vehicle Hours		5,534	5,568	Average Fare			
Operators Paid Hours				Reg. Serv. Pass. Rev. / Reg. Serv. Pass.		\$1.63	\$1.52
Vehicle Mechanics Paid Hours				Cost Effectiveness			
Total Employee Paid Hours				Tot. Dir. Oper. Exp. / Reg. Serv. Pass.		\$16.77	\$9.25
Passenger Data				Cost Efficiency			
Adult Passenger Trips		17,783		Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.		\$77.40	\$52.37
Concession Fare Trips		7,758		Service Utilization			
Concession Fare Trips Details:				Reg. Serv. Pass. / Capita		0.73	1.06
Child Passenger Trips		468		Reg. Serv. Pass. / Rev. Veh. Hr.		4.68	5.93
Student Passenger Trips				Amount of Service			
Senior Passenger Trips				Rev. Veh. Hrs. / Capita		0.16	0.18
Regular Service Passenger Trips		25,541	31,523	Average Speed			
Regular Service Passenger-Kms		280,700		Rev. Veh. Kms. / Rev. Veh. Hr.		14.86	18.53
Auxiliary Service Passenger Trips				Labour Productivity			
Operating Expenses				Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.			
Transportation Operations Expenses		\$269,613	\$268,111	Top Wage Rates			
Fuel/Energy Exp. for Vehicles		\$16,711	\$23,459	Operators			
Vehicle Maintenance Expenses		\$1,172		Mechanics			
Plant Maintenance Expenses		\$63,976					
General/Administration Expenses		\$76,913					
Total Direct Operating Expenses		\$428,384	\$291,570				
Debt Service Payment							
Total Operating Expenses		\$496,454	\$291,570				

Operating Revenues and Other Funding Contributions

Regular Service Passenger Revenues	\$41,658	\$47,794
Total Operating Revenues	\$41,658	\$47,794
Total Revenues	\$41,658	\$47,794
Net Direct Operating Cost	\$386,726	\$243,776
Net Operating Cost	\$454,796	\$243,776
Federal Operating Contribution		
Provincial Operating Contribution	\$58,951	\$63,197
Municipal Operating Contribution	\$395,845	\$180,579
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

Capital Expenses and Funding Sources

Total Capital Expenditures

Total Capital Disposals

Total Capital Funding

Federal Capital Contribution

Provincial Capital Contribution

Municipal Capital Contribution

Other Capital Contributions

Brampton

Transit Contact: Alex Milojevic
Transit General Manager

Statistical Contact: Jarrid Jensen
Manager of Transit Administrative Services
Phone: 905-874-2750 x62345 Fax: 905-874-2799
Email: jarrid.jensen@brampton.ca

SYSTEM HIGHLIGHTS:

▪ System established:	01/01/1974	▪ Adult Cash Fare:	\$3.75
▪ Serves:	City of Brampton	▪ Ridership (revenue passengers):	23,129,596
▪ Municipal Population:	593,638	▪ Total Operating Revenues:	\$58,998,104
▪ Service Area Population:	588,200	▪ Total Direct Operating Expenses:	\$128,385,138
▪ Service Area Size (km²):	266.8	▪ Active Vehicles:	407
▪ Service provided by:	Municipal Department	- Standard Buses	351
		- Articulated Buses	56
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	98.77%
Monday	4:00 - 2:00	▪ Percentage of accessible transit fleet:	98.77%
Tuesday	4:00 - 2:00		
Wednesday	4:00 - 2:00	▪ Number of Fixed Routes:	68
Thursday	4:00 - 2:00	▪ Number of Accessible Routes:	68
		▪ Energy Consumption:	
		- Diesel:	14,186,959 litres
		- Biodiesel B5:	
		- Biodiesel B20:	
		- Biodiesel - Other:	
		- Natural Gas:	
		- Electricity:	
		- Other:	
▪ Employees Statistics:	Full-time	Part-time	
Operators	792		
Other Transportation Operations	53		
Vehicle Mechanics	73		
Other Vehicle Maintenance and Servicing	73		
Plant and Other Maintenance	15		
General and Administration	46	76	
TOTAL EMPLOYEES	1,052	76	
▪ Union Affiliations:	ATU 1573 (Operators)		
	ATU 1573 (Mechanics)		
	ATU 1573 (PT Employees)		

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	37,673,968 100.00%	1,094,490 100.00%	23,470,664 100.00%	21.44
TOTAL	37,673,968	1,094,490	23,470,664	21.44

Brampton

FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Weekly	Criteria
28/03/2016					
Adults	\$3.75	\$2.90	\$120.00	\$32.00	20+, College/University
Children	\$3.75	\$2.50	\$105.00	\$27.00	6-12
Students	\$3.75	\$2.50	\$105.00	\$27.00	13-19
Seniors	\$1.00	\$1.60	\$52.00	\$16.00	65+ w/valid ID
Other: GTA Pass				\$61.00	

VEHICLES (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	402	5	6.4	17.0	330	155	Internal Combustion
Commuter Rail							- Diesel 99
Ferry							- Biodiesel (all blends) 308
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other
Locomotive							Electric
Streetcar							- Trolley
							- Battery
							- Fuel Cell
TOTAL ACTIVE VEHICLES	402	5			330	155	TOTAL
Total Low-Floor Bus (30'-60')	402		Average Bus Age (years)		6.6		407

VEHICLE KILOMETRES AND HOURS

	2015	2016
Revenue Vehicle Kilometres	22,181,434	23,470,664
Total Vehicle Kilometres	25,182,853	26,351,686
Revenue Vehicle Hours	1,026,617	1,094,490
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	1,116,554	1,188,621
Operators Paid Hours	1,566,240	1,647,360
Vehicle Mechanics Paid Hours	141,440	151,840
Total Employee Paid Hours	2,161,900	2,271,048

PASSENGER DATA

Adult Passenger Trips	17,539,596	18,945,733
Concession Fare Trips	3,638,747	4,183,863
<i>Concession Fare Trips Details:</i>		
Child Passenger Trips	365,101	374,088
Student Passenger Trips	1,753,200	2,148,510
Senior Passenger Trips	872,307	1,110,052

REGULAR SERVICE PASSENGER TRIPS

Regular Service Passenger-Kms	21,178,343	23,129,596
Auxiliary Service Passenger Trips		

OPERATING EXPENSES

Transportation Operations Expenses	\$72,353,266	\$79,698,151
Fuel/Energy Exp. for Vehicles	\$12,070,739	\$10,789,223
Vehicle Maintenance Expenses	\$22,386,739	\$25,504,563
Plant Maintenance Expenses	\$4,759,444	\$4,968,161
General/Administration Expenses	\$6,914,140	\$7,425,041
TOTAL DIRECT OPERATING EXPENSES	\$118,484,328	\$128,385,138
Debt Service Payment		
Total Operating Expenses	\$118,484,328	\$128,385,138

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$52,052,778	\$57,295,701
TOTAL OPERATING REVENUES	\$53,350,680	\$58,998,104
Total Revenues	\$53,350,680	\$58,998,104
NET DIRECT OPERATING COST	\$65,133,648	\$69,387,034
NET OPERATING COST	\$65,133,648	\$69,387,034

Federal Operating Contribution		
Provincial Operating Contribution	\$9,619,595	\$10,181,710
Municipal Operating Contribution	\$55,514,053	\$59,205,324
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

CAPITAL EXPENSES AND FUNDING SOURCES

TOTAL CAPITAL EXPENDITURES	\$48,148,133	\$42,364,547
Total Capital Disposals		
TOTAL CAPITAL FUNDING	\$48,148,133	\$42,364,547
Federal Capital Contribution	\$21,369,809	\$9,186,365
Provincial Capital Contribution	\$13,302,989	\$18,938,902
Municipal Capital Contribution	\$13,475,335	\$14,239,280
Other Capital Contributions		

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	45%	46%
Municipal Operating Contribution / Capita	\$96.83	\$100.66
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$3.08	\$3.00

AVERAGE FARE

Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$2.46	\$2.48
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COST EFFECTIVENESS

Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$5.59	\$5.55
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COST EFFICIENCY

Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$106.12	\$108.01
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SERVICE UTILIZATION

Reg. Serv. Pass. / Capita	36.94	39.32
Reg. Serv. Pass. / Rev. Veh. Hr.	20.63	21.13

AMOUNT OF SERVICE

Rev. Veh. Hrs. / Capita	1.79	1.86
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AVERAGE SPEED

Rev. Veh. Kms. / Rev. Veh. Hr.	21.61	21.44
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LABOUR PRODUCTIVITY

Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.66	0.66
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TOP WAGE RATES

Operators	\$31.83	\$33.12
Mechanics	\$37.90	\$39.43

Brantford

Transit Contact: Mike Bradley
Director of Fleet & Transit

Statistical Contact: Elisabeth van der Made
Manager of Transit
Phone: 519-752-4444 x4504 Fax: 519-754-0724
Email: evandermade@brantford.ca

SYSTEM HIGHLIGHTS:

▪ System established:		▪ Adult Cash Fare:	\$3.00
▪ Serves:	City of Brantford	▪ Ridership (revenue passengers):	1,432,633
▪ Municipal Population:	97,496	▪ Total Operating Revenues:	\$2,942,922
▪ Service Area Population:	97,496	▪ Total Direct Operating Expenses:	\$9,027,051
▪ Service Area Size (km ²):	.0	▪ Active Vehicles:	31
▪ Service provided by:	Municipal Department	- Standard Buses	31
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	100.00%
Monday 6:00 - 1:00	Friday 6:00 - 1:00	▪ Percentage of accessible transit fleet:	100.00%
Tuesday 6:00 - 1:00	Saturday 6:00 - 1:00	▪ Number of Fixed Routes:	15
Wednesday 6:00 - 1:00	Sunday 8:30 - 18:30	▪ Number of Accessible Routes:	0
Thursday 6:00 - 1:00	Holidays 8:30 - 18:30	▪ Energy Consumption:	
▪ Employees Statistics:	Full-time	Part-time	- Diesel: 1,055,440 litres
Operators	43	13	- Biodiesel B5:
Other Transportation Operations	7		- Biodiesel B20:
Vehicle Mechanics	7		- Biodiesel - Other:
Other Vehicle Maintenance and Servicing	4	3	- Natural Gas:
Plant and Other Maintenance	5		- Electricity:
General and Administration	1		- Other:
TOTAL EMPLOYEES	67	16	
▪ Union Affiliations:	ATU 685 (Operators)		
	ATU 685 (Mechanics)		

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	1,891,292 100.00%	76,149 100.00%	1,824,394 100.00%	23.96
TOTAL	1,891,292	76,149	1,824,394	23.96

Brantford

FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
01/04/2016					
Adults	\$3.00	\$2.45	\$73.50		
Children	\$1.75	\$1.75			< 5 = Free
Students	\$3.00	\$2.45	\$55.50		
Seniors	\$3.00	\$2.45	\$55.50		
Other: CNIB	\$1.75		\$39.00		

VEHICLES (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	31		6.3		21	19	Internal Combustion
Commuter Rail							- Diesel
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other
Locomotive							Electric
Streetcar							- Trolley
							- Battery
							- Fuel Cell
TOTAL ACTIVE VEHICLES	31	0			21	19	TOTAL
Total Low-Floor Bus (30'-60')	31		Average Bus Age (years)		6.3		31

VEHICLE KILOMETRES AND HOURS

	2015	2016
Revenue Vehicle Kilometres	1,818,765	1,824,394
Total Vehicle Kilometres	1,818,765	1,824,394
Revenue Vehicle Hours	76,149	76,149
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	76,149	76,149
Operators Paid Hours	104,690	107,290
Vehicle Mechanics Paid Hours	14,560	14,560
Total Employee Paid Hours	158,195	159,040

PASSENGER DATA

Adult Passenger Trips	1,045,266	963,104
Concession Fare Trips	476,265	469,529
<i>Concession Fare Trips Details:</i>		
<i>Child Passenger Trips</i>	5,477	5,559
<i>Student Passenger Trips</i>	268,596	249,033
<i>Senior Passenger Trips</i>	60,816	60,540

REGULAR SERVICE PASSENGER TRIPS

Regular Service Passenger-Kms	1,521,531	1,432,633
Auxiliary Service Passenger Trips		

OPERATING EXPENSES

Transportation Operations Expenses	\$4,713,092	\$4,835,369
Fuel/Energy Exp. for Vehicles	\$883,497	\$798,140
Vehicle Maintenance Expenses	\$2,031,918	\$2,208,149
Plant Maintenance Expenses	\$655,548	\$652,727
General/Administration Expenses	\$513,080	\$532,666
TOTAL DIRECT OPERATING EXPENSES	\$8,797,135	\$9,027,051
Debt Service Payment		
Total Operating Expenses	\$8,797,135	\$9,027,051

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$2,851,625	\$2,550,058
TOTAL OPERATING REVENUES	\$3,040,425	\$2,942,922
Total Revenues	\$3,090,846	\$2,975,046
NET DIRECT OPERATING COST	\$5,756,710	\$6,084,129
NET OPERATING COST	\$5,706,289	\$6,052,005
Federal Operating Contribution		
Provincial Operating Contribution	\$1,134,581	\$1,153,067
Municipal Operating Contribution	\$4,571,708	\$4,898,938
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

CAPITAL EXPENSES AND FUNDING SOURCES

TOTAL CAPITAL EXPENDITURES	\$1,719,416	\$1,445,180
Total Capital Disposals		
TOTAL CAPITAL FUNDING	\$1,719,416	\$1,445,180
Federal Capital Contribution	\$1,198,011	\$774,094
Provincial Capital Contribution		\$56,065
Municipal Capital Contribution	\$521,405	\$615,021
Other Capital Contributions		

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	35%	33%
Municipal Operating Contribution / Capita	\$46.72	\$50.25
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$3.78	\$4.25

AVERAGE FARE

Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.87	\$1.78
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COST EFFECTIVENESS

Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$5.78	\$6.30
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COST EFFICIENCY

Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$115.53	\$118.54
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SERVICE UTILIZATION

Reg. Serv. Pass. / Capita	15.55	14.69
Reg. Serv. Pass. / Rev. Veh. Hr.	19.98	18.81

AMOUNT OF SERVICE

Rev. Veh. Hrs. / Capita	0.78	0.78
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AVERAGE SPEED

Rev. Veh. Kms. / Rev. Veh. Hr.	23.88	23.96
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LABOUR PRODUCTIVITY

Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.73	0.71
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TOP WAGE RATES

Operators	\$25.78	\$25.78
Mechanics	\$31.02	\$31.02

Brockville

Transit Contact: Matthew Locke
Supervisor of Transportation Services

Statistical Contact: Matthew Locke
Supervisor of Transportation Services
Phone: 613-342-8772 x3225 Fax: 613-342-5035
Email: mlocke@brockville.com

SYSTEM HIGHLIGHTS:

▪ System established:	01/05/1982	▪ Adult Cash Fare:	\$2.25
▪ Serves:	City of Brockville	▪ Ridership (revenue passengers):	102,797
▪ Municipal Population:	21,870	▪ Total Operating Revenues:	\$189,715
▪ Service Area Population:	21,870	▪ Total Direct Operating Expenses:	\$716,669
▪ Service Area Size:	20.3square kilometres		
▪ Service provided by:	Municipal Department		
▪ Hours of Service:			
Monday	6:45 - 18:15	Friday	6:45 - 18:15
Tuesday	6:45 - 18:15	Saturday	8:45 - 18:15
Wednesday	6:45 - 18:15	Sunday	N/A
Thursday	6:45 - 18:15	Holidays	N/A
▪ Employees Statistics:	Full-time	Part-time	
Operators	6	7	
Other Transportation Operations		1	
Vehicle Mechanics		3	
Other Vehicle Maintenance and Servicing		2	
Plant and Other Maintenance			
General and Administration		2	
TOTAL EMPLOYEES	6	15	
▪ Union Affiliations:	CUPE 115 (Operators)		
	CUPE 115 (Mechanics)		
▪ Number of Fixed Routes:		3	
▪ Number of Accessible Routes:		3	
▪ Energy Consumption:			
- Diesel:			
- Biodiesel B5:			
- Biodiesel B20:			
- Biodiesel - Other:			
- Natural Gas:			
- Electricity:			
Gasoline in litres		84,471	

Modal Statistics	Boardings		Rev. Vehicle Hrs.		Rev. Vehicle Kms		Avg. Speed (km/h)
Bus	121,900	100.00%	11,005	100.00%	223,445	100.00%	20.30
TOTAL	121,900		11,005		223,445		20.30

Brockville

FARE STRUCTURE

Effective Date:	10/04/2014	Cash	Tickets/Cards (unit price)	Monthly Pass	Other 40-Ride Pass	Criteria
Adults		\$2.25	\$1.80	\$64.00	\$64.00	
Children		\$2.25	\$1.80	\$64.00	\$64.00	< 5 = Free, Limit 2 per adult
Students		\$2.25	\$1.80	\$64.00	\$64.00	
Seniors		\$2.25	\$1.80	\$64.00	\$64.00	

	Active		Average Age		Peak (Est.)	Base (Est.)
	Access.	Non-Acc.	Access.	Non-Acc.		
VEHICLES (2016)						
Bus					3	3
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES					3	3

VEHICLE KILOMETRES AND HOURS		2015	2016	PERFORMANCE INDICATORS	2015	2016
Revenue Vehicle Kilometres		221,849	223,445	FINANCIAL		
Total Vehicle Kilometres		222,321	225,147	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	28%	26%
Revenue Vehicle Hours		10,847	11,005	Municipal Operating Contribution / Capita	\$20.41	\$16.32
Auxiliary Revenue Vehicle Hours				Net Dir. Oper. Cost / Reg. Serv. Pass.	\$5.03	\$5.13
Total Vehicle Hours		11,379	11,355	AVERAGE FARE		
Operators Paid Hours		11,962	7,647	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.83	\$1.76
Vehicle Mechanics Paid Hours		483	558	COST EFFECTIVENESS		
Total Employee Paid Hours		14,722	10,650	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$6.94	\$6.97
PASSENGER DATA				COST EFFICIENCY		
Adult Passenger Trips			99,646	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$64.85	\$63.11
Concession Fare Trips			3,151	SERVICE UTILIZATION		
<i>Concession Fare Trips Details:</i>				Reg. Serv. Pass. / Capita	4.86	4.70
<i>Child Passenger Trips</i>			3,151	Reg. Serv. Pass. / Rev. Veh. Hr.	9.81	9.34
<i>Student Passenger Trips</i>				AMOUNT OF SERVICE		
<i>Senior Passenger Trips</i>				Rev. Veh. Hrs. / Capita	0.50	0.50
REGULAR SERVICE PASSENGER TRIPS	106,363		102,797	AVERAGE SPEED		
Regular Service Passenger-Kms				Rev. Veh. Kms. / Rev. Veh. Hr.	20.45	20.30
Auxiliary Service Passenger Trips				LABOUR PRODUCTIVITY		
OPERATING EXPENSES				Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.91	1.44
Transportation Operations Expenses	\$477,377		\$475,503	TOP WAGE RATES		
Fuel/Energy Exp. for Vehicles	\$76,200		\$72,859	Operators		\$27.20
Vehicle Maintenance Expenses	\$98,521		\$88,578	Mechanics		\$31.11
Plant Maintenance Expenses	\$53,651		\$50,391			
General/Administration Expenses	\$32,159		\$29,337			
TOTAL DIRECT OPERATING EXPENSES	\$737,908		\$716,669			
Debt Service Payment						
Total Operating Expenses	\$737,908		\$716,669			
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS						
REGULAR SERV. PASS. REVENUES	\$195,032		\$181,421			
TOTAL OPERATING REVENUES	\$203,152		\$189,715			
Total Revenues	\$203,152		\$189,715			
NET DIRECT OPERATING COST	\$534,756		\$526,954			
NET OPERATING COST	\$534,756		\$526,954			
Federal Operating Contribution						
Provincial Operating Contribution	\$88,100		\$169,979			
Municipal Operating Contribution	\$446,374		\$356,975			
Other Operating Contributions						
Federal Debt Service Contribution						
Provincial Debt Service Contribution						
Municipal Debt Service Contribution						
CAPITAL EXPENSES AND FUNDING SOURCES						
TOTAL CAPITAL EXPENDITURES	\$86,235					
Total Capital Disposals	\$10,000					
TOTAL CAPITAL FUNDING						
Federal Capital Contribution						
Provincial Capital Contribution						
Municipal Capital Contribution						
Other Capital Contributions						

Burlington

Transit Contact: Sue Connor
Director of Transit

Statistical Contact: Colm Lynn
Manager of Business Administration
Phone: 905-335-7869 x7526 Fax: 905-335-7878
Email: colm.lynn@burlington.ca

SYSTEM HIGHLIGHTS:

▪ System established:		▪ Adult Cash Fare:	\$3.50
▪ Serves:	Burlington	▪ Ridership (revenue passengers):	1,900,094
▪ Municipal Population:	183,314	▪ Total Operating Revenues:	\$5,224,106
▪ Service Area Population:	179,236	▪ Total Direct Operating Expenses:	\$14,970,409
▪ Service Area Size (km²):	98.0	▪ Active Vehicles:	55
▪ Service provided by:	Municipal Department	- Small Community Buses	4
		- Standard Buses	51
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	100.00%
Monday	5:00 - 1:00	▪ Percentage of accessible transit fleet:	100.00%
Tuesday	5:00 - 1:00		
Wednesday	5:00 - 1:00	▪ Number of Fixed Routes:	26
Thursday	5:00 - 1:00	▪ Number of Accessible Routes:	24
		▪ Energy Consumption:	
		- Diesel:	2,173,602 litres
		- Biodiesel B5:	
		- Biodiesel B20:	
		- Biodiesel - Other:	
		- Natural Gas:	
		- Electricity:	
		- Other:	
▪ Employees Statistics:	Full-time	Part-time	
Operators	78		
Other Transportation Operations	8		
Vehicle Mechanics	7		
Other Vehicle Maintenance and Servicing	7		
Plant and Other Maintenance	1		
General and Administration	10		
TOTAL EMPLOYEES	111		
▪ Union Affiliations:	CUPE 2723 (Operators)		
	CUPE 2723 (Mechanics)		

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	1,900,094 100.00%	164,694 100.00%	3,853,617 100.00%	23.40
TOTAL	1,900,094	164,694	3,853,617	23.40

Burlington

Fare Structure

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
01/05/2015					
Adults	\$3.50	\$2.75	\$97.00		
Children	\$3.50	\$1.85	\$50.00		6-12
Students	\$3.50	\$1.90	\$71.00		13-19; must be enrolled in secondary
Seniors	\$3.50	\$1.90	\$59.25		65+
Other: GO passenger	\$0.70				GO Co-fare

Vehicles (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	Active Buses By Fuel Type	
	Access.	Non-Acc.	Access.	Non-Acc.			Internal Combustion	
Bus	55		5.9		43	29	- Diesel	55
Commuter Rail							- Biodiesel (all blends)	
Ferry							- Natural Gas (CNG or LNG)	
Heavy Rail							- Other	
Light Rail							Electric	
Locomotive							- Trolley	
Streetcar							- Battery	
TOTAL ACTIVE VEHICLES	55	0			43	29	- Fuel Cell	
Total Low-Floor Bus (30'-60')	55		Average Bus Age (years)		5.9		TOTAL	55

Vehicle Kilometres and Hours

	2015	2016
Revenue Vehicle Kilometres	3,744,066	3,853,617
Total Vehicle Kilometres	3,839,376	4,027,231
Revenue Vehicle Hours	160,072	164,694
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	165,857	170,335
Operators Paid Hours	220,518	233,706
Vehicle Mechanics Paid Hours	15,764	15,103
Total Employee Paid Hours	281,569	300,269

Passenger Data

Adult Passenger Trips	1,478,233	1,483,476
Concession Fare Trips	473,953	416,618
<i>Concession Fare Trips Details:</i>		
<i>Child Passenger Trips</i>	18,041	11,962
<i>Student Passenger Trips</i>	257,956	237,072
<i>Senior Passenger Trips</i>	197,956	167,584
Regular Service Passenger Trips	1,952,186	1,900,094
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips		

Operating Expenses

Transportation Operations Expenses	\$7,943,508	\$8,559,048
Fuel/Energy Exp. for Vehicles	\$1,941,373	\$1,637,045
Vehicle Maintenance Expenses	\$2,788,885	\$2,822,225
Plant Maintenance Expenses	\$407,365	\$463,780
General/Administration Expenses	\$1,351,683	\$1,488,311
Total Direct Operating Expenses	\$14,432,814	\$14,970,409
Debt Service Payment		
Total Operating Expenses	\$14,432,814	\$14,970,409

Operating Revenues and Other Funding Contributions

Regular Service Passenger Revenues	\$4,931,156	\$4,799,707
Total Operating Revenues	\$5,346,361	\$5,224,106
Total Revenues	\$5,346,741	\$5,494,693
Net Direct Operating Cost	\$9,086,453	\$9,746,303
Net Operating Cost	\$9,086,073	\$9,475,716
Federal Operating Contribution		
Provincial Operating Contribution	\$842,100	\$942,100
Municipal Operating Contribution	\$8,243,973	\$8,533,616
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

Capital Expenses and Funding Sources

Total Capital Expenditures	\$5,102,850	\$1,322,765
Total Capital Disposals		
Total Capital Funding	\$5,102,850	\$1,321,381
Federal Capital Contribution	\$2,043,960	\$433,137
Provincial Capital Contribution	\$2,110,523	\$778,907
Municipal Capital Contribution		
Other Capital Contributions	\$948,367	\$109,337

Performance Indicators

	2015	2016
Financial		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	37%	35%
Municipal Operating Contribution / Capita	\$48.41	\$47.61
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$4.65	\$5.13
Average Fare		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$2.53	\$2.53
Cost Effectiveness		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$7.39	\$7.88
Cost Efficiency		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$87.02	\$87.89
Service Utilization		
Reg. Serv. Pass. / Capita	11.46	10.60
Reg. Serv. Pass. / Rev. Veh. Hr.	12.20	11.54
Amount of Service		
Rev. Veh. Hrs. / Capita	0.94	0.92
Average Speed		
Rev. Veh. Kms. / Rev. Veh. Hr.	23.39	23.40
Labour Productivity		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.73	0.70
Top Wage Rates		
Operators	\$26.10	\$26.56
Mechanics	\$33.42	\$32.99

Chatham

Transit Contact: Jan Metcalfe
Engineering Technologist

Statistical Contact: Jan Metcalfe
Engineering Technologist
Phone: 519-3.60-1998 x3301 Fax: 519-436-2340
Email: Janm@chatham-kent.ca

SYSTEM HIGHLIGHTS:

- System established: 01/01/1946
- Serves: Community of Chatham
- Municipal Population: 105,000
- Service Area Population: 45,000
- Service Area Size: 44.2square kilometres
- Service provided by: Municipal Department, under contract with Intouch Connection
- Hours of Service:

Monday	6:15 - 19:15	Friday	6:15 - 19:15
Tuesday	6:15 - 19:15	Saturday	6:15 - 19:15
Wednesday	6:15 - 19:15	Sunday	N/A
Thursday	6:15 - 19:15	Holidays	N/A
- **Employees Statistics:**

	Full-time	Part-time
Operators		
Other Transportation Operations		
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration		
TOTAL EMPLOYEES		
- Union Affiliations: Union Information N/A (Operators)
Union Information N/A (Mechanics)
- Adult Cash Fare: \$2.00
- Ridership (revenue passengers): 199,652
- Total Operating Revenues: \$463,854
- Total Direct Operating Expenses: \$1,507,271
- Active Vehicles: 10
 - Small Community Buses 10
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 8
- Number of Accessible Routes: 8
- Energy Consumption:
 - Diesel:
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	265,333 100.00%	15,808 100.00%	0 0.00%	
TOTAL	265,333	15,808	0	0.00

REMARKS:

New fare products introduced July 1, 2016: "affordable (low Income) pass" \$40 per month for those who qualify (criteria - household income is equal to or less than Provincial Low Income Measure); 200 passes per year, first come first served basis; 72 applications approved in 2016. Monthly (30 day pass) for adults, students and seniors. Cash Pass (epurse) card offering 20% reduction when validated during on peak service hours; 50% reduction when validated during off peak service hours.

Chatham

FARE STRUCTURE

Effective Date:	01/07/2016	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Cash Pass	Criteria
Adults		\$2.00		\$65.00	\$20	18 - 64
Children						< 5 = Free
Students		\$1.75		\$50.00	\$20	6 - 17
Seniors		\$1.75		\$50.00	\$20	65+
		\$2.00		\$40.00	\$120 (sem/college)	FT college student, low income pass

VEHICLES (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			Internal Combustion
Bus	10		1.6		4	4	- Diesel 6
Commuter Rail							- Biodiesel (all blends)
Ferry							- Natural Gas (CNG or LNG) 4
Heavy Rail							- Other
Light Rail							Electric
Locomotive							- Trolley
Streetcar							- Battery
TOTAL ACTIVE VEHICLES	10	0			4	4	- Fuel Cell
Total Low-Floor Bus (30'-60')	10		Average Bus Age (years)		1.6		TOTAL 10

VEHICLE KILOMETRES AND HOURS	2015	2016	PERFORMANCE INDICATORS	2015	2016
Revenue Vehicle Kilometres			FINANCIAL		
Total Vehicle Kilometres			Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	23%	31%
Revenue Vehicle Hours	15,652	15,808	Municipal Operating Contribution / Capita	\$14.09	\$10.03
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$6.71	\$5.23
Total Vehicle Hours	15,652	15,808	AVERAGE FARE		
Operators Paid Hours			Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.97	\$2.32
Vehicle Mechanics Paid Hours			COST EFFECTIVENESS		
Total Employee Paid Hours			Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$8.68	\$7.55
PASSENGER DATA			COST EFFICIENCY		
Adult Passenger Trips	130,764	141,192	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$101.68	\$95.35
Concession Fare Trips	52,508	58,460	SERVICE UTILIZATION		
<i>Concession Fare Trips Details:</i>			Reg. Serv. Pass. / Capita	4.07	4.44
<i>Child Passenger Trips</i>	4,263	1,511	Reg. Serv. Pass. / Rev. Veh. Hr.	11.71	12.63
<i>Student Passenger Trips</i>	13,879	15,571	AMOUNT OF SERVICE		
<i>Senior Passenger Trips</i>	13,254	32,671	Rev. Veh. Hrs. / Capita	0.35	0.35
REGULAR SERVICE PASSENGER TRIPS	183,272	199,652	AVERAGE SPEED		
Regular Service Passenger-Kms			Rev. Veh. Kms. / Rev. Veh. Hr.		
Auxiliary Service Passenger Trips			LABOUR PRODUCTIVITY		
OPERATING EXPENSES			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
Transportation Operations Expenses	\$1,501,098	\$1,386,147	TOP WAGE RATES		
Fuel/Energy Exp. for Vehicles			Operators		
Vehicle Maintenance Expenses			Mechanics		
Plant Maintenance Expenses	\$70,564	\$68,143			
General/Administration Expenses	\$19,861	\$52,981			
TOTAL DIRECT OPERATING EXPENSES	\$1,591,523	\$1,507,271			
Debt Service Payment					
Total Operating Expenses	\$1,591,523	\$1,507,271			
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS					
REGULAR SERV. PASS. REVENUES	\$361,296	\$463,854			
TOTAL OPERATING REVENUES	\$361,296	\$463,854			
Total Revenues	\$361,296	\$463,854			
NET DIRECT OPERATING COST	\$1,230,227	\$1,043,417			
NET OPERATING COST	\$1,230,227	\$1,043,417			
Federal Operating Contribution					
Provincial Operating Contribution	\$596,432	\$644,296			
Municipal Operating Contribution	\$633,845	\$451,251			
Other Operating Contributions					
Federal Debt Service Contribution					
Provincial Debt Service Contribution					
Municipal Debt Service Contribution					

CAPITAL EXPENSES AND FUNDING SOURCES

TOTAL CAPITAL EXPENDITURES

Total Capital Disposals

TOTAL CAPITAL FUNDING

Federal Capital Contribution

Provincial Capital Contribution

Municipal Capital Contribution

Other Capital Contributions

Clarence-Rockland

Transit Contact: Pierre Boucher
Director, Community Services

Statistical Contact: Pierre Boucher
Director, Community Services
Phone: 613-446-6022 X 2236 Fax: 613-446-1497
Email: pboucher@clarence-rockland.com

SYSTEM HIGHLIGHTS:

- System established: 09/02/2003
- Serves: City of Clarence-Rockland
- Municipal Population: 24,512
- Service Area Population: 24,512
- Service Area Size: 298.0 square kilometres
- Service provided by: Municipal Department, under contract with Leduc Bus Lines
- Hours of Service:

Monday	05:20 - 19:05	Friday	05:20 - 19:05
Tuesday	05:20 - 19:05	Saturday	N/A
Wednesday	05:20 - 19:05	Sunday	N/A
Thursday	05:20 - 19:05	Holidays	N/A
- Employees Statistics:

	Full-time	Part-time
Operators		
Other Transportation Operations		
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration		
TOTAL EMPLOYEES		
- Union Affiliations: Union Information N/A (Operators)
Union Information N/A (Mechanics)
- Adult Cash Fare: \$14.00
- Ridership (revenue passengers): 144,269
- Total Operating Revenues: \$1,168,765
- Total Direct Operating Expenses: \$1,892,686
- Active Vehicles: 12
 - Small Community Buses 3
 - Standard Buses 9
- Percentage of accessible bus fleet: 25.00%
- Percentage of accessible transit fleet: 25.00%
- Number of Fixed Routes: 2
- Number of Accessible Routes: 1
- Energy Consumption:
 - Diesel:
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

Modal Statistics	Boardings		Rev. Vehicle Hrs.		Rev. Vehicle Kms		Avg. Speed (km/h)
Bus	144,269	100.00%	8,029	100.00%	293,160	100.00%	36.51
TOTAL	144,269		8,029		293,160		36.51

Clarence-Rockland

FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
01/04/2016					
Adults	\$14.00	\$10.00	\$238.00		
Children					< 6 = Free
Students	\$14.00	\$10.00	\$171.00		with valid school, college, or university ID
Seniors	\$14.00	\$10.00	\$238.00		
Other: CNIB					free with valid ID

VEHICLES (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			Internal Combustion
Bus	3	9	9.7	11.4	10	10	- Diesel 12
Commuter Rail							- Biodiesel (all blends)
Ferry							- Natural Gas (CNG or LNG)
Heavy Rail							- Other
Light Rail							Electric
Locomotive							- Trolley
Streetcar							- Battery
TOTAL ACTIVE VEHICLES	3	9			10	10	- Fuel Cell
Total Low-Floor Bus (30'-60')	3		Average Bus Age (years)		11.0		TOTAL 12

VEHICLE KILOMETRES AND HOURS

	2015	2016
Revenue Vehicle Kilometres	311,535	293,160
Total Vehicle Kilometres	623,070	586,320
Revenue Vehicle Hours	8,580	8,029
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	12,854	12,047

Operators Paid Hours

Vehicle Mechanics Paid Hours

Total Employee Paid Hours

PASSENGER DATA

Adult Passenger Trips

Concession Fare Trips

Concession Fare Trips Details:

Child Passenger Trips

Student Passenger Trips

Senior Passenger Trips

REGULAR SERVICE PASSENGER TRIPS

	151,450	144,269
Regular Service Passenger-Kms	9,087,000	8,656,140
Auxiliary Service Passenger Trips		

OPERATING EXPENSES

Transportation Operations Expenses	\$1,940,959	\$1,798,751
Fuel/Energy Exp. for Vehicles		
Vehicle Maintenance Expenses		
Plant Maintenance Expenses	\$11,013	\$19,689
General/Administration Expenses	\$78,696	\$74,246
TOTAL DIRECT OPERATING EXPENSES	\$2,030,668	\$1,892,686
Debt Service Payment		
Total Operating Expenses	\$2,030,668	\$1,892,686

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$1,219,378	\$1,148,565
TOTAL OPERATING REVENUES	\$1,232,328	\$1,168,765
Total Revenues	\$1,232,328	\$1,168,765
NET DIRECT OPERATING COST	\$798,340	\$723,921
NET OPERATING COST	\$798,340	\$723,921
Federal Operating Contribution		
Provincial Operating Contribution	\$255,556	\$260,780
Municipal Operating Contribution	\$542,784	\$483,550
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

CAPITAL EXPENSES AND FUNDING SOURCES

TOTAL CAPITAL EXPENDITURES		\$13,434
Total Capital Disposals		
TOTAL CAPITAL FUNDING		\$13,434
Federal Capital Contribution		
Provincial Capital Contribution		
Municipal Capital Contribution		\$13,434
Other Capital Contributions		

PERFORMANCE INDICATORS

	2015	2016
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	61%	62%
Municipal Operating Contribution / Capita	\$23.41	\$19.73
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$5.27	\$5.02

AVERAGE FARE

Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$8.05	\$7.96
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COST EFFECTIVENESS

Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$13.41	\$13.12
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COST EFFICIENCY

Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$157.98	\$157.11
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SERVICE UTILIZATION

Reg. Serv. Pass. / Capita	6.53	5.89
Reg. Serv. Pass. / Rev. Veh. Hr.	17.65	17.97

AMOUNT OF SERVICE

Rev. Veh. Hrs. / Capita	0.37	0.33
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AVERAGE SPEED

Rev. Veh. Kms. / Rev. Veh. Hr.	36.31	36.51
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LABOUR PRODUCTIVITY

Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
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TOP WAGE RATES

Operators

Mechanics

Cobourg

Transit Contact: Barry Thrasher
Director of Public Works

Statistical Contact: Renee Champagne
Administrative Assistant
Phone: 905-372-4555 Fax: 905-372-0009
Email: rchampagne@cobourg.ca

SYSTEM HIGHLIGHTS:

▪ System established:	01/01/1976	▪ Adult Cash Fare:	\$2.00
▪ Serves:	Town of Cobourg	▪ Ridership (revenue passengers):	104,103
▪ Municipal Population:	18,519	▪ Total Operating Revenues:	\$118,375
▪ Service Area Population:	10,741	▪ Total Direct Operating Expenses:	\$607,420
▪ Service Area Size (km ²):	13.0	▪ Active Vehicles:	3
▪ Service provided by:	Municipal Department, under contract with Century Transportation	- Small Community Buses	1
		- Standard Buses	2
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	100.00%
Monday 6:15 - 19:45	Friday 6:15 - 19:45	▪ Percentage of accessible transit fleet:	100.00%
Tuesday 6:15 - 19:45	Saturday 8:15 - 18:45	▪ Number of Fixed Routes:	2
Wednesday 6:15 - 19:45	Sunday 8:45 - 15:45	▪ Number of Accessible Routes:	2
Thursday 6:15 - 19:45	Holidays 11:15 - 17:15	▪ Energy Consumption:	
▪ Employees Statistics:	Full-time	Part-time	
Operators			- Diesel:
Other Transportation Operations			- Biodiesel B5:
Vehicle Mechanics			- Biodiesel B20:
Other Vehicle Maintenance and Servicing			- Biodiesel - Other:
Plant and Other Maintenance			- Natural Gas:
General and Administration			- Electricity:
TOTAL EMPLOYEES			- Other:
▪ Union Affiliations:	Union Information N/A (Operators)		
	Union Information N/A (Mechanics)		

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	114,878 100.00%	8,704 100.00%	242,160 100.00%	27.82
TOTAL	114,878	8,704	242,160	27.82

Cobourg

FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
01/09/2006					
Adults	\$2.00	\$1.60	\$60.00		
Children	\$2.00	\$1.60	\$25.00		< 5 = Free
Students	\$2.00	\$1.60	\$50.00		
Seniors	\$2.00	\$1.60	\$30.00		
Other: Student	\$2.00	\$1.60	\$15.00		After 2:30pm week days/all weekend

VEHICLES (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	3		8.0		2	2	Internal Combustion
Commuter Rail							- Diesel 3
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other
Locomotive							Electric
Streetcar							- Trolley
TOTAL ACTIVE VEHICLES	3	0			2	2	- Battery
Total Low-Floor Bus (30'-60')	2		Average Bus Age (years)		8.0		- Fuel Cell
							TOTAL 3

VEHICLE KILOMETRES AND HOURS

	2015	2016
Revenue Vehicle Kilometres	205,149	242,160
Total Vehicle Kilometres	205,149	242,160
Revenue Vehicle Hours	8,692	8,704
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	8,692	8,704

Operators Paid Hours

Vehicle Mechanics Paid Hours

Total Employee Paid Hours

PASSENGER DATA

Adult Passenger Trips	104,103
Concession Fare Trips	
<i>Concession Fare Trips Details:</i>	
<i>Child Passenger Trips</i>	
<i>Student Passenger Trips</i>	
<i>Senior Passenger Trips</i>	

REGULAR SERVICE PASSENGER TRIPS

Regular Service Passenger-Kms	103,443	104,103
Auxiliary Service Passenger Trips	775,823	780,773

OPERATING EXPENSES

Transportation Operations Expenses	\$572,160	\$575,037
Fuel/Energy Exp. for Vehicles		
Vehicle Maintenance Expenses		\$10,331
Plant Maintenance Expenses	\$9,493	\$13,628
General/Administration Expenses	\$136	\$8,423
TOTAL DIRECT OPERATING EXPENSES	\$581,789	\$607,420
Debt Service Payment		
Total Operating Expenses	\$688,599	\$742,490

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$143,413	\$115,787
TOTAL OPERATING REVENUES	\$146,575	\$118,375
Total Revenues	\$146,575	\$118,375
NET DIRECT OPERATING COST	\$435,214	\$489,046
NET OPERATING COST	\$542,024	\$624,116

Federal Operating Contribution		
Provincial Operating Contribution	\$187,000	\$187,000
Municipal Operating Contribution	\$355,024	\$419,599
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

CAPITAL EXPENSES AND FUNDING SOURCES

TOTAL CAPITAL EXPENDITURES	\$35,402	\$52,192
Total Capital Disposals		
TOTAL CAPITAL FUNDING		\$52,192
Federal Capital Contribution		
Provincial Capital Contribution		
Municipal Capital Contribution		\$52,192
Other Capital Contributions		

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	25%	19%
Municipal Operating Contribution / Capita	\$33.05	\$39.07
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$4.21	\$4.70

AVERAGE FARE

Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.39	\$1.11
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COST EFFECTIVENESS

Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$5.62	\$5.83
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COST EFFICIENCY

Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$69.23	\$69.79
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SERVICE UTILIZATION

Reg. Serv. Pass. / Capita	9.63	9.69
Reg. Serv. Pass. / Rev. Veh. Hr.	11.90	11.96

AMOUNT OF SERVICE

Rev. Veh. Hrs. / Capita	0.81	0.81
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AVERAGE SPEED

Rev. Veh. Kms. / Rev. Veh. Hr.	23.60	27.82
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LABOUR PRODUCTIVITY

Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
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TOP WAGE RATES

Operators	
Mechanics	

Collingwood

Transit Contact: Kris Wiszniak
Engineering Technician

Statistical Contact: Kris Wiszniak
Engineering Technician
Phone: 705-445-1292 Fax: 705-445-1286
Email: kwiszniak@collingwood.ca

SYSTEM HIGHLIGHTS:

- System established:
- Serves: Town of Collingwood, Town of Wasaga Beach,
Town of The Blue Mountains
- Municipal Population: 43,231
- Service Area Population: 19,000
- Service Area Size: 27.1 square kilometres
- Service provided by: Municipal Department, under contract with Sinton
Landmark
- Hours of Service:

Monday	6:30 - 21:00	Friday	6:30 - 21:00
Tuesday	6:30 - 21:00	Saturday	7:00 - 18:00
Wednesday	6:30 - 21:00	Sunday	9:00 - 17:00
Thursday	6:30 - 21:00	Holidays	N/A
- **Employees Statistics:**

	Full-time	Part-time
Operators		
Other Transportation Operations		
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration		
TOTAL EMPLOYEES		
- Union Affiliations: Union Information N/A (Operators)
Union Information N/A (Mechanics)
- Adult Cash Fare: \$2.00
- Ridership (revenue passengers): 210,619
- Total Operating Revenues: \$173,835
- Total Direct Operating Expenses: \$760,158
- Active Vehicles: 7
 - Standard Buses 7
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 5
- Number of Accessible Routes: 5
- Energy Consumption:
 - Diesel: 191,068 litres
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

Modal Statistics	Boardings		Rev. Vehicle Hrs.		Rev. Vehicle Kms		Avg. Speed (km/h)
Bus	0	0.00%	14,204	100.00%	238,042	100.00%	16.76
TOTAL	0		14,204		238,042		16.76

Collingwood

FARE STRUCTURE

Effective Date:	05/05/2014	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults		\$2.00		\$40.00		
Children						< 5 = Free
Students		\$1.50		\$30.00		
Seniors		\$1.50		\$30.00		

VEHICLES (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	7		6.0		5	3	Internal Combustion - Diesel - Biodiesel (all blends) - Natural Gas (CNG or LNG) - Other
Commuter Rail							
Ferry							
Heavy Rail							
Light Rail							Electric - Trolley - Battery - Fuel Cell
Locomotive							
Streetcar							
TOTAL ACTIVE VEHICLES	7	0			5	3	
Total Low-Floor Bus (30'-60')	6		Average Bus Age (years)		6.0		TOTAL
							7

VEHICLE KILOMETRES AND HOURS

	2015	2016
Revenue Vehicle Kilometres	266,841	238,042
Total Vehicle Kilometres	494,752	392,916
Revenue Vehicle Hours	11,641	14,204
Auxiliary Revenue Vehicle Hours	7,239	7,265
Total Vehicle Hours	19,717	22,624
Operators Paid Hours		
Vehicle Mechanics Paid Hours		
Total Employee Paid Hours		

PASSENGER DATA

Adult Passenger Trips	210,619
Concession Fare Trips	
<i>Concession Fare Trips Details:</i>	
<i>Child Passenger Trips</i>	
<i>Student Passenger Trips</i>	
<i>Senior Passenger Trips</i>	

REGULAR SERVICE PASSENGER TRIPS

Regular Service Passenger-Kms	214,995	210,619
Auxiliary Service Passenger Trips		

OPERATING EXPENSES

Transportation Operations Expenses	\$551,999	\$561,742
Fuel/Energy Exp. for Vehicles	\$121,567	\$116,394
Vehicle Maintenance Expenses	\$39,648	\$48,879
Plant Maintenance Expenses	\$44,023	\$33,143
General/Administration Expenses		
TOTAL DIRECT OPERATING EXPENSES	\$757,237	\$760,158
Debt Service Payment		
Total Operating Expenses	\$1,170,710	\$1,139,321

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$189,547	\$173,835
TOTAL OPERATING REVENUES	\$189,547	\$173,835
Total Revenues	\$345,643	\$402,478
NET DIRECT OPERATING COST	\$567,690	\$586,323
NET OPERATING COST	\$825,067	\$736,843
Federal Operating Contribution		
Provincial Operating Contribution	\$271,325	\$286,432
Municipal Operating Contribution	\$432,487	\$450,411
Other Operating Contributions	\$121,255	

Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

CAPITAL EXPENSES AND FUNDING SOURCES

TOTAL CAPITAL EXPENDITURES	\$357,454	\$134,537
Total Capital Disposals		
TOTAL CAPITAL FUNDING	\$357,454	\$134,537
Federal Capital Contribution		
Provincial Capital Contribution		
Municipal Capital Contribution		
Other Capital Contributions	\$357,454	\$134,537

PERFORMANCE INDICATORS

FINANCIAL

Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	25%	23%
Municipal Operating Contribution / Capita	\$22.76	\$23.71
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.64	\$2.78

AVERAGE FARE

Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$0.88	\$0.83
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COST EFFECTIVENESS

Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$3.52	\$3.61
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COST EFFICIENCY

Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$59.38	\$50.36
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SERVICE UTILIZATION

Reg. Serv. Pass. / Capita	11.32	11.09
Reg. Serv. Pass. / Rev. Veh. Hr.	18.47	14.83

AMOUNT OF SERVICE

Rev. Veh. Hrs. / Capita	0.61	0.75
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AVERAGE SPEED

Rev. Veh. Kms. / Rev. Veh. Hr.	22.92	16.76
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LABOUR PRODUCTIVITY

Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
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TOP WAGE RATES

Operators	
Mechanics	

Cornwall

Transit Contact: Len Tapp
Division Manager

Statistical Contact: Len Tapp
Division Manager
Phone: 613-930-2787 x2252 Fax: 613-932-9906
Email: ltapp@cornwall.ca

System Highlights

- System established: 11/11/1974
- Serves: City of Cornwall
- Municipal Population: 46,340
- Service Area Population: 46,340
- Service Area Size (km²): 61.5
- Service provided by: Municipal Department
- Adult Cash Fare: \$2.90
- Ridership (revenue passengers): 742,228
- Total Operating Revenues: \$1,059,512
- Total Direct Operating Expenses: \$4,093,582
- Active Vehicles: 16
 - Standard Buses 16
- Percentage of accessible bus fleet: 93.75%
- Percentage of accessible transit fleet: 93.75%
- Hours of Service:

Monday	6:00 - 23:45	Friday	6:00 - 23:45
Tuesday	6:00 - 23:45	Saturday	6:30 - 23:45
Wednesday	6:00 - 23:45	Sunday	N/A
Thursday	6:00 - 23:45	Holidays	N/A

Employees Statistics

	Full-time	Part-time
Operators	20	5
Other Transportation Operations	3	
Vehicle Mechanics	5	
Other Vehicle Maintenance and Servicing	2	
Plant and Other Maintenance	1	
General and Administration	2	
TOTAL EMPLOYEES	33	5

- Union Affiliations:
 - ATU 964 (Operators)
 - CUPE 234 (Mechanics)
 - CUPE 3251 (Office Staff)

- Number of Fixed Routes: 9
- Number of Accessible Routes: 9
- Energy Consumption:
 - Diesel: 407,564 litres
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

Modal Statistics

	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	823,873 100.00%	38,159 100.00%	848,832 100.00%	22.24
TOTAL	823,873	38,159	848,832	22.24

Cornwall

FARE STRUCTURE

Effective Date: 01/05/2016	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$2.90	\$2.40	\$64.00		18 - 64
Children	\$2.75	\$2.00			Grades 1 to 6
Students	\$2.90	\$2.20	\$52.00		Grades 7 to 12 & College
Seniors	\$2.90	\$2.20	\$44.00		65 +
Other: Low Income			\$44.00		Ontario Works & ODSP

VEHICLES (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	15	1	11.1	31.0	11	9	Internal Combustion
Commuter Rail							- Diesel 16
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other
Locomotive							Electric
Streetcar							- Trolley
							- Battery
							- Fuel Cell
TOTAL ACTIVE VEHICLES	15	1			11	9	TOTAL
Total Low-Floor Bus (30'-60')	13		Average Bus Age (years)		12.4		16

VEHICLE KILOMETRES AND HOURS

	2015	2016
Revenue Vehicle Kilometres	793,072	848,832
Total Vehicle Kilometres	793,072	848,832
Revenue Vehicle Hours	37,159	38,159
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	37,159	38,159
Operators Paid Hours	48,880	49,880
Vehicle Mechanics Paid Hours	10,400	10,400
Total Employee Paid Hours	75,530	76,530

PASSENGER DATA

Adult Passenger Trips	444,948	456,470
Concession Fare Trips	318,256	285,758
<i>Concession Fare Trips Details:</i>		
<i>Child Passenger Trips</i>	1,527	2,969
<i>Student Passenger Trips</i>	225,145	172,197
<i>Senior Passenger Trips</i>	91,584	110,592

REGULAR SERVICE PASSENGER TRIPS

	763,204	742,228
Regular Service Passenger-Kms	4,579,224	4,453,368
Auxiliary Service Passenger Trips	7,062	5,604

OPERATING EXPENSES

Transportation Operations Expenses	\$2,062,098	\$2,151,894
Fuel/Energy Exp. for Vehicles	\$377,973	\$313,998
Vehicle Maintenance Expenses	\$1,011,223	\$1,006,340
Plant Maintenance Expenses	\$311,674	\$294,923
General/Administration Expenses	\$275,904	\$326,427
TOTAL DIRECT OPERATING EXPENSES	\$4,038,872	\$4,093,582
Debt Service Payment		
Total Operating Expenses	\$4,038,872	\$4,093,362

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$1,060,556	\$1,019,409
TOTAL OPERATING REVENUES	\$1,100,733	\$1,059,512
Total Revenues	\$1,312,758	\$1,252,434
NET DIRECT OPERATING COST	\$2,938,139	\$3,034,070
NET OPERATING COST	\$2,726,114	\$2,840,928

Federal Operating Contribution		
Provincial Operating Contribution	\$209,417	\$269,594
Municipal Operating Contribution	\$2,516,697	\$2,516,968
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		\$54,366
Municipal Debt Service Contribution		

CAPITAL EXPENSES AND FUNDING SOURCES

TOTAL CAPITAL EXPENDITURES	\$35,000	\$1,066,431
Total Capital Disposals		
TOTAL CAPITAL FUNDING	\$35,000	\$117,377
Federal Capital Contribution		
Provincial Capital Contribution	\$35,000	\$117,377
Municipal Capital Contribution		
Other Capital Contributions		

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	27%	26%
Municipal Operating Contribution / Capita	\$54.31	\$54.32
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$3.85	\$4.09

AVERAGE FARE

Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.39	\$1.37
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COST EFFECTIVENESS

Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$5.29	\$5.52
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COST EFFICIENCY

Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$108.69	\$107.28
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SERVICE UTILIZATION

Reg. Serv. Pass. / Capita	16.47	16.02
Reg. Serv. Pass. / Rev. Veh. Hr.	20.54	19.45

AMOUNT OF SERVICE

Rev. Veh. Hrs. / Capita	0.80	0.82
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AVERAGE SPEED

Rev. Veh. Kms. / Rev. Veh. Hr.	21.34	22.24
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LABOUR PRODUCTIVITY

Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.76	0.77
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TOP WAGE RATES

Operators	\$23.05	\$23.58
Mechanics	\$25.59	\$25.59

Deseronto

Transit Contact: Susan Stolarchuk
Administrator

Statistical Contact: Susan Stolarchuk
Administrator

Phone: 613-885-9352 Fax: 613-396-3141

Email: sstolarchuk@deseronto.ca

SYSTEM HIGHLIGHTS:

- System established: 08/01/2007
- Serves: Town of Deseronto, Greater Napanee, Tyendinaga Township
- Municipal Population: 21,485
- Service Area Population: 13,974
- Service Area Size (km²): 463.8
- Service provided by: Municipal Department
- Hours of Service:

Monday	4:30 - 00:00	Friday	4:30 - 00:00
Tuesday	4:30 - 00:00	Saturday	4:30 - 19:00
Wednesday	4:30 - 00:00	Sunday	4:30 - 19:00
Thursday	4:30 - 00:00	Holidays	N/A
- Employees Statistics:

	Full-time	Part-time
Operators		6
Other Transportation Operations		
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration	1	1
TOTAL EMPLOYEES	1	7
- Union Affiliations: Union Information N/A (Operators)
Union Information N/A (Mechanics)
- Adult Cash Fare:
- Ridership (revenue passengers): 13,183
- Total Operating Revenues: \$115,115
- Total Direct Operating Expenses: \$326,324
- Active Vehicles: 3
 - Small Community Buses 2
 - Standard Buses 1
- Percentage of accessible bus fleet: 66.67%
- Percentage of accessible transit fleet: 66.67%
- Number of Fixed Routes: 2
- Number of Accessible Routes: 2
- Energy Consumption:
 - Diesel:
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

Modal Statistics	Boardings		Rev. Vehicle Hrs.		Rev. Vehicle Kms		Avg. Speed (km/h)
Bus	14,108	100.00%	5,537	100.00%	279,806	100.00%	50.53
TOTAL	14,108		5,537		279,806		50.53

Deseronto

FARE STRUCTURE

Effective Date: 01/02/2016

Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
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Adults
Children
Students
Seniors

VEHICLES (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	2	1	2.0	8.0	2	2	Internal Combustion - Diesel - Biodiesel (all blends) - Natural Gas (CNG or LNG) - Other
Commuter Rail							
Ferry							
Heavy Rail							
Light Rail							
Locomotive							Electric - Trolley - Battery - Fuel Cell
Streetcar							
TOTAL ACTIVE VEHICLES	2	1			2	2	
Total Low-Floor Bus (30'-60')	1		Average Bus Age (years)		4.0		TOTAL

3

3

VEHICLE KILOMETRES AND HOURS

	2015	2016
Revenue Vehicle Kilometres	278,729	279,806
Total Vehicle Kilometres	297,999	309,815
Revenue Vehicle Hours	5,401	5,537
Auxiliary Revenue Vehicle Hours	87	29
Total Vehicle Hours	5,993	6,331
Operators Paid Hours	6,588	7,094
Vehicle Mechanics Paid Hours		
Total Employee Paid Hours	9,319	9,455

PASSENGER DATA

Adult Passenger Trips	15,029	11,179
Concession Fare Trips	2,011	2,004
<i>Concession Fare Trips Details:</i>		
Child Passenger Trips	441	215
Student Passenger Trips	742	435
Senior Passenger Trips	828	1,354

REGULAR SERVICE PASSENGER TRIPS

Regular Service Passenger-Kms	391,920	329,575
Auxiliary Service Passenger Trips		

OPERATING EXPENSES

Transportation Operations Expenses	\$138,884	\$141,740
Fuel/Energy Exp. for Vehicles	\$44,778	\$52,250
Vehicle Maintenance Expenses	\$29,272	\$39,838
Plant Maintenance Expenses	\$49	
General/Administration Expenses	\$86,623	\$92,496
TOTAL DIRECT OPERATING EXPENSES	\$299,606	\$326,324
Debt Service Payment		
Total Operating Expenses	\$304,743	\$326,324

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$124,853	\$114,441
TOTAL OPERATING REVENUES	\$130,790	\$115,115
Total Revenues	\$130,790	\$115,115
NET DIRECT OPERATING COST	\$168,816	\$211,209
NET OPERATING COST	\$173,953	\$211,209
Federal Operating Contribution		
Provincial Operating Contribution	\$71,703	\$111,709
Municipal Operating Contribution	\$67,500	\$65,000
Other Operating Contributions	\$34,750	\$34,500
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

CAPITAL EXPENSES AND FUNDING SOURCES

TOTAL CAPITAL EXPENDITURES	\$104,447	
Total Capital Disposals		\$2,400
TOTAL CAPITAL FUNDING		
Federal Capital Contribution		
Provincial Capital Contribution		
Municipal Capital Contribution		
Other Capital Contributions		

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	44%	35%
Municipal Operating Contribution / Capita	\$4.83	\$4.65
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$9.91	\$16.02

AVERAGE FARE

Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$7.33	\$8.68
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COST EFFECTIVENESS

Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$17.58	\$24.75
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COST EFFICIENCY

Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$49.99	\$51.54
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SERVICE UTILIZATION

Reg. Serv. Pass. / Capita	1.22	0.94
Reg. Serv. Pass. / Rev. Veh. Hr.	3.15	2.38

AMOUNT OF SERVICE

Rev. Veh. Hrs. / Capita	0.39	0.40
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AVERAGE SPEED

Rev. Veh. Kms. / Rev. Veh. Hr.	51.61	50.53
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LABOUR PRODUCTIVITY

Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.83	0.78
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TOP WAGE RATES

Operators	\$15.87	\$16.49
Mechanics		

Durham Region

Transit Contact: Vincent Patterson
General Manager

Statistical Contact: Deanna Wilson
Corporate Services Coordinator
Phone: 905-668-7711 x3701 Fax: 905-666-6193
Email: deanna.wilson@durham.ca

System Highlights

- System established: 01/01/2006
- Serves: Durham Region
- Municipal Population: 673,075
- Service Area Population: 567,421
- Service Area Size (km²): 405.9
- Service provided by: Transit Commission, under contract with Coach Canada
- Adult Cash Fare: \$3.75
- Ridership (revenue passengers): 10,192,324
- Total Operating Revenues: \$25,843,151
- Total Direct Operating Expenses: \$66,445,883
- Active Vehicles: 186
 - Standard Buses 186
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%

Hours of Service:

Monday	4:14 - 1:51	Friday	4:14 - 1:51
Tuesday	4:14 - 1:51	Saturday	5:55 - 1:43
Wednesday	4:14 - 1:51	Sunday	5:55 - 1:47
Thursday	4:14 - 1:51	Holidays	5:55 - 1:47

Employees Statistics

	Full-time	Part-time
Operators	254	60
Other Transportation Operations	25	
Vehicle Mechanics	31	
Other Vehicle Maintenance and Servicing	32	16
Plant and Other Maintenance	2	
General and Administration	31	
TOTAL EMPLOYEES	375	76

- Union Affiliations:
 - Unifor 222 (Operators)
 - Unifor 222 (Mechanics)
 - Unifor 222 (Office, Maintenance & Service)

- Number of Fixed Routes: 53
- Number of Accessible Routes: 0
- Energy Consumption:
 - Diesel: 6,909,998 litres
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

Modal Statistics

	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	12,045,211 100.00%	500,249 100.00%	12,848,203 100.00%	25.68
TOTAL	12,045,211	500,249	12,848,203	25.68

Durham Region

Fare Structure

Effective Date:	01/05/2016	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults		\$3.75	\$3.05	\$115.00		
Children		\$2.50	\$2.05	\$65.00		6 - 12
Students		\$3.75	\$2.75	\$93.50		13 - 19
Seniors		\$2.50	\$2.05	\$46.00		65+
Other: GO Rail Passenger		\$0.75				Co-Fare with valid GO fare

Vehicles (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	Active Buses By Fuel Type	
	Access.	Non-Acc.	Access.	Non-Acc.			Internal Combustion	
Bus	186		6.7		153	94	- Diesel	186
Commuter Rail							- Biodiesel (all blends)	
Ferry							- Natural Gas (CNG or LNG)	
Heavy Rail							- Other	
Light Rail							Electric	
Locomotive							- Trolley	
Streetcar							- Battery	
TOTAL ACTIVE VEHICLES	186	0			153	94	- Fuel Cell	
Total Low-Floor Bus (30'-60')	186		Average Bus Age (years)		6.7		TOTAL	186

Vehicle Kilometres and Hours

	2015	2016
Revenue Vehicle Kilometres	12,429,235	12,848,203
Total Vehicle Kilometres	13,083,406	13,747,559
Revenue Vehicle Hours	495,510	500,249
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	530,195	535,266
Operators Paid Hours	796,692	745,076
Vehicle Mechanics Paid Hours	93,762	89,701
Total Employee Paid Hours	1,155,070	1,022,400

Passenger Data

Adult Passenger Trips	4,800,931	7,358,575
Concession Fare Trips	5,514,946	2,833,749
<i>Concession Fare Trips Details:</i>		
Child Passenger Trips	89,310	84,877
Student Passenger Trips	4,040,657	1,308,451
Senior Passenger Trips	393,132	432,770
Regular Service Passenger Trips	10,315,877	10,192,324
Regular Service Passenger-Kms		82,239,304
Auxiliary Service Passenger Trips		

Operating Expenses

Transportation Operations Expenses	\$34,979,608	\$36,773,286
Fuel/Energy Exp. for Vehicles	\$6,293,701	\$5,409,710
Vehicle Maintenance Expenses	\$10,916,418	\$12,138,753
Plant Maintenance Expenses	\$2,565,518	\$3,054,651
General/Administration Expenses	\$8,565,766	\$9,069,484
Total Direct Operating Expenses	\$63,321,011	\$66,445,883
Debt Service Payment	\$440,120	\$967,144
Total Operating Expenses	\$72,405,488	\$75,668,115

Operating Revenues and Other Funding Contributions

Regular Service Passenger Revenues	\$23,441,090	\$24,961,317
Total Operating Revenues	\$24,689,086	\$25,843,151
Total Revenues	\$24,751,000	\$25,918,630
Net Direct Operating Cost	\$38,631,924	\$40,602,732
Net Operating Cost	\$47,654,489	\$49,749,486
Federal Operating Contribution		
Provincial Operating Contribution	\$1,928,551	\$1,611,000
Municipal Operating Contribution	\$36,002,733	\$38,839,187
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution	\$541,383	\$1,056,128

Capital Expenses and Funding Sources

Total Capital Expenditures	\$16,604,391	\$28,649,597
Total Capital Disposals		
Total Capital Funding	\$16,604,391	\$14,960,889
Federal Capital Contribution		
Provincial Capital Contribution	\$13,353,664	\$13,795,572
Municipal Capital Contribution	\$3,250,727	\$1,165,317
Other Capital Contributions		

Performance Indicators

	2015	2016
Financial		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	39%	39%
Municipal Operating Contribution / Capita	\$64.86	\$68.45
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$3.74	\$3.98
Average Fare		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$2.27	\$2.45
Cost Effectiveness		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$6.14	\$6.52
Cost Efficiency		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$119.43	\$124.14
Service Utilization		
Reg. Serv. Pass. / Capita	18.58	17.96
Reg. Serv. Pass. / Rev. Veh. Hr.	20.82	20.37
Amount of Service		
Rev. Veh. Hrs. / Capita	0.89	0.88
Average Speed		
Rev. Veh. Kms. / Rev. Veh. Hr.	25.08	25.68
Labour Productivity		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.62	0.67
Top Wage Rates		
Operators	\$30.37	\$30.83
Mechanics	\$37.41	\$37.97

Elliot Lake

Transit Contact: Sean McGhee
Director of Infrastructure Services

Statistical Contact: Sean McGhee
Director of Infrastructure Services
Phone: 705-848-2287 x2138 Fax: 705-461-7309
Email: smcghee@city.elliottlake.on.ca

SYSTEM HIGHLIGHTS:

▪ System established:	01/01/1984	▪ Adult Cash Fare:	\$2.50
▪ Serves:	City of Elliot Lake	▪ Ridership (revenue passengers):	105,216
▪ Municipal Population:	10,498	▪ Total Operating Revenues:	\$226,726
▪ Service Area Population:	10,498	▪ Total Direct Operating Expenses:	\$451,399
▪ Service Area Size:	16.0square kilometres	▪ Active Vehicles:	3
▪ Service provided by:	Municipal Department, under contract with AJ Bus Lines	- Small Community Buses	3
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	100.00%
Monday 7:00 - 18:30	Friday 7:00 - 21:30	▪ Percentage of accessible transit fleet:	100.00%
Tuesday 7:00 - 18:30	Saturday 7:00 - 18:30	▪ Number of Fixed Routes:	4
Wednesday 7:00 - 18:30	Sunday N/A	▪ Number of Accessible Routes:	4
Thursday 7:00 - 21:30	Holidays N/A	▪ Energy Consumption:	
▪ Employees Statistics:	Full-time	Part-time	- Diesel: 67,332 litres
Operators	4	3	- Biodiesel B5:
Other Transportation Operations	1		- Biodiesel B20:
Vehicle Mechanics	3		- Biodiesel - Other:
Other Vehicle Maintenance and Servicing		1	- Natural Gas:
Plant and Other Maintenance			- Electricity:
General and Administration			- Other:
TOTAL EMPLOYEES	8	4	
▪ Union Affiliations:	Union Information N/A (Operators)		
	CUPE 170 (Mechanics)		

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	105,216 100.00%	6,988 100.00%	173,016 100.00%	24.76
TOTAL	105,216	6,988	173,016	24.76

Elliot Lake

FARE STRUCTURE

Effective Date:	01/01/2014	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults		\$2.50	\$2.00	\$62.00		
Children						
Students		\$2.25	\$2.00	\$52.00		
Seniors		\$2.25	\$2.00	\$52.00		

VEHICLES (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	3		0.7		2	2	Internal Combustion
Commuter Rail							- Diesel 3
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other
Locomotive							Electric
Streetcar							- Trolley
TOTAL ACTIVE VEHICLES	3	0			2	2	- Battery
							- Fuel Cell
Total Low-Floor Bus (30'-60')	3		Average Bus Age (years)		0.7		TOTAL 3

VEHICLE KILOMETRES AND HOURS		2015	2016	PERFORMANCE INDICATORS	2015	2016
Revenue Vehicle Kilometres		179,912	173,016	FINANCIAL		
Total Vehicle Kilometres		183,656	176,416	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	37%	50%
Revenue Vehicle Hours		7,602	6,988	Municipal Operating Contribution / Capita	\$15.18	\$21.78
Auxiliary Revenue Vehicle Hours				Net Dir. Oper. Cost / Reg. Serv. Pass.	\$3.19	\$2.14
Total Vehicle Hours		7,722	7,092	AVERAGE FARE		
Operators Paid Hours		7,931	8,472	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.80	\$1.89
Vehicle Mechanics Paid Hours		936	1,481	COST EFFECTIVENESS		
Total Employee Paid Hours		10,102	11,877	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$5.04	\$4.29
PASSENGER DATA				COST EFFICIENCY		
Adult Passenger Trips		33,564	52,971	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$61.39	\$63.65
Concession Fare Trips		60,469	52,245	SERVICE UTILIZATION		
<i>Concession Fare Trips Details:</i>				Reg. Serv. Pass. / Capita	8.29	10.02
<i>Child Passenger Trips</i>				Reg. Serv. Pass. / Rev. Veh. Hr.	12.37	15.06
<i>Student Passenger Trips</i>		10,212	6,332	AMOUNT OF SERVICE		
<i>Senior Passenger Trips</i>		33,033	29,725	Rev. Veh. Hrs. / Capita	0.67	0.67
REGULAR SERVICE PASSENGER TRIPS		94,033	105,216	AVERAGE SPEED		
Regular Service Passenger-Kms		282,099	315,648	Rev. Veh. Kms. / Rev. Veh. Hr.	23.67	24.76
Auxiliary Service Passenger Trips				LABOUR PRODUCTIVITY		
OPERATING EXPENSES				Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.96	0.82
Transportation Operations Expenses		\$438,593	\$298,592	TOP WAGE RATES		
Fuel/Energy Exp. for Vehicles		\$19,677	\$52,727	Operators	\$16.90	\$16.90
Vehicle Maintenance Expenses		\$5,422	\$75,849	Mechanics	\$28.06	\$28.99
Plant Maintenance Expenses						
General/Administration Expenses		\$10,327	\$24,231			
TOTAL DIRECT OPERATING EXPENSES		\$474,019	\$451,399			
Debt Service Payment						
Total Operating Expenses		\$474,019	\$455,399			
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS						
REGULAR SERV. PASS. REVENUES		\$169,173	\$199,218			
TOTAL OPERATING REVENUES		\$174,025	\$226,726			
Total Revenues		\$174,025	\$226,726			
NET DIRECT OPERATING COST		\$299,994	\$224,673			
NET OPERATING COST		\$299,994	\$228,673			
Federal Operating Contribution						
Provincial Operating Contribution		\$127,766				
Municipal Operating Contribution		\$172,228	\$228,673			
Other Operating Contributions						
Federal Debt Service Contribution						
Provincial Debt Service Contribution						
Municipal Debt Service Contribution						
CAPITAL EXPENSES AND FUNDING SOURCES						
TOTAL CAPITAL EXPENDITURES		\$385,400	\$200,437			
Total Capital Disposals						
TOTAL CAPITAL FUNDING			\$200,437			
Federal Capital Contribution						
Provincial Capital Contribution			\$200,437			
Municipal Capital Contribution						
Other Capital Contributions						

Fort Erie

Transit Contact: Carla Stout, DPA
Transit Program Manager

Statistical Contact: Carla Stout, DPA
Transit Program Manager
Phone: 905-871-1600 x2401 Fax: 905-871-6411
Email: cstout@forterie.ca

SYSTEM HIGHLIGHTS:

- System established: 01/01/1979
- Serves: Town of Fort Erie
- Municipal Population: 30,710
- Service Area Population: 30,710
- Service Area Size: 168.0 square kilometres
- Service provided by: Municipal Department, under contract with Tokmakjian Inc./ Niagara Transit
- Hours of Service:

Monday	6:30 - 19:30	Friday	6:30 - 19:30
Tuesday	6:30 - 19:30	Saturday	6:30 - 19:30
Wednesday	6:30 - 19:30	Sunday	N/A
Thursday	6:30 - 19:30	Holidays	N/A
- Employees Statistics:

	Full-time	Part-time
Operators	4	
Other Transportation Operations	1	
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration	1	
TOTAL EMPLOYEES	6	
- Union Affiliations: Union Information N/A (Operators)
Union Information N/A (Mechanics)
- Disruption during 2016: Adverse Weather
Start Date: 16/02/2016
End Date: 16/02/2016
Duration: 1 days
- Adult Cash Fare: \$2.50
- Ridership (revenue passengers): 56,526
- Total Operating Revenues: \$36,972
- Total Direct Operating Expenses: \$664,370
- Active Vehicles: 4
 - Standard Buses 4
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 2
- Number of Accessible Routes: 2
- Energy Consumption:
 - Diesel: 129,103 litres
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

Modal Statistics	Boardings		Rev. Vehicle Hrs.		Rev. Vehicle Kms		Avg. Speed (km/h)
Bus	56,526	100.00%	8,791	100.00%	309,202	100.00%	35.17
TOTAL	56,526		8,791		309,202		35.17

REMARKS:

Ridership, operating vehicle statistics and operating expenses are a sum of both regular and intermunicipal conventional operations provided by the Town of Fort Erie at its cost and benefit. Employment statistics include the municipality and regular conventional contractor only.

Fort Erie

FARE STRUCTURE

Effective Date: 01/10/2012

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Tickets	Criteria
Adults	\$2.50	\$2.25	\$80.00	10 for \$21.00	
Children	\$2.50	\$2.25		10 for \$21.00	< 5 = Free
Students	\$2.50	\$2.25		10 for \$21.00	
Seniors	\$2.50	\$2.25		10 for \$21.00	
Other: Fort to Falls	\$3.50				Intermunicipal fare to Niagara Falls

VEHICLES (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	4		8.0		3	3	Internal Combustion
Commuter Rail							- Diesel 4
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other
Locomotive							Electric
Streetcar							- Trolley
TOTAL ACTIVE VEHICLES	4	0			3	3	- Battery
Total Low-Floor Bus (30'-60')	4		Average Bus Age (years)		8.0		- Fuel Cell
							TOTAL 4

VEHICLE KILOMETRES AND HOURS

	2015	2016
Revenue Vehicle Kilometres	294,816	309,202
Total Vehicle Kilometres	294,816	309,202
Revenue Vehicle Hours	8,749	8,791
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	8,749	8,791
Operators Paid Hours		8,080
Vehicle Mechanics Paid Hours		
Total Employee Paid Hours		11,980

PASSENGER DATA

Adult Passenger Trips		49,720
Concession Fare Trips		6,806
Concession Fare Trips Details:		
Child Passenger Trips		
Student Passenger Trips		
Senior Passenger Trips		
REGULAR SERVICE PASSENGER TRIPS	47,558	56,526
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips	8,805	2,827

OPERATING EXPENSES

Transportation Operations Expenses	\$384,787	\$516,821
Fuel/Energy Exp. for Vehicles		
Vehicle Maintenance Expenses		
Plant Maintenance Expenses		
General/Administration Expenses	\$129,755	\$147,549
TOTAL DIRECT OPERATING EXPENSES	\$514,542	\$664,370
Debt Service Payment		
Total Operating Expenses	\$654,930	\$664,370

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$26,000	\$35,724
TOTAL OPERATING REVENUES	\$27,006	\$36,972
Total Revenues	\$38,557	\$36,972
NET DIRECT OPERATING COST	\$487,536	\$627,398
NET OPERATING COST	\$616,373	\$627,398
Federal Operating Contribution		
Provincial Operating Contribution	\$114,644	\$118,912
Municipal Operating Contribution	\$501,729	\$508,486
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

CAPITAL EXPENSES AND FUNDING SOURCES

TOTAL CAPITAL EXPENDITURES		
Total Capital Disposals		
TOTAL CAPITAL FUNDING		\$13,834
Federal Capital Contribution		
Provincial Capital Contribution		
Municipal Capital Contribution		\$13,834
Other Capital Contributions		

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	5%	6%
Municipal Operating Contribution / Capita	\$23.67	\$16.56
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$10.25	\$11.10

AVERAGE FARE

Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$0.55	\$0.63
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COST EFFECTIVENESS

Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$10.82	\$11.75
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COST EFFICIENCY

Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$74.86	\$75.57
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SERVICE UTILIZATION

Reg. Serv. Pass. / Capita	2.24	1.84
Reg. Serv. Pass. / Rev. Veh. Hr.	5.44	6.43

AMOUNT OF SERVICE

Rev. Veh. Hrs. / Capita	0.41	0.29
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AVERAGE SPEED

Rev. Veh. Kms. / Rev. Veh. Hr.	33.70	35.17
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LABOUR PRODUCTIVITY

Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		1.09
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TOP WAGE RATES

Operators		\$16.25
Mechanics		

GO (Metrolinx)

Transit Contact: Greg Percy
President GO Transit

Statistical Contact: Sherwin Gumbs
Senior Planning Officer
Phone: 416-202-5971 Fax: 416-214-0678
Email: Sherwin.Gumbs@metrolinx.com

System Highlights

▪ System established:	23/05/1967	▪ Adult Cash Fare:	
▪ Serves:	Greater Golden Horseshoe	▪ Ridership (revenue passengers):	69,193,574
▪ Municipal Population:	8,974,000	▪ Total Operating Revenues:	\$554,574,040
▪ Service Area Population:	8,974,000	▪ Total Direct Operating Expenses:	\$823,990,986
▪ Service Area Size (km ²):	11,000.0	▪ Active Vehicles:	1,349
▪ Service provided by:	Crown Corporation, under contract with Bombardier	- Commuter Rail Car	622
		- Other Rail	18
		- Commuter Rail Locomotive	75
		- Standard Buses	517
		- Double-Decker Buses	117
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	100.00%
		▪ Percentage of accessible transit fleet:	52.85%
Monday 3:25 - 3:25	Friday 3:25 - 3:25	▪ Number of Fixed Routes:	52
Tuesday 3:25 - 3:25	Saturday 3:25 - 3:25	▪ Number of Accessible Routes:	44
Wednesday 3:25 - 3:25	Sunday 3:25 - 3:25	▪ Energy Consumption:	
Thursday 3:25 - 3:25	Holidays 3:25 - 3:25	- Diesel:	71,491,504 litres

Employees Statistics

Full-time Part-time

Operators	773	92
Other Transportation Operations	584	195
Vehicle Mechanics	104	
Other Vehicle Maintenance and Servicing	29	
Plant and Other Maintenance	415	27
General and Administration	1,467	41
TOTAL EMPLOYEES	3,372	355

▪ Union Affiliations:	ATU 1587 (Operators)
	ATU 1587 (Mechanics)
	IAMAW 235 (Contact Centre)

Modal Statistics

	Boardings		Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	16,723,342	22.85%	1,109,404 71.47%	39,766,122 86.32%	35.84
Commuter Rail	56,471,257	77.15%	442,933 28.53%	6,299,500 13.68%	14.22
TOTAL	73,194,599		1,552,337	46,065,622	29.68

REMARKS:

Revenue passenger trips for the UP Express are included in 2016.

GO (Metrolinx)

Fare Structure

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults					
Children					
Students					
Seniors					

Vehicles (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	Active Buses By Fuel Type
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	634		4.9		353	196	Internal Combustion - Diesel 634 - Biodiesel (all blends) - Natural Gas (CNG or LNG) - Other
Commuter Rail	61	561	10.6	19.9	621	116	
Ferry							
Heavy Rail							
Light Rail							Electric - Trolley - Battery - Fuel Cell
Locomotive		75		8.4	56	11	
Streetcar							
TOTAL ACTIVE VEHICLES	695	636			1,030	323	
Total Low-Floor Bus (30'-60')	117		Average Bus Age (years)		4.9		TOTAL 634

Vehicle Kilometres and Hours		2015	2016	Performance Indicators	2015	2016
Revenue Vehicle Kilometres		44,059,206	46,065,622	Financial		
Total Vehicle Kilometres		53,441,546	56,807,937	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	67%	67%
Revenue Vehicle Hours		1,161,857	1,552,337	Municipal Operating Contribution / Capita		
Auxiliary Revenue Vehicle Hours				Net Dir. Oper. Cost / Reg. Serv. Pass.	\$3.89	\$3.89
Total Vehicle Hours		1,396,554	1,932,101	Average Fare		
Operators Paid Hours		1,258,913	1,293,828	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$7.31	\$7.51
Vehicle Mechanics Paid Hours		173,860	157,710	Cost Effectiveness		
Total Employee Paid Hours		4,932,629	5,459,701	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$11.65	\$11.91
Passenger Data				Cost Efficiency		
Adult Passenger Trips		57,060,669		Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$546.76	\$426.47
Concession Fare Trips		8,485,954		Service Utilization		
Concession Fare Trips Details:				Reg. Serv. Pass. / Capita	7.42	7.71
Child Passenger Trips				Reg. Serv. Pass. / Rev. Veh. Hr.	56.42	44.57
Student Passenger Trips		6,417,148		Amount of Service		
Senior Passenger Trips		2,068,806		Rev. Veh. Hrs. / Capita	0.13	0.17
Regular Service Passenger Trips		65,546,623	69,193,574	Average Speed		
Regular Service Passenger-Kms		2,354,629,039	2,485,638,331	Rev. Veh. Kms. / Rev. Veh. Hr.	37.92	29.68
Auxiliary Service Passenger Trips				Labour Productivity		
Operating Expenses				Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.92	1.20
Transportation Operations Expenses		\$192,612,829	\$212,624,358	Top Wage Rates		
Fuel/Energy Exp. for Vehicles		\$61,915,343	\$63,025,711	Operators	\$32.45	\$33.20
Vehicle Maintenance Expenses		\$109,093,014	\$117,506,009	Mechanics	\$38.36	\$39.24
Plant Maintenance Expenses		\$135,524,820	\$142,197,776			
General/Administration Expenses		\$264,431,488	\$288,637,132			
Total Direct Operating Expenses		\$763,577,494	\$823,990,986			
Debt Service Payment						
Total Operating Expenses		\$1,233,106,895	\$1,371,877,158			

Operating Revenues and Other Funding Contributions

Regular Service Passenger Revenues	\$479,472,639	\$519,898,680
Total Operating Revenues	\$508,434,596	\$554,574,040
Total Revenues	\$977,782,774	\$1,092,536,998
Net Direct Operating Cost	\$255,142,898	\$269,416,946
Net Operating Cost	\$255,324,121	\$279,340,159
Federal Operating Contribution		
Provincial Operating Contribution	\$233,829,119	\$262,833,554
Municipal Operating Contribution		
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

Capital Expenses and Funding Sources

Total Capital Expenditures	\$2,756,364,639	\$2,793,412,163
Total Capital Disposals	\$730,000	\$699,606
Total Capital Funding	\$2,756,364,639	\$2,793,412,163
Federal Capital Contribution	\$34,562,546	\$26,445,316
Provincial Capital Contribution	\$2,711,915,932	\$2,759,305,123
Municipal Capital Contribution	\$9,886,160	\$7,661,724
Other Capital Contributions		

Greater Sudbury

Transit Contact: Michelle Ferrigan
Director of Transit Services

Statistical Contact: Andrew Poeta
Transit Planner

Phone: 705-674-4455 x3039 Fax: 705-560-4571

Email: andrew.poeta@greatersudbury.ca

System Highlights

- System established:
- Serves: City of Greater Sudbury
- Municipal Population: 160,274
- Service Area Population: 138,000
- Service Area Size (km²): 152.6
- Service provided by: Municipal Department
- Adult Cash Fare: \$3.10
- Ridership (revenue passengers): 4,178,983
- Total Operating Revenues: \$7,791,871
- Total Direct Operating Expenses: \$19,245,311
- Active Vehicles: 59
 - Small Community Buses 1
 - Standard Buses 58
- Percentage of accessible bus fleet: 98.31%
- Percentage of accessible transit fleet: 98.31%
- Hours of Service:

Monday	6:00 - 2:00	Friday	6:00 - 2:00
Tuesday	6:00 - 2:00	Saturday	6:00 - 2:00
Wednesday	6:00 - 2:00	Sunday	6:00 - 2:00
Thursday	6:00 - 2:00	Holidays	6:00 - 2:00

Employees Statistics

	Full-time	Part-time
Operators	73	52
Other Transportation Operations	4	
Vehicle Mechanics	11	
Other Vehicle Maintenance and Servicing	8	9
Plant and Other Maintenance		
General and Administration	15	4
TOTAL EMPLOYEES	111	65

- Union Affiliations: CUPE 4705 (Operators)
- CUPE 4705 (Mechanics)
- CUPE

- Number of Fixed Routes: 38
- Number of Accessible Routes: 38
- Energy Consumption:
 - Diesel: 2,228,332 litres
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

Modal Statistics

	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	4,613,748 100.00%	167,095 100.00%	4,215,622 100.00%	25.23
TOTAL	4,613,748	167,095	4,215,622	25.23

Greater Sudbury

Fare Structure

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
03/01/2016					
Adults	\$3.10	\$2.45	\$84.00		
Children	\$2.25	\$1.85	\$50.00		5+, under 60" tall
Students	\$3.10	\$2.45	\$78.00		
Seniors	\$2.25	\$1.85	\$50.00		65+
Other: Special Reduced	\$3.10	\$2.45	\$84.00		Disability Pensioner

Vehicles (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	Active Buses By Fuel Type Internal Combustion	
	Access.	Non-Acc.	Access.	Non-Acc.				
Bus	58	1	6.8	8.0	46	30	- Diesel	59
Commuter Rail							- Biodiesel (all blends)	
Ferry							- Natural Gas (CNG or LNG)	
Heavy Rail							- Other	
Light Rail							Electric	
Locomotive							- Trolley	
Streetcar							- Battery	
TOTAL ACTIVE VEHICLES	58	1			46	30	- Fuel Cell	
Total Low-Floor Bus (30'-60')	58		Average Bus Age (years)		6.8		TOTAL	59

Vehicle Kilometres and Hours

	2015	2016
Revenue Vehicle Kilometres	4,206,402	4,215,622
Total Vehicle Kilometres	4,470,045	4,478,679
Revenue Vehicle Hours	166,715	167,095
Auxiliary Revenue Vehicle Hours	252	322
Total Vehicle Hours	171,264	167,567
Operators Paid Hours	223,120	122,983
Vehicle Mechanics Paid Hours	24,690	14,887
Total Employee Paid Hours	331,414	181,365

Passenger Data

Adult Passenger Trips	1,812,932	2,101,741
Concession Fare Trips	2,450,690	2,077,242
<i>Concession Fare Trips Details:</i>		
Child Passenger Trips	7,011	6,414
Student Passenger Trips	1,293,882	1,186,741
Senior Passenger Trips	446,364	251,152
Regular Service Passenger Trips	4,263,622	4,178,983
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips		

Operating Expenses

Transportation Operations Expenses	\$9,738,866	\$10,012,846
Fuel/Energy Exp. for Vehicles	\$2,247,585	\$1,830,586
Vehicle Maintenance Expenses	\$3,770,217	\$3,602,679
Plant Maintenance Expenses	\$1,273,873	\$1,349,008
General/Administration Expenses	\$2,531,196	\$2,450,192
Total Direct Operating Expenses	\$19,561,737	\$19,245,311
Debt Service Payment	\$347,830	\$407,692
Total Operating Expenses	\$19,909,567	\$19,657,503

Operating Revenues and Other Funding Contributions

Regular Service Passenger Revenues	\$7,492,728	\$7,528,184
Total Operating Revenues	\$7,725,074	\$7,791,871
Total Revenues	\$7,806,154	\$7,885,352
Net Direct Operating Cost	\$11,836,663	\$11,453,440
Net Operating Cost	\$12,103,413	\$11,772,151
Federal Operating Contribution		
Provincial Operating Contribution	\$1,342,957	\$1,235,806
Municipal Operating Contribution	\$10,760,456	\$10,516,345
Other Operating Contributions		\$20,000
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

Capital Expenses and Funding Sources

Total Capital Expenditures	\$2,650,255	\$3,184,613
Total Capital Disposals	\$1,931	\$1,188,644
Total Capital Funding	\$2,423,871	\$3,184,613
Federal Capital Contribution		
Provincial Capital Contribution	\$2,370,070	\$2,462,859
Municipal Capital Contribution	\$49,636	\$646,602
Other Capital Contributions	\$4,165	\$75,152

Performance Indicators

	2015	2016
Financial		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	39%	40%
Municipal Operating Contribution / Capita	\$77.97	\$76.21
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.78	\$2.74
Average Fare		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.76	\$1.80
Cost Effectiveness		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$4.59	\$4.61
Cost Efficiency		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$114.22	\$114.85
Service Utilization		
Reg. Serv. Pass. / Capita	30.90	30.28
Reg. Serv. Pass. / Rev. Veh. Hr.	25.57	25.01
Amount of Service		
Rev. Veh. Hrs. / Capita	1.21	1.21
Average Speed		
Rev. Veh. Kms. / Rev. Veh. Hr.	25.23	25.23
Labour Productivity		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.75	1.36
Top Wage Rates		
Operators	\$27.23	\$27.50
Mechanics	\$31.51	\$31.83

Guelph

Transit Contact: Mike Spicer
General Manager, Transit Services

Statistical Contact: Courtney McDonald
Transit Services, Business Specialist
Phone: 519-822-1811 x2708 Fax: 519-822-1322
Email: courtney.mcdonald@guelph.ca

System Highlights

- System established: 30/04/1895
- Serves: City of Guelph
- Municipal Population: 131,794
- Service Area Population: 131,794
- Service Area Size (km²): 87.0
- Service provided by: Municipal Department
- Adult Cash Fare: \$3.00
- Ridership (revenue passengers): 6,109,004
- Total Operating Revenues: \$11,296,435
- Total Direct Operating Expenses: \$26,291,678

Hours of Service:

Monday	5:45 - 00:15	Friday	5:45 - 00:15
Tuesday	5:45 - 00:15	Saturday	5:45 - 00:15
Wednesday	5:45 - 00:15	Sunday	9:15 - 18:45
Thursday	5:45 - 00:15	Holidays	9:15 - 18:45

Employees Statistics

	Full-time	Part-time
Operators	150	19
Other Transportation Operations	21	
Vehicle Mechanics	15	
Other Vehicle Maintenance and Servicing	13	
Plant and Other Maintenance	2	
General and Administration	6	1
TOTAL EMPLOYEES	207	20

Union Affiliations:

ATU 1189 (Operators)
ATU 1189 (Mechanics)
CUPE 973 (Clerical)

- Number of Fixed Routes: 26
- Number of Accessible Routes: 26
- Energy Consumption:
 - Diesel:
 - Biodiesel B5: 1,343,931 litres
 - Biodiesel B20: 1,523,913 litres
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

Modal Statistics

	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	6,577,583 100.00%	221,695 100.00%	4,503,437 100.00%	20.31
TOTAL	6,577,583	221,695	4,503,437	20.31

Guelph

Fare Structure

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
01/01/2016					
Adults	\$3.00	\$2.80	\$80.00	\$37.50	18+
Children					< 5 = Free
Students	\$3.00	\$2.25	\$68.00	\$32.00	5-18
Seniors	\$3.00	\$2.25	\$68.00	\$31.00	65+

	Active		Average Age		Peak (Est.)	Base (Est.)
	Access.	Non-Acc.	Access.	Non-Acc.		
Vehicles (2016)						
Bus					58	32
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES					58	32

<u>Vehicle Kilometres and Hours</u>	2015	2016	<u>Performance Indicators</u>	2015	2016
Revenue Vehicle Kilometres	4,775,500	4,503,437	Financial		
Total Vehicle Kilometres	4,885,900	4,913,555	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	40%	43%
Revenue Vehicle Hours	308,800	221,695	Municipal Operating Contribution / Capita	\$92.12	\$94.97
Auxiliary Revenue Vehicle Hours		3,372	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.46	\$2.45
Total Vehicle Hours	319,400	236,340	Average Fare		
Operators Paid Hours		376,741	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.61	\$1.79
Vehicle Mechanics Paid Hours		35,328	Cost Effectiveness		
Total Employee Paid Hours		498,493	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$4.11	\$4.30
<u>Passenger Data</u>			Cost Efficiency		
Adult Passenger Trips	2,318,394	2,409,262	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$82.26	\$111.25
Concession Fare Trips	4,067,710	3,699,742	Service Utilization		
<i>Concession Fare Trips Details:</i>			Reg. Serv. Pass. / Capita	45.26	46.35
<i>Child Passenger Trips</i>		481,106	Reg. Serv. Pass. / Rev. Veh. Hr.	20.68	27.56
<i>Student Passenger Trips</i>	476,753	2,999,163	Amount of Service		
<i>Senior Passenger Trips</i>	207,557	219,473	Rev. Veh. Hrs. / Capita	2.19	1.68
Regular Service Passenger Trips	6,386,104	6,109,004	Average Speed		
Regular Service Passenger-Kms	19,158,312		Rev. Veh. Kms. / Rev. Veh. Hr.	15.46	20.31
Auxiliary Service Passenger Trips	47		Labour Productivity		
<u>Operating Expenses</u>			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		0.60
Transportation Operations Expenses	\$16,167,169	\$16,890,720	Top Wage Rates		
Fuel/Energy Exp. for Vehicles	\$2,693,624	\$2,155,310	Operators	\$27.48	\$28.29
Vehicle Maintenance Expenses	\$5,379,989	\$5,064,917	Mechanics	\$32.25	\$34.26
Plant Maintenance Expenses	\$1,069,205	\$1,106,247			
General/Administration Expenses	\$963,570	\$1,074,483			
Total Direct Operating Expenses	\$26,273,557	\$26,291,678			
Debt Service Payment					
Total Operating Expenses	\$26,273,557	\$26,291,678			
<u>Operating Revenues and Other Funding Contributions</u>					
Regular Service Passenger Revenues	\$10,271,993	\$10,924,835			
Total Operating Revenues	\$10,552,303	\$11,296,435			
Total Revenues	\$10,563,303	\$11,328,095			
Net Direct Operating Cost	\$15,721,254	\$14,995,243			
Net Operating Cost	\$15,710,254	\$14,963,583			
Federal Operating Contribution					
Provincial Operating Contribution	\$2,712,590	\$2,446,690			
Municipal Operating Contribution	\$12,997,664	\$12,516,893			
Other Operating Contributions					
Federal Debt Service Contribution					
Provincial Debt Service Contribution					
Municipal Debt Service Contribution					
<u>Capital Expenses and Funding Sources</u>					
Total Capital Expenditures	\$4,974,874	\$4,961,836			
Total Capital Disposals					
Total Capital Funding	\$4,974,874	\$4,961,836			
Federal Capital Contribution		\$982,510			
Provincial Capital Contribution	\$1,482,132	\$1,488,121			
Municipal Capital Contribution	\$3,258,998	\$2,249,096			
Other Capital Contributions	\$233,744	\$242,109			

Hamilton

Transit Contact: Debbie Dalle Vedove
Director of Transit

Statistical Contact: Nancy Purser
Manager, Transit Support Services
Phone: 905-546-2424 x1876 Fax: 905-679-7303
Email: Nancy.Purser@hamilton.ca

System Highlights

- System established: 01/01/1874
- Serves: City of Hamilton
- Municipal Population: 536,917
- Service Area Population: 490,673
- Service Area Size (km²): 243.0
- Service provided by: Municipal Department
- Adult Cash Fare: \$3.00
- Ridership (revenue passengers): 21,495,758
- Total Operating Revenues: \$39,603,830
- Total Direct Operating Expenses: \$79,135,506
- Active Vehicles: 251
 - Small Community Buses 5
 - Standard Buses 203
 - Articulated Buses 43
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Hours of Service:

Monday	5:00 - 2:00	Friday	5:00 - 2:00
Tuesday	5:00 - 2:00	Saturday	5:00 - 2:00
Wednesday	5:00 - 2:00	Sunday	6:00 - 1:00
Thursday	5:00 - 2:00	Holidays	6:00 - 1:00

Employees Statistics

Full-time Part-time

Operators	507	34
Other Transportation Operations	35	3
Vehicle Mechanics	57	10
Other Vehicle Maintenance and Servicing	43	27
Plant and Other Maintenance	1	1
General and Administration	58	5
TOTAL EMPLOYEES	701	80

- Union Affiliations:
 - ATU 107 (Operators)
 - ATU 107 (Mechanics)
 - ATU 107 (Administration)

- Number of Fixed Routes: 34
- Number of Accessible Routes: 0
- Energy Consumption:
 - Diesel: 7,953,823 litres
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas: 2,535,069 cubic-metres
 - Electricity:
 - Other:

Modal Statistics

Boardings

Rev. Vehicle Hrs.

Rev. Vehicle Kms

Avg. Speed (km/h)

Bus	29,182,750	100.00%	810,410	100.00%	14,897,185	100.00%	18.38
TOTAL	29,182,750		810,410		14,897,185		18.38

Hamilton

Fare Structure

Effective Date:	01/09/2016	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults		\$3.00	\$2.30	\$101.20	\$13.80 Day Pass	
Children						< 5 = Free
Students		\$3.00	\$1.90	\$83.60	\$13.80 Day Pass	5-19 with valid student ID
Seniors		\$3.00	\$1.90	\$26.50	\$265 Annual	65-79, 80+ is Free

Vehicles (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	Active Buses By Fuel Type
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	251		5.0		206	144	Internal Combustion - Diesel 166 - Biodiesel (all blends) - Natural Gas (CNG or LNG) 85 - Other
Commuter Rail							
Ferry							
Heavy Rail							
Light Rail							Electric - Trolley - Battery - Fuel Cell
Locomotive							
Streetcar							
TOTAL ACTIVE VEHICLES	251	0			206	144	
Total Low-Floor Bus (30'-60')	251		Average Bus Age (years)		5.0		TOTAL 251

<u>Vehicle Kilometres and Hours</u>	2015	2016	<u>Performance Indicators</u>	2015	2016
Revenue Vehicle Kilometres	14,382,714	14,897,185	Financial		
Total Vehicle Kilometres	15,937,433	16,410,469	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	47%	50%
Revenue Vehicle Hours	771,758	810,410	Municipal Operating Contribution / Capita	\$74.96	\$74.91
Auxiliary Revenue Vehicle Hours	1,554		Net Dir. Oper. Cost / Reg. Serv. Pass.	\$1.90	\$1.84
Total Vehicle Hours	819,413	854,007	Average Fare		
Operators Paid Hours	1,449,144	1,093,579	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.68	\$1.80
Vehicle Mechanics Paid Hours	171,402	122,182	Cost Effectiveness		
Total Employee Paid Hours	2,035,844	1,493,874	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$3.61	\$3.68
Passenger Data			Cost Efficiency		
Adult Passenger Trips	12,731,727	12,410,386	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$96.49	\$92.66
Concession Fare Trips	9,175,035	9,085,372	Service Utilization		
Concession Fare Trips Details:			Reg. Serv. Pass. / Capita	44.27	43.81
Child Passenger Trips		21,677	Reg. Serv. Pass. / Rev. Veh. Hr.	28.39	26.52
Student Passenger Trips	3,233,316	2,725,768	Amount of Service		
Senior Passenger Trips	1,527,536	1,353,590	Rev. Veh. Hrs. / Capita	1.56	1.65
Regular Service Passenger Trips	21,906,762	21,495,758	Average Speed		
Regular Service Passenger-Kms			Rev. Veh. Kms. / Rev. Veh. Hr.	18.64	18.38
Auxiliary Service Passenger Trips			Labour Productivity		
Operating Expenses			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.53	0.74
Transportation Operations Expenses	\$47,804,772	\$49,875,225	Top Wage Rates		
Fuel/Energy Exp. for Vehicles	\$9,803,988	\$7,672,809	Operators	\$29.44	\$30.32
Vehicle Maintenance Expenses	\$15,628,813	\$15,576,194	Mechanics	\$34.72	\$35.77
Plant Maintenance Expenses	\$1,883,969	\$1,783,978			
General/Administration Expenses	\$3,947,292	\$4,227,300			
Total Direct Operating Expenses	\$79,068,834	\$79,135,506			
Debt Service Payment					
Total Operating Expenses	\$83,884,734	\$85,549,346			

Operating Revenues and Other Funding Contributions

Regular Service Passenger Revenues	\$36,723,824	\$38,796,836
Total Operating Revenues	\$37,510,100	\$39,603,830
Total Revenues	\$37,565,493	\$39,617,145
Net Direct Operating Cost	\$41,558,734	\$39,531,676
Net Operating Cost	\$46,319,241	\$45,932,201
Federal Operating Contribution		
Provincial Operating Contribution	\$9,227,102	\$9,176,480
Municipal Operating Contribution	\$37,092,139	\$36,755,721
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

Capital Expenses and Funding Sources

Total Capital Expenditures	\$27,000,822	\$32,639,971
Total Capital Disposals		\$140,069
Total Capital Funding	\$18,203,043	\$32,639,971
Federal Capital Contribution	\$6,000,000	\$6,155,000
Provincial Capital Contribution	\$1,213,414	\$3,712,964
Municipal Capital Contribution	\$545,000	\$775,000
Other Capital Contributions	\$10,444,629	\$21,997,007

Huntsville

Transit Contact: Dean Campbell
Owner/Operator

Statistical Contact: Brandon Hall
Engineering Technician
Phone: 705-789-1751 x2237 Fax: 705-789-6689
Email: brandon.hall@huntsville.ca

SYSTEM HIGHLIGHTS:

▪ System established:	13/06/1991	▪ Adult Cash Fare:	\$2.00
▪ Serves:	Town of Huntsville	▪ Ridership (revenue passengers):	28,593
▪ Municipal Population:	19,816	▪ Total Operating Revenues:	\$28,246
▪ Service Area Population:	10,000	▪ Total Direct Operating Expenses:	\$273,232
▪ Service Area Size:	12.0square kilometres	▪ Active Vehicles:	5
▪ Service provided by:	Municipal Department, under contract with Campbell Bus Lines	- Small Community Buses	5
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	100.00%
Monday 8:00 - 19:00	Friday 8:00 - 19:00	▪ Percentage of accessible transit fleet:	100.00%
Tuesday 8:00 - 19:00	Saturday 10:00 - 18:00	▪ Number of Fixed Routes:	2
Wednesday 8:00 - 19:00	Sunday N/A	▪ Number of Accessible Routes:	2
Thursday 8:00 - 19:00	Holidays N/A	▪ Energy Consumption:	
▪ Employees Statistics:	Full-time Part-time	- Diesel:	
Operators		- Biodiesel B5:	
Other Transportation Operations		- Biodiesel B20:	
Vehicle Mechanics		- Biodiesel - Other:	
Other Vehicle Maintenance and Servicing		- Natural Gas:	
Plant and Other Maintenance		- Electricity:	
General and Administration		- Other:	34,530
TOTAL EMPLOYEES			
▪ Union Affiliations:	Union Information N/A (Operators)		
	Union Information N/A (Mechanics)		

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	28,593 100.00%	5,500 100.00%	84,600 100.00%	15.38
TOTAL	28,593	5,500	84,600	15.38

REMARKS:

The Town of Huntsville provides community transportation without conditional eligibility.

Huntsville

FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
01/07/2006					
Adults	\$2.00	\$1.82	\$50.00		14+
Children	\$1.00	\$0.91			preschool free with parent
Students	\$1.00	\$0.91			With valid ID
Seniors	\$2.00	\$1.82			

VEHICLES (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE Internal Combustion
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	5		3.0		2	2	- Diesel 1
Commuter Rail							- Biodiesel (all blends)
Ferry							- Natural Gas (CNG or LNG)
Heavy Rail							- Other 4
Light Rail							Electric
Locomotive							- Trolley
Streetcar							- Battery
TOTAL ACTIVE VEHICLES	5	0			2	2	- Fuel Cell
Total Low-Floor Bus (30'-60')	5		Average Bus Age (years)		3.0		TOTAL 5

VEHICLE KILOMETRES AND HOURS		2015	2016	PERFORMANCE INDICATORS	2015	2016
Revenue Vehicle Kilometres		84,600	84,600	FINANCIAL		
Total Vehicle Kilometres		84,600	84,600	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	12%	10%
Revenue Vehicle Hours		5,500	5,500	Municipal Operating Contribution / Capita	\$12.16	\$9.80
Auxiliary Revenue Vehicle Hours				Net Dir. Oper. Cost / Reg. Serv. Pass.	\$7.89	\$8.57
Total Vehicle Hours		5,500	5,500	AVERAGE FARE		
Operators Paid Hours				Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.09	\$0.99
Vehicle Mechanics Paid Hours				COST EFFECTIVENESS		
Total Employee Paid Hours				Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$8.98	\$9.56
PASSENGER DATA				COST EFFICIENCY		
Adult Passenger Trips				Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$47.30	\$49.68
Concession Fare Trips				SERVICE UTILIZATION		
Concession Fare Trips Details:				Reg. Serv. Pass. / Capita	2.90	2.86
Child Passenger Trips				Reg. Serv. Pass. / Rev. Veh. Hr.	5.27	5.20
Student Passenger Trips				AMOUNT OF SERVICE		
Senior Passenger Trips				Rev. Veh. Hrs. / Capita	0.55	0.55
REGULAR SERVICE PASSENGER TRIPS		28,966	28,593	AVERAGE SPEED		
Regular Service Passenger-Kms		202,762	200,151	Rev. Veh. Kms. / Rev. Veh. Hr.	15.38	15.38
Auxiliary Service Passenger Trips				LABOUR PRODUCTIVITY		
OPERATING EXPENSES				Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
Transportation Operations Expenses		\$243,935	\$239,100	TOP WAGE RATES		
Fuel/Energy Exp. for Vehicles				Operators		
Vehicle Maintenance Expenses				Mechanics		
Plant Maintenance Expenses						
General/Administration Expenses		\$16,217	\$34,132			
TOTAL DIRECT OPERATING EXPENSES		\$260,151	\$273,232			
Debt Service Payment						
Total Operating Expenses		\$260,151	\$273,232			
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS						
REGULAR SERV. PASS. REVENUES		\$31,705	\$28,246			
TOTAL OPERATING REVENUES		\$31,705	\$28,246			
Total Revenues		\$31,705	\$28,246			
NET DIRECT OPERATING COST		\$228,446	\$244,986			
NET OPERATING COST		\$228,446	\$244,986			
Federal Operating Contribution						
Provincial Operating Contribution		\$106,850	\$146,981			
Municipal Operating Contribution		\$121,596	\$98,004			
Other Operating Contributions						
Federal Debt Service Contribution						
Provincial Debt Service Contribution						
Municipal Debt Service Contribution						

CAPITAL EXPENSES AND FUNDING SOURCES

TOTAL CAPITAL EXPENDITURES

Total Capital Disposals

TOTAL CAPITAL FUNDING

Federal Capital Contribution

Provincial Capital Contribution

Municipal Capital Contribution

Other Capital Contributions

Kawartha Lakes

Transit Contact: Todd Bryant
Manager - Fleet Service

Statistical Contact: Enzo Ingrubelli
Public Works - Transit Supervisor
Phone: 705-324-9411 x1102 Fax: 705-324-1155
Email: eingribelli@city.kawarthalakes.on.ca

SYSTEM HIGHLIGHTS:

▪ System established:	01/01/2001	▪ Adult Cash Fare:	\$2.00
▪ Serves:	City of Kawartha Lakes	▪ Ridership (revenue passengers):	94,511
▪ Municipal Population:	75,423	▪ Total Operating Revenues:	\$158,764
▪ Service Area Population:	20,713	▪ Total Direct Operating Expenses:	\$1,449,007
▪ Service Area Size:	27.0square kilometres	▪ Active Vehicles:	8
▪ Service provided by:	Municipal Department	- Small Community Buses	8
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	100.00%
Monday 7:00 - 19:00	Friday 7:00 - 19:00	▪ Percentage of accessible transit fleet:	100.00%
Tuesday 7:00 - 19:00	Saturday 7:00 - 19:00	▪ Number of Fixed Routes:	3
Wednesday 7:00 - 19:00	Sunday N/A	▪ Number of Accessible Routes:	3
Thursday 7:00 - 19:00	Holidays N/A	▪ Energy Consumption:	
▪ Employees Statistics:	Full-time Part-time	- Diesel:	
Operators		- Biodiesel B5:	
Other Transportation Operations		- Biodiesel B20:	
Vehicle Mechanics	1	- Biodiesel - Other:	
Other Vehicle Maintenance and Servicing		- Natural Gas:	
Plant and Other Maintenance		- Electricity:	
General and Administration		- Other:	
TOTAL EMPLOYEES	1 15		
▪ Union Affiliations:	CUPE 855 (Operators)		
	CUPE 855 (Mechanics)		

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	94,511 100.00%	15,027 100.00%	274,011 100.00%	18.23
TOTAL	94,511	15,027	274,011	18.23

REMARKS:

The Transit Service is area rated and provides service within the geographic area of the former Town of Lindsay. Conventional and Specialized service runs Monday - Saturday from 07:00 to 19:00.

Kawartha Lakes

FARE STRUCTURE

Effective Date: 07/09/2010	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$2.00	\$1.66	\$60.00		
Children	\$1.00				
Students	\$1.50	\$1.42	\$50.00		
Seniors	\$1.50	\$1.42	\$50.00		

VEHICLES (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	8		4.6				- Diesel 4
Commuter Rail							- Biodiesel (all blends)
Ferry							- Natural Gas (CNG or LNG)
Heavy Rail							- Other 4
Light Rail							Electric
Locomotive							- Trolley
Streetcar							- Battery
TOTAL ACTIVE VEHICLES	8	0			0	0	- Fuel Cell
Total Low-Floor Bus (30'-60')	8		Average Bus Age (years)		4.6		TOTAL 8

VEHICLE KILOMETRES AND HOURS

	2015	2016
Revenue Vehicle Kilometres	274,011	274,011
Total Vehicle Kilometres	286,014	286,109
Revenue Vehicle Hours	15,027	15,027
Auxiliary Revenue Vehicle Hours	400	415
Total Vehicle Hours	16,299	16,344

Operators Paid Hours
Vehicle Mechanics Paid Hours
Total Employee Paid Hours

PASSENGER DATA

Adult Passenger Trips
Concession Fare Trips
Concession Fare Trips Details:
Child Passenger Trips
Student Passenger Trips
Senior Passenger Trips

REGULAR SERVICE PASSENGER TRIPS	92,248	94,511
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips	15	15

OPERATING EXPENSES

Transportation Operations Expenses	\$944,302	\$736,460
Fuel/Energy Exp. for Vehicles	\$106,354	\$98,508
Vehicle Maintenance Expenses	\$450,088	\$477,255
Plant Maintenance Expenses	\$99,769	\$100,626
General/Administration Expenses	\$97,533	\$36,159
TOTAL DIRECT OPERATING EXPENSES	\$1,698,046	\$1,449,007
Debt Service Payment		
Total Operating Expenses	\$1,698,046	\$1,449,007

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$162,302	\$158,764
TOTAL OPERATING REVENUES	\$162,302	\$158,764
Total Revenues	\$162,302	\$158,764
NET DIRECT OPERATING COST	\$1,535,744	\$1,290,243
NET OPERATING COST	\$1,535,744	\$1,290,243

Federal Operating Contribution		
Provincial Operating Contribution	\$822,500	\$630,508
Municipal Operating Contribution	\$710,669	\$659,735
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

CAPITAL EXPENSES AND FUNDING SOURCES

TOTAL CAPITAL EXPENDITURES	\$359,636	\$505,737
Total Capital Disposals		
TOTAL CAPITAL FUNDING	\$359,636	\$552,182
Federal Capital Contribution		
Provincial Capital Contribution	\$359,636	\$379,827
Municipal Capital Contribution		
Other Capital Contributions		\$172,355

PERFORMANCE INDICATORS

	2015	2016
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	10%	11%
Municipal Operating Contribution / Capita	\$34.92	\$31.85
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$16.65	\$13.65

AVERAGE FARE

Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.76	\$1.68
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COST EFFECTIVENESS

Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$18.41	\$15.33
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COST EFFICIENCY

Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$104.18	\$88.66
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SERVICE UTILIZATION

Reg. Serv. Pass. / Capita	4.53	4.56
Reg. Serv. Pass. / Rev. Veh. Hr.	6.14	6.29

AMOUNT OF SERVICE

Rev. Veh. Hrs. / Capita	0.74	0.73
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AVERAGE SPEED

Rev. Veh. Kms. / Rev. Veh. Hr.	18.23	18.23
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LABOUR PRODUCTIVITY

Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
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TOP WAGE RATES

Operators	\$20.85	\$21.48
Mechanics	\$24.65	\$27.04

Kenora

Transit Contact: Karen Brown
Chief Administrative Officer

Statistical Contact: Charlotte Edie
Treasurer

Phone: 807-467-2013 Fax: 807-467-2141

Email: cedio@kenora.ca

SYSTEM HIGHLIGHTS:

- System established:
- Serves: City of Kenora
- Municipal Population: 15,096
- Service Area Population: 7,000
- Service Area Size: 16.0square kilometres
- Service provided by: Municipal Department, under contract with First Canada ULC
- Hours of Service:

Monday	7:00 - 19:00	Friday	7:00 - 19:00
Tuesday	7:00 - 19:00	Saturday	9:00 - 18:30
Wednesday	7:00 - 19:00	Sunday	N/A
Thursday	7:00 - 19:00	Holidays	N/A
- **Employees Statistics:**

	Full-time	Part-time
Operators		
Other Transportation Operations		
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration		
TOTAL EMPLOYEES		
- Union Affiliations: Union Information N/A (Operators)
Union Information N/A (Mechanics)
- Adult Cash Fare:
- Ridership (revenue passengers): 63,910
- Total Operating Revenues: \$116,133
- Total Direct Operating Expenses: \$249,575
- Active Vehicles: 3
 - Standard Buses 3
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 5
- Number of Accessible Routes: 5
- Energy Consumption:
 - Diesel: 44,229 litres
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	63,910 100.00%	3,240 100.00%	86,676 100.00%	26.75
TOTAL	63,910	3,240	86,676	26.75

Kenora

FARE STRUCTURE

Effective Date: 01/09/2007

Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
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Adults				
Children				
Students				
Seniors				
Other: All ages	\$2.00			

VEHICLES (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	3		6.0		2	1	Internal Combustion
Commuter Rail							- Diesel 3
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other
Locomotive							Electric
Streetcar							- Trolley
							- Battery
							- Fuel Cell
TOTAL ACTIVE VEHICLES	3	0			2	1	TOTAL
Total Low-Floor Bus (30'-60')	3		Average Bus Age (years)		6.0		3

VEHICLE KILOMETRES AND HOURS

	2015	2016
Revenue Vehicle Kilometres	81,287	86,676
Total Vehicle Kilometres	81,287	86,676
Revenue Vehicle Hours	3,238	3,240
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	3,238	3,240

Operators Paid Hours
Vehicle Mechanics Paid Hours
Total Employee Paid Hours

PASSENGER DATA

Adult Passenger Trips
Concession Fare Trips
 Concession Fare Trips Details:
 Child Passenger Trips
 Student Passenger Trips
 Senior Passenger Trips

REGULAR SERVICE PASSENGER TRIPS	59,074	63,910
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips		

OPERATING EXPENSES

Transportation Operations Expenses	\$236,796	\$243,169
Fuel/Energy Exp. for Vehicles		
Vehicle Maintenance Expenses	\$4,432	
Plant Maintenance Expenses	\$4,844	\$6,406
General/Administration Expenses	\$1,286	
TOTAL DIRECT OPERATING EXPENSES	\$247,358	\$249,575
Debt Service Payment		
Total Operating Expenses	\$315,496	\$317,713

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$112,673	\$112,908
TOTAL OPERATING REVENUES	\$115,423	\$116,133
Total Revenues	\$115,423	\$116,133
NET DIRECT OPERATING COST	\$131,935	\$133,442
NET OPERATING COST	\$200,073	\$201,580
Federal Operating Contribution		
Provincial Operating Contribution		
Municipal Operating Contribution	\$200,073	\$201,580
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

CAPITAL EXPENSES AND FUNDING SOURCES

TOTAL CAPITAL EXPENDITURES	\$39,777
Total Capital Disposals	
TOTAL CAPITAL FUNDING	\$39,777
Federal Capital Contribution	
Provincial Capital Contribution	\$39,777
Municipal Capital Contribution	
Other Capital Contributions	

PERFORMANCE INDICATORS

2015	2016
FINANCIAL	
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	47%
Municipal Operating Contribution / Capita	\$28.58
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.23

AVERAGE FARE

Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.91	\$1.77
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COST EFFECTIVENESS

Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$4.19	\$3.91
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COST EFFICIENCY

Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$76.39	\$77.03
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SERVICE UTILIZATION

Reg. Serv. Pass. / Capita	8.44	9.13
Reg. Serv. Pass. / Rev. Veh. Hr.	18.24	19.73

AMOUNT OF SERVICE

Rev. Veh. Hrs. / Capita	0.46	0.46
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AVERAGE SPEED

Rev. Veh. Kms. / Rev. Veh. Hr.	25.10	26.75
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LABOUR PRODUCTIVITY

Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
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TOP WAGE RATES

Operators
Mechanics

Kingston

Transit Contact: Jeremy DaCosta
General Manager, Transit

Statistical Contact: Andrew Morton
Transit Service Project Manager
Phone: 613-546-4291 x2303 Fax: 613-542-1504
Email: amorton@cityofkingston.ca

System Highlights

- System established: 01/01/1962
- Serves: City of Kingston
- Municipal Population: 123,798
- Service Area Population: 120,494
- Service Area Size (km²): 131.7
- Service provided by: Municipal Department
- Adult Cash Fare: \$2.75
- Ridership (revenue passengers): 5,193,481
- Total Operating Revenues: \$6,979,291
- Total Direct Operating Expenses: \$20,140,177

Hours of Service:

Monday	6:00 - 23:30	Friday	6:00 - 23:30
Tuesday	6:00 - 23:30	Saturday	6:00 - 23:30
Wednesday	6:00 - 23:30	Sunday	8:30 - 20:30
Thursday	6:00 - 23:30	Holidays	8:30 - 20:30

Employees Statistics

	Full-time	Part-time
Operators	95	50
Other Transportation Operations	8	
Vehicle Mechanics	11	
Other Vehicle Maintenance and Servicing	3	
Plant and Other Maintenance	6	5
General and Administration	8	
TOTAL EMPLOYEES	131	55

- Union Affiliations: CUPE 109 (Operators)
CUPE 109 (Mechanics)

- Number of Fixed Routes: 22
- Number of Accessible Routes: 11
- Energy Consumption:
 - Diesel: 2,201,892 litres
 - Biodiesel B5: 550,473 litres
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

Modal Statistics

	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	5,987,738 100.00%	233,197 100.00%	4,656,180 100.00%	19.97
TOTAL	5,987,738	233,197	4,656,180	19.97

REMARKS:

Introduction of 10-minute peak frequency on Express Route 501/502 in September 2016 (increased from 15-minute peak frequency). Incremental increase of 11,709 revenue service hours compared to 2015.

Kingston

Fare Structure

Effective Date: 01/01/2014	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Affordable Transit Pass	Criteria
Adults	\$2.75	\$2.30	\$72.00	\$46.75	18+
Children					< 6 = Free
Students	\$2.50	\$1.75	\$53.50	\$34.75	6-18
Seniors	\$2.50	\$1.75	\$53.50	\$34.75	65+

	Active		Average Age		Peak (Est.)	Base (Est.)
	Access.	Non-Acc.	Access.	Non-Acc.		
Vehicles (2016)						
Bus					55	44
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES					55	44

<u>Vehicle Kilometres and Hours</u>	2015	2016	<u>Performance Indicators</u>	2015	2016
Revenue Vehicle Kilometres	4,373,435	4,656,180	Financial		
Total Vehicle Kilometres	4,663,360	5,011,742	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	33%	35%
Revenue Vehicle Hours	219,323	233,197	Municipal Operating Contribution / Capita	\$111.68	\$111.08
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.83	\$2.53
Total Vehicle Hours	233,167	250,549	Average Fare		
Operators Paid Hours	276,988	312,927	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.35	\$1.32
Vehicle Mechanics Paid Hours	21,300	21,550	Cost Effectiveness		
Total Employee Paid Hours	353,081	390,680	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$4.22	\$3.88
<u>Passenger Data</u>			Cost Efficiency		
Adult Passenger Trips	2,031,187	2,147,587	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$84.34	\$80.38
Concession Fare Trips	2,628,113	3,045,894	Service Utilization		
<i>Concession Fare Trips Details:</i>			Reg. Serv. Pass. / Capita	40.47	43.10
<i>Child Passenger Trips</i>	481,870	646,064	Reg. Serv. Pass. / Rev. Veh. Hr.	21.24	22.27
<i>Student Passenger Trips</i>	1,919,306	2,158,331	Amount of Service		
<i>Senior Passenger Trips</i>	226,937	241,499	Rev. Veh. Hrs. / Capita	1.90	1.94
Regular Service Passenger Trips	4,659,300	5,193,481	Average Speed		
Regular Service Passenger-Kms			Rev. Veh. Kms. / Rev. Veh. Hr.	19.94	19.97
Auxiliary Service Passenger Trips	99,298	101,141	Labour Productivity		
<u>Operating Expenses</u>			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.79	0.75
Transportation Operations Expenses	\$12,363,556	\$13,502,074	Top Wage Rates		
Fuel/Energy Exp. for Vehicles	\$2,473,351	\$2,202,897	Operators	\$28.34	\$28.82
Vehicle Maintenance Expenses	\$3,220,342	\$3,207,664	Mechanics	\$31.55	\$32.09
Plant Maintenance Expenses	\$785,258	\$705,255			
General/Administration Expenses	\$822,395	\$522,286			
Total Direct Operating Expenses	\$19,664,902	\$20,140,177			
Debt Service Payment	\$176,553	\$322,094			
Total Operating Expenses	\$22,266,257	\$23,247,440			
<u>Operating Revenues and Other Funding Contributions</u>					
Regular Service Passenger Revenues	\$6,311,792	\$6,835,435			
Total Operating Revenues	\$6,473,879	\$6,979,291			
Total Revenues	\$7,305,284	\$7,616,840			
Net Direct Operating Cost	\$13,191,023	\$13,160,886			
Net Operating Cost	\$14,960,973	\$15,630,600			
Federal Operating Contribution					
Provincial Operating Contribution	\$2,102,879	\$2,246,407			
Municipal Operating Contribution	\$12,859,092	\$13,384,193			
Other Operating Contributions					
Federal Debt Service Contribution					
Provincial Debt Service Contribution					
Municipal Debt Service Contribution					
<u>Capital Expenses and Funding Sources</u>					
Total Capital Expenditures	\$1,409,004	\$7,809,455			
Total Capital Disposals	\$8,503	\$16,902			
Total Capital Funding	\$1,400,501	\$7,792,553			
Federal Capital Contribution	\$248,586	\$1,809,455			
Provincial Capital Contribution					
Municipal Capital Contribution	\$1,151,915	\$5,983,099			
Other Capital Contributions					

Leamington

Transit Contact: John Pilmer
Engineering Technologist

Statistical Contact: John Pilmer
Engineering Technologist
Phone: 519-326-5761 Fax: 519-326-5761
Email: jpilmer@leamington.ca

System Highlights

- System established: 09/12/1985
- Serves: Leamington
- Municipal Population: 27,595
- Service Area Population: 20,000
- Service Area Size (km²): 11.6
- Service provided by: Municipal Department, under contract with Switzer-Carty
- Adult Cash Fare: \$2.00
- Ridership (revenue passengers): 20,300
- Total Operating Revenues: \$29,009
- Total Direct Operating Expenses: \$252,757
- Active Vehicles: 2
 - Small Community Buses 2
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%

Hours of Service:

Monday	7:00 - 19:00	Friday	7:00 - 19:00
Tuesday	7:00 - 19:00	Saturday	7:00 - 19:00
Wednesday	7:00 - 19:00	Sunday	N/A
Thursday	7:00 - 19:00	Holidays	N/A

Employees Statistics

Full-time Part-time

Operators
Other Transportation Operations
Vehicle Mechanics
Other Vehicle Maintenance and Servicing
Plant and Other Maintenance
General and Administration
TOTAL EMPLOYEES

- Union Affiliations: Union Information N/A (Operators)
Union Information N/A (Mechanics)

- Number of Fixed Routes: 2
- Number of Accessible Routes: 1
- Energy Consumption:
 - Diesel:
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

Modal Statistics

	Boardings		Rev. Vehicle Hrs.		Rev. Vehicle Kms		Avg. Speed (km/h)
Bus	20,300	100.00%	4,240	100.00%	100,513	100.00%	23.71
TOTAL	20,300		4,240		100,513		23.71

Leamington

Fare Structure

Effective Date:	01/01/2014	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults		\$2.00				12 - 59
Children		\$1.00				6 - 13, < 6 = free with paying adult
Students		\$1.50				12+ with ID
Seniors		\$1.75				60+

Vehicles (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	Active Buses By Fuel Type
	Access.	Non-Acc.	Access.	Non-Acc.			Internal Combustion
Bus	2		4.0		1	1	- Diesel 2
Commuter Rail							- Biodiesel (all blends)
Ferry							- Natural Gas (CNG or LNG)
Heavy Rail							- Other
Light Rail							Electric
Locomotive							- Trolley
Streetcar							- Battery
TOTAL ACTIVE VEHICLES	2	0			1	1	- Fuel Cell
Total Low-Floor Bus (30'-60')	2		Average Bus Age (years)		4.0		TOTAL 2

Vehicle Kilometres and Hours			2015	2016	Performance Indicators	2015	2016
Revenue Vehicle Kilometres			88,494	100,513	Financial		
Total Vehicle Kilometres			88,494	100,513	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	14%	11%
Revenue Vehicle Hours			3,612	4,240	Municipal Operating Contribution / Capita	\$4.77	\$5.00
Auxiliary Revenue Vehicle Hours					Net Dir. Oper. Cost / Reg. Serv. Pass.	\$8.36	\$11.02
Total Vehicle Hours			3,612	4,240	Average Fare		
Operators Paid Hours					Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.21	\$1.21
Vehicle Mechanics Paid Hours					Cost Effectiveness		
Total Employee Paid Hours					Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$9.76	\$12.45
Passenger Data					Cost Efficiency		
Adult Passenger Trips		9,500	8,600		Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$59.98	\$59.61
Concession Fare Trips		12,700	11,700		Service Utilization		
Concession Fare Trips Details:					Reg. Serv. Pass. / Capita	1.11	1.02
Child Passenger Trips		1,300	1,200		Reg. Serv. Pass. / Rev. Veh. Hr.	6.15	4.79
Student Passenger Trips		2,100	2,000		Amount of Service		
Senior Passenger Trips		9,300	8,500		Rev. Veh. Hrs. / Capita	0.18	0.21
Regular Service Passenger Trips		22,200	20,300		Average Speed		
Regular Service Passenger-Kms		99,900	91,350		Rev. Veh. Kms. / Rev. Veh. Hr.	24.50	23.71
Auxiliary Service Passenger Trips					Labour Productivity		
Operating Expenses					Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
Transportation Operations Expenses	\$189,600		\$226,805		Top Wage Rates		
Fuel/Energy Exp. for Vehicles					Operators		
Vehicle Maintenance Expenses					Mechanics		
Plant Maintenance Expenses	\$11,025		\$6,403				
General/Administration Expenses	\$16,011		\$19,549				
Total Direct Operating Expenses	\$216,635		\$252,757				
Debt Service Payment							
Total Operating Expenses	\$216,635		\$252,757				

Operating Revenues and Other Funding Contributions

Regular Service Passenger Revenues	\$26,941	\$24,638
Total Operating Revenues	\$31,026	\$29,009
Total Revenues	\$31,026	\$29,009
Net Direct Operating Cost	\$185,610	\$223,748
Net Operating Cost	\$185,610	\$223,748
Federal Operating Contribution		
Provincial Operating Contribution	\$90,181	\$123,775
Municipal Operating Contribution	\$95,429	\$99,973
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

Capital Expenses and Funding Sources

Total Capital Expenditures	\$50,431	\$36,677
Total Capital Disposals		
Total Capital Funding	\$50,431	\$36,677
Federal Capital Contribution		
Provincial Capital Contribution	\$50,431	\$36,677
Municipal Capital Contribution		
Other Capital Contributions		

London

Transit Contact: Kelly Paleczny
General Manager

Statistical Contact: Mike Gregor
Director of Finance
Phone: 519-451-1340 x366 Fax: 519-451-4411
Email: mgregor@londontransit.ca

System Highlights

- System established: 01/01/1875
- Serves: City of London
- Municipal Population: 385,100
- Service Area Population: 385,100
- Service Area Size (km²): 178.7
- Service provided by: Transit Commission
- Adult Cash Fare: \$2.75
- Ridership (revenue passengers): 22,574,959
- Total Operating Revenues: \$31,929,863
- Total Direct Operating Expenses: \$60,949,275
- Active Vehicles: 206
 - Standard Buses 192
 - Articulated Buses 14
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Hours of Service:

Monday	6:00 - 00:00	Friday	6:00 - 00:00
Tuesday	6:00 - 00:00	Saturday	6:00 - 00:00
Wednesday	6:00 - 00:00	Sunday	8:30 - 23:30
Thursday	6:00 - 00:00	Holidays	8:30 - 23:30

Employees Statistics

	Full-time	Part-time
Operators	378	38
Other Transportation Operations	24	
Vehicle Mechanics	45	
Other Vehicle Maintenance and Servicing	44	
Plant and Other Maintenance	6	1
General and Administration	29	4
TOTAL EMPLOYEES	526	43

- Union Affiliations: ATU 741 (Operators)
ATU 741 (Mechanics)

- Number of Fixed Routes: 46
- Number of Accessible Routes: 46
- Energy Consumption:
 - Diesel: 7,182,091 litres
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

Modal Statistics

	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	23,613,407 100.00%	602,694 100.00%	11,453,263 100.00%	19.00
TOTAL	23,613,407	602,694	11,453,263	19.00

London

Fare Structure

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Weekday Monthly	Criteria
01/12/2008					
Adults	\$2.75	\$1.50	\$81.00	\$69.00	
Children	\$1.35	\$1.10			5 years to grade 6
Students	\$2.75	\$1.54			Grades 7-12
Seniors	\$2.75	\$1.43	\$57.50		Resident, Age 65+
Other: Post Secondary			\$70.00		Full-time at recognized institution

Vehicles (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	Active Buses By Fuel Type	
	Access.	Non-Acc.	Access.	Non-Acc.			Internal Combustion	
Bus	206		6.1		168	123	- Diesel	206
Commuter Rail							- Biodiesel (all blends)	
Ferry							- Natural Gas (CNG or LNG)	
Heavy Rail							- Other	
Light Rail							Electric	
Locomotive							- Trolley	
Streetcar							- Battery	
TOTAL ACTIVE VEHICLES	206	0			168	123	- Fuel Cell	
Total Low-Floor Bus (30'-60')	206		Average Bus Age (years)		6.1		TOTAL	206

Vehicle Kilometres and Hours

	2015	2016
Revenue Vehicle Kilometres	10,719,063	11,453,263
Total Vehicle Kilometres	11,505,610	12,236,425
Revenue Vehicle Hours	581,285	602,694
Auxiliary Revenue Vehicle Hours	391	
Total Vehicle Hours	632,223	655,102
Operators Paid Hours	759,348	786,587
Vehicle Mechanics Paid Hours	99,005	97,600
Total Employee Paid Hours	1,080,179	1,105,980

Passenger Data

Adult Passenger Trips	9,143,710	9,091,631
Concession Fare Trips	13,225,455	13,483,328
<i>Concession Fare Trips Details:</i>		
<i>Child Passenger Trips</i>	118,657	113,707
<i>Student Passenger Trips</i>	12,240,405	12,454,140
<i>Senior Passenger Trips</i>	742,423	793,963
Regular Service Passenger Trips	22,369,165	22,574,959
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips	9,500	

Operating Expenses

Transportation Operations Expenses	\$32,110,562	\$34,337,753
Fuel/Energy Exp. for Vehicles	\$5,944,733	\$5,270,393
Vehicle Maintenance Expenses	\$12,597,763	\$13,443,360
Plant Maintenance Expenses	\$3,194,244	\$3,266,137
General/Administration Expenses	\$4,430,982	\$4,631,632
Total Direct Operating Expenses	\$58,278,284	\$60,949,275
Debt Service Payment		
Total Operating Expenses	\$59,952,154	\$62,746,205

Operating Revenues and Other Funding Contributions

Regular Service Passenger Revenues	\$30,620,979	\$30,939,234
Total Operating Revenues	\$31,279,491	\$31,929,863
Total Revenues	\$32,867,082	\$33,738,205
Net Direct Operating Cost	\$26,998,793	\$29,019,412
Net Operating Cost	\$27,085,072	\$29,008,000
Federal Operating Contribution		
Provincial Operating Contribution	\$4,203,673	\$5,394,400
Municipal Operating Contribution	\$22,881,400	\$23,613,600
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

Capital Expenses and Funding Sources

Total Capital Expenditures	\$10,942,203	\$9,757,441
Total Capital Disposals	\$59,223	\$12,465
Total Capital Funding	\$10,942,203	\$9,757,441
Federal Capital Contribution		
Provincial Capital Contribution	\$3,606,041	\$3,116,801
Municipal Capital Contribution	\$6,938,534	\$6,374,336
Other Capital Contributions	\$397,628	\$266,304

Performance Indicators

	2015	2016
Financial		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	54%	52%
Municipal Operating Contribution / Capita	\$60.01	\$61.32
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$1.21	\$1.29
Average Fare		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.37	\$1.37
Cost Effectiveness		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$2.61	\$2.70
Cost Efficiency		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$92.18	\$93.04
Service Utilization		
Reg. Serv. Pass. / Capita	58.67	58.62
Reg. Serv. Pass. / Rev. Veh. Hr.	38.48	37.46
Amount of Service		
Rev. Veh. Hrs. / Capita	1.52	1.57
Average Speed		
Rev. Veh. Kms. / Rev. Veh. Hr.	18.44	19.00
Labour Productivity		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.77	0.77
Top Wage Rates		
Operators	\$27.60	\$28.15
Mechanics	\$32.06	\$32.70

Loyalist Township

Transit Contact: David MacPherson
Public Works Manager

Statistical Contact: David MacPherson
Public Works Manager

Phone: Fax: 613-386-3833

Email: dmacpherson@loyalist.ca

System Highlights

- System established: 01/01/1987
- Serves: Loyalist Township
- Municipal Population: 16,971
- Service Area Population: 7,445
- Service Area Size (km²): 3.0
- Service provided by: Municipal Department, under contract with Kingston Transit
- Adult Cash Fare: \$3.00
- Ridership (revenue passengers): 101,217
- Total Operating Revenues: \$122,845
- Total Direct Operating Expenses: \$711,437

Hours of Service:

Monday	6:00 - 20:00	Friday	6:00 - 20:00
Tuesday	6:00 - 20:00	Saturday	7:00 - 21:30
Wednesday	6:00 - 20:00	Sunday	8:00 - 19:30
Thursday	6:00 - 20:00	Holidays	8:00 - 19:30

Employees Statistics

Full-time Part-time

Operators
Other Transportation Operations
Vehicle Mechanics
Other Vehicle Maintenance and Servicing
Plant and Other Maintenance
General and Administration
TOTAL EMPLOYEES

- Union Affiliations: Union Information N/A (Operators)
Union Information N/A (Mechanics)

- Number of Fixed Routes: 1
- Number of Accessible Routes: 1
- Energy Consumption:
 - Diesel:
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

Loyalist Township

Fare Structure

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
01/01/2017					
Adults	\$3.00	\$2.50	\$76.00		
Children					Child under 14 free
Students	\$3.00	\$2.00	\$56.50		
Seniors	\$3.00	\$2.00	\$56.50		

	Active	Average Age	Peak (Est.)	Base (Est.)
Vehicles (2016)	Access. Non-Acc.	Access. Non-Acc.		

Bus

Commuter Rail

Ferry

Heavy Rail

Light Rail

Locomotive

Streetcar

TOTAL ACTIVE VEHICLES

0

0

<u>Vehicle Kilometres and Hours</u>	2015	2016	<u>Performance Indicators</u>	2015	2016
Revenue Vehicle Kilometres			Financial		
Total Vehicle Kilometres			Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	17%	17%
Revenue Vehicle Hours			Municipal Operating Contribution / Capita	\$74.32	\$75.05
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$6.88	\$5.82
Total Vehicle Hours			Average Fare		
Operators Paid Hours			Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.41	\$1.21
Vehicle Mechanics Paid Hours			Cost Effectiveness		
Total Employee Paid Hours			Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$8.28	\$7.03
<u>Passenger Data</u>			Cost Efficiency		
Adult Passenger Trips	54,699	56,279	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.		
Concession Fare Trips	44,599	44,938	Service Utilization		
<i>Concession Fare Trips Details:</i>			Reg. Serv. Pass. / Capita	13.34	13.60
<i>Child Passenger Trips</i>			Reg. Serv. Pass. / Rev. Veh. Hr.		
<i>Student Passenger Trips</i>	41,004	41,222	Amount of Service		
<i>Senior Passenger Trips</i>	3,595	3,716	Rev. Veh. Hrs. / Capita		
Regular Service Passenger Trips	99,298	101,217	Average Speed		
Regular Service Passenger-Kms	992,980	1,012,170	Rev. Veh. Kms. / Rev. Veh. Hr.		
Auxiliary Service Passenger Trips			Labour Productivity		
<u>Operating Expenses</u>			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
Transportation Operations Expenses	\$789,069	\$655,485	Top Wage Rates		
Fuel/Energy Exp. for Vehicles			Operators		
Vehicle Maintenance Expenses			Mechanics		
Plant Maintenance Expenses					
General/Administration Expenses	\$33,367	\$55,952			
Total Direct Operating Expenses	\$822,436	\$711,437			
Debt Service Payment					
Total Operating Expenses	\$822,436	\$711,437			
<u>Operating Revenues and Other Funding Contributions</u>					
Regular Service Passenger Revenues	\$139,574	\$122,845			
Total Operating Revenues	\$139,574	\$122,845			
Total Revenues	\$139,574	\$122,845			
Net Direct Operating Cost	\$682,862	\$588,592			
Net Operating Cost	\$682,862	\$588,592			
Federal Operating Contribution					
Provincial Operating Contribution	\$258,825	\$159,696			
Municipal Operating Contribution	\$553,292	\$558,766			
Other Operating Contributions					
Federal Debt Service Contribution					
Provincial Debt Service Contribution					
Municipal Debt Service Contribution					
<u>Capital Expenses and Funding Sources</u>					
Total Capital Expenditures					
Total Capital Disposals					
Total Capital Funding					
Federal Capital Contribution					
Provincial Capital Contribution					
Municipal Capital Contribution					
Other Capital Contributions					

Marmora and Lake

Transit Contact: Sally Gale
Executive Director

Statistical Contact: Sally Gale
Executive Director
Phone: 613 473 5255 Ext 203 Fax: 613 473 2374
Email: sallyg@chsninc.ca

System Highlights

- System established: 07/04/2009
- Serves: Marmora and Lake, Tweed, Central Hastings, Madoc Township, Stirling-Rawdon
- Municipal Population: 21,731
- Service Area Population: 21,731
- Service Area Size (km²): .0
- Service provided by: Non-profit Organization
- Adult Cash Fare: \$11.00
- Ridership (revenue passengers): 4,917
- Total Operating Revenues: \$32,578
- Total Direct Operating Expenses: \$144,918
- Active Vehicles: 3
 - Small Community Buses 3
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Hours of Service:

Monday	7:00 - 19:00	Friday	7:00 - 19:00
Tuesday	7:00 - 19:00	Saturday	N/A
Wednesday	7:00 - 19:00	Sunday	N/A
Thursday	7:00 - 19:00	Holidays	N/A

Employees Statistics

Full-time Part-time

Operators	4
Other Transportation Operations	1
Vehicle Mechanics	
Other Vehicle Maintenance and Servicing	
Plant and Other Maintenance	
General and Administration	2
TOTAL EMPLOYEES	7

- Union Affiliations: Union Information N/A (Operators)
Union Information N/A (Mechanics)

- Number of Fixed Routes: 4
- Number of Accessible Routes: 4
- Energy Consumption:
 - Diesel:
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other: 18,965

Modal Statistics

Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus 4,971 100.00%	5,483 100.00%	125,460 100.00%	22.88
TOTAL 4,971	5,483	125,460	22.88

REMARKS:

The objective of Central Hastings Public Transit is to provide safe and reliable transportation to people in our very rural communities, allowing them access to employment opportunities, higher education, medical and social needs, all of which can be greatly restricted due to lack of access to transportation.

Marmora and Lake

Fare Structure

Effective Date:	31/05/2010	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults		\$11.00		\$200.00		Routes 1 & 2 Fares
Children		\$7.00				age 6-11
Students		\$9.00		\$200.00		Show Student Card
Seniors		\$9.00		\$200.00		Show proof of age

Vehicles (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	Active Buses By Fuel Type
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	3		3.0		2	2	Internal Combustion - Diesel - Biodiesel (all blends) - Natural Gas (CNG or LNG) - Other
Commuter Rail							
Ferry							
Heavy Rail							
Light Rail							
Locomotive							Electric - Trolley - Battery - Fuel Cell
Streetcar							
TOTAL ACTIVE VEHICLES	3	0			2	2	
Total Low-Floor Bus (30'-60')	1		Average Bus Age (years)		3.0		TOTAL
							3

<u>Vehicle Kilometres and Hours</u>	2015	2016	<u>Performance Indicators</u>	2015	2016
Revenue Vehicle Kilometres	125,460	125,460	Financial		
Total Vehicle Kilometres	126,110	126,110	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	22%	22%
Revenue Vehicle Hours	5,483	5,483	Municipal Operating Contribution / Capita	\$1.63	\$1.59
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$24.49	\$22.85
Total Vehicle Hours	5,623	5,623	Average Fare		
Operators Paid Hours	3,120	3,250	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$6.98	\$6.63
Vehicle Mechanics Paid Hours			Cost Effectiveness		
Total Employee Paid Hours	3,640	3,250	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$31.47	\$29.47
Passenger Data			Cost Efficiency		
Adult Passenger Trips	2,072	2,213	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$25.49	\$25.77
Concession Fare Trips	2,482	2,704	Service Utilization		
Concession Fare Trips Details:			Reg. Serv. Pass. / Capita	0.22	0.23
Child Passenger Trips	10	17	Reg. Serv. Pass. / Rev. Veh. Hr.	0.83	0.90
Student Passenger Trips	2,160	2,416	Amount of Service		
Senior Passenger Trips	312	271	Rev. Veh. Hrs. / Capita	0.26	0.25
Regular Service Passenger Trips	4,554	4,917	Average Speed		
Regular Service Passenger-Kms	125,235	135,217	Rev. Veh. Kms. / Rev. Veh. Hr.	22.88	22.88
Auxiliary Service Passenger Trips			Labour Productivity		
Operating Expenses			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	1.76	1.69
Transportation Operations Expenses	\$68,232	\$73,314	Top Wage Rates		
Fuel/Energy Exp. for Vehicles	\$26,085	\$24,180	Operators	\$15.00	\$15.50
Vehicle Maintenance Expenses	\$13,100	\$5,659	Mechanics		
Plant Maintenance Expenses		\$8,464			
General/Administration Expenses	\$35,886	\$33,301			
Total Direct Operating Expenses	\$143,303	\$144,918			
Debt Service Payment					
Total Operating Expenses	\$143,303	\$144,918			

Operating Revenues and Other Funding Contributions

Regular Service Passenger Revenues	\$31,779	\$32,578
Total Operating Revenues	\$31,779	\$32,578
Total Revenues	\$38,260	\$32,578
Net Direct Operating Cost	\$111,524	\$112,340
Net Operating Cost	\$105,043	\$112,340
Federal Operating Contribution	\$197	\$238
Provincial Operating Contribution	\$55,145	\$63,240
Municipal Operating Contribution	\$34,200	\$34,500
Other Operating Contributions	\$15,501	\$15,000
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

Capital Expenses and Funding Sources

Total Capital Expenditures	\$83,830
Total Capital Disposals	
Total Capital Funding	\$83,830
Federal Capital Contribution	
Provincial Capital Contribution	
Municipal Capital Contribution	
Other Capital Contributions	\$83,830

Meaford

Transit Contact: Darcy Chapman
Treasurer / Director, Financial Services & Infrast

Statistical Contact: Bradey Carbert
Manager, Purchasing & Asset Management
Phone: 519-538-1060 x1112 Fax: 519-538-1556
Email: bcarbert@meaford.ca

SYSTEM HIGHLIGHTS:

- System established: 19/09/2016
- Serves: Municipality of Meaford
- Municipal Population: 11,000
- Service Area Population: 11,000
- Service Area Size: .0square kilometres
- Service provided by: Municipal Department, under contract with First Student Canada
- Hours of Service:

Monday	8:00 - 17:00	Friday	8:00 - 17:00
Tuesday	8:00 - 17:00	Saturday	N/A
Wednesday	8:00 - 17:00	Sunday	N/A
Thursday	8:00 - 17:00	Holidays	N/A
- Adult Cash Fare: \$4.00
- Ridership (revenue passengers): 463
- Total Operating Revenues: \$1,328
- Total Direct Operating Expenses: \$19,017
- Number of Fixed Routes: 1
- Number of Accessible Routes: 1
- Energy Consumption:

- Diesel:	2,222 litres
- Biodiesel B5:	
- Biodiesel B20:	
- Biodiesel - Other:	
- Natural Gas:	
- Electricity:	
- Other:	
- Employees Statistics:

	Full-time	Part-time
Operators		
Other Transportation Operations		
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration		
TOTAL EMPLOYEES		
- Union Affiliations:

Union Information N/A (Operators)
Union Information N/A (Mechanics)

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	463 100.00%	418 100.00%	6,598 100.00%	15.78
TOTAL	463	418	6,598	15.78

REMARKS:

Conventional System was not implemented until September 19, 2016. System is in its infancy.

Meaford

FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
19/09/2016	\$4.00				
Adults					4-99
Children					< 3 = Free
Students					
Seniors					

	Active		Average Age		Peak (Est.)	Base (Est.)
	Access.	Non-Acc.	Access.	Non-Acc.		
VEHICLES (2016)						
Bus					1	1
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES					1	1

VEHICLE KILOMETRES AND HOURS	2015	2016	PERFORMANCE INDICATORS	2015	2016
Revenue Vehicle Kilometres		6,598	FINANCIAL		
Total Vehicle Kilometres		6,598	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)		7%
Revenue Vehicle Hours		418	Municipal Operating Contribution / Capita		\$1.15
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.		\$38.21
Total Vehicle Hours		418	AVERAGE FARE		
Operators Paid Hours			Reg. Serv. Pass. Rev. / Reg. Serv. Pass.		\$2.87
Vehicle Mechanics Paid Hours			COST EFFECTIVENESS		
Total Employee Paid Hours			Tot. Dir. Oper. Exp. / Reg. Serv. Pass.		\$41.07
PASSENGER DATA			COST EFFICIENCY		
Adult Passenger Trips		463	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.		\$45.50
Concession Fare Trips			SERVICE UTILIZATION		
<i>Concession Fare Trips Details:</i>			Reg. Serv. Pass. / Capita		0.04
<i>Child Passenger Trips</i>			Reg. Serv. Pass. / Rev. Veh. Hr.		1.11
<i>Student Passenger Trips</i>			AMOUNT OF SERVICE		
<i>Senior Passenger Trips</i>			Rev. Veh. Hrs. / Capita		0.04
REGULAR SERVICE PASSENGER TRIPS		463	AVERAGE SPEED		
Regular Service Passenger-Kms			Rev. Veh. Kms. / Rev. Veh. Hr.		15.78
Auxiliary Service Passenger Trips			LABOUR PRODUCTIVITY		
OPERATING EXPENSES			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
Transportation Operations Expenses		\$13,667	TOP WAGE RATES		
Fuel/Energy Exp. for Vehicles		\$2,000	Operators		
Vehicle Maintenance Expenses		\$2,200	Mechanics		
Plant Maintenance Expenses					
General/Administration Expenses		\$1,150			
TOTAL DIRECT OPERATING EXPENSES		\$19,017			
Debt Service Payment					
Total Operating Expenses		\$19,017			
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS					
REGULAR SERV. PASS. REVENUES		\$1,328			
TOTAL OPERATING REVENUES		\$1,328			
Total Revenues		\$1,328			
NET DIRECT OPERATING COST		\$17,689			
NET OPERATING COST		\$17,689			
Federal Operating Contribution					
Provincial Operating Contribution		\$7,129			
Municipal Operating Contribution		\$12,694			
Other Operating Contributions					
Federal Debt Service Contribution					
Provincial Debt Service Contribution					
Municipal Debt Service Contribution					
CAPITAL EXPENSES AND FUNDING SOURCES					
TOTAL CAPITAL EXPENDITURES					
Total Capital Disposals					
TOTAL CAPITAL FUNDING					
Federal Capital Contribution					
Provincial Capital Contribution					
Municipal Capital Contribution					
Other Capital Contributions					

Midland

Transit Contact: Shawn Berriault
Director of Operations

Statistical Contact: Shawn Berriault
Director of Operations
Phone: 705-526-4275 ext 221 Fax: 705-526-9971
Email: operations@midland.ca

SYSTEM HIGHLIGHTS:

- System established: 1998
- Serves: Town of Midland
- Municipal Population: 17,000
- Service Area Population: 12,500
- Service Area Size: 30.2square kilometres
- Service provided by: Municipal Department
- Hours of Service:

Monday	6:45 - 17:45	Friday	6:45 - 17:45
Tuesday	6:45 - 17:45	Saturday	8:45 - 16:45
Wednesday	6:45 - 17:45	Sunday	N/A
Thursday	6:45 - 17:45	Holidays	N/A
- Adult Cash Fare: \$2.00
- Ridership (revenue passengers): 65,303
- Total Operating Revenues: \$78,045
- Total Direct Operating Expenses: \$188,806
- Number of Fixed Routes: 2
- Number of Accessible Routes: 0
- Energy Consumption:
 - Diesel:
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:
- Employees Statistics:

	Full-time	Part-time
Operators	2	1
Other Transportation Operations		
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration		
TOTAL EMPLOYEES	2	1
- Union Affiliations:

non-union (Operators)
OPSEU (Mechanics)

Modal Statistics	Boardings		Rev. Vehicle Hrs.		Rev. Vehicle Kms		Avg. Speed (km/h)
Bus	65,303	100.00%	0	0.00%	0	0.00%	
TOTAL	65,303		0		0		0.00

REMARKS:

Midland Transit operates 2 routes with one bus on route alternating

Midland

Fare Structure

Effective Date:	04/01/2003	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults		\$2.00	\$1.25			>6>65
Children						6 and under
Students		\$1.75	\$1.00			school ID
Seniors		\$1.75	\$1.00			over 65

	Active	Average Age	Peak (Est.)	Base (Est.)
	Access. Non-Acc.	Access. Non-Acc.		
Vehicles (2016)				
Bus			1	1
Commuter Rail				
Ferry				
Heavy Rail				
Light Rail				
Locomotive				
Streetcar				
TOTAL ACTIVE VEHICLES			1	1

<u>Vehicle Kilometres and Hours</u>	2015	2016	<u>Performance Indicators</u>	2015	2016
Revenue Vehicle Kilometres	72,922		Financial		
Total Vehicle Kilometres	73,522	87,783	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	30%	41%
Revenue Vehicle Hours	3,150		Municipal Operating Contribution / Capita	\$13.22	\$8.86
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$3.39	\$1.70
Total Vehicle Hours	3,150		Average Fare		
Operators Paid Hours			Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.32	\$1.20
Vehicle Mechanics Paid Hours			Cost Effectiveness		
Total Employee Paid Hours			Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$4.82	\$2.89
Passenger Data			Cost Efficiency		
Adult Passenger Trips			Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$74.61	
Concession Fare Trips		65,303	Service Utilization		
<i>Concession Fare Trips Details:</i>			Reg. Serv. Pass. / Capita	3.90	5.22
<i>Child Passenger Trips</i>			Reg. Serv. Pass. / Rev. Veh. Hr.	15.48	
<i>Student Passenger Trips</i>			Amount of Service		
<i>Senior Passenger Trips</i>			Rev. Veh. Hrs. / Capita	0.25	
Regular Service Passenger Trips	48,750	65,303	Average Speed		
Regular Service Passenger-Kms		587,727	Rev. Veh. Kms. / Rev. Veh. Hr.	23.15	
Auxiliary Service Passenger Trips			Labour Productivity		
Operating Expenses			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
Transportation Operations Expenses	\$102,621	\$65,477	Top Wage Rates		
Fuel/Energy Exp. for Vehicles	\$33,552	\$30,887	Operators	\$17.54	\$17.54
Vehicle Maintenance Expenses	\$82,727	\$84,216	Mechanics		
Plant Maintenance Expenses	\$10,746	\$2,213			
General/Administration Expenses	\$5,382	\$6,013			
Total Direct Operating Expenses	\$235,029	\$188,806			
Debt Service Payment					
Total Operating Expenses	\$235,029	\$188,806			
Operating Revenues and Other Funding Contributions					
Regular Service Passenger Revenues	\$64,156	\$78,045			
Total Operating Revenues	\$69,786	\$78,045			
Total Revenues	\$69,786	\$78,045			
Net Direct Operating Cost	\$165,242	\$110,761			
Net Operating Cost	\$165,242	\$110,761			
Federal Operating Contribution					
Provincial Operating Contribution					
Municipal Operating Contribution	\$165,242	\$110,761			
Other Operating Contributions					
Federal Debt Service Contribution					
Provincial Debt Service Contribution					
Municipal Debt Service Contribution					
Capital Expenses and Funding Sources					
Total Capital Expenditures	\$53,597	\$126,178			
Total Capital Disposals					
Total Capital Funding	\$53,597	\$126,178			
Federal Capital Contribution					
Provincial Capital Contribution	\$16,691	\$111,565			
Municipal Capital Contribution	\$36,906	\$14,613			
Other Capital Contributions					

Milton

Transit Contact: Tony D'Alessandro
Coordinator, Transit

Statistical Contact: Krista Short
Transit Administrator
Phone: 905-878-7252 ext 218 Fax: 905-876-5029
Email: krista.short@milton.ca

System Highlights

▪ System established:	01/01/1990	▪ Adult Cash Fare:	\$3.50
▪ Serves:	Town of Milton	▪ Ridership (revenue passengers):	455,246
▪ Municipal Population:	110,128	▪ Total Operating Revenues:	\$1,248,926
▪ Service Area Population:	95,839	▪ Total Direct Operating Expenses:	\$3,867,018
▪ Service Area Size (km ²):	35.6	▪ Active Vehicles:	18
▪ Service provided by:	Municipal Department, under contract with Diversified Transportation	- Small Community Buses	5
		- Standard Buses	13
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	100.00%
		▪ Percentage of accessible transit fleet:	100.00%

Monday	5:20 - 20:10	Friday	5:20 - 20:10
Tuesday	5:20 - 20:10	Saturday	7:10 - 19:40
Wednesday	5:20 - 20:10	Sunday	N/A
Thursday	5:20 - 20:10	Holidays	N/A

Employees Statistics

Full-time Part-time

Operators	
Other Transportation Operations	
Vehicle Mechanics	
Other Vehicle Maintenance and Servicing	
Plant and Other Maintenance	
General and Administration	2
TOTAL EMPLOYEES	2

- Union Affiliations: Union Information N/A (Operators)
Union Information N/A (Mechanics)

▪ Number of Fixed Routes:	8
▪ Number of Accessible Routes:	0
▪ Energy Consumption:	
- Diesel:	445,474 litres
- Biodiesel B5:	
- Biodiesel B20:	
- Biodiesel - Other:	
- Natural Gas:	
- Electricity:	
- Other:	

Modal Statistics

Boardings

Rev. Vehicle Hrs.

Rev. Vehicle Kms

Avg. Speed (km/h)

Bus	502,297	100.00%	36,578	100.00%	886,042	100.00%	24.22
TOTAL	502,297		36,578		886,042		24.22

REMARKS:

From May 2015 to April 2016, Milton Transit partnered with Metrolinx to deliver a Dynamic Transit Pilot Project, addressing system integration needs with enhanced passenger connectivity. The approach utilized mobile technology to provide a demand-responsive service application to connect passengers to/from Milton Transit to/from desired GO Train departures and arrivals. 2016 program expenditure, revenue and ridership have been included in the 2016 submission.

Milton

Fare Structure

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Day Pass	Criteria
04/01/2016					
Adults	\$3.50	\$2.80	\$77.00	\$8.00	19-64
Children					< 5 = Free
Students	\$3.50	\$2.10	\$57.00	\$8.00	6-18
Seniors	\$3.50	\$2.00	\$50.00	\$8.00	65+
Other: GO Passenger	\$0.70				with valid PRESTO card or GO fare media

Vehicles (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	Active Buses By Fuel Type	
	Access.	Non-Acc.	Access.	Non-Acc.			Internal Combustion	
Bus	18		8.9		15	5	- Diesel	18
Commuter Rail							- Biodiesel (all blends)	
Ferry							- Natural Gas (CNG or LNG)	
Heavy Rail							- Other	
Light Rail							Electric	
Locomotive							- Trolley	
Streetcar							- Battery	
TOTAL ACTIVE VEHICLES	18	0			15	5	- Fuel Cell	
Total Low-Floor Bus (30'-60')	18		Average Bus Age (years)		8.9		TOTAL	18

<u>Vehicle Kilometres and Hours</u>	2015	2016	<u>Performance Indicators</u>	2015	2016
Revenue Vehicle Kilometres	797,693	886,042	Financial		
Total Vehicle Kilometres	797,693	886,042	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	31%	32%
Revenue Vehicle Hours	33,338	36,578	Municipal Operating Contribution / Capita	\$29.09	\$28.24
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$6.20	\$5.75
Total Vehicle Hours	33,338	36,578	Average Fare		
Operators Paid Hours			Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$2.47	\$2.55
Vehicle Mechanics Paid Hours			Cost Effectiveness		
Total Employee Paid Hours			Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$8.95	\$8.49
Passenger Data			Cost Efficiency		
Adult Passenger Trips			Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$112.29	\$106.74
Concession Fare Trips			Service Utilization		
<i>Concession Fare Trips Details:</i>			Reg. Serv. Pass. / Capita	4.92	4.75
<i>Child Passenger Trips</i>			Reg. Serv. Pass. / Rev. Veh. Hr.	12.54	12.45
<i>Student Passenger Trips</i>			Amount of Service		
<i>Senior Passenger Trips</i>			Rev. Veh. Hrs. / Capita	0.39	0.38
Regular Service Passenger Trips	418,055	455,246	Average Speed		
Regular Service Passenger-Kms			Rev. Veh. Kms. / Rev. Veh. Hr.	23.93	24.22
Auxiliary Service Passenger Trips			Labour Productivity		
Operating Expenses			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
Transportation Operations Expenses	\$2,983,736	\$3,153,697	Top Wage Rates		
Fuel/Energy Exp. for Vehicles	\$373,088	\$359,868	Operators		
Vehicle Maintenance Expenses	\$60,021	\$15,063	Mechanics		
Plant Maintenance Expenses	\$47,158	\$68,233			
General/Administration Expenses	\$279,483	\$270,157			
Total Direct Operating Expenses	\$3,743,486	\$3,867,018			
Debt Service Payment					
Total Operating Expenses	\$4,262,051	\$4,577,614			

Operating Revenues and Other Funding Contributions

Regular Service Passenger Revenues	\$1,034,027	\$1,162,132
Total Operating Revenues	\$1,150,720	\$1,248,926
Total Revenues	\$1,187,684	\$1,286,225
Net Direct Operating Cost	\$2,592,766	\$2,618,092
Net Operating Cost	\$3,074,367	\$3,291,389
Federal Operating Contribution		
Provincial Operating Contribution	\$602,674	\$581,790
Municipal Operating Contribution	\$2,471,693	\$2,706,445
Other Operating Contributions		\$3,154
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

Capital Expenses and Funding Sources

Total Capital Expenditures	\$288,951	\$1,392,416
Total Capital Disposals	\$7,150	
Total Capital Funding	\$288,951	\$1,392,416
Federal Capital Contribution		
Provincial Capital Contribution		
Municipal Capital Contribution		\$8,950
Other Capital Contributions	\$288,951	\$1,383,466

Mississauga

Transit Contact: Geoff Marinoff
Director Transit

Statistical Contact: Mirela-Liana Aparaschivei
Team Leader Data Management
Phone: 905-615-3200 x 3816 Fax: 905-615-3218
Email: mirelaliana.aparaschivei@mississauga.ca

System Highlights

- System established: 01/01/1969
- Serves: City of Mississauga
- Municipal Population: 764,300
- Service Area Population: 764,300
- Service Area Size (km²): 178.6
- Service provided by: Municipal Department
- Adult Cash Fare: \$3.50
- Ridership (revenue passengers): 38,597,356
- Total Operating Revenues: \$83,055,555
- Total Direct Operating Expenses: \$174,676,376
- Active Vehicles: 467
 - Standard Buses 400
 - Articulated Buses 67
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Hours of Service:

Monday	3:55 - 3:23	Friday	3:55 - 3:23
Tuesday	3:55 - 3:23	Saturday	4:42 - 3:01
Wednesday	3:55 - 3:23	Sunday	6:19 - 2:05
Thursday	3:55 - 3:23	Holidays	6:19 - 2:05

Employees Statistics

Full-time Part-time

Operators	1,001
Other Transportation Operations	79
Vehicle Mechanics	87
Other Vehicle Maintenance and Servicing	86
Plant and Other Maintenance	12
General and Administration	83
TOTAL EMPLOYEES	1,348

- Union Affiliations:

ATU	1572 (Operators)
ATU	1572 (Mechanics)
UFCW	

- Number of Fixed Routes: 85
- Number of Accessible Routes: 0
- Energy Consumption:
 - Diesel:
 - Biodiesel B5: 18,851,718 litres
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

Modal Statistics

Boardings

Rev. Vehicle Hrs.

Rev. Vehicle Kms

Avg. Speed (km/h)

Bus	54,858,926	100.00%	1,413,963	100.00%	30,819,486	100.00%	21.80
TOTAL	54,858,926		1,413,963		30,819,486		21.80

Mississauga

Fare Structure

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
30/05/2016					
Adults	\$3.50	\$3.00			
Children		\$1.65			
Students		\$2.25			
Seniors	\$1.00	\$2.00			
Other: GTA			\$63.00		

Vehicles (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	Active Buses By Fuel Type	
	Access.	Non-Acc.	Access.	Non-Acc.			Internal Combustion	
Bus	467		8.1		363	193	- Diesel	300
Commuter Rail							- Biodiesel (all blends)	167
Ferry							- Natural Gas (CNG or LNG)	
Heavy Rail							- Other	
Light Rail							Electric	
Locomotive							- Trolley	
Streetcar							- Battery	
TOTAL ACTIVE VEHICLES	467	0			363	193	- Fuel Cell	
Total Low-Floor Bus (30'-60')	467		Average Bus Age (years)		8.1		TOTAL	467

<u>Vehicle Kilometres and Hours</u>	2015	2016	<u>Performance Indicators</u>	2015	2016
Revenue Vehicle Kilometres	30,431,755	30,819,486	Financial		
Total Vehicle Kilometres	32,977,600	33,322,866	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	48%	48%
Revenue Vehicle Hours	1,385,964	1,413,963	Municipal Operating Contribution / Capita	\$95.19	\$99.33
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.30	\$2.37
Total Vehicle Hours	1,481,608	1,509,194	Average Fare		
Operators Paid Hours	2,095,184	2,138,718	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$2.01	\$2.01
Vehicle Mechanics Paid Hours	201,922	201,605	Cost Effectiveness		
Total Employee Paid Hours	2,868,925	2,912,949	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$4.45	\$4.53
Passenger Data			Cost Efficiency		
Adult Passenger Trips	22,743,480	23,094,777	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$112.48	\$115.74
Concession Fare Trips	14,719,946	15,502,579	Service Utilization		
<i>Concession Fare Trips Details:</i>			Reg. Serv. Pass. / Capita	49.20	50.50
<i>Child Passenger Trips</i>	261,866	253,289	Reg. Serv. Pass. / Rev. Veh. Hr.	27.03	27.30
<i>Student Passenger Trips</i>	6,515,553	6,492,712	Amount of Service		
<i>Senior Passenger Trips</i>	2,389,964	2,265,466	Rev. Veh. Hrs. / Capita	1.82	1.85
Regular Service Passenger Trips	37,463,426	38,597,356	Average Speed		
Regular Service Passenger-Kms	345,023,588		Rev. Veh. Kms. / Rev. Veh. Hr.	21.96	21.80
Auxiliary Service Passenger Trips			Labour Productivity		
Operating Expenses			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.66	0.66
Transportation Operations Expenses	\$100,151,350	\$104,876,469	Top Wage Rates		
Fuel/Energy Exp. for Vehicles	\$16,245,824	\$14,378,825	Operators	\$32.61	\$32.77
Vehicle Maintenance Expenses	\$23,571,723	\$25,370,014	Mechanics	\$38.72	\$38.91
Plant Maintenance Expenses	\$6,446,678	\$7,558,043			
General/Administration Expenses	\$20,235,147	\$22,493,026			
Total Direct Operating Expenses	\$166,650,721	\$174,676,376			
Debt Service Payment					
Total Operating Expenses	\$167,050,056	\$175,083,738			

Operating Revenues and Other Funding Contributions

Regular Service Passenger Revenues	\$75,337,696	\$77,502,349
Total Operating Revenues	\$80,619,777	\$83,055,555
Total Revenues	\$80,643,195	\$83,076,766
Net Direct Operating Cost	\$86,030,944	\$91,620,821
Net Operating Cost	\$86,406,861	\$92,006,971
Federal Operating Contribution		
Provincial Operating Contribution	\$13,932,154	\$16,092,300
Municipal Operating Contribution	\$72,474,708	\$75,914,671
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

Capital Expenses and Funding Sources

Total Capital Expenditures	\$59,397,675	\$46,329,251
Total Capital Disposals		
Total Capital Funding	\$59,397,675	\$46,329,310
Federal Capital Contribution	\$13,599,594	\$9,069,298
Provincial Capital Contribution	\$3,370,807	\$27,891,951
Municipal Capital Contribution	\$41,526,934	\$9,368,061
Other Capital Contributions	\$900,340	

Niagara Falls

Transit Contact: Bob Chambers
Manager, Operations

Statistical Contact: Bob Chambers
Manager, Operations
Phone: 905-356-7521 x4531 Fax: 905-356-5576
Email: bchambers@niagarafalls.ca

System Highlights

▪ System established:	19/10/1960	▪ Adult Cash Fare:	\$2.75
▪ Serves:	City of Niagara Falls	▪ Ridership (revenue passengers):	2,262,103
		▪ Total Operating Revenues:	\$3,994,878
		▪ Total Direct Operating Expenses:	\$11,031,079
▪ Municipal Population:	85,000	▪ Active Vehicles:	27
▪ Service Area Population:	80,000	- Standard Buses	27
▪ Service Area Size (km ²):	80.9		
▪ Service provided by:	Municipal Department		
		▪ Percentage of accessible bus fleet:	100.00%
		▪ Percentage of accessible transit fleet:	100.00%

Hours of Service:

Monday	6:00 - 00:00	Friday	6:00 - 1:00
Tuesday	6:00 - 00:00	Saturday	6:00 - 1:00
Wednesday	6:00 - 00:00	Sunday	7:00 - 23:00
Thursday	6:00 - 00:00	Holidays	7:00 - 23:00

Employees Statistics

	Full-time	Part-time
Operators	61	23
Other Transportation Operations	6	
Vehicle Mechanics	9	
Other Vehicle Maintenance and Servicing	9	
Plant and Other Maintenance	2	
General and Administration	5	
TOTAL EMPLOYEES	92	23

▪ Union Affiliations:	ATU 1582 (Operators)
	ATU 1582 (Mechanics)
	CUPE 133 (Admin)

▪ Number of Fixed Routes:	21
▪ Number of Accessible Routes:	0
▪ Energy Consumption:	
- Diesel:	1,272,846 litres
- Biodiesel B5:	
- Biodiesel B20:	
- Biodiesel - Other:	
- Natural Gas:	
- Electricity:	
- Other:	

Modal Statistics

	Boardings		Rev. Vehicle Hrs.		Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	2,262,103	100.00%	84,322	100.00%	2,280,081	27.04
TOTAL	2,262,103		84,322		2,280,081	27.04

Niagara Falls

Fare Structure

Effective Date:	01/07/2015	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Semester Pass	Criteria
Adults		\$2.75	\$2.50	\$75.00		
Children		\$1.50				6-12; under 6 = free
Students		\$2.50	\$2.25	\$58.00	\$216.00	13-19
Seniors		\$2.50	\$2.25	\$58.00		65+

Vehicles (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	Active Buses By Fuel Type	
	Access.	Non-Acc.	Access.	Non-Acc.			Internal Combustion	
Bus	27		7.1		21	16	- Diesel	27
Commuter Rail							- Biodiesel (all blends)	
Ferry							- Natural Gas (CNG or LNG)	
Heavy Rail							- Other	
Light Rail							Electric	
Locomotive							- Trolley	
Streetcar							- Battery	
TOTAL ACTIVE VEHICLES	27	0			21	16	- Fuel Cell	
Total Low-Floor Bus (30'-60')	27		Average Bus Age (years)		7.1		TOTAL	27

<u>Vehicle Kilometres and Hours</u>	2015	2016	<u>Performance Indicators</u>	2015	2016
Revenue Vehicle Kilometres	1,990,813	2,280,081	Financial		
Total Vehicle Kilometres	1,990,813	2,280,081	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	48%	36%
Revenue Vehicle Hours	79,949	84,322	Municipal Operating Contribution / Capita	\$73.63	\$77.28
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$1.95	\$3.11
Total Vehicle Hours	79,949	84,322	Average Fare		
Operators Paid Hours			Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$0.61	\$0.59
Vehicle Mechanics Paid Hours			Cost Effectiveness		
Total Employee Paid Hours			Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$3.76	\$4.88
Passenger Data			Cost Efficiency		
Adult Passenger Trips	1,546,050	1,679,668	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$113.88	\$139.71
Concession Fare Trips	712,505	582,435	Service Utilization		
<i>Concession Fare Trips Details:</i>			Reg. Serv. Pass. / Capita	28.23	28.28
<i>Child Passenger Trips</i>	43,439	91,443	Reg. Serv. Pass. / Rev. Veh. Hr.	28.25	26.83
<i>Student Passenger Trips</i>	117,704	85,561	Amount of Service		
<i>Senior Passenger Trips</i>	135,092	148,312	Rev. Veh. Hrs. / Capita	1.00	1.05
Regular Service Passenger Trips	2,258,555	2,262,103	Average Speed		
Regular Service Passenger-Kms			Rev. Veh. Kms. / Rev. Veh. Hr.	24.90	27.04
Auxiliary Service Passenger Trips	96,286	222,390	Labour Productivity		
Operating Expenses			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
Transportation Operations Expenses	\$4,902,699	\$6,874,284	Top Wage Rates		
Fuel/Energy Exp. for Vehicles	\$797,585	\$1,012,384	Operators	\$27.19	\$27.67
Vehicle Maintenance Expenses	\$2,073,323	\$2,297,842	Mechanics	\$32.35	\$33.17
Plant Maintenance Expenses	\$486,836	\$698,799			
General/Administration Expenses	\$227,912	\$147,770			
Total Direct Operating Expenses	\$8,488,355	\$11,031,079			
Debt Service Payment	\$181,591	\$148,586			
Total Operating Expenses	\$11,878,833	\$12,516,356			

Operating Revenues and Other Funding Contributions

Regular Service Passenger Revenues	\$1,371,964	\$1,328,140
Total Operating Revenues	\$4,078,626	\$3,994,878
Total Revenues	\$5,456,051	\$5,283,222
Net Direct Operating Cost	\$4,409,729	\$7,036,201
Net Operating Cost	\$6,422,782	\$7,233,134
Federal Operating Contribution		
Provincial Operating Contribution	\$532,000	\$532,000
Municipal Operating Contribution	\$5,890,782	\$6,182,283
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

Capital Expenses and Funding Sources

Total Capital Expenditures	\$105,930	\$26,292,214
Total Capital Disposals		\$949,437
Total Capital Funding	\$105,930	\$26,292,214
Federal Capital Contribution		\$24,177,449
Provincial Capital Contribution		\$1,447,348
Municipal Capital Contribution	\$105,930	\$40,196
Other Capital Contributions		\$627,222

Niagara Region

Transit Contact: Kumar Ranjan
Manager, Transportation Planning and Sustainability

Statistical Contact: Sarah Holmes
Niagara Region Transit Coordinator
Phone: 905-980-6000 x3488 Fax: 905-685-0013
Email: sarah.holmes@niagararegion.ca

System Highlights

- System established: 16/09/2011
- Serves: Niagara Region
- Municipal Population: 447,888
- Service Area Population: 358,805
- Service Area Size (km²): 555.0
- Service provided by: Municipal Department, under contract with City of Welland, City of Niagara Falls, St. Catharines Transit Commission
- Adult Cash Fare: \$6.00
- Ridership (revenue passengers): 253,723
- Total Operating Revenues: \$911,773
- Total Direct Operating Expenses: \$3,373,077
- Hours of Service:

Monday	7:00 - 21:00	Friday	7:00 - 21:00
Tuesday	7:00 - 21:00	Saturday	7:00 - 21:00
Wednesday	7:00 - 21:00	Sunday	N/A
Thursday	7:00 - 21:00	Holidays	N/A

- Number of Fixed Routes: 12
- Number of Accessible Routes: 12

Employees Statistics

Full-time Part-time

Operators
Other Transportation Operations
Vehicle Mechanics
Other Vehicle Maintenance and Servicing
Plant and Other Maintenance
General and Administration
TOTAL EMPLOYEES

- Energy Consumption:
- Diesel: 460,878 litres
- Biodiesel B5:
- Biodiesel B20:
- Biodiesel - Other:
- Natural Gas:
- Electricity:
- Other:

- Union Affiliations: Union Information N/A (Operators)
Union Information N/A (Mechanics)

Modal Statistics

	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	254,803 100.00%	32,939 100.00%	886,157 100.00%	26.90
TOTAL	254,803	32,939	886,157	26.90

Niagara Region

Fare Structure

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
01/05/2012					
Adults	\$6.00	\$4.50	\$160.00		18-65
Children					< 6 = Free
Students	\$5.00	\$4.00	\$130.00		6-18; with valid ID
Seniors	\$5.00	\$4.00	\$130.00		65+
Other: U-Pass					Students with valid ID and U-Pass sticker

	Active		Average Age		Peak (Est.)	Base (Est.)
Vehicles (2016)	Access.	Non-Acc.	Access.	Non-Acc.		
Bus					10	8
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES					10	8

<u>Vehicle Kilometres and Hours</u>	2015	2016	<u>Performance Indicators</u>	2015	2016
Revenue Vehicle Kilometres	824,461	886,157	Financial		
Total Vehicle Kilometres	824,461	886,157	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	22%	27%
Revenue Vehicle Hours	29,042	32,939	Municipal Operating Contribution / Capita	\$6.19	\$6.12
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$11.29	\$9.70
Total Vehicle Hours	29,042	32,939	Average Fare		
Operators Paid Hours			Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$3.16	\$3.59
Vehicle Mechanics Paid Hours			Cost Effectiveness		
Total Employee Paid Hours			Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$14.45	\$13.29
Passenger Data			Cost Efficiency		
Adult Passenger Trips	113,479		Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$95.11	\$102.40
Concession Fare Trips	77,641	141,802	Service Utilization		
<i>Concession Fare Trips Details:</i>			Reg. Serv. Pass. / Capita	0.53	0.71
<i>Child Passenger Trips</i>			Reg. Serv. Pass. / Rev. Veh. Hr.	6.58	7.70
<i>Student Passenger Trips</i>			Amount of Service		
<i>Senior Passenger Trips</i>			Rev. Veh. Hrs. / Capita	0.08	0.09
Regular Service Passenger Trips	191,120	253,723	Average Speed		
Regular Service Passenger-Kms			Rev. Veh. Kms. / Rev. Veh. Hr.	28.39	26.90
Auxiliary Service Passenger Trips			Labour Productivity		
Operating Expenses			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
Transportation Operations Expenses	\$2,683,901	\$3,139,257	Top Wage Rates		
Fuel/Energy Exp. for Vehicles			Operators		
Vehicle Maintenance Expenses		\$62,782	Mechanics		
Plant Maintenance Expenses					
General/Administration Expenses	\$78,164	\$171,038			
Total Direct Operating Expenses	\$2,762,065	\$3,373,077			
Debt Service Payment					
Total Operating Expenses	\$2,819,734	\$3,373,814			
Operating Revenues and Other Funding Contributions					
Regular Service Passenger Revenues	\$603,745	\$911,773			
Total Operating Revenues	\$603,745	\$911,773			
Total Revenues	\$603,745	\$911,773			
Net Direct Operating Cost	\$2,158,320	\$2,461,304			
Net Operating Cost	\$2,215,989	\$2,462,041			
Federal Operating Contribution					
Provincial Operating Contribution		\$267,309			
Municipal Operating Contribution	\$2,215,989	\$2,194,732			
Other Operating Contributions					
Federal Debt Service Contribution					
Provincial Debt Service Contribution					
Municipal Debt Service Contribution					
Capital Expenses and Funding Sources					
Total Capital Expenditures					
Total Capital Disposals					
Total Capital Funding					
Federal Capital Contribution					
Provincial Capital Contribution					
Municipal Capital Contribution					
Other Capital Contributions					

Niagara-on-the-Lake

Transit Contact: Marci Weston
Engineering Technologist - Traffic and Transit

Statistical Contact: Marci Weston
Engineering Technologist - Traffic and Transit
Phone: 905-468-6486 Fax: 905-468-1722
Email: mweston@notl.org

System Highlights

- System established: 04/02/2012
- Serves: Town of Niagara-on-the-Lake
- Municipal Population: 17,511
- Service Area Population: 10,822
- Service Area Size (km²): 21.3
- Service provided by: Municipal Department, under contract with Niagara Patient Transfer Inc.
- Adult Cash Fare: \$3.00
- Ridership (revenue passengers): 17,024
- Total Operating Revenues: \$186,622
- Total Direct Operating Expenses: \$502,854
- Active Vehicles: 5
 - Small Community Buses 5
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%

Hours of Service:

Monday	8:00 - 19:00	Friday	8:00 - 19:00
Tuesday	8:00 - 19:00	Saturday	8:00 - 19:00
Wednesday	8:00 - 19:00	Sunday	N/A
Thursday	8:00 - 19:00	Holidays	N/A

Employees Statistics

Full-time Part-time

Operators	
Other Transportation Operations	
Vehicle Mechanics	
Other Vehicle Maintenance and Servicing	
Plant and Other Maintenance	
General and Administration	1
TOTAL EMPLOYEES	1

- Union Affiliations: Union Information N/A (Operators)
Union Information N/A (Mechanics)

- Number of Fixed Routes: 3
- Number of Accessible Routes: 2
- Energy Consumption:
 - Diesel:
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

Modal Statistics

	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	19,483 100.00%	5,418 100.00%	141,293 100.00%	26.08
TOTAL	19,483	5,418	141,293	26.08

REMARKS:

Service area, number of vehicles during peak and mid-day periods, revenue vehicle hours and revenue vehicle kilometres have decreased with the discontinuation of the pilot Queenston-St. Davids-Glendale route. Improvement in Niagara Regional Transit service to the Glendale area has resulted in more commuters and seasonal passengers travelling between Glendale and Old Town, increasing the average trip distance. Please note that our 2012 to 2015 CUTA surveys assumed a service area of 150 metres either side of the transit routes (300 m corridor). Our 2016 calculations are based on 400 metres either side of the routes (800 m corridor) as per 2016 CUTA Urban Transit Statistics User Guide.

Niagara-on-the-Lake

Fare Structure

Effective Date: 02/04/2012

Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$3.00			
Children				< 6 = Free
Students				
Seniors				
Other: CNIB, selected Town prog				CNIB card or by special arrangement

Vehicles (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	Active Buses By Fuel Type	
	Access.	Non-Acc.	Access.	Non-Acc.			Internal Combustion	
Bus	5		6.0		5	1	- Diesel	5
Commuter Rail							- Biodiesel (all blends)	
Ferry							- Natural Gas (CNG or LNG)	
Heavy Rail							- Other	
Light Rail							Electric	
Locomotive							- Trolley	
Streetcar							- Battery	
TOTAL ACTIVE VEHICLES	5	0			5	1	- Fuel Cell	
Total Low-Floor Bus (30'-60')	0		Average Bus Age (years)		6.0		TOTAL	5

<u>Vehicle Kilometres and Hours</u>	2015	2016	<u>Performance Indicators</u>	2015	2016
Revenue Vehicle Kilometres	179,133	141,293	Financial		
Total Vehicle Kilometres	202,531	166,566	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	68%	37%
Revenue Vehicle Hours	6,161	5,418	Municipal Operating Contribution / Capita	\$3.65	\$20.85
Auxiliary Revenue Vehicle Hours	2,883	2,928	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$10.77	\$18.58
Total Vehicle Hours	9,052	8,358	Average Fare		
Operators Paid Hours			Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$2.50	\$2.79
Vehicle Mechanics Paid Hours			Cost Effectiveness		
Total Employee Paid Hours			Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$33.87	\$29.54
Passenger Data			Cost Efficiency		
Adult Passenger Trips	7,841	7,181	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$61.57	\$60.16
Concession Fare Trips	8,616	9,843	Service Utilization		
<i>Concession Fare Trips Details:</i>			Reg. Serv. Pass. / Capita	1.34	1.57
<i>Child Passenger Trips</i>			Reg. Serv. Pass. / Rev. Veh. Hr.	2.67	3.14
<i>Student Passenger Trips</i>	6,573	6,419	Amount of Service		
<i>Senior Passenger Trips</i>			Rev. Veh. Hrs. / Capita	0.50	0.50
Regular Service Passenger Trips	16,457	17,024	Average Speed		
Regular Service Passenger-Kms	264,485	232,547	Rev. Veh. Kms. / Rev. Veh. Hr.	29.08	26.08
Auxiliary Service Passenger Trips	89,289	89,615	Labour Productivity		
Operating Expenses			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
Transportation Operations Expenses	\$489,631	\$468,468	Top Wage Rates		
Fuel/Energy Exp. for Vehicles			Operators		
Vehicle Maintenance Expenses	\$481		Mechanics		
Plant Maintenance Expenses	\$7,000				
General/Administration Expenses	\$60,232	\$34,386			
Total Direct Operating Expenses	\$557,344	\$502,854			
Debt Service Payment					
Total Operating Expenses	\$557,889	\$547,389			

Operating Revenues and Other Funding Contributions

Regular Service Passenger Revenues	\$41,209	\$47,574
Total Operating Revenues	\$380,122	\$186,622
Total Revenues	\$380,122	\$186,622
Net Direct Operating Cost	\$177,222	\$316,232
Net Operating Cost	\$177,767	\$360,767
Federal Operating Contribution		
Provincial Operating Contribution	\$133,023	\$135,106
Municipal Operating Contribution	\$44,744	\$225,661
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

Capital Expenses and Funding Sources

Total Capital Expenditures

Total Capital Disposals

Total Capital Funding

Federal Capital Contribution

Provincial Capital Contribution

Municipal Capital Contribution

Other Capital Contributions

Norfolk County

Transit Contact: Brad Smith
Public Transportation Coordinator

Statistical Contact: Brad Smith
Public Transportation Coordinator
Phone: 519-428-3178 Fax: 519-426-0059
Email: bsmith@ridenorfolk.ca

System Highlights

- System established: 11/10/2011
- Serves: Norfolk County
- Adult Cash Fare: \$6.00
- Ridership (revenue passengers): 8,745
- Total Operating Revenues: \$26,562
- Total Direct Operating Expenses: \$254,664
- Municipal Population: 63,175
- Service Area Population: 30,737
- Service Area Size (km²): 1,607.0
- Service provided by: Municipal Department, under contract with Donnelly Transportation Inc

Hours of Service:

Monday	8:00 - 18:00	Friday	8:00 - 18:00
Tuesday	8:00 - 18:00	Saturday	11:00 - 21:00
Wednesday	8:00 - 18:00	Sunday	11:00 - 21:00
Thursday	8:00 - 18:00	Holidays	N/A

▪ Number of Fixed Routes: 9

▪ Number of Accessible Routes: 9

Energy Consumption:

- Diesel:
- Biodiesel B5:
- Biodiesel B20:
- Biodiesel - Other:
- Natural Gas:
- Electricity:
- Other:

Employees Statistics

Full-time Part-time

Operators		
Other Transportation Operations		
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration	1	
TOTAL EMPLOYEES	1	

- Union Affiliations: Union Information N/A (Operators)
- Union Information N/A (Mechanics)
- CUPE 4700 (Administration)

Modal Statistics

	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	8,745 100.00%	3,610 100.00%	121,288 100.00%	33.60
TOTAL	8,745	3,610	121,288	33.60

Norfolk County

Fare Structure

Effective Date:	11/10/2011	Cash	Tickets/Cards (unit price)	Monthly Pass	Other In Town	Criteria
Adults		\$6.00	\$5.00		\$2.00	
Children						< 5 = Free
Students		\$2.00				6-16
Seniors						

	Active		Average Age		Peak (Est.)	Base (Est.)
	Access.	Non-Acc.	Access.	Non-Acc.		
Vehicles (2016)						
Bus					1	1
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES					1	1

<u>Vehicle Kilometres and Hours</u>	2015	2016	<u>Performance Indicators</u>	2015	2016
Revenue Vehicle Kilometres	114,838	121,288	Financial		
Total Vehicle Kilometres	114,838	121,288	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	10%	10%
Revenue Vehicle Hours	3,287	3,610	Municipal Operating Contribution / Capita	\$1.52	\$1.79
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$30.49	\$26.08
Total Vehicle Hours	3,287	3,610	Average Fare		
Operators Paid Hours			Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$3.50	\$3.04
Vehicle Mechanics Paid Hours			Cost Effectiveness		
Total Employee Paid Hours		1,820	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$34.00	\$29.12
<u>Passenger Data</u>			Cost Efficiency		
Adult Passenger Trips	6,381	8,214	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$73.67	\$70.54
Concession Fare Trips	742	531	Service Utilization		
<i>Concession Fare Trips Details:</i>			Reg. Serv. Pass. / Capita	0.23	0.28
<i>Child Passenger Trips</i>	742	531	Reg. Serv. Pass. / Rev. Veh. Hr.	2.17	2.42
<i>Student Passenger Trips</i>			Amount of Service		
<i>Senior Passenger Trips</i>			Rev. Veh. Hrs. / Capita	0.11	0.12
Regular Service Passenger Trips	7,123	8,745	Average Speed		
Regular Service Passenger-Kms	112,615	145,516	Rev. Veh. Kms. / Rev. Veh. Hr.	34.94	33.60
Auxiliary Service Passenger Trips			Labour Productivity		
<u>Operating Expenses</u>			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
Transportation Operations Expenses	\$158,875	\$165,735	Top Wage Rates		
Fuel/Energy Exp. for Vehicles			Operators		
Vehicle Maintenance Expenses			Mechanics		
Plant Maintenance Expenses					
General/Administration Expenses	\$83,292	\$88,929			
Total Direct Operating Expenses	\$242,166	\$254,664			
Debt Service Payment					
Total Operating Expenses	\$242,166	\$254,664			
<u>Operating Revenues and Other Funding Contributions</u>					
Regular Service Passenger Revenues	\$24,955	\$26,562			
Total Operating Revenues	\$24,955	\$26,562			
Total Revenues	\$40,705	\$44,812			
Net Direct Operating Cost	\$217,211	\$228,102			
Net Operating Cost	\$201,461	\$209,852			
Federal Operating Contribution					
Provincial Operating Contribution	\$139,808	\$148,943			
Municipal Operating Contribution	\$46,603	\$54,909			
Other Operating Contributions	\$15,050	\$6,000			
Federal Debt Service Contribution					
Provincial Debt Service Contribution					
Municipal Debt Service Contribution					
<u>Capital Expenses and Funding Sources</u>					
Total Capital Expenditures					
Total Capital Disposals					
Total Capital Funding					
Federal Capital Contribution					
Provincial Capital Contribution					
Municipal Capital Contribution					
Other Capital Contributions					

North Bay

Transit Contact: Remi Renaud
Transit Manager

Statistical Contact: Remi Renaud
Transit Manager

Phone: 705-474-0626 x2165 Fax: 705-476-5308

Email: remi.renaud@cityofnorthbay.ca

System Highlights

- System established: 25/05/1972
- Serves: North Bay
- Adult Cash Fare: \$3.00
- Ridership (revenue passengers): 1,360,337
- Total Operating Revenues: \$2,819,643
- Total Direct Operating Expenses: \$5,805,565
- Municipal Population: 51,553
- Service Area Population: 47,084
- Service Area Size (km²): 314.9
- Service provided by: Municipal Department

Hours of Service:

Monday	6:15 - 00:50	Friday	6:15 - 00:50
Tuesday	6:15 - 00:50	Saturday	6:30 - 00:50
Wednesday	6:15 - 00:50	Sunday	7:45 - 19:50
Thursday	6:15 - 00:50	Holidays	7:45 - 19:50

▪ Number of Fixed Routes: 8

▪ Number of Accessible Routes: 8

Energy Consumption:

- Diesel: 716,687 litres
- Biodiesel B5:
- Biodiesel B20:
- Biodiesel - Other:
- Natural Gas:
- Electricity:
- Other:

Employees Statistics

	Full-time	Part-time
Operators	41	
Other Transportation Operations	2	
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration	2	
TOTAL EMPLOYEES	45	

- Union Affiliations: CUPE 122 (Operators)
- CUPE 122 (Mechanics)

Modal Statistics

	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	1,496,371 100.00%	62,400 100.00%	1,295,925 100.00%	20.77
TOTAL	1,496,371	62,400	1,295,925	20.77

REMARKS:

Other fares: 1) Family Travel Plan: Monday to Thursday evening beginning at 17:00 until end of day service, up to 3 children under 16 ride free with fare paying parent or guardian, Friday evening beginning at 17:00 until end of day service Sunday, up to 3 children under 16 ride free with fare paying parent or guardian. 2) \$8.00 Day Pass - unlimited rides on date purchased. 3) University/College Pass

North Bay

Fare Structure

Effective Date:	01/06/2015	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults		\$3.00		\$86.00		18+
Children		\$3.00		\$61.00		5-12; < 5 = Free
Students		\$3.00		\$71.00		13-18 with valid ID
Seniors		\$3.00		\$61.00		65+
Other: ODSP		\$3.00				

	Active	Average Age	Peak (Est.)	Base (Est.)
Vehicles (2016)	Access. Non-Acc.	Access. Non-Acc.		
Bus			15	12
Commuter Rail				
Ferry				
Heavy Rail				
Light Rail				
Locomotive				
Streetcar				
TOTAL ACTIVE VEHICLES			15	12

<u>Vehicle Kilometres and Hours</u>	2015	2016	<u>Performance Indicators</u>	2015	2016
Revenue Vehicle Kilometres	1,254,906	1,295,925	Financial		
Total Vehicle Kilometres	1,273,241	1,314,260	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	51%	49%
Revenue Vehicle Hours	62,400	62,400	Municipal Operating Contribution / Capita	\$47.77	\$52.39
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$1.81	\$2.19
Total Vehicle Hours	64,699	64,699	Average Fare		
Operators Paid Hours	82,082	87,924	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.86	\$2.03
Vehicle Mechanics Paid Hours			Cost Effectiveness		
Total Employee Paid Hours	89,882	95,724	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$3.71	\$4.27
Passenger Data			Cost Efficiency		
Adult Passenger Trips			Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$90.36	\$89.73
Concession Fare Trips			Service Utilization		
<i>Concession Fare Trips Details:</i>			Reg. Serv. Pass. / Capita	32.13	28.89
<i>Child Passenger Trips</i>			Reg. Serv. Pass. / Rev. Veh. Hr.	25.23	21.80
<i>Student Passenger Trips</i>			Amount of Service		
<i>Senior Passenger Trips</i>			Rev. Veh. Hrs. / Capita	1.27	1.33
Regular Service Passenger Trips	1,574,545	1,360,337	Average Speed		
Regular Service Passenger-Kms			Rev. Veh. Kms. / Rev. Veh. Hr.	20.11	20.77
Auxiliary Service Passenger Trips			Labour Productivity		
Operating Expenses			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.76	0.71
Transportation Operations Expenses	\$3,605,791	\$3,615,459	Top Wage Rates		
Fuel/Energy Exp. for Vehicles	\$675,552	\$598,269	Operators	\$25.46	\$26.01
Vehicle Maintenance Expenses	\$1,321,838	\$1,172,974	Mechanics	\$28.46	
Plant Maintenance Expenses	\$203,489	\$185,910			
General/Administration Expenses	\$39,437	\$232,953			
Total Direct Operating Expenses	\$5,846,107	\$5,805,565			
Debt Service Payment					
Total Operating Expenses	\$5,846,107	\$5,805,565			
Operating Revenues and Other Funding Contributions					
Regular Service Passenger Revenues	\$2,934,688	\$2,764,173			
Total Operating Revenues	\$2,989,894	\$2,819,643			
Total Revenues	\$2,995,430	\$2,828,986			
Net Direct Operating Cost	\$2,856,213	\$2,985,922			
Net Operating Cost	\$2,850,677	\$2,976,579			
Federal Operating Contribution					
Provincial Operating Contribution	\$510,000	\$510,000			
Municipal Operating Contribution	\$2,340,677	\$2,466,579			
Other Operating Contributions					
Federal Debt Service Contribution					
Provincial Debt Service Contribution					
Municipal Debt Service Contribution					
Capital Expenses and Funding Sources					
Total Capital Expenditures	\$949,379	\$1,576,354			
Total Capital Disposals					
Total Capital Funding	\$949,379	\$1,576,354			
Federal Capital Contribution					
Provincial Capital Contribution		\$400,000			
Municipal Capital Contribution	\$949,379	\$1,176,354			
Other Capital Contributions					

Oakville

Transit Contact: Barry Cole
Director

Statistical Contact: Ragini Govender
Transit Analyst

Phone: 905-845-6601 x3937 Fax: 905-338-4703

Email: ragini.govender@oakville.ca

System Highlights

▪ System established:	30/09/1972	▪ Adult Cash Fare:	\$3.50
▪ Serves:	Town of Oakville	▪ Ridership (revenue passengers):	2,851,368
		▪ Total Operating Revenues:	\$7,502,592
		▪ Total Direct Operating Expenses:	\$24,616,745
▪ Municipal Population:	190,100	▪ Active Vehicles:	94
▪ Service Area Population:	190,100	- Standard Buses	94
▪ Service Area Size (km²):	103.5		
▪ Service provided by:	Municipal Department		
		▪ Percentage of accessible bus fleet:	100.00%
		▪ Percentage of accessible transit fleet:	100.00%

Hours of Service:

Monday	5:45 - 2:00	Friday	5:45 - 2:00
Tuesday	5:45 - 2:00	Saturday	7:00 - 2:00
Wednesday	5:45 - 2:00	Sunday	8:00 - 20:00
Thursday	5:45 - 2:00	Holidays	8:00 - 20:00

Employees Statistics

	Full-time	Part-time
Operators	109	35
Other Transportation Operations	15	1
Vehicle Mechanics	11	
Other Vehicle Maintenance and Servicing	19	4
Plant and Other Maintenance		
General and Administration	8	
TOTAL EMPLOYEES	162	40

- Union Affiliations: UNIFOR 1256 (Operators)
- UNIFOR 1256 (Mechanics)
- CUPE 1329 & (Admin Staff/Store keeper)

▪ Number of Fixed Routes:	39
▪ Number of Accessible Routes:	14
▪ Energy Consumption:	
- Diesel:	2,888,291 litres
- Biodiesel B5:	
- Biodiesel B20:	
- Biodiesel - Other:	
- Natural Gas:	
- Electricity:	
- Other:	

Modal Statistics

	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	3,813,773 100.00%	208,831 100.00%	4,923,464 100.00%	23.58
TOTAL	3,813,773	208,831	4,923,464	23.58

Oakville

Fare Structure

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
01/01/2016					
Adults	\$3.50	\$2.85	\$115.00		20-64
Children					< 5 = Free with adult
Students	\$3.50	\$2.20	\$70.00		6-19
Seniors	\$3.50	\$1.80	\$50.00		65+
Other: Go Transit Riders	\$0.75				PRESTO Card

Vehicles (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	Active Buses By Fuel Type	
	Access.	Non-Acc.	Access.	Non-Acc.			Internal Combustion	
Bus	94		6.1		71	41	- Diesel	94
Commuter Rail							- Biodiesel (all blends)	
Ferry							- Natural Gas (CNG or LNG)	
Heavy Rail							- Other	
Light Rail							Electric	
Locomotive							- Trolley	
Streetcar							- Battery	
TOTAL ACTIVE VEHICLES	94	0			71	41	- Fuel Cell	
Total Low-Floor Bus (30'-60')	94		Average Bus Age (years)		6.1		TOTAL	94

Vehicle Kilometres and Hours

	2015	2016
Revenue Vehicle Kilometres	4,615,339	4,923,464
Total Vehicle Kilometres	5,250,405	5,401,104
Revenue Vehicle Hours	202,206	208,831
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	227,500	241,423
Operators Paid Hours	266,253	266,253
Vehicle Mechanics Paid Hours	21,992	21,189
Total Employee Paid Hours	364,487	363,857

Passenger Data

Adult Passenger Trips	2,060,639	2,106,338
Concession Fare Trips	773,186	745,030
<i>Concession Fare Trips Details:</i>		
<i>Child Passenger Trips</i>		
<i>Student Passenger Trips</i>	499,183	459,994
<i>Senior Passenger Trips</i>	274,002	285,035
Regular Service Passenger Trips	2,833,825	2,851,368
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips		

Operating Expenses

Transportation Operations Expenses	\$13,052,637	\$14,047,821
Fuel/Energy Exp. for Vehicles	\$2,422,328	\$2,899,148
Vehicle Maintenance Expenses	\$4,219,089	\$4,701,937
Plant Maintenance Expenses	\$1,798,440	\$1,757,401
General/Administration Expenses	\$938,057	\$1,210,438
Total Direct Operating Expenses	\$22,430,552	\$24,616,745
Debt Service Payment		
Total Operating Expenses	\$22,430,552	\$24,616,745

Operating Revenues and Other Funding Contributions

Regular Service Passenger Revenues	\$6,919,439	\$6,981,732
Total Operating Revenues	\$7,413,884	\$7,502,592
Total Revenues	\$7,446,299	\$7,525,056
Net Direct Operating Cost	\$15,016,667	\$17,114,153
Net Operating Cost	\$14,984,253	\$17,091,689
Federal Operating Contribution		
Provincial Operating Contribution	\$545,200	\$759,500
Municipal Operating Contribution	\$14,439,053	\$16,332,189
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

Capital Expenses and Funding Sources

Total Capital Expenditures	\$7,417,197	\$7,335,351
Total Capital Disposals	\$7,697	\$19,938
Total Capital Funding	\$5,575,336	\$8,750,810
Federal Capital Contribution	\$1,127,376	\$208,022
Provincial Capital Contribution	\$974,430	\$2,582,852
Municipal Capital Contribution	\$493,000	\$1,112,700
Other Capital Contributions	\$2,980,530	\$4,847,236

Performance Indicators

	2015	2016
Financial		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	33%	30%
Municipal Operating Contribution / Capita	\$76.80	\$85.91
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$5.30	\$6.00
Average Fare		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$2.44	\$2.45
Cost Effectiveness		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$7.92	\$8.63
Cost Efficiency		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$98.60	\$101.96
Service Utilization		
Reg. Serv. Pass. / Capita	15.07	15.00
Reg. Serv. Pass. / Rev. Veh. Hr.	14.01	13.65
Amount of Service		
Rev. Veh. Hrs. / Capita	1.08	1.10
Average Speed		
Rev. Veh. Kms. / Rev. Veh. Hr.	22.82	23.58
Labour Productivity		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.76	0.78
Top Wage Rates		
Operators	\$27.94	\$28.64
Mechanics	\$34.75	\$35.62

Orangeville

Transit Contact: Marilyn Forestell
Assistant Location Manager

Statistical Contact: Sarah Pihel
Public Works Technician
Phone: 519-941-0440 x2292 Fax: 519-941-5303
Email: spihel@orangeville.ca

SYSTEM HIGHLIGHTS:

▪ System established:	12/02/1991	▪ Adult Cash Fare:	\$2.00
▪ Serves:	Town of Orangeville	▪ Ridership (revenue passengers):	105,688
▪ Municipal Population:	30,734	▪ Total Operating Revenues:	\$156,629
▪ Service Area Population:	30,734	▪ Total Direct Operating Expenses:	\$731,225
▪ Service Area Size:	14.0square kilometres	▪ Active Vehicles:	5
▪ Service provided by:	Municipal Department, under contract with First Student Canada	- Small Community Buses	3
		- Standard Buses	2
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	100.00%
Monday 7:15 - 18:15	Friday 7:15 - 18:15	▪ Percentage of accessible transit fleet:	100.00%
Tuesday 7:15 - 18:15	Saturday 7:15 - 18:15	▪ Number of Fixed Routes:	3
Wednesday 7:15 - 18:15	Sunday N/A	▪ Number of Accessible Routes:	3
Thursday 7:15 - 18:15	Holidays N/A	▪ Energy Consumption:	
▪ Employees Statistics:	Full-time Part-time	- Diesel:	
Operators		- Biodiesel B5:	
Other Transportation Operations		- Biodiesel B20:	
Vehicle Mechanics		- Biodiesel - Other:	
Other Vehicle Maintenance and Servicing		- Natural Gas:	
Plant and Other Maintenance		- Electricity:	
General and Administration		- Other:	
TOTAL EMPLOYEES			
▪ Union Affiliations:	Union Information N/A (Operators)		
	Union Information N/A (Mechanics)		

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	121,261 100.00%	10,098 100.00%	231,186 100.00%	22.89
TOTAL	121,261	10,098	231,186	22.89

REMARKS:

Completed Transit Optimization Study that provided several recommendations that will be implemented in 2017 and 2018. Purchased a used 30' low floor bus that will go into service at the start of January 2017.

Orangeville

FARE STRUCTURE

Effective Date: 01/07/2016

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$2.00	\$1.70	\$55.00		
Children					< 5 = Free
Students	\$1.50	\$1.30	\$45.00		6-18 or with valid student ID
Seniors	\$1.50	\$1.30	\$45.00		55+
Other: Special needs			\$25.00		Persons with disabilities

VEHICLES (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	5		5.0		3	3	- Diesel 5
Commuter Rail							- Biodiesel (all blends)
Ferry							- Natural Gas (CNG or LNG)
Heavy Rail							- Other
Light Rail							Electric
Locomotive							- Trolley
Streetcar							- Battery
TOTAL ACTIVE VEHICLES	5	0			3	3	- Fuel Cell
Total Low-Floor Bus (30'-60')	1		Average Bus Age (years)		5.0		TOTAL 5

VEHICLE KILOMETRES AND HOURS

	2015	2016
Revenue Vehicle Kilometres	239,702	231,186
Total Vehicle Kilometres	248,832	240,366
Revenue Vehicle Hours	9,999	10,098
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	10,322	10,404

Operators Paid Hours

Vehicle Mechanics Paid Hours

Total Employee Paid Hours 350

PASSENGER DATA

Adult Passenger Trips	46,170	45,844
Concession Fare Trips	66,539	59,844

Concession Fare Trips Details:

Child Passenger Trips

Student Passenger Trips

Senior Passenger Trips

REGULAR SERVICE PASSENGER TRIPS

Regular Service Passenger-Kms	698,796	655,265
Auxiliary Service Passenger Trips		

OPERATING EXPENSES

Transportation Operations Expenses	\$449,677	\$495,243
Fuel/Energy Exp. for Vehicles		
Vehicle Maintenance Expenses	\$149,672	\$137,585
Plant Maintenance Expenses	\$763	\$2,664
General/Administration Expenses	\$76,714	\$95,732
TOTAL DIRECT OPERATING EXPENSES	\$676,826	\$731,225
Debt Service Payment		
Total Operating Expenses	\$676,826	\$731,225

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$153,170	\$145,295
TOTAL OPERATING REVENUES	\$169,587	\$156,629
Total Revenues	\$169,587	\$156,629
NET DIRECT OPERATING COST	\$507,240	\$574,596
NET OPERATING COST	\$507,240	\$574,596

Federal Operating Contribution		
Provincial Operating Contribution	\$292,170	\$284,455
Municipal Operating Contribution	\$215,070	\$290,141
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

CAPITAL EXPENSES AND FUNDING SOURCES

TOTAL CAPITAL EXPENDITURES	\$15,817	\$392,810
Total Capital Disposals		
TOTAL CAPITAL FUNDING	\$15,817	\$392,810
Federal Capital Contribution		
Provincial Capital Contribution		
Municipal Capital Contribution		\$392,810
Other Capital Contributions	\$15,817	

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	25%	21%
Municipal Operating Contribution / Capita	\$7.32	\$9.44
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$4.50	\$5.44

AVERAGE FARE

Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.36	\$1.37
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COST EFFECTIVENESS

Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$6.01	\$6.92
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COST EFFICIENCY

Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$65.57	\$70.28
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SERVICE UTILIZATION

Reg. Serv. Pass. / Capita	3.83	3.44
Reg. Serv. Pass. / Rev. Veh. Hr.	11.27	10.47

AMOUNT OF SERVICE

Rev. Veh. Hrs. / Capita	0.34	0.33
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AVERAGE SPEED

Rev. Veh. Kms. / Rev. Veh. Hr.	23.97	22.89
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LABOUR PRODUCTIVITY

Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
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TOP WAGE RATES

Operators

Mechanics

Orillia

Transit Contact: George Bowa
Director Of Public Works

Statistical Contact: George Bowa
Director Of Public Works
Phone: 705-329-7246 Fax:
Email: gbowa@orillia.ca

SYSTEM HIGHLIGHTS:

- System established:
- Serves: City of Orillia
- Municipal Population: 31,166
- Service Area Population: 30,586
- Service Area Size: 28.8square kilometres
- Service provided by: Municipal Department, under contract with First Student Canada
- Hours of Service:

Monday	6:15 - 22:45	Friday	6:15 - 22:45
Tuesday	6:15 - 22:45	Saturday	8:45 - 18:15
Wednesday	6:15 - 22:45	Sunday	8:45 - 16:45
Thursday	6:15 - 22:45	Holidays	N/A
- **Employees Statistics:**

	Full-time	Part-time
Operators		
Other Transportation Operations		
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration		
TOTAL EMPLOYEES		
- Union Affiliations: Union Information N/A (Operators)
Union Information N/A (Mechanics)
- Adult Cash Fare: \$2.00
- Ridership (revenue passengers): 827,239
- Total Operating Revenues: \$853,664
- Total Direct Operating Expenses: \$1,893,615
- Active Vehicles: 11
 - Standard Buses 11
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 5
- Number of Accessible Routes: 5
- Energy Consumption:
 - Diesel:
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

Modal Statistics	Boardings		Rev. Vehicle Hrs.		Rev. Vehicle Kms		Avg. Speed (km/h)
Bus	0	0.00%	26,520	100.00%	592,000	100.00%	22.32
TOTAL	0		26,520		592,000		22.32

FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
31/12/2015					
Adults	\$2.00	\$1.84	\$47.00		
Children	\$2.00	\$1.84	\$47.00		
Students	\$2.00	\$1.84	\$47.00		
Seniors	\$2.00	\$1.84	\$47.00		

VEHICLES (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	11		5.4		5	5	Internal Combustion
Commuter Rail							- Diesel 11
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other
Locomotive							Electric
Streetcar							- Trolley
TOTAL ACTIVE VEHICLES	11	0			5	5	- Battery
Total Low-Floor Bus (30'-60')	11		Average Bus Age (years)		5.4		- Fuel Cell
							TOTAL 11

VEHICLE KILOMETRES AND HOURS		2015	2016	PERFORMANCE INDICATORS		2015	2016
Revenue Vehicle Kilometres		530,255	592,000	FINANCIAL			
Total Vehicle Kilometres		530,255	592,000	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)		48%	45%
Revenue Vehicle Hours		25,942	26,520	Municipal Operating Contribution / Capita		\$15.82	\$18.96
Auxiliary Revenue Vehicle Hours				Net Dir. Oper. Cost / Reg. Serv. Pass.		\$1.28	\$1.26
Total Vehicle Hours		25,942	26,520	AVERAGE FARE			
Operators Paid Hours				Reg. Serv. Pass. Rev. / Reg. Serv. Pass.		\$1.12	\$0.99
Vehicle Mechanics Paid Hours				COST EFFECTIVENESS			
Total Employee Paid Hours				Tot. Dir. Oper. Exp. / Reg. Serv. Pass.		\$2.45	\$2.29
PASSENGER DATA				COST EFFICIENCY			
Adult Passenger Trips				Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.		\$70.88	\$71.40
Concession Fare Trips				SERVICE UTILIZATION			
Concession Fare Trips Details:				Reg. Serv. Pass. / Capita		22.77	27.05
Child Passenger Trips				Reg. Serv. Pass. / Rev. Veh. Hr.		28.91	31.19
Student Passenger Trips				AMOUNT OF SERVICE			
Senior Passenger Trips				Rev. Veh. Hrs. / Capita		0.79	0.87
REGULAR SERVICE PASSENGER TRIPS		750,000	827,239	AVERAGE SPEED			
Regular Service Passenger-Kms				Rev. Veh. Kms. / Rev. Veh. Hr.		20.44	22.32
Auxiliary Service Passenger Trips				LABOUR PRODUCTIVITY			
OPERATING EXPENSES				Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.			
Transportation Operations Expenses		\$1,721,541	\$1,757,023	TOP WAGE RATES			
Fuel/Energy Exp. for Vehicles				Operators			
Vehicle Maintenance Expenses			\$1,811	Mechanics			
Plant Maintenance Expenses		\$17,351	\$16,908				
General/Administration Expenses		\$99,852	\$117,873				
TOTAL DIRECT OPERATING EXPENSES		\$1,838,744	\$1,893,615				
Debt Service Payment							
Total Operating Expenses		\$1,838,744	\$1,893,615				
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS							
REGULAR SERV. PASS. REVENUES		\$836,480	\$820,418				
TOTAL OPERATING REVENUES		\$879,822	\$853,664				
Total Revenues		\$879,822	\$853,664				
NET DIRECT OPERATING COST		\$958,922	\$1,039,951				
NET OPERATING COST		\$958,922	\$1,039,951				
Federal Operating Contribution							
Provincial Operating Contribution		\$437,000	\$460,000				
Municipal Operating Contribution		\$521,275	\$579,853				
Other Operating Contributions							
Federal Debt Service Contribution							
Provincial Debt Service Contribution							
Municipal Debt Service Contribution							
CAPITAL EXPENSES AND FUNDING SOURCES							
TOTAL CAPITAL EXPENDITURES			\$1,516,534				
Total Capital Disposals							
TOTAL CAPITAL FUNDING			\$1,516,534				
Federal Capital Contribution							
Provincial Capital Contribution							
Municipal Capital Contribution			\$1,516,534				
Other Capital Contributions							

Ottawa

Transit Contact: John Manconi
General Manager

Statistical Contact: Derek Washnuk
Program Manager, Service Strategy
Phone: 613-580-2424 x52392 Fax: 613-230-6543
Email: derek.washnuk@ottawa.ca

System Highlights

▪ System established:	01/08/1972	▪ Adult Cash Fare:	\$3.65
▪ Serves:	City of Ottawa	▪ Ridership (revenue passengers):	96,468,089
▪ Municipal Population:	968,580	▪ Total Operating Revenues:	\$183,387,841
▪ Service Area Population:	874,275	▪ Total Direct Operating Expenses:	\$361,412,924
▪ Service Area Size (km²):	480.0	▪ Active Vehicles:	979
▪ Service provided by:	Transit Commission	- Light Rail Vehicles	9
		- Standard Buses	495
		- Articulated Buses	359
		- Double-Decker Buses	116
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	100.00%
Monday 4:00 - 2:00	Friday 4:00 - 2:00	▪ Percentage of accessible transit fleet:	100.00%
Tuesday 4:00 - 2:00	Saturday 5:00 - 2:00		
Wednesday 4:00 - 2:00	Sunday 5:30 - 1:30	▪ Number of Fixed Routes:	149
Thursday 4:00 - 2:00	Holidays 5:30 - 1:30	▪ Number of Accessible Routes:	149
		▪ Energy Consumption:	

Employees Statistics

	Full-time	Part-time
Operators	1,668	64
Other Transportation Operations	139	1
Vehicle Mechanics	241	
Other Vehicle Maintenance and Servicing	326	
Plant and Other Maintenance	218	3
General and Administration	130	10
TOTAL EMPLOYEES	2,722	78

▪ Union Affiliations: ATU 279 (Operators)
ATU 279 (Mechanics)
CUPE 550/ATU 1760 (Office/Administration)

- Diesel: 43,536,972 litres
- Biodiesel B5:
- Biodiesel B20:
- Biodiesel - Other:
- Natural Gas:
- Electricity:
- Other:

Modal Statistics

	Boardings		Rev. Vehicle Hrs.		Rev. Vehicle Kms		Avg. Speed (km/h)
Bus	131,877,705	97.65%	2,344,582	99.31%	51,021,031	99.03%	21.76
Light Rail	3,177,620	2.35%	16,393	0.69%	498,915	0.97%	30.43
TOTAL	135,055,325		2,360,975		51,519,946		21.82

Ottawa

Fare Structure

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Day Pass	Criteria
01/07/2016					
Adults	\$3.65	\$3.30	\$105.75	\$8.50	
Children	\$1.90	\$1.65		\$8.50	< 6 = Free
Students	\$3.65	\$3.30	\$84.25	\$8.50	
Seniors			\$42.75		
Other: see attached					

Vehicles (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	Active Buses By Fuel Type
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	970		7.2		817	363	Internal Combustion - Diesel 970 - Biodiesel (all blends) - Natural Gas (CNG or LNG) - Other
Commuter Rail							
Ferry							
Heavy Rail							
Light Rail	9		7.3		4	4	Electric - Trolley - Battery - Fuel Cell
Locomotive							
Streetcar							
TOTAL ACTIVE VEHICLES	979	0			821	367	
Total Low-Floor Bus (30'-60')	970		Average Bus Age (years)		7.2		TOTAL 970

Vehicle Kilometres and Hours

	2015	2016
Revenue Vehicle Kilometres	50,186,066	51,519,946
Total Vehicle Kilometres	62,500,194	64,161,594
Revenue Vehicle Hours	2,261,111	2,360,975
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	2,579,867	2,726,210
Operators Paid Hours	3,723,274	3,833,788
Vehicle Mechanics Paid Hours	561,857	579,801
Total Employee Paid Hours	5,853,477	5,981,389

Passenger Data

Adult Passenger Trips	55,818,997	51,927,023
Concession Fare Trips	40,673,719	44,541,066
<i>Concession Fare Trips Details:</i>		
Child Passenger Trips	4,617,311	4,133,392
Student Passenger Trips	30,727,957	35,082,265
Senior Passenger Trips	5,328,450	5,325,409
Regular Service Passenger Trips	96,492,716	96,468,089
Regular Service Passenger-Kms	945,628,626	972,398,334
Auxiliary Service Passenger Trips		

Operating Expenses

Transportation Operations Expenses	\$159,089,824	\$160,408,383
Fuel/Energy Exp. for Vehicles	\$44,017,888	\$33,681,750
Vehicle Maintenance Expenses	\$83,230,524	\$84,513,824
Plant Maintenance Expenses	\$33,315,959	\$31,974,572
General/Administration Expenses	\$49,262,931	\$50,834,395
Total Direct Operating Expenses	\$368,917,126	\$361,412,924
Debt Service Payment		
Total Operating Expenses	\$431,313,126	\$423,602,924

Operating Revenues and Other Funding Contributions

Regular Service Passenger Revenues	\$180,469,889	\$178,733,347
Total Operating Revenues	\$185,189,389	\$183,387,841
Total Revenues	\$185,189,389	\$183,387,841
Net Direct Operating Cost	\$183,727,737	\$178,025,083
Net Operating Cost	\$246,123,737	\$240,215,083
Federal Operating Contribution	\$11,583,224	
Provincial Operating Contribution	\$20,165,006	\$20,180,076
Municipal Operating Contribution	\$214,375,507	\$220,035,007
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

Capital Expenses and Funding Sources

Total Capital Expenditures	\$476,697,038	\$579,628,735
Total Capital Disposals		
Total Capital Funding	\$476,697,038	\$579,628,735
Federal Capital Contribution	\$177,888,197	\$247,969,667
Provincial Capital Contribution	\$157,323,800	\$153,721,131
Municipal Capital Contribution	\$77,797,273	\$117,634,739
Other Capital Contributions	\$63,687,768	\$60,303,198

Performance Indicators

	2015	2016
Financial		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	50%	51%
Municipal Operating Contribution / Capita	\$247.36	\$251.68
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$1.90	\$1.85
Average Fare		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.87	\$1.85
Cost Effectiveness		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$3.82	\$3.75
Cost Efficiency		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$143.00	\$132.57
Service Utilization		
Reg. Serv. Pass. / Capita	111.34	110.34
Reg. Serv. Pass. / Rev. Veh. Hr.	42.67	40.86
Amount of Service		
Rev. Veh. Hrs. / Capita	2.61	2.70
Average Speed		
Rev. Veh. Kms. / Rev. Veh. Hr.	22.20	21.82
Labour Productivity		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.61	0.62
Top Wage Rates		
Operators	\$29.09	\$29.67
Mechanics	\$34.08	\$34.76

Owen Sound

Transit Contact: Chris Hughes
Manager of Contract Services

Statistical Contact: Chris Hughes
Manager of Contract Services
Phone: 519-376-4440 x3223 Fax: 519-372-1209
Email: chughes@owensound.ca

SYSTEM HIGHLIGHTS:

- System established: City of Owen Sound
- Serves: City of Owen Sound
- Municipal Population: 21,341
- Service Area Population: 21,341
- Service Area Size: 23.7 square kilometres
- Service provided by: Municipal Department, under contract with First Student
- Hours of Service:

Monday	6:30 - 18:30	Friday	6:30 - 18:30
Tuesday	6:30 - 18:30	Saturday	9:00 - 16:30
Wednesday	6:30 - 18:30	Sunday	N/A
Thursday	6:30 - 18:30	Holidays	N/A
- Employees Statistics:

	Full-time	Part-time
Operators	10	2
Other Transportation Operations	1	
Vehicle Mechanics	1	
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration		
TOTAL EMPLOYEES	12	2
- Union Affiliations:

Unifor	4268 (Operators)
Union Information	N/A (Mechanics)
- Adult Cash Fare: \$3.00
- Ridership (revenue passengers): 188,005
- Total Operating Revenues: \$312,406
- Total Direct Operating Expenses: \$1,112,225
- Active Vehicles: 6
 - Small Community Buses 6
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 4
- Number of Accessible Routes: 4
- Energy Consumption:

- Diesel:	83,097 litres
- Biodiesel B5:	
- Biodiesel B20:	
- Biodiesel - Other:	
- Natural Gas:	
- Electricity:	
- Other:	

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	188,005 100.00%	13,656 100.00%	306,512 100.00%	22.45
TOTAL	188,005	13,656	306,512	22.45

REMARKS:

Routes restructured in June 2015 and tweaked in December 2015.

Owen Sound

FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
01/01/2016					
Adults	\$3.00		\$70.00		
Children	\$2.50		\$40.00		Elementary School, under 6 is free
Students	\$2.50		\$45.00		High School, College, Mature Student
Seniors	\$3.00		\$55.00		65 +

VEHICLES (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	6		2.0		4	4	Internal Combustion
Commuter Rail							- Diesel 6
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other
Locomotive							Electric
Streetcar							- Trolley
TOTAL ACTIVE VEHICLES	6	0			4	4	- Battery
Total Low-Floor Bus (30'-60')	6		Average Bus Age (years)		2.0		- Fuel Cell
							TOTAL 6

VEHICLE KILOMETRES AND HOURS		2015	2016	PERFORMANCE INDICATORS		2015	2016
Revenue Vehicle Kilometres		304,809	306,512	FINANCIAL			
Total Vehicle Kilometres		315,924	317,240	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)		28%	28%
Revenue Vehicle Hours		13,325	13,656	Municipal Operating Contribution / Capita		\$25.13	\$25.61
Auxiliary Revenue Vehicle Hours				Net Dir. Oper. Cost / Reg. Serv. Pass.		\$4.10	\$4.25
Total Vehicle Hours		13,689	14,028	AVERAGE FARE			
Operators Paid Hours		18,287		Reg. Serv. Pass. Rev. / Reg. Serv. Pass.		\$1.56	\$1.64
Vehicle Mechanics Paid Hours		1,662		COST EFFECTIVENESS			
Total Employee Paid Hours		21,611		Tot. Dir. Oper. Exp. / Reg. Serv. Pass.		\$5.73	\$5.92
PASSENGER DATA				COST EFFICIENCY			
Adult Passenger Trips		105,020	103,704	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.		\$81.95	\$79.29
Concession Fare Trips		90,673	84,301	SERVICE UTILIZATION			
Concession Fare Trips Details:				Reg. Serv. Pass. / Capita		8.90	8.81
Child Passenger Trips				Reg. Serv. Pass. / Rev. Veh. Hr.		14.69	13.77
Student Passenger Trips		48,923	37,864	AMOUNT OF SERVICE			
Senior Passenger Trips		41,750	46,437	Rev. Veh. Hrs. / Capita		0.61	0.64
REGULAR SERVICE PASSENGER TRIPS		195,693	188,005	AVERAGE SPEED			
Regular Service Passenger-Kms				Rev. Veh. Kms. / Rev. Veh. Hr.		22.87	22.45
Auxiliary Service Passenger Trips				LABOUR PRODUCTIVITY			
OPERATING EXPENSES				Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		0.73	
Transportation Operations Expenses		\$964,722	\$963,970	TOP WAGE RATES			
Fuel/Energy Exp. for Vehicles		\$73,512	\$59,226	Operators		\$17.08	\$17.95
Vehicle Maintenance Expenses				Mechanics		\$23.35	\$23.30
Plant Maintenance Expenses		\$49,650	\$55,428				
General/Administration Expenses		\$33,991	\$33,601				
TOTAL DIRECT OPERATING EXPENSES		\$1,121,875	\$1,112,225				
Debt Service Payment							
Total Operating Expenses		\$1,121,875	\$1,112,225				
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS							
REGULAR SERV. PASS. REVENUES		\$306,035	\$307,391				
TOTAL OPERATING REVENUES		\$319,323	\$312,406				
Total Revenues		\$319,323	\$314,406				
NET DIRECT OPERATING COST		\$802,552	\$799,819				
NET OPERATING COST		\$802,552	\$797,819				
Federal Operating Contribution							
Provincial Operating Contribution		\$249,792	\$251,298				
Municipal Operating Contribution		\$552,760	\$546,521				
Other Operating Contributions							
Federal Debt Service Contribution							
Provincial Debt Service Contribution							
Municipal Debt Service Contribution							
CAPITAL EXPENSES AND FUNDING SOURCES							
TOTAL CAPITAL EXPENDITURES		\$1,002,294	\$53,169				
Total Capital Disposals							
TOTAL CAPITAL FUNDING			\$53,169				
Federal Capital Contribution							
Provincial Capital Contribution							
Municipal Capital Contribution							
Other Capital Contributions			\$53,169				

Penetanguishene

Transit Contact: Bryan Murray
Director of Public Works

Statistical Contact: Carmen Gignac
Public Works Administrator
Phone: 705-549-7992 Fax: 705-549-4263
Email: bmurray@penetanguishene.ca

System Highlights

▪ System established:	02/02/2016	▪ Adult Cash Fare:	\$2.00
▪ Serves:	Town of Penetanguishene	▪ Ridership (revenue passengers):	12,187
▪ Municipal Population:	8,692	▪ Total Operating Revenues:	\$12,369
▪ Service Area Population:	8,692	▪ Total Direct Operating Expenses:	\$148,890
▪ Service Area Size (km ²):	.0	▪ Active Vehicles:	1
▪ Service provided by:	Municipal Department	- Standard Buses	1
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	100.00%
		▪ Percentage of accessible transit fleet:	100.00%

Monday	6:00 - 17:30	Friday	6:00 - 17:30
Tuesday	6:00 - 17:30	Saturday	8:30 - 16:30
Wednesday	6:00 - 17:30	Sunday	N/A
Thursday	6:00 - 17:30	Holidays	N/A

Employees Statistics

Full-time Part-time

Operators
Other Transportation Operations
Vehicle Mechanics
Other Vehicle Maintenance and Servicing
Plant and Other Maintenance
General and Administration
TOTAL EMPLOYEES

▪ Number of Fixed Routes:	1
▪ Number of Accessible Routes:	0
▪ Energy Consumption:	
- Diesel:	8,114 litres
- Biodiesel B5:	
- Biodiesel B20:	
- Biodiesel - Other:	
- Natural Gas:	
- Electricity:	
unleaded gasoline	17,750

▪ Union Affiliations: Union Information N/A (Operators)
Union Information N/A (Mechanics)

Modal Statistics

Boardings

Rev. Vehicle Hrs.

Rev. Vehicle Kms

Avg. Speed (km/h)

Bus	12,187	100.00%	0	0.00%	0	0.00%
TOTAL	12,187		0		0	0.00

REMARKS:

The transit cards can be continually loaded with a different ride options of 5, 10, 15, 20 to maximum of 50 rides.

Penetanguishene

Fare Structure

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
02/02/2016					
Adults	\$2.00	\$1.25	\$100.00		12-64
Children					<6-FREE
Students	\$1.75	\$1.00	\$100.00		
Seniors	\$1.75	\$1.00	\$100.00		65 AND UP

Vehicles (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	Active Buses By Fuel Type
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	1				1	1	Internal Combustion - Diesel - Biodiesel (all blends) - Natural Gas (CNG or LNG) - Other
Commuter Rail							
Ferry							
Heavy Rail							
Light Rail							
Locomotive							Electric - Trolley - Battery - Fuel Cell
Streetcar							
TOTAL ACTIVE VEHICLES	1	0			1	1	
Total Low-Floor Bus (30'-60')	0		Average Bus Age (years)		0.0		TOTAL
							1

<u>Vehicle Kilometres and Hours</u>	2015	2016	<u>Performance Indicators</u>	2015	2016
Revenue Vehicle Kilometres			Financial		
Total Vehicle Kilometres			Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	#Error	8%
Revenue Vehicle Hours			Municipal Operating Contribution / Capita	#Error	\$19.06
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	#Error	\$11.20
Total Vehicle Hours			Average Fare		
Operators Paid Hours			Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	#Error	\$1.01
Vehicle Mechanics Paid Hours			Cost Effectiveness		
Total Employee Paid Hours			Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	#Error	\$12.22
Passenger Data			Cost Efficiency		
Adult Passenger Trips			Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	#Error	
Concession Fare Trips			Service Utilization		
<i>Concession Fare Trips Details:</i>			Reg. Serv. Pass. / Capita	#Error	1.40
<i>Child Passenger Trips</i>			Reg. Serv. Pass. / Rev. Veh. Hr.	#Error	
<i>Student Passenger Trips</i>			Amount of Service		
<i>Senior Passenger Trips</i>			Rev. Veh. Hrs. / Capita	#Error	
Regular Service Passenger Trips		12,187	Average Speed		
Regular Service Passenger-Kms			Rev. Veh. Kms. / Rev. Veh. Hr.	#Error	
Auxiliary Service Passenger Trips			Labour Productivity		
Operating Expenses			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	#Error	
Transportation Operations Expenses		\$92,794	Top Wage Rates		
Fuel/Energy Exp. for Vehicles		\$22,413	Operators		
Vehicle Maintenance Expenses		\$22,538	Mechanics		
Plant Maintenance Expenses					
General/Administration Expenses		\$11,145			
Total Direct Operating Expenses		\$148,890			
Debt Service Payment					
Total Operating Expenses		\$166,490			
Operating Revenues and Other Funding Contributions					
Regular Service Passenger Revenues		\$12,369			
Total Operating Revenues		\$12,369			
Total Revenues		\$12,369			
Net Direct Operating Cost		\$136,521			
Net Operating Cost		\$154,121			
Federal Operating Contribution					
Provincial Operating Contribution		\$80,927			
Municipal Operating Contribution		\$165,702			
Other Operating Contributions					
Federal Debt Service Contribution					
Provincial Debt Service Contribution					
Municipal Debt Service Contribution					
Capital Expenses and Funding Sources					
Total Capital Expenditures		\$151,311			
Total Capital Disposals					
Total Capital Funding		\$151,311			
Federal Capital Contribution					
Provincial Capital Contribution					
Municipal Capital Contribution		\$151,311			
Other Capital Contributions					

Peterborough

Transit Contact: Gary Noakes
Operations Manager

Statistical Contact: Andrew Burdett
Operations Supervisor
Phone: 705-742-7777 x 2889 Fax: 705-742-3741
Email: aburdett@peterborough.ca

System Highlights

- System established: 01/01/1979
- Serves: City of Peterborough
- Municipal Population: 81,000
- Service Area Population: 81,000
- Service Area Size (km²): 67.4
- Service provided by: Municipal Department
- Adult Cash Fare: \$2.50
- Ridership (revenue passengers): 3,496,366
- Total Operating Revenues: \$5,072,347
- Total Direct Operating Expenses: \$11,220,454
- Active Vehicles: 51
 - Standard Buses 51
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Hours of Service:

Monday	6:00 - 23:20	Friday	6:00 - 23:20
Tuesday	6:00 - 23:20	Saturday	6:40 - 23:20
Wednesday	6:00 - 23:20	Sunday	8:00 - 19:20
Thursday	6:00 - 23:20	Holidays	8:00 - 19:20

Employees Statistics

	Full-time	Part-time
Operators	69	17
Other Transportation Operations	5	6
Vehicle Mechanics	7	
Other Vehicle Maintenance and Servicing	5	1
Plant and Other Maintenance		
General and Administration	4	2
TOTAL EMPLOYEES	90	26

- Union Affiliations:
 - ATU 1320 (Operators)
 - CUPE 504 (Mechanics)
 - CUPE 126 (Administration)

- Number of Fixed Routes: 17
- Number of Accessible Routes: 17
- Energy Consumption:
 - Diesel: 1,355,217 litres
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

Modal Statistics

	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	3,862,720 100.00%	126,663 100.00%	2,337,482 100.00%	18.45
TOTAL	3,862,720	126,663	2,337,482	18.45

Peterborough

Fare Structure

Effective Date:	02/01/2013	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults		\$2.50	\$2.20	\$60.00		
Children		\$2.50	\$2.20	\$40.00		2 - 12, Under 2 = Free
Students		\$2.50	\$2.20	\$55.00		High School
Seniors		\$2.50	\$2.20	\$40.00		65+
Other: Day Pass		\$8.00				

Vehicles (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	Active Buses By Fuel Type Internal Combustion	
	Access.	Non-Acc.	Access.	Non-Acc.				
Bus	51		7.3		38	27	- Diesel	51
Commuter Rail							- Biodiesel (all blends)	
Ferry							- Natural Gas (CNG or LNG)	
Heavy Rail							- Other	
Light Rail							Electric	
Locomotive							- Trolley	
Streetcar							- Battery	
TOTAL ACTIVE VEHICLES	51	0			38	27	- Fuel Cell	
Total Low-Floor Bus (30'-60')	51		Average Bus Age (years)		7.3		TOTAL	51

Vehicle Kilometres and Hours

	2015	2016
Revenue Vehicle Kilometres	2,255,799	2,337,482
Total Vehicle Kilometres	2,325,572	2,454,658
Revenue Vehicle Hours	122,639	126,663
Auxiliary Revenue Vehicle Hours	2,449	2,506
Total Vehicle Hours	128,957	133,823
Operators Paid Hours	192,961	194,305
Vehicle Mechanics Paid Hours	14,560	14,560
Total Employee Paid Hours	248,253	249,476

Passenger Data

Adult Passenger Trips	1,442,287	1,392,338
Concession Fare Trips	1,962,046	2,104,028
<i>Concession Fare Trips Details:</i>		
Child Passenger Trips	21,095	20,898
Student Passenger Trips	249,437	254,200
Senior Passenger Trips	218,821	221,347
Regular Service Passenger Trips	3,404,333	3,496,366
Regular Service Passenger-Kms	15,319,498	16,607,738
Auxiliary Service Passenger Trips		

Operating Expenses

Transportation Operations Expenses	\$7,379,407	\$7,682,127
Fuel/Energy Exp. for Vehicles	\$1,178,713	\$1,080,862
Vehicle Maintenance Expenses	\$1,364,985	\$1,205,067
Plant Maintenance Expenses	\$669,460	\$632,914
General/Administration Expenses	\$376,583	\$619,484
Total Direct Operating Expenses	\$10,969,148	\$11,220,454
Debt Service Payment		
Total Operating Expenses	\$10,969,148	\$11,220,454

Operating Revenues and Other Funding Contributions

Regular Service Passenger Revenues	\$4,695,545	\$4,861,209
Total Operating Revenues	\$4,785,781	\$5,072,347
Total Revenues	\$4,785,781	\$5,074,741
Net Direct Operating Cost	\$6,183,367	\$6,148,107
Net Operating Cost	\$6,183,367	\$6,145,713
Federal Operating Contribution		
Provincial Operating Contribution	\$1,380,600	\$1,656,831
Municipal Operating Contribution	\$4,802,767	\$4,491,276
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

Capital Expenses and Funding Sources

Total Capital Expenditures	\$3,253,628	\$2,887,694
Total Capital Disposals		\$10,113
Total Capital Funding		\$2,877,581
Federal Capital Contribution		
Provincial Capital Contribution		
Municipal Capital Contribution		\$2,877,581
Other Capital Contributions		

Performance Indicators

	2015	2016
Financial		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	44%	45%
Municipal Operating Contribution / Capita	\$60.03	\$55.45
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$1.82	\$1.76
Average Fare		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.38	\$1.39
Cost Effectiveness		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$3.22	\$3.21
Cost Efficiency		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$85.06	\$83.85
Service Utilization		
Reg. Serv. Pass. / Capita	42.55	43.17
Reg. Serv. Pass. / Rev. Veh. Hr.	27.76	27.60
Amount of Service		
Rev. Veh. Hrs. / Capita	1.53	1.56
Average Speed		
Rev. Veh. Kms. / Rev. Veh. Hr.	18.39	18.45
Labour Productivity		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.65	0.66
Top Wage Rates		
Operators	\$26.85	\$27.32
Mechanics	\$30.67	\$31.13

Port Colborne

Transit Contact: Peter Senese
Director of Community & Corporate Services

Statistical Contact: Peter Senese
Director of Community & Corporate Services
Phone: 905-835-2901 x105 Fax: 905-834-5746
Email: dccc@portcolborne.ca

SYSTEM HIGHLIGHTS:

- System established: 01/12/1999
- Serves: Port Colborne
- Municipal Population: 18,306
- Service Area Population: 18,306
- Service Area Size: 40.5square kilometres
- Service provided by: Municipal Department, under contract with Welland Transit
- Adult Cash Fare: \$2.75
- Ridership (revenue passengers): 21,410
- Total Operating Revenues: \$54,870
- Total Direct Operating Expenses: \$300,826

▪ Hours of Service:

Monday	7:00 - 18:30	Friday	7:00 - 18:30
Tuesday	7:00 - 18:30	Saturday	N/A
Wednesday	7:00 - 18:30	Sunday	N/A
Thursday	7:00 - 18:30	Holidays	N/A

▪ Employees Statistics:

Full-time Part-time

Operators
Other Transportation Operations
Vehicle Mechanics
Other Vehicle Maintenance and Servicing
Plant and Other Maintenance
General and Administration
TOTAL EMPLOYEES

▪ Union Affiliations:

ATU (Operators)
ATU (Mechanics)

- Number of Fixed Routes: 3
- Number of Accessible Routes: 3
- Energy Consumption:
 - Diesel: 26,198 litres
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

Modal Statistics

	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	21,410 100.00%	2,510 100.00%	53,965 100.00%	21.50
TOTAL	21,410	2,510	53,965	21.50

REMARKS:

Port Colborne Transit contracts Welland Transit to provide local 5 days/week service, Monday to Friday, from 7am to 6pm along 2 routes within the community. The Community Bus route times were expanded effective November 11, 2013 and became permanent effective April 1, 2015 from 8am start to 7am and to 6pm from 5pm finish time. In addition, Welland Transit provides a LINK intermunicipal service between Port Colborne and Welland 5 days/week, Monday to Friday, three times a day, 7:15am - 8:20am, 12:05pm - 1:10pm, 5:10pm - 6:15pm.

Port Colborne

FARE STRUCTURE

Effective Date:	01/07/2016	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Welland LINK	Criteria
Adults		\$2.75	\$2.40	\$78.00	\$3.50	
Children		\$1.50				< 12 with an adult
Students		\$2.75	\$2.10	\$68.00	\$3.50	with no UPASS
Seniors		\$2.75	\$1.90	\$59.00	\$3.50	
Other: Welland LINK		\$3.50	\$3.20			

	Active		Average Age		Peak (Est.)	Base (Est.)
VEHICLES (2016)	Access.	Non-Acc.	Access.	Non-Acc.		
Bus					2	2
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES					2	2

VEHICLE KILOMETRES AND HOURS	2015	2016	PERFORMANCE INDICATORS	2015	2016
Revenue Vehicle Kilometres	54,180	53,965	FINANCIAL		
Total Vehicle Kilometres	103,976	103,563	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	19%	18%
Revenue Vehicle Hours	2,520	2,510	Municipal Operating Contribution / Capita	\$8.14	\$8.00
Auxiliary Revenue Vehicle Hours	756	753	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$9.04	\$11.49
Total Vehicle Hours	3,777	3,764	AVERAGE FARE		
Operators Paid Hours			Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$2.18	\$2.40
Vehicle Mechanics Paid Hours			COST EFFECTIVENESS		
Total Employee Paid Hours			Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$11.22	\$14.05
PASSENGER DATA			COST EFFICIENCY		
Adult Passenger Trips	6,138	4,755	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$78.51	\$79.92
Concession Fare Trips	20,279	16,655	SERVICE UTILIZATION		
<i>Concession Fare Trips Details:</i>			Reg. Serv. Pass. / Capita	1.42	1.17
<i>Child Passenger Trips</i>	1,568	1,213	Reg. Serv. Pass. / Rev. Veh. Hr.	10.48	8.53
<i>Student Passenger Trips</i>	2,238	2,004	AMOUNT OF SERVICE		
<i>Senior Passenger Trips</i>	8,136	6,304	Rev. Veh. Hrs. / Capita	0.14	0.14
REGULAR SERVICE PASSENGER TRIPS	26,417	21,410	AVERAGE SPEED		
Regular Service Passenger-Kms	343,421	278,330	Rev. Veh. Kms. / Rev. Veh. Hr.	21.50	21.50
Auxiliary Service Passenger Trips			LABOUR PRODUCTIVITY		
OPERATING EXPENSES			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
Transportation Operations Expenses	\$296,409	\$300,718	TOP WAGE RATES		
Fuel/Energy Exp. for Vehicles			Operators		
Vehicle Maintenance Expenses			Mechanics		
Plant Maintenance Expenses					
General/Administration Expenses	\$108	\$108			
TOTAL DIRECT OPERATING EXPENSES	\$296,517	\$300,826			
Debt Service Payment					
Total Operating Expenses	\$296,517	\$300,826			
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS					
REGULAR SERV. PASS. REVENUES	\$57,705	\$51,378			
TOTAL OPERATING REVENUES	\$57,705	\$54,870			
Total Revenues	\$57,705	\$54,870			
NET DIRECT OPERATING COST	\$238,812	\$245,956			
NET OPERATING COST	\$238,812	\$245,956			
Federal Operating Contribution					
Provincial Operating Contribution	\$87,328	\$99,465			
Municipal Operating Contribution	\$151,484	\$146,491			
Other Operating Contributions					
Federal Debt Service Contribution					
Provincial Debt Service Contribution					
Municipal Debt Service Contribution					
CAPITAL EXPENSES AND FUNDING SOURCES					
TOTAL CAPITAL EXPENDITURES					
Total Capital Disposals					
TOTAL CAPITAL FUNDING					
Federal Capital Contribution					
Provincial Capital Contribution					
Municipal Capital Contribution					
Other Capital Contributions					

Port Hope

Transit Contact: Warren Nicholshen
Transportation Operations Manager

Statistical Contact: Warren Nicholshen
Warren Nicholshen
Phone: 905-885-2414 Fax:
Email: wnicholshen@porthope.ca

SYSTEM HIGHLIGHTS:

- System established: 14/04/1969
- Serves: Municipality of Port Hope
- Municipal Population: 16,214
- Service Area Population: 12,350
- Service Area Size: 13.1 square kilometres
- Service provided by: Municipal Department, under contract with BTS Network Inc
- Adult Cash Fare: \$2.00
- Ridership (revenue passengers): 61,569
- Total Operating Revenues: \$107,683
- Total Direct Operating Expenses: \$440,260
- Hours of Service:

Monday	7:00 - 20:00	Friday	7:00 - 20:00
Tuesday	7:00 - 20:00	Saturday	9:00 - 16:00
Wednesday	7:00 - 20:00	Sunday	N/A
Thursday	7:00 - 20:00	Holidays	N/A
- Number of Fixed Routes: 2
- Number of Accessible Routes: 2
- Energy Consumption:
 - Diesel:
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:
- Employees Statistics:

	Full-time	Part-time
Operators	4	2
Other Transportation Operations	2	
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration	2	
TOTAL EMPLOYEES	8	2
- Union Affiliations: Union Information N/A (Operators)
Union Information N/A (Mechanics)

Modal Statistics	Boardings		Rev. Vehicle Hrs.		Rev. Vehicle Kms		Avg. Speed (km/h)
Bus	61,569	100.00%	7,228	100.00%	205,257	100.00%	28.40
TOTAL	61,569		7,228		205,257		28.40

Port Hope

FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
01/01/2008					
Adults	\$2.00	\$2.00	\$50.00		16-64
Children					< 4 = Free
Students	\$1.50	\$1.50	\$30.00	special student-\$15	4-17
Seniors	\$1.50	\$1.50	\$30.00		65+

	Active		Average Age		Peak (Est.)	Base (Est.)
	Access.	Non-Acc.	Access.	Non-Acc.		
VEHICLES (2016)						
Bus					3	2
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES					3	2

VEHICLE KILOMETRES AND HOURS		2015	2016	PERFORMANCE INDICATORS	2015	2016
Revenue Vehicle Kilometres		205,257	205,257	FINANCIAL		
Total Vehicle Kilometres		208,626	208,626	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	23%	24%
Revenue Vehicle Hours		7,228	7,228	Municipal Operating Contribution / Capita	\$12.86	\$12.86
Auxiliary Revenue Vehicle Hours				Net Dir. Oper. Cost / Reg. Serv. Pass.	\$5.43	\$5.40
Total Vehicle Hours		7,228	7,228	AVERAGE FARE		
Operators Paid Hours				Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.62	\$1.42
Vehicle Mechanics Paid Hours				COST EFFECTIVENESS		
Total Employee Paid Hours				Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$7.05	\$7.15
PASSENGER DATA				COST EFFICIENCY		
Adult Passenger Trips		35,738	38,693	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$55.46	\$60.91
Concession Fare Trips		21,164	22,876	SERVICE UTILIZATION		
Concession Fare Trips Details:				Reg. Serv. Pass. / Capita	4.61	4.99
Child Passenger Trips		1,834	1,437	Reg. Serv. Pass. / Rev. Veh. Hr.	7.87	8.52
Student Passenger Trips		12,821	13,292	AMOUNT OF SERVICE		
Senior Passenger Trips		6,509	8,147	Rev. Veh. Hrs. / Capita	0.59	0.59
REGULAR SERVICE PASSENGER TRIPS		56,902	61,569	AVERAGE SPEED		
Regular Service Passenger-Kms				Rev. Veh. Kms. / Rev. Veh. Hr.	28.40	28.40
Auxiliary Service Passenger Trips				LABOUR PRODUCTIVITY		
OPERATING EXPENSES				Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
Transportation Operations Expenses		\$378,907	\$390,283	TOP WAGE RATES		
Fuel/Energy Exp. for Vehicles		\$8,967	\$42,233	Operators		
Vehicle Maintenance Expenses		\$5,377		Mechanics		
Plant Maintenance Expenses						
General/Administration Expenses		\$7,636	\$7,744			
TOTAL DIRECT OPERATING EXPENSES		\$400,887	\$440,260			
Debt Service Payment						
Total Operating Expenses		\$400,887	\$440,260			
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS						
REGULAR SERV. PASS. REVENUES		\$92,056	\$87,683			
TOTAL OPERATING REVENUES		\$92,056	\$107,683			
Total Revenues		\$92,056	\$107,683			
NET DIRECT OPERATING COST		\$308,831	\$332,577			
NET OPERATING COST		\$308,831	\$332,577			
Federal Operating Contribution						
Provincial Operating Contribution		\$150,000	\$150,000			
Municipal Operating Contribution		\$158,831	\$158,831			
Other Operating Contributions						
Federal Debt Service Contribution						
Provincial Debt Service Contribution						
Municipal Debt Service Contribution						
CAPITAL EXPENSES AND FUNDING SOURCES						
TOTAL CAPITAL EXPENDITURES						
Total Capital Disposals						
TOTAL CAPITAL FUNDING						
Federal Capital Contribution						
Provincial Capital Contribution						
Municipal Capital Contribution						
Other Capital Contributions						

Quinte West

Transit Contact: Shelly Ackers
Administrator

Statistical Contact: Shelly Ackers
Administrator

Phone: 613-392-9640 Fax: 613-392-3872

Email: sackers@bellnet.ca

SYSTEM HIGHLIGHTS:

- System established: 15/09/2008
- Serves: Quinte West - Trenton Ward
- Municipal Population: 43,086
- Service Area Population: 19,500
- Service Area Size: 35.0square kilometres
- Service provided by: Contracted Operator, under contract with Quinte Access Transportation
- Hours of Service:

Monday	5:00 - 20:00	Friday	5:00 - 20:00
Tuesday	5:00 - 20:00	Saturday	9:00 - 17:00
Wednesday	5:00 - 20:00	Sunday	N/A
Thursday	5:00 - 20:00	Holidays	9:00 - 17:00
- Employees Statistics:

	Full-time	Part-time
Operators	5	10
Other Transportation Operations		1
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration		1
TOTAL EMPLOYEES	5	12
- Union Affiliations: Union Information N/A (Operators)
Union Information N/A (Mechanics)
- Adult Cash Fare: \$2.00
- Ridership (revenue passengers): 62,435
- Total Operating Revenues: \$87,613
- Total Direct Operating Expenses: \$557,582
- Active Vehicles: 5
 - Small Community Buses 5
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 4
- Number of Accessible Routes: 4
- Energy Consumption:
 - Diesel: 69,344 litres
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	62,531 100.00%	11,416 100.00%	270,576 100.00%	23.70
TOTAL	62,531	11,416	270,576	23.70

Quinte West

FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
01/01/2015					
Adults	\$2.00	\$2.00	\$40.00		
Children	\$1.50	\$1.50	\$15.00		Preschool Free
Students	\$1.50	\$1.50	\$15.00		
Seniors	\$1.50	\$1.50	\$30.00		Age 55+
Other: Registered Client	\$1.50	\$1.50	\$30.00		Person w/Disability

VEHICLES (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	5		3.2		3	3	Internal Combustion
Commuter Rail							- Diesel
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other
Locomotive							Electric
Streetcar							- Trolley
							- Battery
							- Fuel Cell
TOTAL ACTIVE VEHICLES	5	0			3	3	TOTAL
Total Low-Floor Bus (30'-60')	5		Average Bus Age (years)		3.2		5

VEHICLE KILOMETRES AND HOURS

	2015	2016
Revenue Vehicle Kilometres	262,669	270,576
Total Vehicle Kilometres	268,030	275,877
Revenue Vehicle Hours	11,186	11,416
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	11,762	12,958

Operators Paid Hours

Vehicle Mechanics Paid Hours

Total Employee Paid Hours

PASSENGER DATA

Adult Passenger Trips

Concession Fare Trips

*Concession Fare Trips Details:**Child Passenger Trips**Student Passenger Trips**Senior Passenger Trips*

REGULAR SERVICE PASSENGER TRIPS

	54,997	62,435
Regular Service Passenger-Kms	482,324	424,558
Auxiliary Service Passenger Trips		

OPERATING EXPENSES

	2015	2016
Transportation Operations Expenses	\$302,113	\$305,269
Fuel/Energy Exp. for Vehicles	\$65,112	\$59,908
Vehicle Maintenance Expenses	\$133,169	\$123,787
Plant Maintenance Expenses	\$1,598	\$1,632
General/Administration Expenses	\$45,411	\$66,986
TOTAL DIRECT OPERATING EXPENSES	\$547,403	\$557,582

Debt Service Payment

Total Operating Expenses	\$547,403	\$557,582
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OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2015	2016
REGULAR SERV. PASS. REVENUES	\$66,655	\$78,179
TOTAL OPERATING REVENUES	\$73,458	\$87,613

Total Revenues	\$73,458	\$87,613
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NET DIRECT OPERATING COST	\$473,946	\$469,969
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NET OPERATING COST	\$473,946	\$469,969
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Federal Operating Contribution		
Provincial Operating Contribution	\$363,946	\$377,969
Municipal Operating Contribution	\$110,000	\$92,000

Other Operating Contributions

Federal Debt Service Contribution

Provincial Debt Service Contribution

Municipal Debt Service Contribution

CAPITAL EXPENSES AND FUNDING SOURCES

TOTAL CAPITAL EXPENDITURES	\$190,690	\$149,000
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Total Capital Disposals

TOTAL CAPITAL FUNDING	\$190,690	\$149,000
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Federal Capital Contribution

Provincial Capital Contribution

Municipal Capital Contribution	\$190,690	\$149,000
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Other Capital Contributions

PERFORMANCE INDICATORS

	2015	2016
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	13%	16%
Municipal Operating Contribution / Capita	\$5.64	\$4.72
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$8.62	\$7.53

AVERAGE FARE

Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.21	\$1.25
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COST EFFECTIVENESS

Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$9.95	\$8.93
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COST EFFICIENCY

Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$46.54	\$43.03
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SERVICE UTILIZATION

Reg. Serv. Pass. / Capita	2.82	3.20
Reg. Serv. Pass. / Rev. Veh. Hr.	4.92	5.47

AMOUNT OF SERVICE

Rev. Veh. Hrs. / Capita	0.57	0.59
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AVERAGE SPEED

Rev. Veh. Kms. / Rev. Veh. Hr.	23.48	23.70
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LABOUR PRODUCTIVITY

Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
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TOP WAGE RATES

Operators	\$16.73	\$17.06
Mechanics		

Russell

Transit Contact: Dominique Tremblay
Economic Development Director

Statistical Contact: Dominique Tremblay
Economic Development Director
Phone: 613-443-3066 x2317 Fax: 613-443-1042
Email: dominiquetremblay@russell.ca

SYSTEM HIGHLIGHTS:

- System established: 11/01/2008
- Serves: Township of Russell
- Municipal Population: 16,520
- Service Area Population: 16,520
- Service Area Size: 198.8square kilometres
- Service provided by: Municipal Department, under contract with 417 Bus Line
- Hours of Service:

Monday	5:46 - 18:02	Friday	5:46 - 18:02
Tuesday	5:46 - 18:02	Saturday	N/A
Wednesday	5:46 - 18:02	Sunday	N/A
Thursday	5:46 - 18:02	Holidays	N/A
- Employees Statistics:

	Full-time	Part-time
Operators		
Other Transportation Operations		
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration	2	
TOTAL EMPLOYEES	2	
- Union Affiliations: Union Information N/A (Operators)
Union Information N/A (Mechanics)
- Adult Cash Fare: \$15.00
- Ridership (revenue passengers): 56,377
- Total Operating Revenues: \$458,917
- Total Direct Operating Expenses: \$639,701
- Active Vehicles: 4
 - Standard Buses 4
- Percentage of accessible bus fleet:
- Percentage of accessible transit fleet:
- Number of Fixed Routes: 8
- Number of Accessible Routes: 8
- Energy Consumption:
 - Diesel:
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

Modal Statistics	Boardings		Rev. Vehicle Hrs.		Rev. Vehicle Kms		Avg. Speed (km/h)
Bus	56,377	100.00%	0	0.00%	0	0.00%	
TOTAL	56,377		0		0		0.00

Russell

FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
01/04/2015					
Adults	\$15.00	\$10.20	\$245.00		
Children					
Students			\$176.00		
Seniors					

VEHICLES (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus		4		11.5	4	4	Internal Combustion
Commuter Rail							- Diesel
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other
Locomotive							Electric
Streetcar							- Trolley
							- Battery
							- Fuel Cell
TOTAL ACTIVE VEHICLES	0	4			4	4	TOTAL
Total Low-Floor Bus (30'-60')	0		Average Bus Age (years)		11.5		4

VEHICLE KILOMETRES AND HOURS	2015	2016	PERFORMANCE INDICATORS	2015	2016
Revenue Vehicle Kilometres			FINANCIAL		
Total Vehicle Kilometres			Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	74%	72%
Revenue Vehicle Hours			Municipal Operating Contribution / Capita	\$1.71	\$2.37
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$3.20	\$3.21
Total Vehicle Hours			AVERAGE FARE		
Operators Paid Hours			Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$9.07	\$7.96
Vehicle Mechanics Paid Hours			COST EFFECTIVENESS		
Total Employee Paid Hours	236	236	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$12.45	\$11.35
PASSENGER DATA			COST EFFICIENCY		
Adult Passenger Trips			Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.		
Concession Fare Trips			SERVICE UTILIZATION		
<i>Concession Fare Trips Details:</i>			Reg. Serv. Pass. / Capita	3.44	3.41
<i>Child Passenger Trips</i>			Reg. Serv. Pass. / Rev. Veh. Hr.		
<i>Student Passenger Trips</i>			AMOUNT OF SERVICE		
<i>Senior Passenger Trips</i>			Rev. Veh. Hrs. / Capita		
REGULAR SERVICE PASSENGER TRIPS	52,524	56,377	AVERAGE SPEED		
Regular Service Passenger-Kms	2,626,217	2,818,850	Rev. Veh. Kms. / Rev. Veh. Hr.		
Auxiliary Service Passenger Trips			LABOUR PRODUCTIVITY		
OPERATING EXPENSES			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
Transportation Operations Expenses	\$642,177	\$632,855	TOP WAGE RATES		
Fuel/Energy Exp. for Vehicles			Operators		
Vehicle Maintenance Expenses			Mechanics		
Plant Maintenance Expenses	\$56				
General/Administration Expenses	\$11,896	\$6,846			
TOTAL DIRECT OPERATING EXPENSES	\$654,129	\$639,701			
Debt Service Payment					
Total Operating Expenses	\$654,129	\$639,701			
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS					
REGULAR SERV. PASS. REVENUES	\$476,579	\$448,567			
TOTAL OPERATING REVENUES	\$485,821	\$458,917			
Total Revenues	\$485,821	\$458,917			
NET DIRECT OPERATING COST	\$168,308	\$180,784			
NET OPERATING COST	\$168,308	\$180,784			
Federal Operating Contribution					
Provincial Operating Contribution	\$142,215	\$141,630			
Municipal Operating Contribution	\$26,093	\$39,155			
Other Operating Contributions					
Federal Debt Service Contribution					
Provincial Debt Service Contribution					
Municipal Debt Service Contribution					
CAPITAL EXPENSES AND FUNDING SOURCES					
TOTAL CAPITAL EXPENDITURES		\$9,420			
Total Capital Disposals					
TOTAL CAPITAL FUNDING		\$9,420			
Federal Capital Contribution					
Provincial Capital Contribution					
Municipal Capital Contribution		\$9,420			
Other Capital Contributions					

Sarnia

Transit Contact: Mr. Lee Patterson
Deputy Director of Transit

Statistical Contact: Mr. Lee Patterson
Deputy Director of Transit
Phone: 519-336-3271 Fax: 519-336-3361
Email: lee.patterson@sarnia.ca

System Highlights

- System established: 01/04/1974
- Serves: Sarnia & Point Edward
- Municipal Population: 72,125
- Service Area Population: 72,125
- Service Area Size (km²): 167.3
- Service provided by: Municipal Department
- Adult Cash Fare: \$2.75
- Ridership (revenue passengers): 1,196,425
- Total Operating Revenues: \$1,582,432
- Total Direct Operating Expenses: \$5,647,727
- Active Vehicles: 26
 - Small Community Buses 5
 - Standard Buses 21
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Hours of Service:

Monday	6:30 - 22:45	Friday	6:30 - 22:45
Tuesday	6:30 - 22:45	Saturday	8:00 - 22:45
Wednesday	6:30 - 22:45	Sunday	8:30 - 18:15
Thursday	6:30 - 22:45	Holidays	N/A

Employees Statistics

Full-time Part-time

Operators	33	5
Other Transportation Operations		
Vehicle Mechanics	4	
Other Vehicle Maintenance and Servicing	5	
Plant and Other Maintenance		
General and Administration	7	
TOTAL EMPLOYEES	49	5

- Union Affiliations:

Unifor	127 (Operators)
Unifor	127 (Mechanics)
CUPE	3690 (Admin)

- Disruption during 2015:

Snow Day
Start Date: 02/02/2015
End Date: 02/02/2015
Duration: 1 days

Modal Statistics	Boardings		Rev. Vehicle Hrs.		Rev. Vehicle Kms		Avg. Speed (km/h)
Bus	1,299,710	100.00%	0	0.00%	1,243,467	100.00%	
TOTAL	1,299,710		0		1,243,467		0.00

REMARKS:

Point Edward Service: Passenger trips 15,009, passenger revenue \$28,323.64 , Contract revenue \$177,668.00. Clean Air Day FREE RIDES passenger count was 4500

Sarnia

Fare Structure

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other College, Elem/Sec	Criteria
01/01/2016					
Adults	\$2.75	\$2.30	\$69.00		
Children					< 5 = Free
Students	\$2.75	\$2.30	\$69.00	\$174, \$154	6+
Seniors					
Other: Blind Annual Pass	\$29.00				

Vehicles (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	Active Buses By Fuel Type Internal Combustion	
	Access.	Non-Acc.	Access.	Non-Acc.				
Bus	26		10.6		15	10	- Diesel	26
Commuter Rail							- Biodiesel (all blends)	
Ferry							- Natural Gas (CNG or LNG)	
Heavy Rail							- Other	
Light Rail							Electric	
Locomotive							- Trolley	
Streetcar							- Battery	
TOTAL ACTIVE VEHICLES	26	0			15	10	- Fuel Cell	
Total Low-Floor Bus (30'-60')	14		Average Bus Age (years)		10.6		TOTAL	26

Vehicle Kilometres and Hours

	2015	2016
Revenue Vehicle Kilometres	1,243,632	1,243,467
Total Vehicle Kilometres	1,298,513	1,295,544
Revenue Vehicle Hours		
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours		
Operators Paid Hours	74,880	74,880
Vehicle Mechanics Paid Hours	8,320	8,320
Total Employee Paid Hours	106,600	106,600

Passenger Data

Adult Passenger Trips		
Concession Fare Trips		
<i>Concession Fare Trips Details:</i>		
<i>Child Passenger Trips</i>		
<i>Student Passenger Trips</i>		
<i>Senior Passenger Trips</i>		

Regular Service Passenger Trips	1,216,148	1,196,425
Regular Service Passenger-Kms	19,093,524	18,783,872
Auxiliary Service Passenger Trips	3,034	3,105

Operating Expenses

Transportation Operations Expenses	\$3,583,877	\$3,607,906
Fuel/Energy Exp. for Vehicles	\$494,607	\$429,698
Vehicle Maintenance Expenses	\$651,928	\$719,204
Plant Maintenance Expenses	\$219,608	\$235,057
General/Administration Expenses	\$707,453	\$655,862
Total Direct Operating Expenses	\$5,657,473	\$5,647,727
Debt Service Payment	\$17,875	
Total Operating Expenses	\$5,738,164	\$5,710,532

Operating Revenues and Other Funding Contributions

Regular Service Passenger Revenues	\$1,515,028	\$1,482,788
Total Operating Revenues	\$1,611,908	\$1,582,432
Total Revenues	\$1,790,053	\$1,760,100
Net Direct Operating Cost	\$4,045,565	\$4,065,295
Net Operating Cost	\$3,948,111	\$3,950,432
Federal Operating Contribution		
Provincial Operating Contribution	\$398,785	\$459,273
Municipal Operating Contribution	\$3,549,326	\$3,491,159
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

Capital Expenses and Funding Sources

Total Capital Expenditures	\$1,114,727	\$833,595
Total Capital Disposals		
Total Capital Funding	\$1,114,727	\$833,595
Federal Capital Contribution		
Provincial Capital Contribution	\$810,304	\$770,813
Municipal Capital Contribution	\$200,000	
Other Capital Contributions	\$104,423	\$62,782

Performance Indicators

	2015	2016
Financial		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	28%	28%
Municipal Operating Contribution / Capita	\$49.70	\$48.40
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$3.33	\$3.40
Average Fare		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.25	\$1.24
Cost Effectiveness		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$4.65	\$4.72
Cost Efficiency		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.		
Service Utilization		
Reg. Serv. Pass. / Capita	17.03	16.59
Reg. Serv. Pass. / Rev. Veh. Hr.		
Amount of Service		
Rev. Veh. Hrs. / Capita		
Average Speed		
Rev. Veh. Kms. / Rev. Veh. Hr.		
Labour Productivity		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
Top Wage Rates		
Operators	\$26.07	\$26.46
Mechanics	\$30.38	\$30.84

Sault Ste Marie

Transit Contact: Don Scott
Manager Transit/Parking

Statistical Contact: Sam Piraino
Area Coordinator Transit/Parking
Phone: 705-759-5434 Fax: 705-759-5834
Email: s.piraino@cityssm.on.ca

System Highlights

- System established: 01/11/1941
- Serves: City of Sault Ste Marie
- Municipal Population: 74,200
- Service Area Population: 69,900
- Service Area Size (km²): 223.5
- Service provided by: Municipal Department
- Adult Cash Fare: \$2.50
- Ridership (revenue passengers): 1,694,359
- Total Operating Revenues: \$2,309,113
- Total Direct Operating Expenses: \$7,934,113
- Active Vehicles: 28
 - Small Community Buses 2
 - Standard Buses 26
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Hours of Service:

Monday	5:30 - 00:15	Friday	5:30 - 00:15
Tuesday	5:30 - 00:15	Saturday	6:15 - 00:15
Wednesday	5:30 - 00:15	Sunday	7:15 - 19:15
Thursday	5:30 - 00:15	Holidays	6:15 - 00:15

Employees Statistics

	Full-time	Part-time
Operators	55	
Other Transportation Operations	4	
Vehicle Mechanics	8	
Other Vehicle Maintenance and Servicing	2	
Plant and Other Maintenance	3	1
General and Administration	3	3
TOTAL EMPLOYEES	75	4

- Union Affiliations:
 - ATU 1767 (Operators)
 - USW 2251 (Mechanics)
 - CUPE 67 (Office)

- Number of Fixed Routes: 10
- Number of Accessible Routes: 10
- Energy Consumption:
 - Diesel: 974,419 litres
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity: gasoline 28,125

Modal Statistics

	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	1,813,794 100.00%	81,273 100.00%	1,809,417 100.00%	22.26
TOTAL	1,813,794	81,273	1,809,417	22.26

Sault Ste Marie

Fare Structure

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
01/02/2013					
Adults	\$2.50	\$2.00	\$60.00		
Children					
Students	\$2.50	\$2.00	\$60.00		
Seniors	\$2.50	\$1.30	\$50.00		60+
Other: Youth Pass	\$2.50		\$25.00		Under 18

Vehicles (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	Active Buses By Fuel Type	
	Access.	Non-Acc.	Access.	Non-Acc.			Internal Combustion	
Bus	28		11.4		17	17	- Diesel	26
Commuter Rail							- Biodiesel (all blends)	
Ferry							- Natural Gas (CNG or LNG)	
Heavy Rail							- Other	2
Light Rail							Electric	
Locomotive							- Trolley	
Streetcar							- Battery	
TOTAL ACTIVE VEHICLES	28	0			17	17	- Fuel Cell	
Total Low-Floor Bus (30'-60')	28		Average Bus Age (years)		11.4		TOTAL	28

Vehicle Kilometres and Hours

	2015	2016
Revenue Vehicle Kilometres	1,827,986	1,809,417
Total Vehicle Kilometres	1,836,786	1,817,613
Revenue Vehicle Hours	84,153	81,273
Auxiliary Revenue Vehicle Hours	608	600
Total Vehicle Hours	84,761	81,873
Operators Paid Hours	103,957	107,904
Vehicle Mechanics Paid Hours	18,180	16,890
Total Employee Paid Hours	141,873	152,863

Passenger Data

Adult Passenger Trips
Concession Fare Trips
<i>Concession Fare Trips Details:</i>
<i>Child Passenger Trips</i>
<i>Student Passenger Trips</i>
<i>Senior Passenger Trips</i>

Regular Service Passenger Trips	1,877,639	1,694,359
Regular Service Passenger-Kms	8,111,400	7,319,630
Auxiliary Service Passenger Trips	6,626	5,285

Operating Expenses

Transportation Operations Expenses	\$4,348,875	\$4,215,318
Fuel/Energy Exp. for Vehicles	\$999,454	\$830,692
Vehicle Maintenance Expenses	\$1,672,818	\$1,649,418
Plant Maintenance Expenses	\$568,469	\$657,962
General/Administration Expenses	\$635,991	\$580,723
Total Direct Operating Expenses	\$8,225,607	\$7,934,113
Debt Service Payment		
Total Operating Expenses	\$8,225,607	\$7,934,113

Operating Revenues and Other Funding Contributions

Regular Service Passenger Revenues	\$2,285,144	\$2,166,585
Total Operating Revenues	\$2,398,860	\$2,309,113
Total Revenues	\$2,398,860	\$2,309,113
Net Direct Operating Cost	\$5,826,747	\$5,625,000
Net Operating Cost	\$5,826,747	\$5,625,000
Federal Operating Contribution		
Provincial Operating Contribution	\$809,315	\$810,215
Municipal Operating Contribution	\$5,017,432	\$4,814,785
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

Capital Expenses and Funding Sources

Total Capital Expenditures	\$174,527	\$508,955
Total Capital Disposals		
Total Capital Funding	\$174,527	\$508,955
Federal Capital Contribution		
Provincial Capital Contribution		
Municipal Capital Contribution	\$174,527	\$508,955
Other Capital Contributions		

Performance Indicators

	2015	2016
Financial		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	29%	29%
Municipal Operating Contribution / Capita	\$71.78	\$68.88
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$3.10	\$3.32
Average Fare		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.22	\$1.28
Cost Effectiveness		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$4.38	\$4.68
Cost Efficiency		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$97.04	\$96.91
Service Utilization		
Reg. Serv. Pass. / Capita	26.86	24.24
Reg. Serv. Pass. / Rev. Veh. Hr.	22.31	20.85
Amount of Service		
Rev. Veh. Hrs. / Capita	1.20	1.16
Average Speed		
Rev. Veh. Kms. / Rev. Veh. Hr.	21.72	22.26
Labour Productivity		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.82	0.76
Top Wage Rates		
Operators	\$25.39	\$25.77
Mechanics	\$28.31	\$28.73

St. Catharines

Transit Contact: Dave Sherlock
General Manager

Statistical Contact: Tim Luey
Manager of Finance and Administration
Phone: 905-685-4228 x227 Fax: 905-685-4050
Email: tluey@yourbus.com

System Highlights

▪ System established:	01/09/1961	▪ Adult Cash Fare:	\$3.00
▪ Serves:	St. Catharines, Thorold	▪ Ridership (revenue passengers):	5,312,346
		▪ Total Operating Revenues:	\$10,159,319
		▪ Total Direct Operating Expenses:	\$19,344,989
▪ Municipal Population:	149,331	▪ Active Vehicles:	78
▪ Service Area Population:	149,331	- Standard Buses	72
▪ Service Area Size (km ²):	179.1	- Articulated Buses	6
▪ Service provided by:	Transit Commission		
		▪ Percentage of accessible bus fleet:	100.00%
		▪ Percentage of accessible transit fleet:	100.00%

Hours of Service:

Monday	6:00 - 00:00	Friday	6:00 - 00:00
Tuesday	6:00 - 00:00	Saturday	6:00 - 00:00
Wednesday	6:00 - 00:00	Sunday	8:30 - 20:00
Thursday	6:00 - 00:00	Holidays	10:30 - 18:00

Employees Statistics

	Full-time	Part-time
Operators	128	
Other Transportation Operations	7	
Vehicle Mechanics	11	
Other Vehicle Maintenance and Servicing	13	2
Plant and Other Maintenance	2	
General and Administration	9	5
TOTAL EMPLOYEES	170	7

- Union Affiliations: ATU 846 (Operators)
ATU 846 (Mechanics)

▪ Number of Fixed Routes:	27
▪ Number of Accessible Routes:	27
▪ Energy Consumption:	
- Diesel:	2,492,204 litres
- Biodiesel B5:	
- Biodiesel B20:	
- Biodiesel - Other:	
- Natural Gas:	
- Electricity:	
- Other:	

Modal Statistics

	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	6,074,036 100.00%	175,952 100.00%	3,871,089 100.00%	22.00
TOTAL	6,074,036	175,952	3,871,089	22.00

REMARKS:

The data for St. Catharines also included the regular transit service for the City of Thorold. In 2016, they provided 292,239 passenger trips. The 2016 contract revenue was \$643,569 and its passenger revenue was \$452,127.

St. Catharines

Fare Structure

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
01/09/2014					
Adults	\$3.00	\$2.60	\$92.00		
Children	\$2.50	\$2.25	\$62.00		Up to grade 8
Students	\$3.00	\$2.25	\$62.00		High School
Seniors	\$3.00	\$2.00	\$57.00		65+

Vehicles (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	Active Buses By Fuel Type	
	Access.	Non-Acc.	Access.	Non-Acc.			Internal Combustion	
Bus	78		7.8		55	39	- Diesel	78
Commuter Rail							- Biodiesel (all blends)	
Ferry							- Natural Gas (CNG or LNG)	
Heavy Rail							- Other	
Light Rail							Electric	
Locomotive							- Trolley	
Streetcar							- Battery	
TOTAL ACTIVE VEHICLES	78	0			55	39	- Fuel Cell	
Total Low-Floor Bus (30'-60')	78		Average Bus Age (years)		7.8		TOTAL	78

Vehicle Kilometres and Hours

	2015	2016
Revenue Vehicle Kilometres	3,762,288	3,871,089
Total Vehicle Kilometres	4,135,765	4,315,821
Revenue Vehicle Hours	168,704	175,952
Auxiliary Revenue Vehicle Hours	9,090	10,799
Total Vehicle Hours	183,464	193,952
Operators Paid Hours	248,569	252,377
Vehicle Mechanics Paid Hours	23,137	22,764
Total Employee Paid Hours	339,504	351,378

Passenger Data

Adult Passenger Trips	1,546,641	1,577,795
Concession Fare Trips	3,943,123	3,734,551
<i>Concession Fare Trips Details:</i>		
Child Passenger Trips	10,578	10,628
Student Passenger Trips	3,610,611	3,396,979
Senior Passenger Trips	295,976	300,959
Regular Service Passenger Trips	5,489,764	5,312,346
Regular Service Passenger-Kms	47,211,970	
Auxiliary Service Passenger Trips	3,696	3,741

Operating Expenses

Transportation Operations Expenses	\$10,268,746	\$10,481,127
Fuel/Energy Exp. for Vehicles	\$2,465,926	\$1,967,625
Vehicle Maintenance Expenses	\$3,997,148	\$4,401,609
Plant Maintenance Expenses	\$991,082	\$921,735
General/Administration Expenses	\$1,322,918	\$1,572,893
Total Direct Operating Expenses	\$19,045,820	\$19,344,989
Debt Service Payment		
Total Operating Expenses	\$19,878,418	\$20,363,950

Operating Revenues and Other Funding Contributions

Regular Service Passenger Revenues	\$9,609,135	\$9,868,129
Total Operating Revenues	\$10,076,489	\$10,159,319
Total Revenues	\$11,046,660	\$11,474,290
Net Direct Operating Cost	\$8,969,331	\$9,185,670
Net Operating Cost	\$8,831,758	\$8,889,660
Federal Operating Contribution		
Provincial Operating Contribution		\$284,412
Municipal Operating Contribution	\$8,831,758	\$8,605,248
Other Operating Contributions		\$40,000
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

Capital Expenses and Funding Sources

Total Capital Expenditures	\$3,219,390	\$2,793,955
Total Capital Disposals		
Total Capital Funding	\$3,219,390	\$2,793,955
Federal Capital Contribution		
Provincial Capital Contribution	\$3,055,811	\$2,762,552
Municipal Capital Contribution	\$163,579	
Other Capital Contributions		\$31,403

Performance Indicators

Financial	2015	2016
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	53%	53%
Municipal Operating Contribution / Capita	\$59.14	\$57.63
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$1.63	\$1.73
Average Fare		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.75	\$1.86
Cost Effectiveness		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$3.47	\$3.64
Cost Efficiency		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$108.35	\$104.99
Service Utilization		
Reg. Serv. Pass. / Capita	36.76	35.57
Reg. Serv. Pass. / Rev. Veh. Hr.	32.54	30.19
Amount of Service		
Rev. Veh. Hrs. / Capita	1.13	1.18
Average Speed		
Rev. Veh. Kms. / Rev. Veh. Hr.	22.30	22.00
Labour Productivity		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.72	0.74
Top Wage Rates		
Operators	\$27.63	\$28.32
Mechanics	\$33.09	\$33.93

St. Thomas

Transit Contact: Dave White
Manager of Roads and Transportation

Statistical Contact: Ross Patrick
Transportation Technician
Phone: 519-631-0368 x5133 Fax: 519-631-5542
Email: rpatrick@stthomas.ca

SYSTEM HIGHLIGHTS:

- System established: City of St. Thomas
- Serves: City of St. Thomas
- Municipal Population: 39,909
- Service Area Population: 39,909
- Service Area Size: 35.6square kilometres
- Service provided by: Municipal Department, under contract with Voyeur Transportation
- Hours of Service:

Monday	7:15 - 18:45	Friday	7:15 - 18:45
Tuesday	7:15 - 18:45	Saturday	9:15 - 18:45
Wednesday	7:15 - 18:45	Sunday	N/A
Thursday	7:15 - 18:45	Holidays	N/A
- **Employees Statistics:**

	Full-time	Part-time
Operators		
Other Transportation Operations		
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration		
TOTAL EMPLOYEES		
- Union Affiliations: Union Information N/A (Operators)
Union Information N/A (Mechanics)
- Adult Cash Fare: \$2.50
- Ridership (revenue passengers): 223,219
- Total Operating Revenues: \$299,523
- Total Direct Operating Expenses: \$833,311
- Active Vehicles: 8
 - Small Community Buses 8
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 5
- Number of Accessible Routes: 5
- Energy Consumption:
 - Diesel:
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

Modal Statistics	Boardings		Rev. Vehicle Hrs.		Rev. Vehicle Kms		Avg. Speed (km/h)
Bus	223,219	100.00%	17,017	100.00%	385,000	100.00%	22.62
TOTAL	223,219		17,017		385,000		22.62

St. Thomas

FARE STRUCTURE

Effective Date: 01/07/2007	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$2.50	\$2.00	\$60.00		
Children	\$2.50	\$1.50	\$50.00		
Students	\$2.50	\$1.50	\$50.00		
Seniors	\$2.50	\$1.50	\$50.00		

VEHICLES (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	8		2.9				Internal Combustion
Commuter Rail							- Diesel 8
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other
Locomotive							Electric
Streetcar							- Trolley
TOTAL ACTIVE VEHICLES	8	0			0	0	- Battery
Total Low-Floor Bus (30'-60')	8		Average Bus Age (years)		2.9		- Fuel Cell
							TOTAL 8

VEHICLE KILOMETRES AND HOURS		2015	2016	PERFORMANCE INDICATORS		2015	2016
Revenue Vehicle Kilometres		385,000	385,000	FINANCIAL			
Total Vehicle Kilometres		385,000	385,000	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)		32%	36%
Revenue Vehicle Hours		17,017	17,017	Municipal Operating Contribution / Capita		\$15.31	\$7.43
Auxiliary Revenue Vehicle Hours				Net Dir. Oper. Cost / Reg. Serv. Pass.		\$3.17	\$2.39
Total Vehicle Hours		17,017	17,017	AVERAGE FARE			
Operators Paid Hours				Reg. Serv. Pass. Rev. / Reg. Serv. Pass.		\$1.43	\$1.34
Vehicle Mechanics Paid Hours				COST EFFECTIVENESS			
Total Employee Paid Hours				Tot. Dir. Oper. Exp. / Reg. Serv. Pass.		\$4.64	\$3.73
PASSENGER DATA				COST EFFICIENCY			
Adult Passenger Trips				Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.		\$62.51	\$48.97
Concession Fare Trips				SERVICE UTILIZATION			
Concession Fare Trips Details:				Reg. Serv. Pass. / Capita		6.37	5.59
Child Passenger Trips				Reg. Serv. Pass. / Rev. Veh. Hr.		13.48	13.12
Student Passenger Trips				AMOUNT OF SERVICE			
Senior Passenger Trips				Rev. Veh. Hrs. / Capita		0.47	0.43
REGULAR SERVICE PASSENGER TRIPS		229,328	223,219	AVERAGE SPEED			
Regular Service Passenger-Kms				Rev. Veh. Kms. / Rev. Veh. Hr.		22.62	22.62
Auxiliary Service Passenger Trips				LABOUR PRODUCTIVITY			
OPERATING EXPENSES				Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.			
Transportation Operations Expenses		\$1,063,735	\$833,311	TOP WAGE RATES			
Fuel/Energy Exp. for Vehicles				Operators			
Vehicle Maintenance Expenses				Mechanics			
Plant Maintenance Expenses							
General/Administration Expenses							
TOTAL DIRECT OPERATING EXPENSES		\$1,063,735	\$833,311				
Debt Service Payment							
Total Operating Expenses		\$1,063,735	\$833,311				
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS							
REGULAR SERV. PASS. REVENUES		\$327,293	\$299,523				
TOTAL OPERATING REVENUES		\$335,964	\$299,523				
Total Revenues		\$348,563	\$299,523				
NET DIRECT OPERATING COST		\$727,771	\$533,788				
NET OPERATING COST		\$715,172	\$533,788				
Federal Operating Contribution							
Provincial Operating Contribution		\$164,000	\$237,168				
Municipal Operating Contribution		\$551,172	\$296,620				
Other Operating Contributions							
Federal Debt Service Contribution							
Provincial Debt Service Contribution							
Municipal Debt Service Contribution							
CAPITAL EXPENSES AND FUNDING SOURCES							
TOTAL CAPITAL EXPENDITURES			\$166,436				
Total Capital Disposals							
TOTAL CAPITAL FUNDING		\$180,814	\$166,436				
Federal Capital Contribution							
Provincial Capital Contribution		\$180,814	\$166,436				
Municipal Capital Contribution							
Other Capital Contributions							

Stratford

Transit Contact: Michael Mousley
Manager of Transit

Statistical Contact: Michael Mousley
Manager of Transit
Phone: 519-271-0250 Fax:
Email: mmousley@stratfordcanada.ca

System Highlights

- System established: 09/06/1952
- Serves: City of Stratford
- Municipal Population: 32,000
- Service Area Population: 32,000
- Service Area Size (km²): 27.6
- Service provided by: Municipal Department, under contract with Stratford Transit
- Adult Cash Fare: \$2.75
- Ridership (revenue passengers): 595,412
- Total Operating Revenues: \$876,599
- Total Direct Operating Expenses: \$2,796,675
- Active Vehicles: 13
 - Standard Buses 13
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%

Hours of Service:

Monday	6:00 - 22:00	Friday	6:00 - 22:00
Tuesday	6:00 - 22:00	Saturday	6:00 - 20:00
Wednesday	6:00 - 22:00	Sunday	10:00 - 18:00
Thursday	6:00 - 22:00	Holidays	N/A

Employees Statistics

	Full-time	Part-time
Operators	15	10
Other Transportation Operations		
Vehicle Mechanics	3	
Other Vehicle Maintenance and Servicing	1	1
Plant and Other Maintenance		
General and Administration	1	
TOTAL EMPLOYEES	20	11

- Union Affiliations:
 - IBEW 636 (Operators)
 - IBEW 636 (Mechanics)
 - IBEW 636 (Maintenance)

- Number of Fixed Routes: 10
- Number of Accessible Routes: 10
- Energy Consumption:
 - Diesel: 235,125 litres
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

Modal Statistics

	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	595,412 100.00%	33,988 100.00%	623,855 100.00%	18.36
TOTAL	595,412	33,988	623,855	18.36

Stratford

Fare Structure

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Day and Family Pass	Criteria
01/09/2016					
Adults	\$2.75	\$2.50	\$61.00	\$7/\$15	18-64
Children					< 5 = Free
Students	\$2.50	\$2.25	\$59.00		6-17
Seniors	\$2.50	\$2.25	\$59.00		65+
Other: Special	\$2.50	\$2.25	\$59.00		CPP/OW/ODSP

Vehicles (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	Active Buses By Fuel Type	
	Access.	Non-Acc.	Access.	Non-Acc.			Internal Combustion	
Bus	13		10.1		10	6	- Diesel	13
Commuter Rail							- Biodiesel (all blends)	
Ferry							- Natural Gas (CNG or LNG)	
Heavy Rail							- Other	
Light Rail							Electric	
Locomotive							- Trolley	
Streetcar							- Battery	
TOTAL ACTIVE VEHICLES	13	0			10	6	- Fuel Cell	
Total Low-Floor Bus (30'-60')	13		Average Bus Age (years)		10.1		TOTAL	13

Vehicle Kilometres and Hours

	2015	2016
Revenue Vehicle Kilometres	623,117	623,855
Total Vehicle Kilometres	624,692	625,500
Revenue Vehicle Hours	30,017	33,988
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	31,457	35,443

Operators Paid Hours

Vehicle Mechanics Paid Hours

Total Employee Paid Hours

Passenger Data

Adult Passenger Trips

Concession Fare Trips

Concession Fare Trips Details:

Child Passenger Trips

Student Passenger Trips

Senior Passenger Trips

Regular Service Passenger Trips

Regular Service Passenger-Kms

Auxiliary Service Passenger Trips

Operating Expenses

Transportation Operations Expenses	\$2,163,442	\$2,147,204
Fuel/Energy Exp. for Vehicles	\$325,416	\$286,946
Vehicle Maintenance Expenses	\$315,245	\$304,850
Plant Maintenance Expenses	\$43,994	\$52,857
General/Administration Expenses	\$9,522	\$4,818
Total Direct Operating Expenses	\$2,857,619	\$2,796,675
Debt Service Payment		
Total Operating Expenses	\$2,857,619	\$2,796,675

Operating Revenues and Other Funding Contributions

Regular Service Passenger Revenues	\$843,765	\$876,599
Total Operating Revenues	\$843,765	\$876,599
Total Revenues	\$1,043,765	\$876,599
Net Direct Operating Cost	\$2,013,854	\$1,920,076
Net Operating Cost	\$1,813,854	\$1,920,076
Federal Operating Contribution		
Provincial Operating Contribution		\$250,000
Municipal Operating Contribution	\$1,813,854	\$1,644,007
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

Capital Expenses and Funding Sources

Total Capital Expenditures	\$1,150,000
Total Capital Disposals	\$500
Total Capital Funding	
Federal Capital Contribution	
Provincial Capital Contribution	
Municipal Capital Contribution	
Other Capital Contributions	

Performance Indicators

	2015	2016
Financial		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	30%	31%
Municipal Operating Contribution / Capita	\$56.68	\$51.38
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$3.32	\$3.22
Average Fare		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.39	\$1.47
Cost Effectiveness		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$4.72	\$4.70
Cost Efficiency		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$90.84	\$78.91
Service Utilization		
Reg. Serv. Pass. / Capita	18.93	18.61
Reg. Serv. Pass. / Rev. Veh. Hr.	20.18	17.52
Amount of Service		
Rev. Veh. Hrs. / Capita	0.94	1.06
Average Speed		
Rev. Veh. Kms. / Rev. Veh. Hr.	20.76	18.36
Labour Productivity		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
Top Wage Rates		
Operators	\$27.34	\$27.76
Mechanics	\$20.33	\$30.79

Tecumseh

Transit Contact: Chad Jeffery
Manager Planning

Statistical Contact: Enrico De Cecco
Junior Planner

Phone: 519-735-2184 x123 Fax: 519-735-6712

Email: edececco@tecumseh.ca

SYSTEM HIGHLIGHTS:

- System established: 21/12/2009
- Serves: Town of Tecumseh, 1 stop in City of Windsor, 1 Stop in Town of Lakeshore
- Municipal Population: 23,229
- Service Area Population: 17,274
- Service Area Size: 12.5square kilometres
- Service provided by: Municipal Department, under contract with First Student Canada
- Adult Cash Fare: \$2.00
- Ridership (revenue passengers): 26,870
- Total Operating Revenues: \$26,295
- Total Direct Operating Expenses: \$271,005
- Hours of Service:

Monday	6:00 - 18:00	Friday	6:00 - 18:00
Tuesday	6:00 - 18:00	Saturday	6:00 - 18:00
Wednesday	6:00 - 18:00	Sunday	N/A
Thursday	6:00 - 18:00	Holidays	N/A
- Number of Fixed Routes: 1
- Number of Accessible Routes: 1
- Energy Consumption:
 - Diesel:
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:
- Employees Statistics:

	Full-time	Part-time
Operators		
Other Transportation Operations		
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration		
TOTAL EMPLOYEES		
- Union Affiliations: Union Information N/A (Operators)
Union Information N/A (Mechanics)

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	26,870 100.00%	3,600 100.00%	100,800 100.00%	28.00
TOTAL	26,870	3,600	100,800	28.00

REMARKS:

Valid identification required for Student, Veteran and Blind Person fares as noted above.

Tecumseh

FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other 6 & 12 month pass	Criteria
20/01/2010					
Adults	\$2.00		\$35.00	\$175/\$350	
Children					< 5 = Free
Students	\$1.00		\$25.00	\$125/\$250	Valid Student ID required
Seniors	\$1.50		\$30.00	\$150/\$300	55+
Other: Veteran, Blind, Companion					Free with valid ID

	Active		Average Age		Peak (Est.)	Base (Est.)
VEHICLES (2016)	Access.	Non-Acc.	Access.	Non-Acc.		
Bus					1	1
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES					1	1

VEHICLE KILOMETRES AND HOURS	2015	2016	PERFORMANCE INDICATORS	2015	2016
Revenue Vehicle Kilometres	100,800	100,800	FINANCIAL		
Total Vehicle Kilometres	100,800	100,800	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	10%	10%
Revenue Vehicle Hours	3,600	3,600	Municipal Operating Contribution / Capita	\$6.94	\$4.77
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$8.63	\$9.11
Total Vehicle Hours	3,600	3,600	AVERAGE FARE		
Operators Paid Hours			Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$0.98	\$0.98
Vehicle Mechanics Paid Hours			COST EFFECTIVENESS		
Total Employee Paid Hours			Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$9.61	\$10.09
PASSENGER DATA			COST EFFICIENCY		
Adult Passenger Trips	12,712	13,534	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$75.10	\$75.28
Concession Fare Trips	15,422	13,336	SERVICE UTILIZATION		
<i>Concession Fare Trips Details:</i>			Reg. Serv. Pass. / Capita	1.63	1.56
<i>Child Passenger Trips</i>			Reg. Serv. Pass. / Rev. Veh. Hr.	7.82	7.46
<i>Student Passenger Trips</i>	9,989	7,923	AMOUNT OF SERVICE		
<i>Senior Passenger Trips</i>	4,754	4,612	Rev. Veh. Hrs. / Capita	0.21	0.21
REGULAR SERVICE PASSENGER TRIPS	28,134	26,870	AVERAGE SPEED		
Regular Service Passenger-Kms			Rev. Veh. Kms. / Rev. Veh. Hr.	28.00	28.00
Auxiliary Service Passenger Trips	712	133	LABOUR PRODUCTIVITY		
OPERATING EXPENSES			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
Transportation Operations Expenses	\$214,168	\$215,394	TOP WAGE RATES		
Fuel/Energy Exp. for Vehicles			Operators		
Vehicle Maintenance Expenses	\$6,070	\$4,589	Mechanics		
Plant Maintenance Expenses	\$3,060	\$3,180			
General/Administration Expenses	\$47,070	\$47,842			
TOTAL DIRECT OPERATING EXPENSES	\$270,368	\$271,005			
Debt Service Payment					
Total Operating Expenses	\$270,368	\$271,005			
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS					
REGULAR SERV. PASS. REVENUES	\$27,446	\$26,295			
TOTAL OPERATING REVENUES	\$27,446	\$26,295			
Total Revenues	\$27,446	\$26,295			
NET DIRECT OPERATING COST	\$242,922	\$244,710			
NET OPERATING COST	\$242,922	\$244,710			
Federal Operating Contribution					
Provincial Operating Contribution	\$123,022	\$162,282			
Municipal Operating Contribution	\$119,900	\$82,428			
Other Operating Contributions					
Federal Debt Service Contribution					
Provincial Debt Service Contribution					
Municipal Debt Service Contribution					
CAPITAL EXPENSES AND FUNDING SOURCES					
TOTAL CAPITAL EXPENDITURES					
Total Capital Disposals					
TOTAL CAPITAL FUNDING					
Federal Capital Contribution					
Provincial Capital Contribution					
Municipal Capital Contribution					
Other Capital Contributions					

Temiskaming Shores

Transit Contact: Mitch Lafreniere
Manager of Physical Assets

Statistical Contact: Mitch Lafreniere
Manager of Physical Assets
Phone: 705-672-3363 Fax: 705-672-3200
Email: mlafrerie@temiskamingshores.ca

System Highlights

- System established: 01/01/1954
- Serves: Cobalt, Temiskaming Shores
- Municipal Population: 11,048
- Service Area Population: 11,667
- Service Area Size (km²): 182.0
- Service provided by: Municipal Department, under contract with Stock Transportation
- Hours of Service:

Monday	6:00 - 23:00	Friday	6:00 - 23:00
Tuesday	6:00 - 23:00	Saturday	6:00 - 23:00
Wednesday	6:00 - 23:00	Sunday	6:00 - 23:00
Thursday	6:00 - 23:00	Holidays	N/A
- Adult Cash Fare: \$2.75
- Ridership (revenue passengers): 138,500
- Total Operating Revenues: \$320,988
- Total Direct Operating Expenses: \$534,397
- Active Vehicles: 6
 - Standard Buses 6
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%

Employees Statistics

Full-time Part-time

Operators	10
Other Transportation Operations	1
Vehicle Mechanics	3
Other Vehicle Maintenance and Servicing	1
Plant and Other Maintenance	1
General and Administration	3
TOTAL EMPLOYEES	19

- Union Affiliations: Union Information N/A (Operators)
Union Information N/A (Mechanics)

- Number of Fixed Routes: 2
- Number of Accessible Routes: 2
- Energy Consumption:
 - Diesel: 112,000 litres
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

Modal Statistics

Boardings

Rev. Vehicle Hrs.

Rev. Vehicle Kms

Avg. Speed (km/h)

Bus	138,500	100.00%	12,000	100.00%	375,000	100.00%	31.25
TOTAL	138,500		12,000		375,000		31.25

Temiskaming Shores

Fare Structure

Effective Date:	01/01/2016	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults		\$2.75	\$2.75	\$85.00		12 - 54
Children						> 5 = Free
Students		\$2.25	\$2.25	\$65.00		6 - 11
Seniors		\$2.25	\$2.25	\$65.00		54+

Vehicles (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	Active Buses By Fuel Type
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	6		3.3		2	2	Internal Combustion - Diesel 6 - Biodiesel (all blends) - Natural Gas (CNG or LNG) - Other
Commuter Rail							
Ferry							
Heavy Rail							
Light Rail							
Locomotive							Electric - Trolley - Battery - Fuel Cell
Streetcar							
TOTAL ACTIVE VEHICLES	6	0			2	2	
Total Low-Floor Bus (30'-60')	6		Average Bus Age (years)		3.3		TOTAL 6

Vehicle Kilometres and Hours

	2015	2016
Revenue Vehicle Kilometres	375,000	375,000
Total Vehicle Kilometres	375,000	375,000
Revenue Vehicle Hours	12,000	12,000
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	12,000	12,000

Operators Paid Hours

Vehicle Mechanics Paid Hours

Total Employee Paid Hours

Passenger Data

Adult Passenger Trips

Concession Fare Trips

Concession Fare Trips Details:

Child Passenger Trips

Student Passenger Trips

Senior Passenger Trips

Regular Service Passenger Trips

Regular Service Passenger-Kms

Auxiliary Service Passenger Trips

Operating Expenses

Transportation Operations Expenses	\$501,239	\$514,569
Fuel/Energy Exp. for Vehicles		
Vehicle Maintenance Expenses	\$20,480	\$19,828
Plant Maintenance Expenses		
General/Administration Expenses	\$2,805	
Total Direct Operating Expenses	\$524,524	\$534,397
Debt Service Payment		
Total Operating Expenses	\$524,524	\$534,397

Operating Revenues and Other Funding Contributions

Regular Service Passenger Revenues	\$328,056	\$315,738
Total Operating Revenues	\$331,256	\$320,988
Total Revenues	\$331,256	\$320,988
Net Direct Operating Cost	\$193,268	\$213,409
Net Operating Cost	\$193,268	\$213,409
Federal Operating Contribution		
Provincial Operating Contribution	\$17,548	
Municipal Operating Contribution	\$175,399	\$210,909
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

Capital Expenses and Funding Sources

Total Capital Expenditures	\$768,524	\$129,681
Total Capital Disposals		
Total Capital Funding	\$275,427	\$129,681
Federal Capital Contribution		
Provincial Capital Contribution	\$275,427	
Municipal Capital Contribution		
Other Capital Contributions		\$129,681

Performance Indicators

Financial	2015	2016
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	63%	60%
Municipal Operating Contribution / Capita	\$15.03	\$18.08
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$1.40	\$1.54
Average Fare		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$2.38	\$2.28
Cost Effectiveness		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$3.80	\$3.86
Cost Efficiency		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$43.71	\$44.53
Service Utilization		
Reg. Serv. Pass. / Capita	11.83	11.87
Reg. Serv. Pass. / Rev. Veh. Hr.	11.50	11.54
Amount of Service		
Rev. Veh. Hrs. / Capita	1.03	1.03
Average Speed		
Rev. Veh. Kms. / Rev. Veh. Hr.	31.25	31.25
Labour Productivity		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
Top Wage Rates		
Operators		
Mechanics		

Thunder Bay

Transit Contact: Brad Loroff
Manager

Statistical Contact: Dana Earle
Supervisor - Customer Care & Administrative Service
Phone: 807-684-3191 Fax: 807-345-5744
Email: dearle@thunderbay.ca

System Highlights

▪ System established:	07/03/1892	▪ Adult Cash Fare:	\$2.75
▪ Serves:	City of Thunder Bay	▪ Ridership (revenue passengers):	3,649,536
▪ Municipal Population:	146,048	▪ Total Operating Revenues:	\$5,469,869
▪ Service Area Population:	107,909	▪ Total Direct Operating Expenses:	\$15,827,596
▪ Service Area Size (km²):	323.0	▪ Active Vehicles:	48
▪ Service provided by:	Municipal Department	- Standard Buses	48
		▪ Percentage of accessible bus fleet:	100.00%
		▪ Percentage of accessible transit fleet:	100.00%

Hours of Service:

Monday	6:00 - 00:30	Friday	6:00 - 00:30
Tuesday	6:00 - 00:30	Saturday	6:00 - 00:30
Wednesday	6:00 - 00:30	Sunday	8:00 - 23:30
Thursday	6:00 - 00:30	Holidays	8:00 - 23:30

Employees Statistics

	Full-time	Part-time
Operators	97	10
Other Transportation Operations	6	
Vehicle Mechanics	7	
Other Vehicle Maintenance and Servicing	1	
Plant and Other Maintenance	13	1
General and Administration	7	1
TOTAL EMPLOYEES	131	12

- Union Affiliations:
 - ATU 966 (Operators)
 - ATU 966 (Mechanics)
 - CUPE 87 (Office & Clerical)

▪ Number of Fixed Routes:	17
▪ Number of Accessible Routes:	17
▪ Energy Consumption:	
- Diesel:	
- Biodiesel B5:	1,824,228 litres
- Biodiesel B20:	
- Biodiesel - Other:	
- Natural Gas:	
- Electricity:	
- Other:	

Modal Statistics

	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	4,237,712 100.00%	141,413 100.00%	3,112,924 100.00%	22.01
TOTAL	4,237,712	141,413	3,112,924	22.01

REMARKS:

Discount monthly pass for passengers on ODSP - \$66; Annual Senior Pass - \$495; U-Pass contract with college and university student unions - \$102.50.

Thunder Bay

Fare Structure

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Day Pass	Criteria
04/01/2016					
Adults	\$2.75	\$2.20	\$77.00	\$11	19-59
Children					0-5 = Free
Students	\$2.75	\$2.20	\$55.00	\$11	6-18
Seniors	\$2.75	\$2.20	\$55.00	\$11	60+
Other: CNIB & support persons					free with valid ID

Vehicles (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	Active Buses By Fuel Type Internal Combustion	
	Access.	Non-Acc.	Access.	Non-Acc.				
Bus	48		8.0		32	28	- Diesel	
Commuter Rail							- Biodiesel (all blends)	48
Ferry							- Natural Gas (CNG or LNG)	
Heavy Rail							- Other	
Light Rail							Electric	
Locomotive							- Trolley	
Streetcar							- Battery	
TOTAL ACTIVE VEHICLES	48	0			32	28	- Fuel Cell	
Total Low-Floor Bus (30'-60')	48		Average Bus Age (years)		8.0		TOTAL	48

Vehicle Kilometres and Hours

	2015	2016
Revenue Vehicle Kilometres	3,145,788	3,112,924
Total Vehicle Kilometres	3,218,373	3,184,356
Revenue Vehicle Hours	144,378	141,413
Auxiliary Revenue Vehicle Hours	415	290
Total Vehicle Hours	150,020	146,821

Operators Paid Hours	211,203
Vehicle Mechanics Paid Hours	14,560
Total Employee Paid Hours	280,853

Passenger Data

Adult Passenger Trips	1,993,854	1,969,317
Concession Fare Trips	1,606,571	1,680,219
<i>Concession Fare Trips Details:</i>		
<i>Child Passenger Trips</i>	174,497	162,600
<i>Student Passenger Trips</i>	114,920	127,274
<i>Senior Passenger Trips</i>	246,938	252,061
Regular Service Passenger Trips	3,600,425	3,649,536
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips	41	44

Operating Expenses

Transportation Operations Expenses	\$7,476,522	\$7,715,364
Fuel/Energy Exp. for Vehicles	\$1,740,657	\$1,523,894
Vehicle Maintenance Expenses	\$3,203,380	\$3,149,993
Plant Maintenance Expenses	\$921,923	\$851,797
General/Administration Expenses	\$2,599,469	\$2,586,548
Total Direct Operating Expenses	\$15,941,951	\$15,827,596
Debt Service Payment		
Total Operating Expenses	\$15,941,951	\$15,827,596

Operating Revenues and Other Funding Contributions

Regular Service Passenger Revenues	\$5,142,173	\$5,325,220
Total Operating Revenues	\$5,244,809	\$5,469,869
Total Revenues	\$5,244,809	\$5,469,869
Net Direct Operating Cost	\$10,697,142	\$10,357,727
Net Operating Cost	\$10,697,142	\$10,357,727
Federal Operating Contribution		
Provincial Operating Contribution	\$624,800	\$702,500
Municipal Operating Contribution	\$10,078,369	\$9,655,226
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

Capital Expenses and Funding Sources

Total Capital Expenditures	\$2,074,094	\$1,780,289
Total Capital Disposals	\$7,500	
Total Capital Funding	\$2,074,094	\$1,780,289
Federal Capital Contribution		
Provincial Capital Contribution	\$902,482	\$953,599
Municipal Capital Contribution	\$523,362	\$818,091
Other Capital Contributions	\$648,250	\$8,599

Performance Indicators

	2015	2016
Financial		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	33%	35%
Municipal Operating Contribution / Capita	\$92.46	\$89.48
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.97	\$2.84
Average Fare		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.43	\$1.46
Cost Effectiveness		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$4.43	\$4.34
Cost Efficiency		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$106.27	\$107.80
Service Utilization		
Reg. Serv. Pass. / Capita	33.03	33.82
Reg. Serv. Pass. / Rev. Veh. Hr.	24.94	25.81
Amount of Service		
Rev. Veh. Hrs. / Capita	1.32	1.31
Average Speed		
Rev. Veh. Kms. / Rev. Veh. Hr.	21.79	22.01
Labour Productivity		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		0.67
Top Wage Rates		
Operators	\$26.29	\$26.82
Mechanics	\$29.70	\$31.73

Timmins

Transit Contact: Catherine Verreault
Manager of Timmins Transit

Statistical Contact: Catherine Verreault
Manager of Timmins Transit
Phone: 705-360-2600 x3501 Fax: 705-360-2698
Email: catherine.verreault@timmins.ca

System Highlights

▪ System established:	01/01/1975	▪ Adult Cash Fare:	\$3.00
▪ Serves:	Timmins	▪ Ridership (revenue passengers):	859,664
▪ Municipal Population:	43,165	▪ Total Operating Revenues:	\$1,521,336
▪ Service Area Population:	38,622	▪ Total Direct Operating Expenses:	\$4,508,381
▪ Service Area Size (km ²):	24.0	▪ Active Vehicles:	19
▪ Service provided by:	Municipal Department	- Standard Buses	19
		▪ Percentage of accessible bus fleet:	100.00%
		▪ Percentage of accessible transit fleet:	100.00%

Hours of Service:

Monday	6:00 - 23:30	Friday	6:00 - 23:30
Tuesday	6:00 - 23:30	Saturday	6:30 - 23:30
Wednesday	6:00 - 23:30	Sunday	8:30 - 18:30
Thursday	6:00 - 23:30	Holidays	N/A

Employees Statistics

	Full-time	Part-time
Operators	19	12
Other Transportation Operations	2	
Vehicle Mechanics	4	
Other Vehicle Maintenance and Servicing	6	
Plant and Other Maintenance		
General and Administration	3	
TOTAL EMPLOYEES	34	12

- Union Affiliations: CUPE 1544 (Operators)
CUPE 1544 (Mechanics)
CUPE 434 (Office/Parts Clerks)

- Disruption during 2016: N/A

Modal Statistics

	Boardings		Rev. Vehicle Hrs.		Rev. Vehicle Kms		Avg. Speed (km/h)
Bus	859,664	100.00%	41,154	100.00%	955,578	100.00%	23.22
TOTAL	859,664		41,154		955,578		23.22

- Number of Fixed Routes: 12
- Number of Accessible Routes: 12
- Energy Consumption:
 - Diesel: 535,352 litres
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

Timmins

Fare Structure

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
01/01/2016					
Adults	\$3.00	\$3.00	\$72.00		
Children					< 5 = Free
Students	\$2.50	\$2.50	\$57.00		5+
Seniors	\$2.50	\$2.50	\$55.00		65+
Other: Person with Disability	\$2.50	\$2.50	\$55.00		ODSP

Vehicles (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	Active Buses By Fuel Type
	Access.	Non-Acc.	Access.	Non-Acc.			Internal Combustion
Bus	19		8.6		12	12	- Diesel 19
Commuter Rail							- Biodiesel (all blends)
Ferry							- Natural Gas (CNG or LNG)
Heavy Rail							- Other
Light Rail							Electric
Locomotive							- Trolley
Streetcar							- Battery
TOTAL ACTIVE VEHICLES	19	0			12	12	- Fuel Cell
Total Low-Floor Bus (30'-60')	19		Average Bus Age (years)		8.6		TOTAL 19

Vehicle Kilometres and Hours

	2015	2016
Revenue Vehicle Kilometres	950,946	955,578
Total Vehicle Kilometres	1,049,173	1,047,190
Revenue Vehicle Hours	40,942	41,154
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	40,942	41,154
Operators Paid Hours	53,357	60,268
Vehicle Mechanics Paid Hours	8,363	8,357
Total Employee Paid Hours	84,566	92,658

Passenger Data

Adult Passenger Trips
Concession Fare Trips
<i>Concession Fare Trips Details:</i>
<i>Child Passenger Trips</i>
<i>Student Passenger Trips</i>
<i>Senior Passenger Trips</i>

Regular Service Passenger Trips	919,510	859,664
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips		

Operating Expenses

Transportation Operations Expenses	\$2,122,737	\$2,133,133
Fuel/Energy Exp. for Vehicles	\$513,068	\$456,205
Vehicle Maintenance Expenses	\$1,039,759	\$1,116,506
Plant Maintenance Expenses	\$369,037	\$366,904
General/Administration Expenses	\$422,901	\$435,633
Total Direct Operating Expenses	\$4,467,502	\$4,508,381
Debt Service Payment		
Total Operating Expenses	\$4,467,502	\$4,508,381

Operating Revenues and Other Funding Contributions

Regular Service Passenger Revenues	\$1,470,703	\$1,503,336
Total Operating Revenues	\$1,498,323	\$1,521,336
Total Revenues	\$1,593,074	\$1,659,119
Net Direct Operating Cost	\$2,969,179	\$2,987,045
Net Operating Cost	\$2,874,428	\$2,849,262
Federal Operating Contribution		
Provincial Operating Contribution		
Municipal Operating Contribution	\$2,874,428	\$2,849,262
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

Capital Expenses and Funding Sources

Total Capital Expenditures	\$849,539	\$1,029,989
Total Capital Disposals		
Total Capital Funding	\$849,539	\$1,029,989
Federal Capital Contribution		
Provincial Capital Contribution	\$493,567	\$929,675
Municipal Capital Contribution	\$355,972	\$100,314
Other Capital Contributions		

Performance Indicators

Financial	2015	2016
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	34%	34%
Municipal Operating Contribution / Capita	\$74.42	\$73.77
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$3.23	\$3.47
Average Fare		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.60	\$1.75
Cost Effectiveness		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$4.86	\$5.24
Cost Efficiency		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$109.12	\$109.55
Service Utilization		
Reg. Serv. Pass. / Capita	23.81	22.26
Reg. Serv. Pass. / Rev. Veh. Hr.	22.46	20.89
Amount of Service		
Rev. Veh. Hrs. / Capita	1.06	1.07
Average Speed		
Rev. Veh. Kms. / Rev. Veh. Hr.	23.23	23.22
Labour Productivity		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.77	0.68
Top Wage Rates		
Operators	\$24.65	\$24.90
Mechanics	\$30.14	\$30.44

Toronto

Transit Contact: Vincent Cosentino
Director - Statistics

Statistical Contact: Yoojin (Sophia) Song
Research Analyst

Phone: 416-393-3953

Fax: 416-488-4708

Email: Yoojin.Song@ttc.ca

System Highlights

▪ System established:	01/01/1954	▪ Adult Cash Fare:	\$3.25
▪ Serves:	City of Toronto	▪ Ridership (revenue passengers):	538,079,000
▪ Municipal Population:	2,876,095	▪ Total Operating Revenues:	\$1,169,101,541
▪ Service Area Population:	2,876,095	▪ Total Direct Operating Expenses:	\$1,659,757,328
▪ Service Area Size (km ²):	632.0	▪ Active Vehicles:	3,089
▪ Service provided by:	Transit Commission	- Light Rail Vehicles	28
		- Other Rail	262
		- Heavy Rail Vehicles	840
		- Standard Buses	1,806
		- Articulated Buses	153
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	100.00%
Monday 6:00 - 1:30	Friday 6:00 - 1:30	▪ Percentage of accessible transit fleet:	92.49%
Tuesday 6:00 - 1:30	Saturday 6:00 - 1:30		
Wednesday 6:00 - 1:30	Sunday 8:00 - 1:30	▪ Number of Fixed Routes:	161
Thursday 6:00 - 1:30	Holidays 8:00 - 1:30	▪ Number of Accessible Routes:	151
		▪ Energy Consumption:	

Employees Statistics

Full-time Part-time

Operators	5,911	
Other Transportation Operations	1,039	
Vehicle Mechanics	611	
Other Vehicle Maintenance and Servicing	2,005	
Plant and Other Maintenance	2,396	
General and Administration	1,665	1
TOTAL EMPLOYEES	13,627	1

- Union Affiliations: ATU 113 (Operators)
ATU 113 (Mechanics)
IAMAW 235/CUPE 2/CUPE 5089 (Machinists/Signal Maintenance/Transit Enforcement)

- Diesel:	88,618,955 litres
- Biodiesel B5:	
- Biodiesel B20:	
- Biodiesel - Other:	
- Natural Gas:	
- Electricity:	428,874,100 kilowatt-hours
- Other:	

Modal Statistics

Boardings

Rev. Vehicle Hrs.

Rev. Vehicle Kms

Avg. Speed (km/h)

Bus	462,806,197	53.73%	6,899,349	62.76%	127,932,495	56.72%	18.54
Streetcar	95,760,958	11.12%	1,027,023	9.34%	12,401,223	5.50%	12.07
Light Rail	10,266,839	1.19%	131,964	1.20%	3,469,543	1.54%	26.29
Heavy Rail	292,539,711	33.96%	2,934,330	26.69%	81,756,229	36.25%	27.86
TOTAL	861,373,705		10,992,666		225,559,490		20.52

REMARKS:

Operator Paid Hours includes Other Transport Operations Paid hours for both years. Mechanic Paid Hours includes Other Vehicle Maintenance and Servicing Paid Hours for both years. Student and Senior passenger trips are combined for both years.

Toronto

Fare Structure

Effective Date:	03/01/2016	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Metropass Discount Plan	Criteria
Adults		\$3.25	\$2.90	\$141.50	129.75	
Children						< 13 = Free
Students		\$2.00	\$1.95	\$112.00	\$102.75	13-19 with ID
Seniors		\$2.00	\$1.95	\$112.00	\$102.75	65+ with ID
Other: Day Pass		\$12.00				

Vehicles (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	Active Buses By Fuel Type	
	Access.	Non-Acc.	Access.	Non-Acc.			Internal Combustion	
Bus	1,959		7.8		1,561	971	- Diesel	1,959
Commuter Rail							- Biodiesel (all blends)	
Ferry							- Natural Gas (CNG or LNG)	
Heavy Rail	840		9.1		610	418	- Other	
Light Rail	28		31.8		20	16	Electric	
Locomotive							- Trolley	
Streetcar	30	232	0.7	34.4	179	157	- Battery	
TOTAL ACTIVE VEHICLES	2,857	232			2,370	1,562	- Fuel Cell	
Total Low-Floor Bus (30'-60')	1,959		Average Bus Age (years)		7.8		TOTAL	1,959

Vehicle Kilometres and Hours

	2015	2016
Revenue Vehicle Kilometres	219,250,675	225,559,490
Total Vehicle Kilometres	233,644,236	240,686,496
Revenue Vehicle Hours	10,552,230	10,992,666
Auxiliary Revenue Vehicle Hours	108,276	110,795
Total Vehicle Hours	11,132,045	11,607,410
Operators Paid Hours	16,830,000	17,400,000
Vehicle Mechanics Paid Hours	5,660,000	5,850,000
Total Employee Paid Hours	30,930,000	32,110,000

Passenger Data

Adult Passenger Trips	434,889,000	426,973,000
Concession Fare Trips	102,706,000	111,106,000
<i>Concession Fare Trips Details:</i>		
Child Passenger Trips	12,541,000	21,911,000
Student Passenger Trips	70,967,000	73,648,000
Senior Passenger Trips		
Regular Service Passenger Trips	537,595,000	538,079,000
Regular Service Passenger-Kms	5,073,000,000	5,111,750,500
Auxiliary Service Passenger Trips	2,162,062	2,130,119

Operating Expenses

Transportation Operations Expenses	\$690,567,842	\$708,432,218
Fuel/Energy Exp. for Vehicles	\$135,534,649	\$132,090,309
Vehicle Maintenance Expenses	\$335,592,579	\$347,629,581
Plant Maintenance Expenses	\$230,450,106	\$240,908,222
General/Administration Expenses	\$245,821,187	\$230,696,998
Total Direct Operating Expenses	\$1,637,966,363	\$1,659,757,328
Debt Service Payment		
Total Operating Expenses	\$1,692,709,578	\$1,716,246,139

Operating Revenues and Other Funding Contributions

Regular Service Passenger Revenues	\$1,107,906,709	\$1,125,893,310
Total Operating Revenues	\$1,151,153,173	\$1,169,101,541
Total Revenues	\$1,179,122,183	\$1,196,277,203
Net Direct Operating Cost	\$486,813,190	\$490,655,787
Net Operating Cost	\$513,587,395	\$519,968,936
Federal Operating Contribution		
Provincial Operating Contribution	\$91,600,000	\$91,600,000
Municipal Operating Contribution	\$421,987,395	\$428,368,936
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

Capital Expenses and Funding Sources

Total Capital Expenditures	\$1,302,607,000	\$1,221,923,000
Total Capital Disposals	\$424,392	\$117,038
Total Capital Funding	\$1,302,607,000	\$1,221,923,000
Federal Capital Contribution	\$387,512,000	\$365,398,000
Provincial Capital Contribution	\$196,337,000	\$211,476,000
Municipal Capital Contribution	\$571,091,000	\$495,111,000
Other Capital Contributions	\$147,667,000	\$149,938,000

Performance Indicators

Financial	2015	2016
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	70%	70%
Municipal Operating Contribution / Capita	\$149.30	\$148.94
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$0.91	\$0.91
Average Fare		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$2.06	\$2.09
Cost Effectiveness		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$3.05	\$3.08
Cost Efficiency		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$148.68	\$144.45
Service Utilization		
Reg. Serv. Pass. / Capita	190.20	187.09
Reg. Serv. Pass. / Rev. Veh. Hr.	50.95	48.95
Amount of Service		
Rev. Veh. Hrs. / Capita	3.73	3.82
Average Speed		
Rev. Veh. Kms. / Rev. Veh. Hr.	20.78	20.52
Labour Productivity		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.63	0.64
Top Wage Rates		
Operators	\$32.67	\$33.32
Mechanics	\$38.03	\$38.70

Wasaga Beach

Transit Contact: Kevin Lalonde
Director of Public Works

Statistical Contact: Mike Latimer
Project Coordinator
Phone: 705-429-2540 Fax: 705-429-8226
Email: projects@wasagabeach.com

System Highlights

- System established: 07/07/2008
- Serves: Town of Wasaga Beach
- Municipal Population: 20,675
- Service Area Population: 20,675
- Service Area Size (km²): 60.0
- Service provided by: Municipal Department, under contract with Sinton Landmark
- Adult Cash Fare: \$2.00
- Ridership (revenue passengers): 79,459
- Total Operating Revenues: \$131,126
- Total Direct Operating Expenses: \$587,567
- Active Vehicles: 3
 - Small Community Buses 3
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%

Hours of Service:

Monday	7:00 - 21:00	Friday	7:00 - 21:00
Tuesday	7:00 - 21:00	Saturday	7:00 - 21:00
Wednesday	7:00 - 21:00	Sunday	7:00 - 19:00
Thursday	7:00 - 21:00	Holidays	7:00 - 19:00

Employees Statistics

Full-time Part-time

Operators
Other Transportation Operations
Vehicle Mechanics
Other Vehicle Maintenance and Servicing
Plant and Other Maintenance
General and Administration
TOTAL EMPLOYEES

- Union Affiliations: Union Information N/A (Operators)
Union Information N/A (Mechanics)

- Number of Fixed Routes: 2
- Number of Accessible Routes: 2
- Energy Consumption:
 - Diesel: 9,166 litres
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Gasoline 46,272

Modal Statistics

	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	79,459 100.00%	9,984 100.00%	241,800 100.00%	24.22
TOTAL	79,459	9,984	241,800	24.22

REMARKS:

In 2016 the Town of Wasaga Beach installed a smart card payment system along with an AODA compliant Next Stop Announcement System and visual signage on each of the three (3) Town owned transit vehicles. The Town was also successful with the PTIF Funding and will be purchasing two (2) replacement 20 passenger vehicles and conducting a Transit Study and Operations Review with the funding.

Wasaga Beach

Fare Structure

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
01/07/2014					
Adults	\$2.00	\$1.50	\$40.00		20-59
Children	\$1.50	\$1.00	\$5.00		< 5 = Free; 6-19
Students	\$1.50	\$1.00	\$30.00		20+ with Student ID
Seniors	\$1.50	\$1.00	\$30.00		60+
Other: CNIB					Free with valid ID

Vehicles (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	Active Buses By Fuel Type	
	Access.	Non-Acc.	Access.	Non-Acc.			Internal Combustion	
Bus	3		3.7		2	2	- Diesel	1
Commuter Rail							- Biodiesel (all blends)	
Ferry							- Natural Gas (CNG or LNG)	
Heavy Rail							- Other	2
Light Rail							Electric	
Locomotive							- Trolley	
Streetcar							- Battery	
TOTAL ACTIVE VEHICLES	3	0			2	2	- Fuel Cell	
Total Low-Floor Bus (30'-60')	0		Average Bus Age (years)		3.7		TOTAL	3

Vehicle Kilometres and Hours

	2015	2016
Revenue Vehicle Kilometres	241,800	241,800
Total Vehicle Kilometres	241,800	241,800
Revenue Vehicle Hours	9,984	9,984
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	9,984	9,984

Operators Paid Hours

Vehicle Mechanics Paid Hours

Total Employee Paid Hours

Passenger Data

Adult Passenger Trips

Concession Fare Trips

Concession Fare Trips Details:

Child Passenger Trips

Student Passenger Trips

Senior Passenger Trips

Regular Service Passenger Trips

Regular Service Passenger-Kms

Auxiliary Service Passenger Trips

Operating Expenses

Transportation Operations Expenses	\$448,427	\$489,117
Fuel/Energy Exp. for Vehicles	\$60,310	\$55,575
Vehicle Maintenance Expenses	\$28,245	\$23,395
Plant Maintenance Expenses	\$7,416	\$10,030
General/Administration Expenses	\$8,093	\$9,450
Total Direct Operating Expenses	\$552,491	\$587,567
Debt Service Payment		
Total Operating Expenses	\$552,491	\$587,567

Operating Revenues and Other Funding Contributions

Regular Service Passenger Revenues	\$126,976	\$131,126
Total Operating Revenues	\$126,976	\$131,126
Total Revenues	\$126,976	\$131,126
Net Direct Operating Cost	\$425,515	\$456,441
Net Operating Cost	\$425,515	\$456,441
Federal Operating Contribution		
Provincial Operating Contribution	\$143,973	\$153,229
Municipal Operating Contribution	\$281,542	\$303,212
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

Capital Expenses and Funding Sources

Total Capital Expenditures	\$109,844	\$1,520
Total Capital Disposals		
Total Capital Funding	\$109,844	\$1,520
Federal Capital Contribution		
Provincial Capital Contribution	\$88,215	\$1,520
Municipal Capital Contribution		
Other Capital Contributions	\$21,629	

Performance Indicators

	2015	2016
Financial		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	23%	22%
Municipal Operating Contribution / Capita	\$15.12	\$14.67
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$5.86	\$5.74
Average Fare		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.75	\$1.65
Cost Effectiveness		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$7.62	\$7.39
Cost Efficiency		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$55.34	\$58.85
Service Utilization		
Reg. Serv. Pass. / Capita	3.90	3.84
Reg. Serv. Pass. / Rev. Veh. Hr.	7.27	7.96
Amount of Service		
Rev. Veh. Hrs. / Capita	0.54	0.48
Average Speed		
Rev. Veh. Kms. / Rev. Veh. Hr.	24.22	24.22
Labour Productivity		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
Top Wage Rates		
Operators		
Mechanics		

Waterloo Region

Transit Contact: Eric Gillespie
Director, Transit Services

Statistical Contact: Jill Dickinson
Transit Analyst

Phone: 519-585-7597 x7388 Fax: 519-585-1060

Email: JDickinson@regionofwaterloo.ca

System Highlights

• System established:	01/01/2000	• Adult Cash Fare:	\$3.25
• Serves:	Cambridge, Kitchener, Waterloo, Elmira, St. Jacobs, Baden, New Hamburg, Petersburg	• Ridership (revenue passengers):	19,691,267
• Municipal Population:	541,395	• Total Operating Revenues:	\$32,063,197
• Service Area Population:	452,684	• Total Direct Operating Expenses:	\$82,213,957
• Service Area Size (km ²):	231.3	• Active Vehicles:	249
• Service provided by:	Municipal Department, under contract with Voyageur Transportation	- Standard Buses	249
• Hours of Service:		• Percentage of accessible bus fleet:	100.00%
Monday 6:00 - 00:30	Friday 6:00 - 00:30	• Percentage of accessible transit fleet:	100.00%
Tuesday 6:00 - 00:30	Saturday 6:30 - 00:30	• Number of Fixed Routes:	63
Wednesday 6:00 - 00:30	Sunday 8:00 - 00:30	• Number of Accessible Routes:	63
Thursday 6:00 - 00:30	Holidays 8:00 - 00:30	• Energy Consumption:	

Employees Statistics

Full-time Part-time

Operators	369	125
Other Transportation Operations	37	
Vehicle Mechanics	53	1
Other Vehicle Maintenance and Servicing	47	15
Plant and Other Maintenance		
General and Administration	53	15
TOTAL EMPLOYEES	559	156

- Union Affiliations:
 - Unifor 4304 (Operators)
 - Unifor 4304 (Mechanics)
 - CUPE/CIPE (Administration/Stockkeepers)

- Diesel:	9,205,660 litres
- Biodiesel B5:	
- Biodiesel B20:	
- Biodiesel - Other:	
- Natural Gas:	
- Electricity:	
- Other:	

Modal Statistics

Boardings

Rev. Vehicle Hrs.

Rev. Vehicle Kms

Avg. Speed (km/h)

Bus	26,661,256	100.00%	724,321	100.00%	15,081,062	100.00%	20.82
TOTAL	26,661,256		724,321		15,081,062		20.82

REMARKS:

Service area size increased with the addition of a new pilot project to Wilmot Township. Route #77 Wilmot provided rural service and flex routing options. Ridership was lower because of LRT detours, highway construction.

Waterloo Region

Fare Structure

Effective Date:	01/07/2016	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults		\$3.25	\$2.66	\$82.00	Corporate Pass \$69.70	18-64
Children		\$3.25	\$2.31	\$70.00		< 5 = Free
Students		\$3.25	\$2.31	\$70.00	\$350/5-month pass	Elementary & Secondary
Seniors		\$3.25	\$2.31	\$70.00		65+
Other: U-Pass					\$85.20	4-month Wilfrid Laurier/U of Waterloo

Vehicles (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	Active Buses By Fuel Type	
	Access.	Non-Acc.	Access.	Non-Acc.			Internal Combustion	
Bus	249		7.3		195	139	- Diesel	249
Commuter Rail							- Biodiesel (all blends)	
Ferry							- Natural Gas (CNG or LNG)	
Heavy Rail							- Other	
Light Rail							Electric	
Locomotive							- Trolley	
Streetcar							- Battery	
TOTAL ACTIVE VEHICLES	249	0			195	139	- Fuel Cell	
Total Low-Floor Bus (30'-60')	249		Average Bus Age (years)		7.3		TOTAL	249

Vehicle Kilometres and Hours

	2015	2016
Revenue Vehicle Kilometres	14,351,749	15,081,062
Total Vehicle Kilometres	15,486,434	16,291,735
Revenue Vehicle Hours	687,560	724,321
Auxiliary Revenue Vehicle Hours	530	463
Total Vehicle Hours	726,737	761,911
Operators Paid Hours	1,053,475	1,070,274
Vehicle Mechanics Paid Hours	119,331	120,905
Total Employee Paid Hours	1,468,583	1,484,396

Passenger Data

Adult Passenger Trips	1,615,883	1,539,610
Concession Fare Trips	18,711,226	18,151,657
<i>Concession Fare Trips Details:</i>		
<i>Child Passenger Trips</i>	473,566	407,372
<i>Student Passenger Trips</i>	2,042,219	1,964,277
<i>Senior Passenger Trips</i>	636,955	609,526
Regular Service Passenger Trips	20,327,109	19,691,267
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips	7,007	5,445

Operating Expenses

Transportation Operations Expenses	\$45,255,713	\$47,358,449
Fuel/Energy Exp. for Vehicles	\$8,018,280	\$7,317,451
Vehicle Maintenance Expenses	\$13,650,901	\$15,110,522
Plant Maintenance Expenses	\$5,761,106	\$5,650,893
General/Administration Expenses	\$5,879,782	\$6,776,642
Total Direct Operating Expenses	\$78,565,782	\$82,213,957
Debt Service Payment	\$9,762,350	\$9,997,746
Total Operating Expenses	\$88,328,132	\$92,211,703

Operating Revenues and Other Funding Contributions

Regular Service Passenger Revenues	\$29,905,562	\$31,140,816
Total Operating Revenues	\$30,713,564	\$32,063,197
Total Revenues	\$30,812,781	\$32,276,127
Net Direct Operating Cost	\$47,852,218	\$50,150,760
Net Operating Cost	\$57,515,351	\$59,935,576
Federal Operating Contribution		
Provincial Operating Contribution	\$9,152,587	\$9,497,095
Municipal Operating Contribution	\$38,175,386	\$40,440,735
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution	\$425,028	\$410,107
Municipal Debt Service Contribution	\$9,762,350	\$9,587,639

Capital Expenses and Funding Sources

Total Capital Expenditures	\$13,057,552	\$9,996,966
Total Capital Disposals	\$167,000	\$181,924
Total Capital Funding	\$13,057,552	\$9,996,966
Federal Capital Contribution		
Provincial Capital Contribution		
Municipal Capital Contribution	\$5,616,451	\$6,581,581
Other Capital Contributions	\$7,441,101	\$3,415,385

Performance Indicators

	2015	2016
Financial		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	39%	39%
Municipal Operating Contribution / Capita	\$87.76	\$89.34
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.35	\$2.55
Average Fare		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.47	\$1.58
Cost Effectiveness		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$3.87	\$4.18
Cost Efficiency		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$108.11	\$107.90
Service Utilization		
Reg. Serv. Pass. / Capita	46.73	43.50
Reg. Serv. Pass. / Rev. Veh. Hr.	29.56	27.19
Amount of Service		
Rev. Veh. Hrs. / Capita	1.58	1.60
Average Speed		
Rev. Veh. Kms. / Rev. Veh. Hr.	20.87	20.82
Labour Productivity		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.65	0.68
Top Wage Rates		
Operators	\$28.69	\$29.12
Mechanics	\$33.05	\$33.54

Wawa

Transit Contact: Cathy Cyr
Deputy Clerk

Statistical Contact: Manuela Batovanja
Deputy Treasurer

Phone: 705-856-2244 Fax: 705-856-2021

Email: mbatovanja@wawa.cc

System Highlights

- System established:
- Serves: Municipality of Wawa
- Municipal Population: 2,975
- Service Area Population: 2,975
- Service Area Size (km²): 3.5
- Service provided by: Municipal Department, under contract with Lloyds of Wawa
- Adult Cash Fare: \$4.00
- Ridership (revenue passengers): 960
- Total Operating Revenues: \$9,118
- Total Direct Operating Expenses: \$59,346
- Active Vehicles: 1
 - Small Community Buses 1
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%

Hours of Service:

Monday	8:45 - 14:45	Friday	8:45 - 14:45
Tuesday	8:45 - 14:45	Saturday	N/A
Wednesday	8:45 - 14:45	Sunday	N/A
Thursday	8:45 - 14:45	Holidays	N/A

Employees Statistics

Full-time Part-time

Operators
Other Transportation Operations
Vehicle Mechanics
Other Vehicle Maintenance and Servicing
Plant and Other Maintenance
General and Administration
TOTAL EMPLOYEES

- Number of Fixed Routes: 0
- Number of Accessible Routes: 0
- Energy Consumption:
 - Diesel:
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Gasoline 3,123

- Union Affiliations: Union Information N/A (Operators)
Union Information N/A (Mechanics)

Modal Statistics

	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	960 100.00%	0 0.00%	9,227 100.00%	
TOTAL	960	0	9,227	0.00

REMARKS:

Charter services are available for an hourly rate (Monday to Sunday \$70 per hour, statutory holidays \$82 per hour, service organizations \$40 per hour; No travel on gravel roads, the fare for travel to Michipicoten Village is \$7 per rider

Wawa

Fare Structure

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other travel to Michipicoten Village	Criteria
Adults	\$4.00	\$3.63	\$50.00	\$7	
Children	\$2.00	\$1.81	\$50.00	\$7	less than 10 years
Students			\$35.00	\$7	
Seniors	\$3.00	\$2.72	\$50.00	\$7	55 years and over
Other: Person with disability	\$3.00	\$2.72	\$50.00	\$7	

Vehicles (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	Active Buses By Fuel Type Internal Combustion
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	1		2.0		1	1	- Diesel
Commuter Rail							- Biodiesel (all blends)
Ferry							- Natural Gas (CNG or LNG)
Heavy Rail							- Other
Light Rail							
Locomotive							Electric
Streetcar							- Trolley
TOTAL ACTIVE VEHICLES	1	0			1	1	- Battery
Total Low-Floor Bus (30'-60')	1		Average Bus Age (years)		2.0		- Fuel Cell
							TOTAL

<u>Vehicle Kilometres and Hours</u>	2015	2016	<u>Performance Indicators</u>	2015	2016
Revenue Vehicle Kilometres	13,078	9,227	Financial		
Total Vehicle Kilometres	13,078	9,227	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	18%	15%
Revenue Vehicle Hours			Municipal Operating Contribution / Capita	\$15.86	\$16.88
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$39.54	\$52.32
Total Vehicle Hours			Average Fare		
Operators Paid Hours			Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$8.44	\$9.50
Vehicle Mechanics Paid Hours			Cost Effectiveness		
Total Employee Paid Hours			Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$47.98	\$61.82
<u>Passenger Data</u>			Cost Efficiency		
Adult Passenger Trips		190	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.		
Concession Fare Trips		770	Service Utilization		
<i>Concession Fare Trips Details:</i>			Reg. Serv. Pass. / Capita	0.40	0.32
<i>Child Passenger Trips</i>		10	Reg. Serv. Pass. / Rev. Veh. Hr.		
<i>Student Passenger Trips</i>		756	Amount of Service		
<i>Senior Passenger Trips</i>		960	Rev. Veh. Hrs. / Capita		
Regular Service Passenger Trips	1,193	960	Average Speed		
Regular Service Passenger-Kms	1,193	960	Rev. Veh. Kms. / Rev. Veh. Hr.		
Auxiliary Service Passenger Trips			Labour Productivity		
<u>Operating Expenses</u>			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
Transportation Operations Expenses	\$47,700	\$53,908	Top Wage Rates		
Fuel/Energy Exp. for Vehicles	\$4,238	\$2,910	Operators		
Vehicle Maintenance Expenses	\$4,267	\$1,493	Mechanics		
Plant Maintenance Expenses					
General/Administration Expenses	\$1,038	\$1,035			
Total Direct Operating Expenses	\$57,242	\$59,346			
Debt Service Payment					
Total Operating Expenses	\$57,242	\$59,346			

Operating Revenues and Other Funding Contributions

Regular Service Passenger Revenues	\$10,066	\$9,118
Total Operating Revenues	\$10,066	\$9,118
Total Revenues	\$10,066	\$9,118
Net Direct Operating Cost	\$47,176	\$50,228
Net Operating Cost	\$47,176	\$50,228
Federal Operating Contribution		
Provincial Operating Contribution		
Municipal Operating Contribution	\$47,176	\$50,228
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

Capital Expenses and Funding Sources

Total Capital Expenditures

Total Capital Disposals

Total Capital Funding

Federal Capital Contribution

Provincial Capital Contribution

Municipal Capital Contribution

Other Capital Contributions

Welland

Transit Contact: Alfred Stockwell
Transit Manager

Statistical Contact: Richard Bendell
Transit Office Coordinator
Phone: 905 735-1700 x3031 Fax: 905 732 9422
Email: richard.bendell@welland.ca

System Highlights

- System established: 19/11/1973
- Serves: Corporation of the City of Welland
- Municipal Population: 50,331
- Service Area Population: 48,000
- Service Area Size (km²): 86.0
- Service provided by: Municipal Department
- Adult Cash Fare: \$2.75
- Ridership (revenue passengers): 816,910
- Total Operating Revenues: \$1,357,666
- Total Direct Operating Expenses: \$4,113,388
- Active Vehicles: 21
 - Small Community Buses 3
 - Standard Buses 18
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Hours of Service:

Monday	7:15 - 23:15	Friday	7:15 - 23:15
Tuesday	7:15 - 23:15	Saturday	7:15 - 18:45
Wednesday	7:15 - 23:15	Sunday	N/A
Thursday	7:15 - 23:15	Holidays	N/A

Employees Statistics

Full-time Part-time

Operators	31	5
Other Transportation Operations	1	
Vehicle Mechanics	2	
Other Vehicle Maintenance and Servicing	1	2
Plant and Other Maintenance		
General and Administration	2	6
TOTAL EMPLOYEES	37	13

- Union Affiliations:

ATU 1633 (Operators)
ATU 1633 (Mechanics)

- Number of Fixed Routes: 15
- Number of Accessible Routes: 15
- Energy Consumption:

- Diesel:	483,255 litres
- Biodiesel B5:	
- Biodiesel B20:	
- Biodiesel - Other:	
- Natural Gas:	
- Electricity:	
- Other:	

Modal Statistics

Boardings

Rev. Vehicle Hrs.

Rev. Vehicle Kms

Avg. Speed (km/h)

Bus	920,675	100.00%	35,748	100.00%	924,523	100.00%	25.86
TOTAL	920,675		35,748		924,523		25.86

REMARKS:

Evening Community bus service has been transformed into Modified Conventional Service.

Welland

Fare Structure

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
01/07/2016					
Adults	\$2.75	\$2.40	\$78.00		
Children	\$1.50				
Students	\$2.75	\$2.10	\$68.00		
Seniors	\$2.75	\$1.90	\$59.00		
Other: Link Services	\$3.50	\$3.20			

Vehicles (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	Active Buses By Fuel Type
	Access.	Non-Acc.	Access.	Non-Acc.			Internal Combustion
Bus	21		6.8		15	12	- Diesel 21
Commuter Rail							- Biodiesel (all blends)
Ferry							- Natural Gas (CNG or LNG)
Heavy Rail							- Other
Light Rail							Electric
Locomotive							- Trolley
Streetcar							- Battery
TOTAL ACTIVE VEHICLES	21	0			15	12	- Fuel Cell
Total Low-Floor Bus (30'-60')	20		Average Bus Age (years)		6.8		TOTAL 21

Vehicle Kilometres and Hours

	2015	2016
Revenue Vehicle Kilometres	847,046	924,523
Total Vehicle Kilometres	1,262,366	1,326,448
Revenue Vehicle Hours	34,851	35,748
Auxiliary Revenue Vehicle Hours	14,272	13,594
Total Vehicle Hours	51,962	51,861
Operators Paid Hours		63,114
Vehicle Mechanics Paid Hours	4,454	4,231
Total Employee Paid Hours	17,291	84,665

Passenger Data

Adult Passenger Trips	569,616	547,330
Concession Fare Trips	280,557	269,580
<i>Concession Fare Trips Details:</i>		
Child Passenger Trips	8,502	8,169
Student Passenger Trips	119,024	114,367
Senior Passenger Trips	153,031	147,044
Regular Service Passenger Trips	850,173	816,910
Regular Service Passenger-Kms		10,619,830
Auxiliary Service Passenger Trips	13,402	82,348

Operating Expenses

Transportation Operations Expenses	\$2,740,266	\$2,649,015
Fuel/Energy Exp. for Vehicles	\$543,444	\$329,259
Vehicle Maintenance Expenses	\$690,765	\$748,525
Plant Maintenance Expenses		
General/Administration Expenses	\$389,003	\$386,589
Total Direct Operating Expenses	\$4,363,478	\$4,113,388
Debt Service Payment		
Total Operating Expenses	\$4,538,431	\$4,285,037

Operating Revenues and Other Funding Contributions

Regular Service Passenger Revenues	\$1,295,923	\$1,357,666
Total Operating Revenues	\$1,331,368	\$1,357,666
Total Revenues	\$2,552,184	\$3,096,779
Net Direct Operating Cost	\$3,032,110	\$2,755,722
Net Operating Cost	\$1,986,248	\$1,188,258
Federal Operating Contribution		
Provincial Operating Contribution		
Municipal Operating Contribution	\$1,960,619	\$1,601,402
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

Capital Expenses and Funding Sources

Total Capital Expenditures	\$502,570	\$1,078,687
Total Capital Disposals	\$1,558	\$6,828
Total Capital Funding	\$512,139	\$1,054,576
Federal Capital Contribution		
Provincial Capital Contribution	\$482,327	\$994,406
Municipal Capital Contribution		\$60,170
Other Capital Contributions	\$29,812	

Performance Indicators

	2015	2016
Financial		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	31%	33%
Municipal Operating Contribution / Capita	\$40.85	\$33.36
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$3.57	\$3.37
Average Fare		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.52	\$1.66
Cost Effectiveness		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$5.13	\$5.04
Cost Efficiency		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$87.34	\$82.62
Service Utilization		
Reg. Serv. Pass. / Capita	17.71	17.02
Reg. Serv. Pass. / Rev. Veh. Hr.	24.39	22.85
Amount of Service		
Rev. Veh. Hrs. / Capita	0.73	0.74
Average Speed		
Rev. Veh. Kms. / Rev. Veh. Hr.	24.30	25.86
Labour Productivity		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		0.78
Top Wage Rates		
Operators	\$26.45	\$26.95
Mechanics	\$33.20	\$33.83

Windsor

Transit Contact: Pat Delmore
Executive Director

Statistical Contact: Pat Delmore
Executive Director
Phone: 519-944-4141 x2232 Fax: 519-944-5121
Email: pdelmore@citywindsor.ca

System Highlights

- System established: 02/03/1872
- Serves: Windsor
- Municipal Population: 217,188
- Service Area Population: 217,188
- Service Area Size (km²): 146.9
- Service provided by: Transit Commission
- Adult Cash Fare: \$3.00
- Ridership (revenue passengers): 6,512,338
- Total Operating Revenues: \$13,183,042
- Total Direct Operating Expenses: \$28,397,446
- Active Vehicles: 112
 - Standard Buses 112
- Percentage of accessible bus fleet: 98.21%
- Percentage of accessible transit fleet: 98.21%
- Hours of Service:

Monday	5:00 - 2:00	Friday	5:00 - 2:00
Tuesday	5:00 - 2:00	Saturday	5:00 - 2:00
Wednesday	5:00 - 2:00	Sunday	8:00 - 00:00
Thursday	5:00 - 2:00	Holidays	8:00 - 00:00

Employees Statistics

	Full-time	Part-time
Operators	172	
Other Transportation Operations	13	1
Vehicle Mechanics	19	
Other Vehicle Maintenance and Servicing	24	
Plant and Other Maintenance	14	
General and Administration	21	8
TOTAL EMPLOYEES	263	9

- Union Affiliations: ATU 616 (Operators)
ATU 616 (Mechanics)

- Number of Fixed Routes: 13
- Number of Accessible Routes: 13
- Energy Consumption:
 - Diesel: 2,997,594 litres
 - Biodiesel B5:
 - Biodiesel B20:
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

Modal Statistics

	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	7,404,493 100.00%	236,123 100.00%	5,141,942 100.00%	21.78
TOTAL	7,404,493	236,123	5,141,942	21.78

REMARKS:

Two hour open transfer to travel in any direction on any route. Affordable pass program for Adults and Students \$48.40 per month based on approved application. Day Pass (unlimited use for one day) \$9. Family Pass (unlimited use for one day for 1 Parent and 4 children - 2 Parents and 3 children) \$9.

Windsor

Fare Structure

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
01/07/2016					
Adults	\$3.00	\$2.53	\$95.70		
Children					< 5 = Free
Students	\$3.00	\$1.98	\$66.00	Summer Saver \$105.50	With ID, includes post secondary
Seniors	\$3.00	\$1.98	\$48.40		60+
Other: Tunnel Rider	\$5.00	\$5.00	\$95.70	Combo Pass \$150	

Vehicles (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	Active Buses By Fuel Type
	Access.	Non-Acc.	Access.	Non-Acc.			Internal Combustion
Bus	110	2	9.9	28.5	85	49	- Diesel 112
Commuter Rail							- Biodiesel (all blends)
Ferry							- Natural Gas (CNG or LNG)
Heavy Rail							- Other
Light Rail							Electric
Locomotive							- Trolley
Streetcar							- Battery
TOTAL ACTIVE VEHICLES	110	2			85	49	- Fuel Cell
Total Low-Floor Bus (30'-60')	110		Average Bus Age (years)		10.3		TOTAL 112

Vehicle Kilometres and Hours

	2015	2016
Revenue Vehicle Kilometres	5,205,690	5,141,942
Total Vehicle Kilometres	5,895,809	5,833,356
Revenue Vehicle Hours	235,133	236,123
Auxiliary Revenue Vehicle Hours	15,962	10,230
Total Vehicle Hours	268,647	263,905
Operators Paid Hours	361,036	328,964
Vehicle Mechanics Paid Hours	37,577	34,847
Total Employee Paid Hours	526,350	480,988

Passenger Data

Adult Passenger Trips	2,921,452	2,870,141
Concession Fare Trips	3,427,392	3,642,196
<i>Concession Fare Trips Details:</i>		
Child Passenger Trips	145,016	146,046
Student Passenger Trips	2,536,870	2,728,082
Senior Passenger Trips	745,506	768,068
Regular Service Passenger Trips	6,348,844	6,512,338
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips	3,000	3,000

Operating Expenses

Transportation Operations Expenses	\$17,285,221	\$17,828,398
Fuel/Energy Exp. for Vehicles	\$2,761,116	\$2,412,538
Vehicle Maintenance Expenses	\$5,029,589	\$5,337,444
Plant Maintenance Expenses	\$1,571,705	\$1,338,717
General/Administration Expenses	\$1,454,490	\$1,480,349
Total Direct Operating Expenses	\$28,102,121	\$28,397,446
Debt Service Payment		
Total Operating Expenses	\$29,744,095	\$29,904,611

Operating Revenues and Other Funding Contributions

Regular Service Passenger Revenues	\$11,786,358	\$12,637,452
Total Operating Revenues	\$12,155,895	\$13,183,042
Total Revenues	\$12,155,895	\$13,183,042
Net Direct Operating Cost	\$15,946,226	\$15,214,404
Net Operating Cost	\$17,588,200	\$16,721,569
Federal Operating Contribution		
Provincial Operating Contribution	\$3,382,946	\$3,382,946
Municipal Operating Contribution	\$14,205,254	\$13,436,182
Other Operating Contributions		\$97,559
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

Capital Expenses and Funding Sources

Total Capital Expenditures	\$5,070,277	\$6,843,469
Total Capital Disposals		
Total Capital Funding	\$5,070,277	\$6,843,469
Federal Capital Contribution		
Provincial Capital Contribution		
Municipal Capital Contribution	\$5,070,277	\$6,843,469
Other Capital Contributions		

Performance Indicators

	2015	2016
Financial		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	43%	46%
Municipal Operating Contribution / Capita	\$67.36	\$61.86
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.51	\$2.34
Average Fare		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.86	\$1.94
Cost Effectiveness		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$4.43	\$4.36
Cost Efficiency		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$104.61	\$107.60
Service Utilization		
Reg. Serv. Pass. / Capita	30.11	29.98
Reg. Serv. Pass. / Rev. Veh. Hr.	27.00	27.58
Amount of Service		
Rev. Veh. Hrs. / Capita	1.12	1.09
Average Speed		
Rev. Veh. Kms. / Rev. Veh. Hr.	22.14	21.78
Labour Productivity		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.70	0.75
Top Wage Rates		
Operators	\$28.20	\$28.48
Mechanics	\$32.37	\$32.69

Woodstock

Transit Contact: Wendy Strickler
Transit Supervisor

Statistical Contact: Alex Piggott
Works Superintendent
Phone: 19-539-2382 x3140 Fax: 519-537-6984
Email: apiggott@cityofwoodstock.ca

SYSTEM HIGHLIGHTS:

▪ System established:	01/01/1962	▪ Adult Cash Fare:	\$2.50
▪ Serves:	City of Woodstock	▪ Ridership (revenue passengers):	366,439
▪ Municipal Population:	41,000	▪ Total Operating Revenues:	\$549,933
▪ Service Area Population:	41,000	▪ Total Direct Operating Expenses:	\$2,127,540
▪ Service Area Size:	39.0square kilometres	▪ Active Vehicles:	11
▪ Service provided by:	Municipal Department	- Standard Buses	11
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	100.00%
Monday	6:00 - 22:00	Friday	6:00 - 22:00
Tuesday	6:00 - 22:00	Saturday	8:00 - 22:00
Wednesday	6:00 - 22:00	Sunday	N/A
Thursday	6:00 - 22:00	Holidays	N/A
▪ Employees Statistics:	Full-time	Part-time	
Operators	6	24	
Other Transportation Operations			
Vehicle Mechanics	1		
Other Vehicle Maintenance and Servicing		3	
Plant and Other Maintenance			
General and Administration	1		
TOTAL EMPLOYEES	8	27	
▪ Union Affiliations:	CUPE 1132 (Operators)		
	CUPE 1132 (Mechanics)		
		▪ Number of Fixed Routes:	6
		▪ Number of Accessible Routes:	6
		▪ Energy Consumption:	
		- Diesel:	346,365 litres
		- Biodiesel B5:	
		- Biodiesel B20:	
		- Biodiesel - Other:	
		- Natural Gas:	
		- Electricity:	
		- Other:	

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	366,439 100.00%	21,156 100.00%	461,906 100.00%	21.83
TOTAL	366,439	21,156	461,906	21.83

Woodstock

FARE STRUCTURE

Effective Date:	01/08/2016	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults		\$2.50	\$2.08	\$60.00		
Children						< 6 = Free
Students		\$2.50	\$2.08	\$48.00		
Seniors		\$2.50	\$2.08	\$48.00		

VEHICLES (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	11		5.7		6	6	Internal Combustion
Commuter Rail							- Diesel 11
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other
Locomotive							Electric
Streetcar							- Trolley
TOTAL ACTIVE VEHICLES	11	0			6	6	- Battery
Total Low-Floor Bus (30'-60')	11		Average Bus Age (years)		5.7		- Fuel Cell
							TOTAL 11

VEHICLE KILOMETRES AND HOURS

	2015	2016
Revenue Vehicle Kilometres	467,376	461,906
Total Vehicle Kilometres	474,318	471,199
Revenue Vehicle Hours	18,430	21,156
Auxiliary Revenue Vehicle Hours	217	210
Total Vehicle Hours	18,943	21,668
Operators Paid Hours		28,200
Vehicle Mechanics Paid Hours		2,088
Total Employee Paid Hours		34,676

PASSENGER DATA

Adult Passenger Trips	180,836	174,813
Concession Fare Trips	152,272	191,626
<i>Concession Fare Trips Details:</i>		
Child Passenger Trips	18,430	16,998
Student Passenger Trips	74,730	103,691
Senior Passenger Trips	51,012	65,684
REGULAR SERVICE PASSENGER TRIPS	333,108	366,439
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips	52	64

OPERATING EXPENSES

Transportation Operations Expenses	\$1,032,940	\$1,352,175
Fuel/Energy Exp. for Vehicles	\$276,460	\$257,703
Vehicle Maintenance Expenses	\$325,683	\$410,623
Plant Maintenance Expenses	\$121,563	\$73,445
General/Administration Expenses	\$128,689	\$33,594
TOTAL DIRECT OPERATING EXPENSES	\$1,885,335	\$2,127,540
Debt Service Payment		
Total Operating Expenses	\$1,885,335	\$2,127,540

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$457,512	\$484,958
TOTAL OPERATING REVENUES	\$528,568	\$549,933
Total Revenues	\$530,320	\$549,933
NET DIRECT OPERATING COST	\$1,356,767	\$1,577,607
NET OPERATING COST	\$1,355,015	\$1,577,607
Federal Operating Contribution		
Provincial Operating Contribution	\$416,791	\$421,568
Municipal Operating Contribution	\$938,224	\$1,156,039
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

CAPITAL EXPENSES AND FUNDING SOURCES

TOTAL CAPITAL EXPENDITURES	\$483,637	\$105,706
Total Capital Disposals		
TOTAL CAPITAL FUNDING	\$483,637	\$105,706
Federal Capital Contribution		
Provincial Capital Contribution	\$474,000	
Municipal Capital Contribution		
Other Capital Contributions	\$9,637	\$105,706

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	28%	26%
Municipal Operating Contribution / Capita	\$24.69	\$28.20
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$4.07	\$4.31

AVERAGE FARE

Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.37	\$1.32
--	--------	--------

COST EFFECTIVENESS

Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$5.66	\$5.81
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COST EFFICIENCY

Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$99.53	\$98.19
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SERVICE UTILIZATION

Reg. Serv. Pass. / Capita	8.77	8.94
Reg. Serv. Pass. / Rev. Veh. Hr.	18.07	17.32

AMOUNT OF SERVICE

Rev. Veh. Hrs. / Capita	0.49	0.52
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AVERAGE SPEED

Rev. Veh. Kms. / Rev. Veh. Hr.	25.36	21.83
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LABOUR PRODUCTIVITY

Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		0.76
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TOP WAGE RATES

Operators	\$29.55	\$30.07
Mechanics	\$29.73	\$30.25

York Region

Transit Contact: Ann Marie Carroll
General Manager

Statistical Contact: Adrian Kawun
Manager, Service Planning
Phone: 905-762-1282 x75693 Fax: 905-762-2113
Email: adrian.kawun@york.ca

System Highlights

- System established: 01/01/2001
- Serves: York Region
- Municipal Population: 1,186,907
- Service Area Population: 1,083,442
- Service Area Size (km²): 1,776.0
- Service provided by: Regional, under contract with Miller, TOK North, TTC, TOK BRT, Transdev, and Care Accessible
- Adult Cash Fare: \$4.00
- Ridership (revenue passengers): 22,414,974
- Total Operating Revenues: \$70,346,804
- Total Direct Operating Expenses: \$175,014,016
- Active Vehicles: 539
 - Small Community Buses 18
 - Standard Buses 438
 - Articulated Buses 83
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%

Hours of Service:

Monday	4:00 - 3:30	Friday	4:00 - 3:30
Tuesday	4:00 - 3:30	Saturday	5:00 - 4:00
Wednesday	4:00 - 3:30	Sunday	5:00 - 4:00
Thursday	4:00 - 3:30	Holidays	5:00 - 4:00

Employees Statistics

Full-time Part-time

Operators
Other Transportation Operations
Vehicle Mechanics
Other Vehicle Maintenance and Servicing
Plant and Other Maintenance
General and Administration
TOTAL EMPLOYEES

- Union Affiliations: Union Information N/A (Operators)
Union Information N/A (Mechanics)

- Number of Fixed Routes: 137
- Number of Accessible Routes: 137
- Energy Consumption:
 - Diesel: 12,195,073 litres
 - Biodiesel B5: 677,852 litres
 - Biodiesel B20: 3,801,824 litres
 - Biodiesel - Other:
 - Natural Gas:
 - Electricity:
 - Other:

Modal Statistics

	Boardings		Rev. Vehicle Hrs.		Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	30,665,704	100.00%	1,260,544	100.00%	27,405,551	21.74
TOTAL	30,665,704		1,260,544		27,405,551	21.74

York Region

Fare Structure

Effective Date:	01/07/2016	Cash	Tickets/Cards (unit price)	Monthly Pass	Other 2 Zone Cash / Ticket / Monthly	Criteria
Adults		\$4.00	\$3.50	\$140.00	\$5.00/\$4.50/\$185.00	
Children		\$4.00	\$2.20	\$59.00	\$5.00/\$3.20/\$89.00	6-12; < 6 = Free with adult
Students		\$4.00	\$2.70	\$105.00	\$5.00/\$3.70/\$150.00	Full Time 13-19 with ID
Seniors		\$4.00	\$2.20	\$59.00	\$5.00/\$3.20/\$89.00	65+ with ID
Other: GO Passengers		\$0.75				Ride to GO

Vehicles (2016)	Active		Average Age		Peak (Est.)	Base (Est.)	Active Buses By Fuel Type	
	Access.	Non-Acc.	Access.	Non-Acc.			Internal Combustion	
Bus	539		7.8		392	176	- Diesel	438
Commuter Rail							- Biodiesel (all blends)	101
Ferry							- Natural Gas (CNG or LNG)	
Heavy Rail							- Other	
Light Rail							Electric	
Locomotive							- Trolley	
Streetcar							- Battery	
TOTAL ACTIVE VEHICLES	539	0			392	176	- Fuel Cell	
Total Low-Floor Bus (30'-60')	529		Average Bus Age (years)		7.8		TOTAL	539

Vehicle Kilometres and Hours

	2015	2016
Revenue Vehicle Kilometres	26,756,798	27,405,551
Total Vehicle Kilometres	30,187,843	30,968,442
Revenue Vehicle Hours	1,220,483	1,260,544
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	1,333,303	1,380,979

Operators Paid Hours

Vehicle Mechanics Paid Hours

Total Employee Paid Hours

Passenger Data

Adult Passenger Trips	17,407,069	17,442,319
Concession Fare Trips	4,716,894	4,972,655
<i>Concession Fare Trips Details:</i>		
<i>Child Passenger Trips</i>		
<i>Student Passenger Trips</i>	3,310,453	3,481,260
<i>Senior Passenger Trips</i>		

Regular Service Passenger Trips **22,123,964** **22,414,974**

Regular Service Passenger-Kms

Auxiliary Service Passenger Trips

Operating Expenses

Transportation Operations Expenses	\$132,523,227	\$138,456,140
Fuel/Energy Exp. for Vehicles	\$9,772,854	\$8,834,361
Vehicle Maintenance Expenses	\$3,614,600	\$3,872,003
Plant Maintenance Expenses	\$9,249,970	\$12,220,907
General/Administration Expenses	\$13,278,893	\$11,630,605
Total Direct Operating Expenses	\$168,439,544	\$175,014,016
Debt Service Payment	\$3,761,562	\$2,815,933
Total Operating Expenses	\$177,407,512	\$186,117,602

Operating Revenues and Other Funding Contributions

Regular Service Passenger Revenues	\$66,334,622	\$68,534,018
Total Operating Revenues	\$67,453,304	\$70,346,804
Total Revenues	\$67,453,324	\$70,346,804
Net Direct Operating Cost	\$100,986,240	\$104,667,212
Net Operating Cost	\$109,954,188	\$115,770,798
Federal Operating Contribution		
Provincial Operating Contribution	\$14,399,999	\$15,322,877
Municipal Operating Contribution	\$95,554,189	\$100,447,921
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

Capital Expenses and Funding Sources

Total Capital Expenditures	\$247,747,319	\$241,108,117
Total Capital Disposals	\$24,750	
Total Capital Funding	\$247,687,852	\$241,108,117
Federal Capital Contribution	\$15,751,748	\$420,498
Provincial Capital Contribution	\$202,874,901	\$199,996,237
Municipal Capital Contribution	\$29,061,203	\$40,691,382
Other Capital Contributions		

Performance Indicators

	2015	2016
Financial		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	40%	40%
Municipal Operating Contribution / Capita	\$92.22	\$92.71
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$4.56	\$4.67
Average Fare		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$3.00	\$3.06
Cost Effectiveness		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$7.61	\$7.81
Cost Efficiency		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$126.33	\$126.73
Service Utilization		
Reg. Serv. Pass. / Capita	21.35	20.69
Reg. Serv. Pass. / Rev. Veh. Hr.	18.13	17.78
Amount of Service		
Rev. Veh. Hrs. / Capita	1.18	1.16
Average Speed		
Rev. Veh. Kms. / Rev. Veh. Hr.	21.92	21.74
Labour Productivity		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
Top Wage Rates		
Operators		
Mechanics		

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IV. Summary of Revenue Buses by Accessibility

IV. Summary of Revenue Buses by Accessibility

Municipality	Accessible		Non-Accessible		# of Revenue Buses	Average Age	% Accessible	# of Low-Floor Buses
	Total	Average Age	Total	Average Age				
Barrie	50	6.5	-	0.0	50	6.5	100%	50
Belleville	16	7.4	-	0.0	16	7.4	100%	16
Bradford West Gwillimbury	3	2.0	-	0.0	3	2.0	100%	3
Brampton	402	6.4	5	17.0	407	6.6	99%	402
Brantford	31	6.3	-	0.0	31	6.3	100%	31
Brockville	5	4.2	-	0.0	5	4.2	100%	-
Burlington	55	5.9	-	0.0	55	5.9	100%	55
Chatham	10	1.6	-	0.0	10	1.6	100%	10
Clarence-Rockland	3	9.7	9	11.4	12	11.0	25%	3
Cobourg	3	8.0	-	0.0	3	8.0	100%	2
Collingwood	7	6.0	-	0.0	7	6.0	100%	6
Cornwall	15	11.1	1	31.0	16	12.4	94%	13
Deseronto	2	2.0	1	8.0	3	4.0	67%	1
Durham Region	186	6.7	-	0.0	186	6.7	100%	186
Elliot Lake	3	0.7	-	0.0	3	0.7	100%	3
Fort Erie	4	8.0	-	0.0	4	8.0	100%	4
GO (Metrolinx)	634	4.9	-	0.0	634	4.9	100%	117
Greater Sudbury	58	6.8	1	8.0	59	6.8	98%	58
Guelph	78	8.4	-	0.0	78	8.4	100%	78
Hamilton	251	5.0	-	0.0	251	5.0	100%	251
Huntsville	5	3.0	-	0.0	5	3.0	100%	5
Kawartha Lakes	8	4.6	-	0.0	8	4.6	100%	8
Kenora	3	6.0	-	0.0	3	6.0	100%	3
Kingston	74	5.2	-	0.0	74	5.2	100%	74
Leamington	2	4.0	-	0.0	2	4.0	100%	2
London	206	6.1	-	0.0	206	6.1	100%	206
Marmora and Lake	3	3.0	-	0.0	3	3.0	100%	1
Meaford	1	6.0	-	0.0	1	6.0	100%	-
Milton	18	8.9	-	0.0	18	8.9	100%	18
Mississauga	467	8.1	-	0.0	467	8.1	100%	467
Niagara Falls	27	7.1	-	0.0	27	7.1	100%	27
Niagara-on-the-Lake	5	6.0	-	0.0	5	6.0	100%	-
North Bay	26	6.5	-	0.0	26	6.5	100%	26
Oakville	94	6.1	-	0.0	94	6.1	100%	94
Orangeville	5	5.0	-	0.0	5	5.0	100%	1
Orillia	11	5.4	-	0.0	11	5.4	100%	11
Ottawa	970	7.2	-	0.0	970	7.2	100%	970
Owen Sound	6	2.0	-	0.0	6	2.0	100%	6
Penetanguishene	1	0.0	-	0.0	1	0.0	100%	-
Peterborough	51	7.3	-	0.0	51	7.3	100%	51
Port Hope	3	4.0	-	0.0	3	4.0	100%	3
Quinte West	5	3.2	-	0.0	5	3.2	100%	5
Russell	-	0.0	4	11.5	4	11.5	0%	-
Sarnia	26	10.6	-	0.0	26	10.6	100%	14
Sault Ste Marie	28	11.4	-	0.0	28	11.4	100%	28
St. Catharines	78	7.8	-	0.0	78	7.8	100%	78
St. Thomas	8	2.9	-	0.0	8	2.9	100%	8
Stratford	13	10.1	-	0.0	13	10.1	100%	13
Tecumseh	2	6.0	-	0.0	2	6.0	100%	-
Temiskaming Shores	6	3.3	-	0.0	6	3.3	100%	6
Thunder Bay	48	8.0	-	0.0	48	8.0	100%	48
Timmins	19	8.6	-	0.0	19	8.6	100%	19
Toronto	1,959	7.8	-	0.0	1,959	7.8	100%	1,959
Wasaga Beach	3	3.7	-	0.0	3	3.7	100%	-
Waterloo Region	249	7.3	-	0.0	249	7.3	100%	249
Wawa	1	2.0	-	0.0	1	2.0	100%	1
Welland	21	6.8	-	0.0	21	6.8	100%	20
Windsor	110	9.9	2	28.5	112	10.3	98%	110
Woodstock	11	5.7	-	0.0	11	5.7	100%	11
York Region	539	7.8	-	0.0	539	7.8	100%	529
TOTAL	6,928	5.9	23	1.9	6,951	6.1	96%	6,360

Remarks

Bancroft: Service provided by non-profit organization. Vehicle information not available

Loyalist Township: Vehicles reported by Kingston Transit

Niagara Region: Contracts services from Welland, St Catharines, and Niagara Falls. Vehicles reported by contractors respectively

Norfolk County: Service contracted out. Vehicle information not available

Port Colborne: Vehicles reported under Welland Transit

V. Summary of Revenue Buses by Fuel Type

V. Summary of Revenue Buses by Fuel Type

Municipality	Conventional				Hybrid			Electric			Total
	Diesel	Biodiesel	Natural Gas	Gasoline	Diesel	Natural Gas	Other	Trolley	Battery	Fuel Cell	
Barrie	50	-	-	-	-	-	-	-	-	-	50
Belleville	16	-	-	-	-	-	-	-	-	-	16
Bradford West Gwillimbury	3	-	-	-	-	-	-	-	-	-	3
Brampton	-	308	-	-	99	-	-	-	-	-	407
Brantford	26	-	-	-	5	-	-	-	-	-	31
Brockville	-	-	-	5	-	-	-	-	-	-	5
Burlington	55	-	-	-	-	-	-	-	-	-	55
Chatham	6	-	4	-	-	-	-	-	-	-	10
Clarence-Rockland	12	-	-	-	-	-	-	-	-	-	12
Cobourg	3	-	-	-	-	-	-	-	-	-	3
Collingwood	7	-	-	-	-	-	-	-	-	-	7
Cornwall	16	-	-	-	-	-	-	-	-	-	16
Deseronto	-	-	-	3	-	-	-	-	-	-	3
Durham Region	186	-	-	-	-	-	-	-	-	-	186
Elliot Lake	3	-	-	-	-	-	-	-	-	-	3
Fort Erie	4	-	-	-	-	-	-	-	-	-	4
GO (Metrolinx)	634	-	-	-	-	-	-	-	-	-	1,349
Greater Sudbury	59	-	-	-	-	-	-	-	-	-	59
Guelph	-	78	-	-	-	-	-	-	-	-	78
Hamilton	138	-	85	-	28	-	-	-	-	-	251
Huntsville	1	-	-	4	-	-	-	-	-	-	5
Kawartha Lakes	4	-	-	4	-	-	-	-	-	-	8
Kenora	3	-	-	-	-	-	-	-	-	-	3
Kingston	74	-	-	-	-	-	-	-	-	-	74
Leamington	2	-	-	-	-	-	-	-	-	-	2
London	198	-	-	-	8	-	-	-	-	-	206
Marmora and Lake	-	-	-	3	-	-	-	-	-	-	3
Meaford	1	-	-	-	-	-	-	-	-	-	1
Milton	18	-	-	-	-	-	-	-	-	-	18
Mississauga	300	167	-	-	-	-	-	-	-	-	467
Niagara Falls	27	-	-	-	-	-	-	-	-	-	27
Niagara-on-the-Lake	5	-	-	-	-	-	-	-	-	-	5
North Bay	26	-	-	-	-	-	-	-	-	-	26
Oakville	94	-	-	-	-	-	-	-	-	-	94
Orangeville	5	-	-	-	-	-	-	-	-	-	5
Orillia	11	-	-	-	-	-	-	-	-	-	11
Ottawa	795	-	-	-	175	-	-	-	-	-	979
Owen Sound	6	-	-	-	-	-	-	-	-	-	6
Penetanguishene	-	-	-	1	-	-	-	-	-	-	1
Peterborough	51	-	-	-	-	-	-	-	-	-	51
Port Hope	3	-	-	-	-	-	-	-	-	-	3
Quinte West	5	-	-	-	-	-	-	-	-	-	5
Russell	4	-	-	-	-	-	-	-	-	-	4
Sarnia	26	-	-	-	-	-	-	-	-	-	26
Sault Ste Marie	26	-	-	2	-	-	-	-	-	-	28
St. Catharines	56	-	-	-	22	-	-	-	-	-	78
St. Thomas	8	-	-	-	-	-	-	-	-	-	8
Stratford	13	-	-	-	-	-	-	-	-	-	13
Tecumseh	2	-	-	-	-	-	-	-	-	-	2
Temiskaming Shores	6	-	-	-	-	-	-	-	-	-	6
Thunder Bay	-	48	-	-	-	-	-	-	-	-	48
Timmins	19	-	-	-	-	-	-	-	-	-	19
Toronto	1,268	-	-	-	691	-	-	-	-	-	3,089
Wasaga Beach	1	-	-	2	-	-	-	-	-	-	3
Waterloo Region	243	-	-	-	6	-	-	-	-	-	249
Wawa	-	-	-	1	-	-	-	-	-	-	1
Welland	21	-	-	-	-	-	-	-	-	-	21
Windsor	83	-	-	-	29	-	-	-	-	-	112
Woodstock	11	-	-	-	-	-	-	-	-	-	11
York Region	438	101	-	-	-	-	-	-	-	-	539
TOTAL	5,072	702	89	25	1,063	-	-	-	-	-	8,805

Remarks

Bancroft: Service provided by non-profit organization. Vehicle information not available

Loyalist Township: Vehicles reported by Kingston Transit

Niagara Region: Contracts services from Welland, St Catharines, and Niagara Falls. Vehicles reported by contractors respectively

Norfolk County: Service contracted out. Vehicle information not available

Port Colborne: Vehicles reported under Welland Transit

VI. Urban Transit Statistics Glossary

The definitions contained in this section are those used by the Association for the collection and publication of statistical data for conventional transit systems. Vehicle and Employee statistics are for the fall board or sign-up period, while fares and wage rates are as of December 31 of the year in question.

GENERAL INFORMATION

Service Area

Built-up urban and rural area of the municipality receiving regular transit service (Statistics Canada defines "urban area" as having a population density of at least 400 persons per square kilometre); a local standard (e.g. 400 metres from a service route) can be used to define the service area for each municipality.

Service Area Population

Population living within the built-up urban and rural area of the municipality receiving regular transit service (Statistics Canada defines "urban area" as having a population density of at least 400 persons per square kilometre); a local standard (e.g. 400 metres from a service route) can be used to define the service area for each municipality.

Fares

Fare structure for regular services by fare media and fare category in place as of December 31 of the reporting year.

VEHICLE STATISTICS

Active Vehicles

Revenue vehicles owned and leased that were actively used or available for use in revenue service, including spares for non-scheduled trips or regular maintenance, and vehicles undergoing extended maintenance or rebuilding (not available for service at the time but available later). Excluded are revenue vehicles stored as a contingency or reserve fleet, vehicles on order and for which an order is possible, newly obtained vehicles not yet in service, old vehicles taken out of service but not yet disposed of, and old vehicles taken out of service to be used as parts sources.

Total Vehicles

Revenue vehicles owned and leased that were actively used or available for use in revenue service, including spares for non-scheduled trips or regular maintenance, vehicles undergoing extended maintenance or rebuilding (not available for service at the time but available later) and all such vehicles on order or for which an order is possible. Excluded are staff cars, service vehicles, vehicles leased to another transit system (these are listed under that system), vehicles converted to non-passenger use (such as buses converted to office space), and vehicles which can not or will not be repaired (such as severe wrecks and those cannibalized for parts).

Peak Vehicles

Maximum number of revenue vehicles required for the weekday a.m. or p.m. peak period, whichever is greater, including scheduled, non-scheduled and auxiliary services.

Base Vehicles

Minimum number of revenue vehicles required for the weekday mid-day period, including scheduled, non-scheduled and auxiliary services.

Accessibility Criteria

Accessibility of the vehicle is determined by the availability of safe boarding transition by mobility aid devices as well as proper designated mobility aid emplacement or securement inside. A vehicle other than a bus is deemed accessible if the transit system advertises it as so. Accessibility of the vehicles does not necessarily relate to the accessibility features in part or all of the bus terminals, the rail or the subway stations of a system. It is understood that not all of these supporting infrastructures might be

accessible while others are. A vehicle is non-accessible when it does not meet the accessibility definitions (i.e. no safe transition for mobility aid devices, no proper designated mobility aid emplacement).

Revenue Passenger Service Hours

Annual vehicle hours operated by active revenue vehicles (buses, trains, etc.) in regular passenger revenue service, including scheduled and non-scheduled service; does not include layover, auxiliary passenger services (e.g. school contracts, charters, cross-boundary services to adjacent municipalities), deadheading, training, road tests, or maintenance.

Layover Hours

Annual vehicle hours operated by active revenue vehicles (buses, trains, etc.) for time allocated between trips at terminals, including breaks, in regular passenger revenue service.

Revenue Vehicle Hours

Sum of Revenue Passenger Service Hours and Layover Hours.

Deadhead Hours

Annual vehicle hours operated by active revenue vehicles (buses, trains, etc.) of non-revenue service required to operate regular passenger revenue service; does not include hours operated to and from garage.

Garage In and Out Hours

Annual vehicle hours operated by active revenue vehicles (buses, trains, etc.) of hours to and from the garage for regular passenger revenue service.

Auxiliary Passenger Service Hours

Annual vehicle hours operated by active revenue vehicles (buses, trains, etc.) for auxiliary services (cross-boundary service, school contracts excluding yellow school bus service, charter, etc.); does not include non-revenue hours required to operate auxiliary services.

Other Non-Revenue Hours

Annual vehicle hours operated by active revenue vehicles (buses, trains, etc.) for training, road tests, maintenance, non-revenue hours for auxiliary service, etc.

Total Vehicle Hours

Total annual vehicle hours operated by active revenue vehicles (buses, trains, etc.), including regular passenger service, auxiliary passenger services, and other non-revenue hours.

Revenue Passenger Service Kilometres

Annual vehicle kilometres operated by active revenue vehicles (buses, trains, etc.) in regular passenger revenue service, including scheduled and non-scheduled service; does not include auxiliary passenger services (e.g. school contracts, charters, cross-boundary services to adjacent municipalities), deadheading, training, road tests, or maintenance.

Deadhead Kilometres

Annual vehicle kilometres operated by active revenue vehicles (buses, trains, etc.) of non-revenue service required to operate regular passenger revenue service; does not include kilometres operated to and from garage.

Garage In and Out Kilometres

Annual vehicle kilometres operated by active revenue vehicles (buses, trains, etc.) of kilometres to and from the garage for regular passenger revenue service.

Auxiliary Passenger Service Kilometres

Annual vehicle hours operated by active revenue vehicles (buses, trains, etc.) for auxiliary services

(cross-boundary service, school contracts excluding yellow school bus service, charter, etc.); does not include non-revenue kilometres required to operate auxiliary services.

Other Non-Revenue Kilometres

Annual vehicle kilometres operated by active revenue vehicles (buses, trains, etc.) for training, road tests, maintenance, non-revenue hours for auxiliary service, etc.

Total Vehicle Kilometres

Total annual kilometres travelled by active revenue vehicles (buses, trains, etc.), including regular passenger service, auxiliary passenger services, and other non-revenue hours.

EMPLOYMENT STATISTICS

Employees - Operators

Operators only, does not include other transportation operations employees.

Employees - Other Transportation Operations

Does not include operators, but does include transportation operations management, supervisors, inspectors, and others involved in scheduling, dispatching, radio control, and other transportation operations functions.

Employees - Vehicle Mechanics

Vehicle maintenance mechanics only, does not include other vehicle maintenance employees.

Employees - Other Vehicle Maintenance and Servicing

Does not include mechanics, but does include vehicle maintenance management, supervision, and others involved in servicing and storage of revenue vehicles and associated equipment.

Employees - Plant and Other Maintenance

All employees, including management and supervision, involved with repair and maintenance of buildings, grounds, stations, rights-of-way, other plant and premises and associated equipment.

Employees - General and Administration

All other employees, including those in planning, marketing, human resources, finance, other support functions and the general manager's office.

Full-Time Employees

Employees hired on a permanent basis to work at least 35 hours per week throughout the year.

Part-Time Employees

Actual number (rather than full-time equivalents) of employees hired on a part-time, seasonal or temporary basis.

Operator Paid Hours

Total annual paid hours for all full-time and part-time operators including hours of overtime, allowances (e.g. guarantee, report, travel), premiums, vacation and other paid time off.

Mechanic Paid Hours

Total annual paid hours for all full-time and part-time mechanics including hours of overtime, allowances, premiums, vacation and other paid time off.

Total Employee Paid Hours

Total annual paid hours for all full-time and part-time employees including hours of overtime, allowances, premiums, vacation and other paid time off.

Top Hourly Wage Rates

Paid to most senior employees.

PASSENGER DATA**Passenger Trips**

Passenger Trips are broken down according to adult and concession fare categories (where available). A passenger trip is defined as a linked trip, riding one way from origin to final destination; passengers whose trips involve transferring from one vehicle to another are counted only once (i.e. transfers are not included).

Total Regular Service Passenger Trips

All passengers trips for which the fare system applies, including those paying full fare, reduced fare, riding free (e.g. employees, postmen, policemen), or with passes/tickets purchased by other agencies (e.g. school boards).

Total Regular Service Passenger Kilometres

Total number of passenger trips multiplied by the average trip length. Vehicle kilometres should not be used in this calculation. The average trip length needs to be determined by a survey or other means.

Total Auxiliary Service Passenger Trips

All passenger trips which do not form part of the regular fare system, including passengers carried on school contract services, charters, and cross-boundary services operated under contract for adjacent municipalities.

OPERATING EXPENSE STATISTICS**Total Transportation Operations Expenses**

Includes salaries, wages and benefits (for operators, inspectors, dispatchers, schedulers, management, etc.), uniforms, vehicle licences and registration, fleet insurance premiums, purchased services (by private contract operators or other municipalities), and net of recoveries or rebates.

Total Fuel and Energy Expenses for Vehicles

For revenue vehicles only, includes gasoline, diesel, propane, natural gas and electric power (for vehicles only, where applicable; does not include electric power for buildings or other uses), net of recoveries or rebates.

Total Vehicle Maintenance Expenses

Includes salaries, wages and benefits (for mechanics, servicemen, stores, foremen, management, etc.), parts, materials, supplies, purchased services and net of recoveries or rebates.

Total Premises and Plant Maintenance Expenses

Includes salaries, wages and benefits (for security, janitorial, tradesmen, supervisors, management, etc.), utilities, parts, materials, supplies, purchased services, shelter maintenance, municipal or property tax and net of recoveries or rebates.

Total General and Administration Expenses

Other direct operating expenses not covered above, including salaries, wages and benefits (for general manager's office, planning, marketing, human resources, finance, etc.), liability expenses (other than fleet insurance premiums), advertising, promotion, office supplies, telephone, and net of recoveries or rebates.

Total Direct Operating Expenses

The total of the above elements. It includes expenses for services provided under contract to school boards and local charters, but does not include the expenses associated with providing inter-city

charters, cross-boundary services to adjacent municipalities, rental and lease charges, debt service charges, depreciation, and transfers to reserves, etc.

Debt Service Payment

Associated with financing capital acquisitions; capital plus interest payments made in the current year for capital expenditures funded through debt serviced by the reporting agency.

Other Indirect Operating Expenses

Includes other operating expenses not directly related to operation, e.g. Park & Ride, transfer of funds to reserves, fare integration, pension deficits, etc.

Total Operating Expenses

Total direct operating expenses plus other operating expenses (i.e. inter-city charters, cross-boundary services contracted to adjacent municipalities, rental and lease charges, debt service charges and depreciation.)

OPERATING REVENUE STATISTICS

Regular Service Passenger Revenues

From regular passenger services for which the fare system applies, including cash, tickets, tokens, passes, contract revenues from outside agencies in lieu of fares for regular services (e.g. postmen, school or college passes, etc.), and revenues from the sale of ID cards.

Total Operating Revenues

Includes regular service passenger revenues plus other operating revenues (i.e. revenues from school contracts, local charters, advertising, parking lot charges and other operating revenues).

Total Revenues

Includes total operating revenues plus revenues from cross-boundary services (both passenger fares and contract revenues), inter-city charters, supplements for concession fares, non-transit sources (e.g. sale of services, rental, and concessions), investment income and other non-operating revenues. Revenue figures do not include subsidies, grants, recoveries or rebates.

Net Direct Operating Cost

Total direct operating expenses minus total operating revenues.

Net Operating Cost

Total operating expenses minus total revenues; are broken down into federal operating contribution, provincial operating contribution, municipal operating contribution, other contributions (e.g. dedicated taxes / transfers from regional agencies, etc.), federal, provincial, and municipal debt service contributions (where debt servicing is used).

CAPITAL EXPENSE STATISTICS

Total Capital Expenditures

Includes vehicle purchases and refurbishments, land and buildings (including bus shelters), rights-of-way and track, computer and other automation equipment, other non-vehicle capital purchase (e.g. fareboxes, shop equipment, office equipment, etc.), and capital expenditures for auxiliary passenger service.

Total Capital Funding

Includes federal capital contribution (including federal dedicated gas tax), provincial capital contribution, municipal capital contribution, and other capital contributions (e.g. from Reserve Funds, etc.) [Note: contributions towards debt servicing are included under Operating Funding Sources.]

PERFORMANCE INDICATORS

Note: "Service Area Population", rather than "municipal population", is the basis for calculating all "per capita" performance indicators.

Financial Performance

Revenue to Cost Ratio (R/C Ratio)

Total operating revenues divided by total direct operating expenses.

Municipal Operating Contribution per Capita

Municipal operating contribution of net operating cost divided by service area population.

Net Direct Operating Cost per Passenger

Net direct operating cost divided by regular service passenger trips.

Average Fare

Regular service passenger revenues divided by regular service passenger trips.

Cost Effectiveness

Total direct operating expenses divided by regular service passenger trips.

Cost Efficiency

Total direct operating expenses (including expenses for inter-city charters and cross-boundary services) divided by total vehicle hours.

Service Utilization

Passengers per Capita

Regular service passenger trips divided by service area population.

Passengers per Revenue Vehicle Hour

Regular service passenger trips divided by revenue vehicle hours.

Amount of Service

Revenue vehicle hours divided by service area population.

Average Speed

Revenue vehicle kilometres divided by revenue vehicle hours.

Labour Productivity

Revenue Vehicle Hours per Operator Paid Hour

Revenue vehicle hours (including auxiliary revenue vehicle hours) divided by operator paid hours.