Ontario Urban Transit Fact Book

2017 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 2016 and 2017, along with key performance indicators, for each transit system.

CUTA DATA PRODUCT TERMS OF USE

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Title and Sub-title

ONTARIO URBAN TRANSIT FACT BOOK
2017 OPERATING DATA

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Supplementary Notes

Please contact CUTA's Research, Technical and Member Services Department for any corrections or comments.

Abstract

The **Ontario Urban Transit Fact Book - 2017 Operating Data** contains operating statistics collected from **over 70** Ontario transit systems which provide transit services for the public.

The Fact Book provides detailed data for 2016 and 2017, 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	Language
Urban Transit; Conventional Transit; Regular Transit; Operating and Financial Statistics; Performance Indicators	RTS-18-20: English

No. of Pages	Distribution
169	Available to Ontario transit systems

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List of Transit Systems

Notes on 2017 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?

- Tillsonburg, Pelham, Innisfil, and Clearview begin participating in the MTO Ontario Urban Transit Fact Book Projects this year.

Transit Strikes / Service Interruptions:

Municipality	From	To	Days	Remarks
For 2016				
Bradford West Gwillimbury	Dec. 16th	Dec 16th	1	Snowstorm
Fort Erie	Feb. 16th	Feb. 16th	1	Adverse Weather
For 2017				
Fort Erie	March 14th	March 14th	1	Adverse Weather
Norfolk County	January 17th	January 21st	4	Contract Termination
Sarnia	October 28th	October 20th	26	College Strike

I. Ontario and Ontario (without GO) Summaries

Ontario

Municipal Population:	13,137,350
Service Area Population:	11,095,691
Number of Fixed Routes:	1,326
Number of Accessible Routes:	910

FARES	Cash	Unit Price	Monthly Pass
Adults	$3.19	$2.85	$86.10
Children	$2.43	$1.83	$51.57
Students	$2.82	$2.15	$68.02
Seniors	$2.73	$2.06	$57.13

EMPLOYEE STATISTICS	Full-time	Part-time
Operators	13,393	675
Other Transportation Operations	2,165	223
Vehicle Mechanics	1,483	16
Other Vehicle Maintenance and Servicing	2,883	80
Plant and Other Maintenance	3,164	44
General and Administration	3,713	216
TOTAL EMPLOYEES	26,800	1,254

** Contract employees are not necessarily included in the Employee Statistics*

ENERGY CONSUMPTION		
- Diesel	237,420,078	litres
- Biodiesel B5	24,183,943	litres
- Biodiesel B20	6,415,502	litres
- Biodiesel - Other		
- Natural Gas	4,065,658	cubic-metres
- Electricity	343,483,850	kilowatt-hours

REVENUE VEHICLES (2017)	Total Vehicles Access.	Total Vehicles Non-Acc.	Peak (Est.)	Avg. Age Access.	Avg. Age Non-Acc.
Ferry					
Streetcar	57	232	166	0.9	35.4
Commuter Rail	61	561	643	11.6	20.9
Light Rail	34		24	27.7	
Heavy Rail	838		652	10.1	
Locomotive		75	62		9.4
Bus	7,407	16	5,037	7.3	13.4
TOTAL VEHICLES	8,397	884	6,584		

Total Low-Floor Bus (30'-60')	6,855	Percentage of accessible bus fleet:	99.78%
Average Bus Age (years)	7.3	Percentage of accessible transit fleet:	90.49%

OPERATING DATA	2016	2017
VEHICLE KILOMETRES AND HOURS		
Number of transit systems reporting	67	71
Revenue Vehicle Kilometres	519,731,600	525,224,232
Total Vehicle Kilometres	576,033,529	581,846,907
Revenue Vehicle Hours	23,995,251	24,726,025
Total Vehicle Hours	26,013,496	26,737,620
Operators Paid Hours	33,031,265	33,980,882
Vehicle Mechanics Paid Hours	7,658,004	7,945,654
Total Employee Paid Hours	58,037,504	59,597,706
PASSENGER DATA		
Adult Passenger Trips	593,416,012	584,405,551
Concession Fare Trips	249,046,558	259,555,891
Concession Fare Trips Details:		
Child Passenger Trips	*29,001,590*	*31,415,985*
Student Passenger Trips	*154,818,773*	*163,113,820*
Senior Passenger Trips	*15,604,428*	*15,434,365*
REG. SERVICE PASSENGER TRIPS	**919,691,731**	**921,547,448**
Regular Service Passenger Kms	8,726,482,466	9,002,362,413
Auxiliary Service Passenger Trips	2,673,722	3,124,504
OPERATING EXPENSES		
Transportation Operations Expenses	$1,753,217,999	$1,846,387,617
Fuel/Energy Exp. for Vehicles	$314,742,831	$334,158,070
Vehicle Maintenance Expenses	$711,760,128	$767,188,152
Plant Maintenance Expenses	$469,235,821	$495,016,804
General/Administration Expenses	$658,052,529	$651,672,591
TOTAL DIRECT OPERATING EXP.	**$3,907,009,308**	**$4,094,304,295**
Total Operating Expenses	$4,621,827,917	$4,904,899,022
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$2,276,110,098**	**$2,340,565,039**
TOTAL OPERATING REVENUES	**$2,378,471,135**	**$2,455,019,366**
Total Revenues	$2,952,238,837	$3,145,905,110
NET DIRECT OPERATING COST	**$1,528,538,173**	**$1,639,284,928**
NET OPERATING COST	**$1,669,589,080**	**$1,759,006,922**
Federal Operating Contribution	$238	$112,456
Provincial Operating Contribution	$468,610,559	$547,767,874
Municipal Operating Contribution	$1,195,706,405	$1,175,941,370
Other Operating Contributions	$220,906	$277,827
Federal Debt Service Contribution		
Provincial Debt Service Contribution	$464,473	$473,304
Municipal Debt Service Contribution	$10,643,767	$10,974,275

CAPITAL EXPENSES AND FUNDING SOURCES	2016	2017
TOTAL CAPITAL EXPENDITURES	**$5,088,303,473**	**$6,183,407,802**
Total Capital Disposals	$3,347,679	$40,572,294
TOTAL CAPITAL FUNDING	**$5,075,088,999**	**$6,176,982,818**
Federal Capital Contribution	$693,028,810	$647,865,630
Provincial Capital Contribution	$3,410,284,763	$3,830,173,557
Municipal Capital Contribution	$727,788,947	$1,616,827,249
Other Capital Contributions	$243,986,479	$82,116,381

PERFORMANCE INDICATORS	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	61%	60%
Municipal Operating Contribution / Capita	$106.52	$102.66
Net Dir. Oper. Cost / Reg. Serv. Pass.	$1.66	$1.78
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$2.47	$2.54
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$4.25	$4.44
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$150.65	$153.56
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	81.93	80.45
Reg. Serv. Pass. / Rev. Veh. Hr.	38.27	37.21
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	2.16	2.18
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	21.62	21.26
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.68	0.68
AVERAGE TOP WAGE RATE		
Operators	$25.66	$25.82
Mechanics	$32.61	$32.94

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

Ontario (without GO)

Municipal Population:	13,137,350
Service Area Population:	11,095,691
Number of Fixed Routes:	1,282
Number of Accessible Routes:	910

FARES	Cash	Unit Price	Monthly Pass
Adults	$3.19	$2.85	$86.10
Children	$2.43	$1.83	$51.57
Students	$2.82	$2.15	$68.02
Seniors	$2.73	$2.06	$57.13

EMPLOYEE STATISTICS	Full-time	Part-time
Operators	12,646	597
Other Transportation Operations	1,608	20
Vehicle Mechanics	1,375	16
Other Vehicle Maintenance and Servicing	2,870	68
Plant and Other Maintenance	2,749	14
General and Administration	2,236	180
TOTAL EMPLOYEES	23,483	895

** Contract employees are not necessarily included in the Employee Statistics*

ENERGY CONSUMPTION

- Diesel	213,820,056	litres
- Biodiesel B5	24,183,943	litres
- Biodiesel B20	6,415,502	litres
- Biodiesel - Other		
- Natural Gas	4,065,658	cubic-metres
- Electricity	343,483,850	kilowatt-hours

REVENUE VEHICLES (2017)	Total Vehicles Access.	Total Vehicles Non-Acc.	Peak (Est.)	Avg. Age Access.	Avg. Age Non-Acc.
Ferry					
Streetcar	57	232	166	0.9	35.4
Commuter Rail					
Light Rail	34		24	27.7	
Heavy Rail	838		652	10.1	
Locomotive					
Bus	6,773	16	5,037	7.4	13.4
TOTAL VEHICLES	7,702	248	5,879		

Total Low-Floor Bus (30'-60')	6,738	Percentage of accessible bus fleet:	99.76%
Average Bus Age (years)	7.4	Percentage of accessible transit fleet:	96.88%

OPERATING DATA	2016	2017
VEHICLE KILOMETRES AND HOURS		
Number of transit systems reporting	66	70
Revenue Vehicle Kilometres	473,665,978	478,801,448
Total Vehicle Kilometres	519,225,592	524,724,637
Revenue Vehicle Hours	22,442,914	23,098,519
Total Vehicle Hours	24,081,395	24,743,252
Operators Paid Hours	31,737,437	32,723,054
Vehicle Mechanics Paid Hours	7,500,294	7,776,138
Total Employee Paid Hours	52,577,803	54,117,294
PASSENGER DATA		
Adult Passenger Trips	593,416,012	584,405,551
Concession Fare Trips	249,046,558	259,555,891
Concession Fare Trips Details:		
Child Passenger Trips	*29,001,590*	*31,415,985*
Student Passenger Trips	*154,818,773*	*163,113,820*
Senior Passenger Trips	*15,604,428*	*15,434,365*
REG. SERVICE PASSENGER TRIPS	**850,498,157**	**853,082,905**
Regular Service Passenger Kms	6,240,844,135	6,542,913,037
Auxiliary Service Passenger Trips	2,673,722	3,124,504
OPERATING EXPENSES		
Transportation Operations Expenses	$1,540,593,641	$1,589,365,678
Fuel/Energy Exp. for Vehicles	$251,717,120	$260,961,583
Vehicle Maintenance Expenses	$594,254,119	$618,950,204
Plant Maintenance Expenses	$327,038,045	$334,342,722
General/Administration Expenses	$369,415,397	$329,042,736
TOTAL DIRECT OPERATING EXP.	**$3,083,018,322**	**$3,132,543,984**
Total Operating Expenses	$3,249,950,759	$3,298,245,232
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$1,733,970,088**	**$1,798,810,160**
TOTAL OPERATING REVENUES	**$1,801,655,765**	**$1,870,028,022**
Total Revenues	$1,837,460,509	$1,903,896,428
NET DIRECT OPERATING COST	**$1,281,362,557**	**$1,262,515,961**
NET OPERATING COST	**$1,412,490,251**	**$1,394,361,814**
Federal Operating Contribution	$238	$112,456
Provincial Operating Contribution	$205,777,004	$206,459,032
Municipal Operating Contribution	$1,195,706,405	$1,175,941,370
Other Operating Contributions	$220,906	$277,827
Federal Debt Service Contribution		
Provincial Debt Service Contribution	$464,473	$473,304
Municipal Debt Service Contribution	$10,643,767	$10,974,275

CAPITAL EXPENSES AND FUNDING SOURCES	2016	2017
TOTAL CAPITAL EXPENDITURES	**$2,294,891,310**	**$2,650,483,250**
Total Capital Disposals	$2,648,073	$3,482,501
TOTAL CAPITAL FUNDING	**$2,281,676,836**	**$2,644,058,266**
Federal Capital Contribution	$666,583,494	$571,619,614
Provincial Capital Contribution	$650,979,640	$452,770,697
Municipal Capital Contribution	$720,127,223	$1,537,551,573
Other Capital Contributions	$243,986,479	$82,116,381

PERFORMANCE INDICATORS	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	58%	60%
Municipal Operating Contribution / Capita	$106.52	$102.66
Net Dir. Oper. Cost / Reg. Serv. Pass.	$1.51	$1.48
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$2.04	$2.11
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$3.62	$3.67
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$128.52	$127.06
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	75.77	74.48
Reg. Serv. Pass. / Rev. Veh. Hr.	37.83	36.87
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	2.02	2.03
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	21.06	20.74
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.65	0.65
AVERAGE TOP WAGE RATE		
Operators	$25.47	$25.62
Mechanics	$32.40	$32.72

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

II. Population Group Summaries

Population Group 1 (> 400,000)

Municipal Population:	9,456,326
Service Area Population:	7,829,019
Number of Fixed Routes:	785
Number of Accessible Routes:	566

FARES	Cash	Unit Price	Monthly Pass
Adults	$3.49	$3.01	$120.15
Children	$3.13	$2.11	$78.35
Students	$3.34	$2.39	$97.14
Seniors	$2.43	$2.11	$59.94

EMPLOYEE STATISTICS	Full-time	Part-time
Operators	11,500	252
Other Transportation Operations	1,994	208
Vehicle Mechanics	1,263	15
Other Vehicle Maintenance and Servicing	2,710	66
Plant and Other Maintenance	3,105	34
General and Administration	3,540	179
TOTAL EMPLOYEES	24,112	754

** Contract employees are not necessarily included in the Employee Statistics*

ENERGY CONSUMPTION

- Diesel	204,729,617	litres
- Biodiesel B5	20,290,762	litres
- Biodiesel B20	3,392,590	litres
- Biodiesel - Other		
- Natural Gas	4,065,658	cubic-metres
- Electricity	343,483,850	kilowatt-hours

REVENUE VEHICLES (2017)	Total Vehicles Access.	Total Vehicles Non-Acc.	Peak (Est.)	Avg. Age Access.	Avg. Age Non-Acc.
Ferry					
Streetcar	57	232	166	0.9	35.4
Commuter Rail	61	561	643	11.6	20.9
Light Rail	34		24	27.7	
Heavy Rail	838		652	10.1	
Locomotive		75	62		9.4
Bus	6,131		4,012	7.3	
TOTAL VEHICLES	7,121	868	5,559		

Total Low-Floor Bus (30'-60')	5,614	Percentage of accessible bus fleet:	100.00%
Average Bus Age (years)	7.3	Percentage of accessible transit fleet:	89.16%

OPERATING DATA	2016	2017
VEHICLE KILOMETRES AND HOURS		
Number of transit systems reporting	9	9
Revenue Vehicle Kilometres	447,667,209	453,158,685
Total Vehicle Kilometres	498,748,784	505,291,175
Revenue Vehicle Hours	20,709,955	21,131,637
Total Vehicle Hours	22,495,699	22,897,847
Operators Paid Hours	29,222,623	29,714,628
Vehicle Mechanics Paid Hours	7,273,744	7,497,785
Total Employee Paid Hours	52,735,757	53,700,496
PASSENGER DATA		
Adult Passenger Trips	559,691,423	551,951,722
Concession Fare Trips	210,376,941	217,557,740
Concession Fare Trips Details:		
Child Passenger Trips	*27,185,695*	*29,941,927*
Student Passenger Trips	*126,851,243*	*132,916,835*
Senior Passenger Trips	*11,096,813*	*10,996,661*
REG. SERVICE PASSENGER TRIPS	**839,261,938**	**837,974,005**
Regular Service Passenger Kms	8,652,026,469	8,914,729,584
Auxiliary Service Passenger Trips	2,135,564	2,282,718
OPERATING EXPENSES		
Transportation Operations Expenses	$1,538,913,279	$1,624,103,277
Fuel/Energy Exp. for Vehicles	$283,200,148	$297,812,786
Vehicle Maintenance Expenses	$651,233,079	$704,486,215
Plant Maintenance Expenses	$451,677,252	$476,614,193
General/Administration Expenses	$634,486,599	$626,459,639
TOTAL DIRECT OPERATING EXP.	**$3,559,510,358**	**$3,729,356,573**
Total Operating Expenses	$4,263,220,106	$4,528,249,389
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$2,144,997,704**	**$2,205,039,125**
TOTAL OPERATING REVENUES	**$2,239,215,393**	**$2,310,394,820**
Total Revenues	$2,804,676,949	$2,993,808,755
NET DIRECT OPERATING COST	**$1,320,294,964**	**$1,418,961,753**
NET OPERATING COST	**$1,458,543,157**	**$1,534,453,644**
Federal Operating Contribution		
Provincial Operating Contribution	$436,495,092	$516,270,930
Municipal Operating Contribution	$1,016,728,916	$983,483,666
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution	$410,107	$394,715
Municipal Debt Service Contribution	$10,643,767	$10,974,275

CAPITAL EXPENSES AND FUNDING SOURCES	2016	2017
TOTAL CAPITAL EXPENDITURES	**$4,996,052,347**	**$6,091,045,791**
Total Capital Disposals	$1,138,637	$37,954,883
TOTAL CAPITAL FUNDING	**$4,982,363,697**	**$6,089,495,083**
Federal Capital Contribution	$664,644,144	$620,870,943
Provincial Capital Contribution	$3,388,837,879	$3,804,815,353
Municipal Capital Contribution	$693,228,085	$1,588,953,620
Other Capital Contributions	$235,653,590	$74,855,166

PERFORMANCE INDICATORS	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	63%	62%
Municipal Operating Contribution / Capita	$132.09	$125.62
Net Dir. Oper. Cost / Reg. Serv. Pass.	$1.57	$1.69
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$2.56	$2.63
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$4.24	$4.45
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$158.98	$163.54
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	109.04	107.03
Reg. Serv. Pass. / Rev. Veh. Hr.	40.52	39.65
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	2.69	2.70
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	21.62	21.44
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.67	0.67
AVERAGE TOP WAGE RATE		
Operators	$31.47	$32.16
Mechanics	$37.20	$38.05

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

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

Municipal Population:	1,135,416
Service Area Population:	1,131,338
Number of Fixed Routes:	165
Number of Accessible Routes:	140

FARES	Cash	Unit Price	Monthly Pass
Adults	$3.67	$2.81	$107.62
Children	$3.00	$2.05	$56.00
Students	$3.50	$2.32	$80.80
Seniors	$3.50	$2.19	$67.86

EMPLOYEE STATISTICS	Full-time	Part-time
Operators	1,003	96
Other Transportation Operations	87	2
Vehicle Mechanics	111	
Other Vehicle Maintenance and Servicing	109	3
Plant and Other Maintenance	25	1
General and Administration	86	19
TOTAL EMPLOYEES	1,420	121

** Contract employees are not necessarily included in the Employee Statistics*

ENERGY CONSUMPTION

- Diesel	18,046,227	litres
- Biodiesel B5		
- Biodiesel B20		
- Biodiesel - Other		
- Natural Gas		
- Electricity		

REVENUE VEHICLES (2017)	Total Vehicles Access.	Total Vehicles Non-Acc.	Peak (Est.)	Avg. Age Access.	Avg. Age Non-Acc.
Ferry					
Streetcar					
Commuter Rail					
Light Rail					
Heavy Rail					
Locomotive					
Bus	548	2	435	7.4	29.5
TOTAL VEHICLES	548	2	435		

Total Low-Floor Bus (30'-60')	548	Percentage of accessible bus fleet:	99.64%
Average Bus Age (years)	7.4	Percentage of accessible transit fleet:	99.64%

OPERATING DATA	2016	2017
VEHICLE KILOMETRES AND HOURS		
Number of transit systems reporting	6	6
Revenue Vehicle Kilometres	30,129,532	30,483,448
Total Vehicle Kilometres	32,700,094	32,962,291
Revenue Vehicle Hours	1,421,233	1,431,346
Total Vehicle Hours	1,557,656	1,588,891
Operators Paid Hours	1,867,887	2,019,485
Vehicle Mechanics Paid Hours	191,503	250,855
Total Employee Paid Hours	2,602,472	2,880,146
PASSENGER DATA		
Adult Passenger Trips	17,129,381	16,842,073
Concession Fare Trips	22,163,525	23,311,149
Concession Fare Trips Details:		
Child Passenger Trips	*282,343*	*283,272*
Student Passenger Trips	*19,276,267*	*20,161,598*
Senior Passenger Trips	*2,315,609*	*2,328,790*
REG. SERVICE PASSENGER TRIPS	**39,404,828**	**40,153,222**
Regular Service Passenger Kms		3,746,937
Auxiliary Service Passenger Trips	6,741	4,323
OPERATING EXPENSES		
Transportation Operations Expenses	$88,393,404	$91,706,767
Fuel/Energy Exp. for Vehicles	$14,186,748	$15,654,258
Vehicle Maintenance Expenses	$30,769,357	$32,350,945
Plant Maintenance Expenses	$7,747,770	$7,810,348
General/Administration Expenses	$10,554,661	$11,069,081
TOTAL DIRECT OPERATING EXP.	**$151,651,941**	**$158,591,399**
Total Operating Expenses	$155,975,734	$162,840,044
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$66,138,027**	**$68,030,525**
TOTAL OPERATING REVENUES	**$68,910,695**	**$71,248,078**
Total Revenues	$72,327,059	$75,018,769
NET DIRECT OPERATING COST	**$82,741,245**	**$87,343,321**
NET OPERATING COST	**$83,648,675**	**$87,821,275**
Federal Operating Contribution		
Provincial Operating Contribution	$11,030,667	$12,844,934
Municipal Operating Contribution	$72,715,567	$75,074,889
Other Operating Contributions	$137,559	$98,548
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

CAPITAL EXPENSES AND FUNDING SOURCES	2016	2017
TOTAL CAPITAL EXPENDITURES	**$28,052,981**	**$40,376,590**
Total Capital Disposals	$32,403	$105,169
TOTAL CAPITAL FUNDING	**$29,467,056**	**$40,110,625**
Federal Capital Contribution	$641,159	$8,424,432
Provincial Capital Contribution	$9,241,112	$13,323,458
Municipal Capital Contribution	$14,330,505	$13,480,860
Other Capital Contributions	$5,254,280	$4,881,875

PERFORMANCE INDICATORS	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	45%	45%
Municipal Operating Contribution / Capita	$49.14	$50.38
Net Dir. Oper. Cost / Reg. Serv. Pass.	$2.10	$2.18
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$1.68	$1.69
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$3.85	$3.95
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$98.01	$100.67
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	26.63	26.95
Reg. Serv. Pass. / Rev. Veh. Hr.	27.73	28.05
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	0.96	0.96
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	21.20	21.30
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.75	0.70
AVERAGE TOP WAGE RATE		
Operators	$28.03	$28.61
Mechanics	$33.59	$34.27

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

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

Municipal Population:	1,236,356
Service Area Population:	1,151,218
Number of Fixed Routes:	206
Number of Accessible Routes:	102

FARES	Cash	Unit Price	Monthly Pass
Adults	$2.95	$2.46	$75.41
Children	$2.21	$1.99	$49.33
Students	$2.93	$2.25	$62.64
Seniors	$2.83	$2.08	$54.60

EMPLOYEE STATISTICS	Full-time	Part-time
Operators	939	224
Other Transportation Operations	89	6
Vehicle Mechanics	110	
Other Vehicle Maintenance and Servicing	81	9
Plant and Other Maintenance	40	6
General and Administration	77	17
TOTAL EMPLOYEES	1,336	262

** Contract employees are not necessarily included in the Employee Statistics*

ENERGY CONSUMPTION		
- Diesel	10,505,748	litres
- Biodiesel B5	3,893,181	litres
- Biodiesel B20	3,022,912	litres
- Biodiesel - Other		
- Natural Gas		
- Electricity		

REVENUE VEHICLES (2017)	Total Vehicles Access.	Total Vehicles Non-Acc.	Peak (Est.)	Avg. Age Access.	Avg. Age Non-Acc.
Ferry					
Streetcar					
Commuter Rail					
Light Rail					
Heavy Rail					
Locomotive					
Bus	513	1	367	7.0	9.0
TOTAL VEHICLES	513	1	367		

Total Low-Floor Bus (30'-60')	501	Percentage of accessible bus fleet:	99.81%
Average Bus Age (years)	7.0	Percentage of accessible transit fleet:	99.81%

OPERATING DATA	2016	2017
VEHICLE KILOMETRES AND HOURS		
Number of transit systems reporting	11	11
Revenue Vehicle Kilometres	30,214,140	29,642,108
Total Vehicle Kilometres	31,648,758	31,056,583
Revenue Vehicle Hours	1,339,955	1,367,231
Total Vehicle Hours	1,391,492	1,418,219
Operators Paid Hours	1,614,050	1,873,295
Vehicle Mechanics Paid Hours	165,615	170,732
Total Employee Paid Hours	2,262,107	2,521,348
PASSENGER DATA		
Adult Passenger Trips	13,866,088	13,353,679
Concession Fare Trips	14,983,022	17,378,338
Concession Fare Trips Details:		
Child Passenger Trips	*1,483,677*	*1,110,616*
Student Passenger Trips	*8,121,738*	*9,535,338*
Senior Passenger Trips	*1,587,289*	*1,639,595*
REG. SERVICE PASSENGER TRIPS	**32,195,140**	**34,145,512**
Regular Service Passenger Kms	42,711,240	46,200,518
Auxiliary Service Passenger Trips	350,811	548,430
OPERATING EXPENSES		
Transportation Operations Expenses	$92,926,123	$95,207,160
Fuel/Energy Exp. for Vehicles	$13,914,942	$16,540,089
Vehicle Maintenance Expenses	$23,143,513	$23,690,116
Plant Maintenance Expenses	$8,175,709	$8,947,167
General/Administration Expenses	$10,171,071	$10,302,767
TOTAL DIRECT OPERATING EXP.	**$148,331,358**	**$154,687,298**
Total Operating Expenses	$154,270,491	$161,576,685
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$49,550,560**	**$51,467,912**
TOTAL OPERATING REVENUES	**$54,377,037**	**$56,511,214**
Total Revenues	$56,932,379	$59,522,870
NET DIRECT OPERATING COST	**$93,954,321**	**$98,176,084**
NET OPERATING COST	**$97,338,112**	**$102,053,814**
Federal Operating Contribution		
Provincial Operating Contribution	$13,639,579	$11,161,794
Municipal Operating Contribution	$83,158,921	$91,383,294
Other Operating Contributions	$23,154	
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

CAPITAL EXPENSES AND FUNDING SOURCES	2016	2017
TOTAL CAPITAL EXPENDITURES	**$54,542,901**	**$41,735,135**
Total Capital Disposals	$2,165,095	$2,506,923
TOTAL CAPITAL FUNDING	**$54,515,888**	**$39,364,223**
Federal Capital Contribution	$27,743,508	$15,722,218
Provincial Capital Contribution	$8,222,419	$9,142,900
Municipal Capital Contribution	$16,150,631	$13,051,624
Other Capital Contributions	$2,399,330	$1,447,482

PERFORMANCE INDICATORS	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	37%	37%
Municipal Operating Contribution / Capita	$73.59	$79.38
Net Dir. Oper. Cost / Reg. Serv. Pass.	$2.92	$2.88
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$1.54	$1.51
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$4.61	$4.53
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$103.11	$106.00
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	28.49	29.66
Reg. Serv. Pass. / Rev. Veh. Hr.	23.13	24.04
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	1.27	1.27
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	21.62	20.77
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.69	0.68
AVERAGE TOP WAGE RATE		
Operators	$26.82	$27.28
Mechanics	$31.53	$32.02

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

Population Group 4 < 50,000

Municipal Population:	1,309,252
Service Area Population:	984,116
Number of Fixed Routes:	170
Number of Accessible Routes:	102

FARES	Cash	Unit Price	Monthly Pass
Adults	$3.13	$2.95	$77.75
Children	$2.20	$1.52	$36.44
Students	$2.55	$1.99	$62.41
Seniors	$2.64	$2.00	$54.93

EMPLOYEE STATISTICS	Full-time	Part-time
Operators	214	116
Other Transportation Operations	21	7
Vehicle Mechanics	26	1
Other Vehicle Maintenance and Servicing	11	2
Plant and Other Maintenance	2	3
General and Administration	32	6
TOTAL EMPLOYEES	306	135

** Contract employees are not necessarily included in the Employee Statistics*

ENERGY CONSUMPTION

- Diesel	4,138,486	litres
- Biodiesel B5		
- Biodiesel B20		
- Biodiesel - Other		
- Natural Gas		
- Electricity		

REVENUE VEHICLES (2017)	Total Vehicles Access.	Total Vehicles Non-Acc.	Peak (Est.)	Avg. Age Access.	Avg. Age Non-Acc.
Ferry					
Streetcar					
Commuter Rail					
Light Rail					
Heavy Rail					
Locomotive					
Bus	215	13	223	6.1	11.2
TOTAL VEHICLES	215	13	223		

Total Low-Floor Bus (30'-60')	192	Percentage of accessible bus fleet:	94.30%
Average Bus Age (years)	6.4	Percentage of accessible transit fleet:	94.30%

OPERATING DATA	2016	2017
VEHICLE KILOMETRES AND HOURS		
Number of transit systems reporting	41	45
Revenue Vehicle Kilometres	11,720,719	11,939,991
Total Vehicle Kilometres	12,935,893	12,536,858
Revenue Vehicle Hours	524,108	795,811
Total Vehicle Hours	568,649	832,663
Operators Paid Hours	326,705	373,474
Vehicle Mechanics Paid Hours	27,142	26,282
Total Employee Paid Hours	437,168	495,716
PASSENGER DATA		
Adult Passenger Trips	2,729,120	2,258,077
Concession Fare Trips	1,523,070	1,308,664
Concession Fare Trips Details:		
Child Passenger Trips	*49,875*	*80,170*
Student Passenger Trips	*569,525*	*500,049*
Senior Passenger Trips	*604,717*	*469,319*
REG. SERVICE PASSENGER TRIPS	**8,829,825**	**9,274,709**
Regular Service Passenger Kms	31,744,757	37,685,374
Auxiliary Service Passenger Trips	180,606	289,033
OPERATING EXPENSES		
Transportation Operations Expenses	$32,985,193	$35,370,413
Fuel/Energy Exp. for Vehicles	$3,440,993	$4,150,938
Vehicle Maintenance Expenses	$6,614,179	$6,660,877
Plant Maintenance Expenses	$1,635,090	$1,645,096
General/Administration Expenses	$2,840,197	$3,841,103
TOTAL DIRECT OPERATING EXP.	**$47,515,652**	**$51,669,024**
Total Operating Expenses	$48,361,587	$52,232,904
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$15,423,808**	**$16,027,477**
TOTAL OPERATING REVENUES	**$15,968,009**	**$16,865,254**
Total Revenues	$18,302,451	$17,554,715
NET DIRECT OPERATING COST	**$31,547,643**	**$34,803,770**
NET OPERATING COST	**$30,059,136**	**$34,678,189**
Federal Operating Contribution	$238	$112,456
Provincial Operating Contribution	$7,445,221	$7,490,215
Municipal Operating Contribution	$23,103,000	$25,999,521
Other Operating Contributions	$60,193	$179,279
Federal Debt Service Contribution		
Provincial Debt Service Contribution	$54,366	$78,589
Municipal Debt Service Contribution		

CAPITAL EXPENSES AND FUNDING SOURCES	2016	2017
TOTAL CAPITAL EXPENDITURES	**$9,655,243**	**$10,250,287**
Total Capital Disposals	$11,544	$5,320
TOTAL CAPITAL FUNDING	**$8,742,357**	**$8,012,887**
Federal Capital Contribution		$2,848,037
Provincial Capital Contribution	$3,983,354	$2,891,846
Municipal Capital Contribution	$4,079,725	$1,341,145
Other Capital Contributions	$679,278	$931,858

PERFORMANCE INDICATORS	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	34%	33%
Municipal Operating Contribution / Capita	$25.16	$26.42
Net Dir. Oper. Cost / Reg. Serv. Pass.	$3.57	$3.75
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$1.75	$1.73
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$5.38	$5.57
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$81.45	$60.92
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	9.62	9.42
Reg. Serv. Pass. / Rev. Veh. Hr.	16.40	11.47
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	0.60	0.83
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	23.04	16.61
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.77	0.77
AVERAGE TOP WAGE RATE		
Operators	$21.55	$21.42
Mechanics	$29.51	$29.44

* 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: 613-334-8309   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): 5,727
- Total Operating Revenues: $12,674
- Total Direct Operating Expenses: $43,187

- Hours of Service:

Monday	N/A	Friday	8:00 - 16:30
Tuesday	8:00 - 16:30	Saturday	N/A
Wednesday	N/A	Sunday	9:00 - 13:00
Thursday	N/A	Holidays	N/A

- Number of Fixed Routes: 3
- Number of Accessible Routes: 0
- Energy Consumption:
  - Diesel:
  - Biodiesel B5:
  - Biodiesel B20:
  - Biodiesel - Other:
  - Natural Gas:
  - Electricity:
  - Gasoline in litres 4,619

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		
TOTAL EMPLOYEES		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	5,727	100.00%	1,066	100.00%	16,068	100.00%	15.07
TOTAL	**5,727**		**1,066**		**16,068**		**15.07**

Bancroft

FARE STRUCTURE

Effective Date: 03-05-2010

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	$10.00	$5.50			Varies by distance
Children					
Students	$9.00	$5.50			
Seniors	$9.00	$5.50			

VEHICLES (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus					3	1
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES					**3**	**1**

VEHICLE KILOMETRES AND HOURS

	2016	2017
Revenue Vehicle Kilometres	11,548	16,068
Total Vehicle Kilometres	11,548	16,068
Revenue Vehicle Hours	610	1,066
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	610	1,066
Operators Paid Hours	1,650	1,651
Vehicle Mechanics Paid Hours		
Total Employee Paid Hours	2,413	2,193

PASSENGER DATA

	2016	2017
Adult Passenger Trips	2,694	
Concession Fare Trips	36	
Concession Fare Trips Details:		
Child Passenger Trips	*36*	
Student Passenger Trips		
Senior Passenger Trips		
REGULAR SERVICE PASSENGER TRIPS	**2,730**	**5,727**
Regular Service Passenger-Kms	6,782	74,451
Auxiliary Service Passenger Trips		

OPERATING EXPENSES

	2016	2017
Transportation Operations Expenses	$39,030	$39,030
Fuel/Energy Exp. for Vehicles		
Vehicle Maintenance Expenses		
Plant Maintenance Expenses		
General/Administration Expenses	$26,984	$4,157
TOTAL DIRECT OPERATING EXPENSES	**$66,013**	**$43,187**
Debt Service Payment		
Total Operating Expenses	$66,013	$43,187

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2016	2017
REGULAR SERV. PASS. REVENUES	**$11,387**	**$12,554**
TOTAL OPERATING REVENUES	**$15,587**	**$12,674**
Total Revenues	$21,975	$18,286
NET DIRECT OPERATING COST	**$50,427**	**$30,513**
NET OPERATING COST	**$44,039**	**$24,901**
Federal Operating Contribution		
Provincial Operating Contribution	$26,362	$10,223
Municipal Operating Contribution	$6,660	$14,678
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

CAPITAL EXPENSES AND FUNDING SOURCES

	2016	2017
TOTAL CAPITAL EXPENDITURES		
Total Capital Disposals		
TOTAL CAPITAL FUNDING		
Federal Capital Contribution		
Provincial Capital Contribution		
Municipal Capital Contribution		
Other Capital Contributions		

PERFORMANCE INDICATORS

	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	24%	29%
Municipal Operating Contribution / Capita	$0.65	$1.43
Net Dir. Oper. Cost / Reg. Serv. Pass.	$18.47	$5.33
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$4.17	$2.19
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$24.18	$7.54
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$108.10	$40.51
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	0.27	0.56
Reg. Serv. Pass. / Rev. Veh. Hr.	4.47	5.37
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	0.06	0.10
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	18.91	15.07
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.37	0.65
TOP WAGE RATES		
Operators	$15.00	$15.00
Mechanics		

Barrie

Transit Contact: Brent Forsyth
Director of Transit and Parking Strategy

Statistical Contact: Tyrell Turner
Supervisor of Business Services
Phone: 705-739-4220 x5187 Fax: 705-730-0377
Email: tyrell.turner@barrie.ca

SYSTEM HIGHLIGHTS:

- System established: 01-09-1965
- Serves: City of Barrie, Essa Township, Angus, Base Borden
- Municipal Population: 145,544
- 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	121	
Other Transportation Operations	17	
Vehicle Mechanics	11	
Other Vehicle Maintenance and Servicing	8	
Plant and Other Maintenance	6	
General and Administration	7	
TOTAL EMPLOYEES	170	

- Union Affiliations: ATU 1775 (Operators)
  ATU 1775 (Mechanics)

- Adult Cash Fare: $3.00
- Ridership (revenue passengers): 2,677,396
- Total Operating Revenues: $5,854,180
- Total Direct Operating Expenses: $19,027,367
- Active Vehicles: 48
  - Standard Buses 48
- 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: 1,983,826 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	2,707,396	100.00%	171,130	100.00%	3,372,947	100.00%	19.71
TOTAL	**2,707,396**		**171,130**		**3,372,947**		**19.71**

Barrie

FARE STRUCTURE

Effective Date: 01-03-2016

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	$3.00	$2.60	$86.00		
Children	$3.00	$2.10	$56.00		6 - 12, < 5 = Free
Students	$3.00	$2.30	$66.00		13 - 18
Seniors	$3.00	$2.10	$56.00		65+
Other: Post Secondary Student	$3.00	$2.30	$66.00	Semester Pass $255	Georgian College Student with vaild ID

VEHICLES (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus	48		4.0		37	19
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	**48**	**0**			**37**	**19**

Total Low-Floor Bus (30'-60') 48 Average Bus Age (years) 4.0

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	48
- Biodiesel (all blends)	
- Natural Gas (CNG or LNG)	
- Other	
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**48**

VEHICLE KILOMETRES AND HOURS

	2016	2017
Revenue Vehicle Kilometres	3,345,094	3,372,947
Total Vehicle Kilometres	3,502,094	3,533,557
Revenue Vehicle Hours	171,570	171,130
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	177,470	178,293
Operators Paid Hours	228,800	251,680
Vehicle Mechanics Paid Hours	24,960	22,880
Total Employee Paid Hours	365,720	353,600
PASSENGER DATA		
Adult Passenger Trips	1,203,071	1,181,628
Concession Fare Trips	1,323,933	1,495,767
Concession Fare Trips Details:		
Child Passenger Trips	*69,593*	*9,694*
Student Passenger Trips	*1,061,435*	*1,235,877*
Senior Passenger Trips	*192,905*	*250,195*
REGULAR SERVICE PASSENGER TRIPS	**2,527,004**	**2,677,396**
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips	18,846	20,329
OPERATING EXPENSES		
Transportation Operations Expenses	$14,436,417	$14,940,985
Fuel/Energy Exp. for Vehicles	$1,690,610	$1,875,565
Vehicle Maintenance Expenses	$23,517	
Plant Maintenance Expenses	$1,217,709	$1,349,258
General/Administration Expenses	$730,900	$861,559
TOTAL DIRECT OPERATING EXPENSES	**$18,099,154**	**$19,027,367**
Debt Service Payment		
Total Operating Expenses	$18,260,154	$19,197,641
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$5,385,974**	**$5,569,103**
TOTAL OPERATING REVENUES	**$5,688,953**	**$5,854,180**
Total Revenues	$5,943,775	$6,033,200
NET DIRECT OPERATING COST	**$12,410,201**	**$13,173,187**
NET OPERATING COST	**$12,316,378**	**$13,164,441**
Federal Operating Contribution		
Provincial Operating Contribution	$1,815,000	$1,950,000
Municipal Operating Contribution	$10,501,378	$11,214,441
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		
CAPITAL EXPENSES AND FUNDING SOURCES		
TOTAL CAPITAL EXPENDITURES	**$3,446,655**	**$7,463,679**
Total Capital Disposals		
TOTAL CAPITAL FUNDING	**$3,446,655**	**$7,463,679**
Federal Capital Contribution		$3,507,815
Provincial Capital Contribution	$1,043,614	$272,805
Municipal Capital Contribution	$2,403,041	$3,683,059
Other Capital Contributions		

PERFORMANCE INDICATORS

	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	31%	31%
Municipal Operating Contribution / Capita	$77.48	$82.74
Net Dir. Oper. Cost / Reg. Serv. Pass.	$4.91	$4.92
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$2.13	$2.08
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$7.16	$7.11
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$101.98	$106.72
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	18.64	19.75
Reg. Serv. Pass. / Rev. Veh. Hr.	14.73	15.65
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	1.27	1.26
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	19.50	19.71
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.75	0.68
TOP WAGE RATES		
Operators	$23.77	$24.25
Mechanics	$30.54	$31.15

Belleville

Transit Contact: Paul Buck
Manager - Transit Services

Statistical Contact: Paul Buck
Manager - Transit Services
Phone: 613-962-4344 x3556 Fax: 613-967-4721
Email: pbuck@city.belleville.on.ca

SYSTEM HIGHLIGHTS:

- System established: 23-05-1876
- Serves: City of Belleville
- Municipal Population: 50,716
- Service Area Population: 50,716
- Service Area Size km²: 247.2
- Service provided by: Municipal Department

- Adult Cash Fare: $2.50
- Ridership (revenue passengers): 996,794
- Total Operating Revenues: $1,636,861
- Total Direct Operating Expenses: $4,583,958

- Hours of Service:

Monday	4:45 - 00:00	Friday	4:45 - 00:00
Tuesday	4:45 - 00:00	Saturday	5:15 - 00:00
Wednesday	4:45 - 00:00	Sunday	7:00 - 00:00
Thursday	4:45 - 00:00	Holidays	N/A

- Number of Fixed Routes: 11
- Number of Accessible Routes: 11
- Energy Consumption:
  - Diesel: 462,166 litres
  - Biodiesel B5:
  - Biodiesel B20:
  - Biodiesel - Other:
  - Natural Gas:
  - Electricity:
  - Other:

Employees Statistics:	**Full-time**	**Part-time**
Operators	29	5
Other Transportation Operations	3	
Vehicle Mechanics	3	
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration	2	
TOTAL EMPLOYEES	37	5

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

Modal Statistics	**Boardings**		**Rev. Vehicle Hrs.**		**Rev. Vehicle Kms**		**Avg. Speed (km/h)**
Bus	996,794	100.00%	57,421	100.00%	1,078,720	100.00%	18.79
TOTAL	**996,794**		**57,421**		**1,078,720**		**18.79**

Belleville

FARE STRUCTURE

Effective Date: 08-09-2015

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	$2.50	$2.30	$70.00		12 - 64
Children	$2.00	$1.54			ages 5 - 11
Students	$2.25	$1.83	$57.00		High School or Elementary 12 yrs and over
Seniors	$2.25	$1.83	$57.00		65 years
Other: Loyalist	$2.50	$2.23	$65.00	$244.00/semester	College Student with Student Card

VEHICLES (2017)

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

VEHICLE KILOMETRES AND HOURS	2016	2017
Revenue Vehicle Kilometres	1,004,669	1,078,720
Total Vehicle Kilometres	1,007,378	1,079,105
Revenue Vehicle Hours	48,419	57,421
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	50,769	58,558
Operators Paid Hours		85,280
Vehicle Mechanics Paid Hours		
Total Employee Paid Hours		85,280
PASSENGER DATA		
Adult Passenger Trips	587,336	756,797
Concession Fare Trips	318,931	239,997
Concession Fare Trips Details:		
Child Passenger Trips	*12,388*	*37,859*
Student Passenger Trips	*42,993*	*64,156*
Senior Passenger Trips	*138,061*	*137,982*
REGULAR SERVICE PASSENGER TRIPS	**906,267**	**996,794**
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips		
OPERATING EXPENSES		
Transportation Operations Expenses	$2,753,577	$2,959,616
Fuel/Energy Exp. for Vehicles	$477,336	$581,498
Vehicle Maintenance Expenses	$686,530	$630,953
Plant Maintenance Expenses	$165,805	$61,824
General/Administration Expenses	$125,465	$350,067
TOTAL DIRECT OPERATING EXPENSES	**$4,208,713**	**$4,583,958**
Debt Service Payment		
Total Operating Expenses	$4,208,713	$4,583,958
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$1,555,236**	**$1,575,619**
TOTAL OPERATING REVENUES	**$1,611,412**	**$1,636,861**
Total Revenues	$1,611,412	$1,640,452
NET DIRECT OPERATING COST	**$2,597,301**	**$2,947,097**
NET OPERATING COST	**$2,597,301**	**$2,943,506**
Federal Operating Contribution		
Provincial Operating Contribution	$52,491	$50,000
Municipal Operating Contribution	$2,544,810	$2,893,506
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		
CAPITAL EXPENSES AND FUNDING SOURCES		
TOTAL CAPITAL EXPENDITURES	**$902,657**	
Total Capital Disposals	$2,316	
TOTAL CAPITAL FUNDING	**$902,657**	
Federal Capital Contribution		
Provincial Capital Contribution	$645,434	
Municipal Capital Contribution	$257,223	
Other Capital Contributions		

PERFORMANCE INDICATORS	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	38%	36%
Municipal Operating Contribution / Capita	$51.46	$57.05
Net Dir. Oper. Cost / Reg. Serv. Pass.	$2.87	$2.96
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$1.72	$1.58
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$4.64	$4.60
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$82.90	$78.28
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	18.33	19.65
Reg. Serv. Pass. / Rev. Veh. Hr.	18.72	17.36
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	0.98	1.13
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	20.75	18.79
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		0.67
TOP WAGE RATES		
Operators	$25.79	$25.79
Mechanics	$33.80	

Bracebridge

Transit Contact: Walt Schmid

Statistical Contact: Walt Schmid

Phone: 705-645-5264 ext 230   Fax: 705-645-7525
Email: wschmid@bracebridge.ca

SYSTEM HIGHLIGHTS:

- System established: 29-08-2016
- Serves: Town of Bracebridge
- Municipal Population: 15,405
- Service Area Population: 6,000
- Service Area Size km²: 8.8
- Service provided by: Municipal Department, under contract with Hammond Transportation Ltd.

- Adult Cash Fare: $2.50
- Ridership (revenue passengers): 13,378
- Total Operating Revenues: $27,725
- Total Direct Operating Expenses: $203,647

- 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

- Number of Fixed Routes: 1
- Number of Accessible Routes: 0
- Energy Consumption:
  - Diesel: 15,240 litres
  - Biodiesel B5:
  - Biodiesel B20:
  - Biodiesel - Other:
  - Natural Gas:
  - Electricity:
  - Other:

Employees Statistics:	**Full-time**	**Part-time**
Operators	2	2
Other Transportation Operations		1
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration		
TOTAL EMPLOYEES	2	3

- 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	13,378	100.00%	3,281	100.00%	77,103	100.00%	23.50
TOTAL	**13,378**		**3,281**		**77,103**		**23.50**

REMARKS:

Service was established in August 2016. Data reported in 2017 represents the first full year of service.

Bracebridge

FARE STRUCTURE

Effective Date: 29-08-2016

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	$2.50		$50.00		18-64
Children					< 5 = Free
Students	$2.00		$40.00		6-17
Seniors	$2.00		$40.00		65+
Other: CNIB					

VEHICLES (2017)

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

VEHICLE KILOMETRES AND HOURS	2016	2017
Revenue Vehicle Kilometres	24,772	77,103
Total Vehicle Kilometres	24,782	77,153
Revenue Vehicle Hours	1,126	3,281
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	1,130	3,291
Operators Paid Hours	1,126	3,281
Vehicle Mechanics Paid Hours	27	
Total Employee Paid Hours	1,234	3,801
PASSENGER DATA		
Adult Passenger Trips	1,377	6,669
Concession Fare Trips	1,672	6,709
Concession Fare Trips Details:		
Child Passenger Trips	*30*	*28*
Student Passenger Trips	*799*	*2,701*
Senior Passenger Trips	*843*	*2,934*
REGULAR SERVICE PASSENGER TRIPS	**3,049**	**13,378**
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips		
OPERATING EXPENSES		
Transportation Operations Expenses	$83,517	$192,366
Fuel/Energy Exp. for Vehicles	$5,985	
Vehicle Maintenance Expenses		
Plant Maintenance Expenses	$18,303	
General/Administration Expenses	$13,987	$11,281
TOTAL DIRECT OPERATING EXPENSES	**$121,792**	**$203,647**
Debt Service Payment		
Total Operating Expenses	$147,792	$203,647
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$3,839**	**$27,725**
TOTAL OPERATING REVENUES	**$3,839**	**$27,725**
Total Revenues	$3,839	$27,725
NET DIRECT OPERATING COST	**$117,953**	**$175,922**
NET OPERATING COST	**$143,953**	**$175,922**
Federal Operating Contribution		
Provincial Operating Contribution	$73,430	$135,085
Municipal Operating Contribution	$44,523	$40,837
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**	**$34,352**
Total Capital Disposals		
TOTAL CAPITAL FUNDING	**$172,516**	
Federal Capital Contribution		
Provincial Capital Contribution		
Municipal Capital Contribution	$172,516	
Other Capital Contributions		

PERFORMANCE INDICATORS	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	3%	14%
Municipal Operating Contribution / Capita	$7.42	$6.81
Net Dir. Oper. Cost / Reg. Serv. Pass.	$38.69	$13.15
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$1.26	$2.07
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$39.95	$15.22
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$107.78	$61.88
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	0.51	2.23
Reg. Serv. Pass. / Rev. Veh. Hr.	2.71	4.08
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	0.19	0.55
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	22.00	23.50
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	1.00	1.00
TOP WAGE RATES		
Operators		
Mechanics		

Bradford West Gwillimbury

Transit Contact: Paul Dubniak

Statistical Contact: Paul Dubniak

Phone: 905-775-5369   Fax: 905-778-4343

Email: pdubniak@townofbwg.com

SYSTEM HIGHLIGHTS:

- System established: 01-05-2014
- Serves:
- Municipal Population: 35,325
- Service Area Population: 29,862
- Service Area Size km²: 17.3
- Service provided by: Municipal Department, under contract with Switzer Carty
- Hours of Service:

Monday	6:45 - 17:00	Friday	6:45 - 17:00
Tuesday	6:45 - 17:00	Saturday	N/A
Wednesday	6:45 - 17:00	Sunday	N/A
Thursday	6:45 - 17:00	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)
- Disruption during 2016: Snowstorm
  Start Date: 2016-12-15
  End Date: 2016-12-16
  Duration: 1 days

- Adult Cash Fare: $3.00
- Ridership (revenue passengers): 39,385
- Total Operating Revenues: $65,373
- Total Direct Operating Expenses: $512,210
- Active Vehicles: 3
  - Small Community Buses 3
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 2
- Number of Accessible Routes: 0
- Energy Consumption:
  - Diesel: 24,140 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	39,385	100.00%	5,317	100.00%	98,518	100.00%	18.53
TOTAL	**39,385**		**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			5+
Children					< 5 = Free
Students					
Seniors					
Other: Taxi-to-GO	$0.50				with Presto card

VEHICLES (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus	3		3.0		2	2
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	**3**	**0**			**2**	**2**

Total Low-Floor Bus (30'-60') 3 Average Bus Age (years) 3.0

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	3
- Biodiesel (all blends)	
- Natural Gas (CNG or LNG)	
- Other	
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**3**

VEHICLE KILOMETRES AND HOURS	2016	2017
Revenue Vehicle Kilometres	98,518	98,518
Total Vehicle Kilometres	101,038	101,038
Revenue Vehicle Hours	5,317	5,317
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	5,568	5,568
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	**31,523**	**39,385**
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips		
OPERATING EXPENSES		
Transportation Operations Expenses	$373,723	$414,713
Fuel/Energy Exp. for Vehicles	$23,221	$21,200
Vehicle Maintenance Expenses		$3,734
Plant Maintenance Expenses	$77,994	
General/Administration Expenses	$116,550	$72,564
TOTAL DIRECT OPERATING EXPENSES	**$591,488**	**$512,210**
Debt Service Payment		
Total Operating Expenses	$591,488	$512,210
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$47,794**	**$54,095**
TOTAL OPERATING REVENUES	**$47,794**	**$65,373**
Total Revenues	$47,794	$65,373
NET DIRECT OPERATING COST	**$543,694**	**$446,837**
NET OPERATING COST	**$543,694**	**$446,837**
Federal Operating Contribution		
Provincial Operating Contribution	$248,866	$69,394
Municipal Operating Contribution	$290,132	$377,443
Other Operating Contributions	$4,693	
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		

PERFORMANCE INDICATORS	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	8%	13%
Municipal Operating Contribution / Capita	$9.72	$12.64
Net Dir. Oper. Cost / Reg. Serv. Pass.	$17.25	$11.35
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$1.52	$1.37
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$18.76	$13.01
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$106.23	$91.99
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	1.06	1.32
Reg. Serv. Pass. / Rev. Veh. Hr.	5.93	7.41
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	0.18	0.18
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	18.53	18.53
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
TOP WAGE RATES		
Operators		
Mechanics		

Brampton

Transit Contact: Alex Milojevic
Transit General Manager

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

SYSTEM HIGHLIGHTS:

- System established: 01-01-1974
- Serves: City of Brampton
- Municipal Population: 607,740
- Service Area Population: 607,740
- Service Area Size km²: 266.8
- Service provided by: Municipal Department
- Hours of Service:

Monday	4:00 - 00:30	Friday	4:00 - 00:30
Tuesday	4:00 - 00:30	Saturday	5:00 - 00:30
Wednesday	4:00 - 00:30	Sunday	7:30 - 23:30
Thursday	4:00 - 00:30	Holidays	7:30 - 23:30

Employees Statistics:	**Full-time**	**Part-time**
Operators	819	
Other Transportation Operations	52	
Vehicle Mechanics	77	
Other Vehicle Maintenance and Servicing	76	
Plant and Other Maintenance	14	
General and Administration	47	76
TOTAL EMPLOYEES	1,085	76

- Union Affiliations: ATU 1573 (Operators)
  ATU 1573 (Mechanics)

- Adult Cash Fare: $3.75
- Ridership (revenue passengers): 27,391,889
- Total Operating Revenues: $68,773,709
- Total Direct Operating Expenses: $138,889,004
- Active Vehicles: 424
  - Standard Buses 357
  - Articulated Buses 67
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 69
- Number of Accessible Routes: 69
- Energy Consumption:
  - Diesel: 14,558,260 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	43,718,045	100.00%	1,138,121	100.00%	24,196,501	100.00%	21.26
TOTAL	**43,718,045**		**1,138,121**		**24,196,501**		**21.26**

REMARKS:

2017's large ridership gains are a result of a few factors: service increases, population growth, continued economic growth, enhancements of routes, and other socio-economic factors.

Brampton

FARE STRUCTURE

Effective Date: 06-03-2017

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Weekly Pass	Criteria
Adults	$3.75	$2.95	$122.00	$32.50	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				$63.00	

VEHICLES (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus	424		7.0		327	169
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	**424**	**0**			**327**	**169**

Total Low-Floor Bus (30'-60') 424 Average Bus Age (years) 7.0

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	110
- Biodiesel (all blends)	314
- Natural Gas (CNG or LNG)	
- Other	
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**424**

VEHICLE KILOMETRES AND HOURS

	2016	2017
Revenue Vehicle Kilometres	23,470,664	24,196,501
Total Vehicle Kilometres	26,351,686	27,203,434
Revenue Vehicle Hours	1,094,490	1,138,121
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	1,188,621	1,236,409
Operators Paid Hours	1,647,360	1,703,520
Vehicle Mechanics Paid Hours	151,840	160,160
Total Employee Paid Hours	2,271,048	2,339,428
PASSENGER DATA		
Adult Passenger Trips	18,945,733	21,818,202
Concession Fare Trips	4,183,863	5,573,687
Concession Fare Trips Details:		
Child Passenger Trips	*374,088*	*343,454*
Student Passenger Trips	*2,148,510*	*3,606,861*
Senior Passenger Trips	*1,110,052*	*1,201,910*
REGULAR SERVICE PASSENGER TRIPS	**23,129,596**	**27,391,889**
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips		
OPERATING EXPENSES		
Transportation Operations Expenses	$79,698,151	$84,118,218
Fuel/Energy Exp. for Vehicles	$10,789,223	$12,759,920
Vehicle Maintenance Expenses	$25,504,563	$29,143,154
Plant Maintenance Expenses	$4,968,161	$5,390,474
General/Administration Expenses	$7,425,041	$7,477,238
TOTAL DIRECT OPERATING EXPENSES	**$128,385,138**	**$138,889,004**
Debt Service Payment		
Total Operating Expenses	$128,385,138	$138,889,004
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$57,295,701**	**$66,970,123**
TOTAL OPERATING REVENUES	**$58,998,104**	**$68,773,709**
Total Revenues	$58,998,104	$68,773,709
NET DIRECT OPERATING COST	**$69,387,034**	**$70,115,295**
NET OPERATING COST	**$69,387,034**	**$70,115,295**
Federal Operating Contribution		
Provincial Operating Contribution	$10,181,710	$10,681,710
Municipal Operating Contribution	$59,205,324	$59,433,585
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		
CAPITAL EXPENSES AND FUNDING SOURCES		
TOTAL CAPITAL EXPENDITURES	**$42,364,547**	**$45,803,496**
Total Capital Disposals		
TOTAL CAPITAL FUNDING	**$42,364,547**	**$45,803,496**
Federal Capital Contribution	$9,186,365	$15,481,102
Provincial Capital Contribution	$18,938,902	$6,454,881
Municipal Capital Contribution	$14,239,280	$23,867,513
Other Capital Contributions		

PERFORMANCE INDICATORS

	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	46%	50%
Municipal Operating Contribution / Capita	$100.66	$97.79
Net Dir. Oper. Cost / Reg. Serv. Pass.	$3.00	$2.56
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$2.48	$2.44
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$5.55	$5.07
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$108.01	$112.33
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	39.32	45.07
Reg. Serv. Pass. / Rev. Veh. Hr.	21.13	24.07
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	1.86	1.87
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	21.44	21.26
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.66	0.67
TOP WAGE RATES		
Operators	$33.12	$33.78
Mechanics	$39.43	$40.22

Brantford

Transit Contact: Mike Bradley
Director of Fleet & Transit Services

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:
- Serves: City of Brantford
- Municipal Population: 98,225
- Service Area Population: 98,225
- Service Area Size km²: 75.1
- Service provided by: Municipal Department
- Hours of Service:

Monday	6:00 - 1:00	Friday	6:00 - 1:00
Tuesday	6:00 - 1:00	Saturday	6:00 - 1:00
Wednesday	6:00 - 1:00	Sunday	8:30 - 18:30
Thursday	6:00 - 1:00	Holidays	8:30 - 18:30

Employees Statistics:	**Full-time**	**Part-time**
Operators	44	13
Other Transportation Operations	7	
Vehicle Mechanics	7	
Other Vehicle Maintenance and Servicing	4	3
Plant and Other Maintenance	5	
General and Administration	1	
TOTAL EMPLOYEES	68	16

- Union Affiliations: ATU 685 (Operators)
  ATU 685 (Mechanics)

- Adult Cash Fare: $3.00
- Ridership (revenue passengers): 1,435,449
- Total Operating Revenues: $2,930,153
- Total Direct Operating Expenses: $8,878,427
- Active Vehicles: 30
  - Standard Buses 30
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 15
- Number of Accessible Routes: 0
- Energy Consumption:
  - Diesel: 1,072,043 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	1,900,703	100.00%	77,400	100.00%	1,857,121	100.00%	23.99
TOTAL	**1,900,703**		**77,400**		**1,857,121**		**23.99**

Brantford

FARE STRUCTURE

Effective Date: 01-04-2016

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
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 (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus	30		7.3		21	15
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	**30**	**0**			**21**	**15**

Total Low-Floor Bus (30'-60') 30 Average Bus Age (years) 7.3

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	30
- Biodiesel (all blends)	
- Natural Gas (CNG or LNG)	
- Other	
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**30**

VEHICLE KILOMETRES AND HOURS

	2016	2017
Revenue Vehicle Kilometres	1,824,394	1,857,121
Total Vehicle Kilometres	1,824,394	1,857,121
Revenue Vehicle Hours	76,149	77,400
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	76,149	77,400
Operators Paid Hours	107,290	109,366
Vehicle Mechanics Paid Hours	14,560	14,560
Total Employee Paid Hours	159,040	162,936
PASSENGER DATA		
Adult Passenger Trips	963,104	970,716
Concession Fare Trips	469,529	464,733
Concession Fare Trips Details:		
Child Passenger Trips	*5,559*	*5,581*
Student Passenger Trips	*249,033*	*237,079*
Senior Passenger Trips	*60,540*	*64,681*
REGULAR SERVICE PASSENGER TRIPS	**1,432,633**	**1,435,449**
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips		
OPERATING EXPENSES		
Transportation Operations Expenses	$4,835,369	$4,671,776
Fuel/Energy Exp. for Vehicles	$798,140	$937,468
Vehicle Maintenance Expenses	$2,208,149	$2,206,984
Plant Maintenance Expenses	$652,727	$710,108
General/Administration Expenses	$532,666	$352,090
TOTAL DIRECT OPERATING EXPENSES	**$9,027,051**	**$8,878,427**
Debt Service Payment		
Total Operating Expenses	$9,027,051	$8,878,427
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$2,550,058**	**$2,371,809**
TOTAL OPERATING REVENUES	**$2,942,922**	**$2,930,153**
Total Revenues	$2,975,046	$2,969,585
NET DIRECT OPERATING COST	**$6,084,129**	**$5,948,274**
NET OPERATING COST	**$6,052,005**	**$5,908,842**
Federal Operating Contribution		
Provincial Operating Contribution	$1,153,067	$1,175,472
Municipal Operating Contribution	$4,898,938	$4,733,370
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		
CAPITAL EXPENSES AND FUNDING SOURCES		
TOTAL CAPITAL EXPENDITURES	**$1,445,180**	**$459,080**
Total Capital Disposals		
TOTAL CAPITAL FUNDING	**$1,445,180**	**$459,080**
Federal Capital Contribution	$774,094	$1,152
Provincial Capital Contribution	$56,065	$197,782
Municipal Capital Contribution	$615,021	$260,145
Other Capital Contributions		

PERFORMANCE INDICATORS

	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	33%	33%
Municipal Operating Contribution / Capita	$50.25	$48.19
Net Dir. Oper. Cost / Reg. Serv. Pass.	$4.25	$4.14
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$1.78	$1.65
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$6.30	$6.19
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$118.54	$114.71
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	14.69	14.61
Reg. Serv. Pass. / Rev. Veh. Hr.	18.81	18.55
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	0.78	0.79
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	23.96	23.99
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.71	0.71
TOP WAGE RATES		
Operators	$25.78	$26.43
Mechanics	$31.02	$31.79

Brockville

Transit Contact: Matthew Locke
Supervisor of Transportation Services

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

SYSTEM HIGHLIGHTS:

- System established: 01-05-1982
- Serves: City of Brockville
- Municipal Population: 21,870
- Service Area Population: 21,870
- Service Area Size km²: 20.3
- Service provided by: Municipal Department
- Hours of Service:

Monday	6:45 - 21:00	Friday	6:45 - 21:00
Tuesday	6:45 - 21:00	Saturday	8:45 - 18:15
Wednesday	6:45 - 21:00	Sunday	N/A
Thursday	6:45 - 21:00	Holidays	N/A

- **Employees Statistics:**

	Full-time	Part-time
Operators	6	8
Other Transportation Operations		
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration		
TOTAL EMPLOYEES	6	8

- Union Affiliations: CUPE 115 (Operators)
  CUPE 115 (Mechanics)

- Adult Cash Fare: $2.25
- Ridership (revenue passengers): 99,726
- Total Operating Revenues: $174,844
- Total Direct Operating Expenses: $681,480
- 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: 3
- Number of Accessible Routes: 3
- Energy Consumption:
  - Diesel:
  - Biodiesel B5:
  - Biodiesel B20:
  - Biodiesel - Other:
  - Natural Gas:
  - Electricity:
  - Gasoline in Litres 82,803

Modal Statistics	Boardings		Rev. Vehicle Hrs.		Rev. Vehicle Kms		Avg. Speed (km/h)
Bus	114,928	100.00%	11,144	100.00%	221,260	100.00%	19.85
TOTAL	**114,928**		**11,144**		**221,260**		**19.85**

Brockville

FARE STRUCTURE

Effective Date: 10-04-2014

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	$2.25	$1.80	$64.00	$64.00	
Children					< 5 = Free, Limit 2 per adult
Students					
Seniors					

VEHICLES (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus	6		2.7		3	3
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	**6**	**0**			**3**	**3**

Total Low-Floor Bus (30'-60') 0 Average Bus Age (years) 2.7

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	
- Biodiesel (all blends)	
- Natural Gas (CNG or LNG)	
- Other	6
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**6**

VEHICLE KILOMETRES AND HOURS	**2016**	**2017**
Revenue Vehicle Kilometres	223,445	221,260
Total Vehicle Kilometres	225,147	225,366
Revenue Vehicle Hours	11,005	11,144
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	11,355	11,161
Operators Paid Hours	7,647	5,211
Vehicle Mechanics Paid Hours	558	642
Total Employee Paid Hours	10,650	8,298
PASSENGER DATA		
Adult Passenger Trips	99,646	97,074
Concession Fare Trips	3,151	2,652
Concession Fare Trips Details:		
Child Passenger Trips	*3,151*	*2,652*
Student Passenger Trips		
Senior Passenger Trips		
REGULAR SERVICE PASSENGER TRIPS	**102,797**	**99,726**
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips		
OPERATING EXPENSES		
Transportation Operations Expenses	$475,503	$463,146
Fuel/Energy Exp. for Vehicles	$72,859	$69,154
Vehicle Maintenance Expenses	$88,578	$57,420
Plant Maintenance Expenses	$50,391	$59,425
General/Administration Expenses	$29,337	$32,335
TOTAL DIRECT OPERATING EXPENSES	**$716,669**	**$681,480**
Debt Service Payment		
Total Operating Expenses	$716,669	$681,480
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$181,421**	**$165,152**
TOTAL OPERATING REVENUES	**$189,715**	**$174,844**
Total Revenues	$189,715	$174,844
NET DIRECT OPERATING COST	**$526,954**	**$506,636**
NET OPERATING COST	**$526,954**	**$506,636**
Federal Operating Contribution		
Provincial Operating Contribution	$169,979	$169,979
Municipal Operating Contribution	$356,975	$352,309
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		
CAPITAL EXPENSES AND FUNDING SOURCES		
TOTAL CAPITAL EXPENDITURES		**$90,925**
Total Capital Disposals		
TOTAL CAPITAL FUNDING		**$90,925**
Federal Capital Contribution		
Provincial Capital Contribution		$45,463
Municipal Capital Contribution		$45,463
Other Capital Contributions		

PERFORMANCE INDICATORS	**2016**	**2017**
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	26%	26%
Municipal Operating Contribution / Capita	$16.32	$16.11
Net Dir. Oper. Cost / Reg. Serv. Pass.	$5.13	$5.08
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$1.76	$1.66
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$6.97	$6.83
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$63.11	$61.06
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	4.70	4.56
Reg. Serv. Pass. / Rev. Veh. Hr.	9.34	8.95
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	0.50	0.51
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	20.30	19.85
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	1.44	2.14
TOP WAGE RATES		
Operators	$27.20	$27.69
Mechanics	$31.11	$31.67

Burlington

Transit Contact: Sue Connor
Director of Transit

Statistical Contact: Colm Lynn
Manager, Transit Planning and Business Services
Phone: 905-335-7869 x7526 Fax:
Email: Colm.Lynn@burlington.ca

SYSTEM HIGHLIGHTS:

- System established: 05-09-1975
- Serves: City of Burlington
- Municipal Population: 183,314
- Service Area Population: 179,236
- Service Area Size km²: 98.0
- Service provided by: Municipal Department
- Hours of Service:

Monday	5:00 - 23:00	Friday	5:00 - 23:00
Tuesday	5:00 - 23:00	Saturday	7:00 - 22:30
Wednesday	5:00 - 23:00	Sunday	8:00 - 19:30
Thursday	5:00 - 23:00	Holidays	8:00 - 19:00

- **Employees Statistics:**

	Full-time	Part-time
Operators	81	30
Other Transportation Operations	8	
Vehicle Mechanics	8	
Other Vehicle Maintenance and Servicing	8	
Plant and Other Maintenance	1	
General and Administration	12	3
TOTAL EMPLOYEES	117	33

- Union Affiliations: CUPE 2723 (Operators)
  CUPE 2723 (Mechanics)

- Adult Cash Fare: $3.50
- Ridership (revenue passengers): 1,952,624
- Total Operating Revenues: $5,471,494
- Total Direct Operating Expenses: $15,756,139
- Active Vehicles: 52
  - Small Community Buses 4
  - Standard Buses 48
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 26
- Number of Accessible Routes: 26
- Energy Consumption:
  - Diesel: 2,129,564 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	3,087,114	100.00%	162,898	100.00%	3,746,937	100.00%	23.00
TOTAL	**3,087,114**		**162,898**		**3,746,937**		**23.00**

Burlington

FARE STRUCTURE

Effective Date: 01-01-2017

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Presto	Criteria
Adults	$3.50	$2.75	$97.00	$2.70	
Children	$3.50	$1.85	$50.00	$1.85	6-12
Students	$3.50	$1.90	$71.00	$1.85	13-19 (Youth)
Seniors	$3.50	$1.90	$59.25	$1.85	65+
Other	$0.70				GO Passenger

VEHICLES (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus	52		5.9		42	33
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	**52**	**0**			**42**	**33**

Total Low-Floor Bus (30'-60') 52 Average Bus Age (years) 5.9

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	52
- Biodiesel (all blends)	
- Natural Gas (CNG or LNG)	
- Other	
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**52**

VEHICLE KILOMETRES AND HOURS	2016	2017
Revenue Vehicle Kilometres	3,853,617	3,746,937
Total Vehicle Kilometres	4,027,231	3,923,985
Revenue Vehicle Hours	164,694	162,898
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	170,335	168,187
Operators Paid Hours	233,706	233,154
Vehicle Mechanics Paid Hours	15,103	18,408
Total Employee Paid Hours	300,269	305,055
PASSENGER DATA		
Adult Passenger Trips	1,483,476	1,388,938
Concession Fare Trips	416,618	563,686
Concession Fare Trips Details:		
Child Passenger Trips	*11,962*	*13,640*
Student Passenger Trips	*237,072*	*343,164*
Senior Passenger Trips	*167,584*	*174,561*
REGULAR SERVICE PASSENGER TRIPS	**1,900,094**	**1,952,624**
Regular Service Passenger-Kms		3,746,937
Auxiliary Service Passenger Trips		
OPERATING EXPENSES		
Transportation Operations Expenses	$8,559,048	$8,841,526
Fuel/Energy Exp. for Vehicles	$1,637,045	$1,884,356
Vehicle Maintenance Expenses	$2,822,225	$2,805,873
Plant Maintenance Expenses	$463,780	$518,080
General/Administration Expenses	$1,488,311	$1,706,304
TOTAL DIRECT OPERATING EXPENSES	**$14,970,409**	**$15,756,139**
Debt Service Payment		
Total Operating Expenses	$14,970,409	$15,756,139
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$4,799,707**	**$4,924,439**
TOTAL OPERATING REVENUES	**$5,224,106**	**$5,471,494**
Total Revenues	$5,494,693	$5,471,978
NET DIRECT OPERATING COST	**$9,746,303**	**$10,284,645**
NET OPERATING COST	**$9,475,716**	**$10,284,161**
Federal Operating Contribution		
Provincial Operating Contribution	$942,100	$942,100
Municipal Operating Contribution	$8,533,616	$9,342,061
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		
CAPITAL EXPENSES AND FUNDING SOURCES		
TOTAL CAPITAL EXPENDITURES	**$1,322,765**	**$2,820,143**
Total Capital Disposals		
TOTAL CAPITAL FUNDING	**$1,321,381**	**$3,082,364**
Federal Capital Contribution	$433,137	$1,765,456
Provincial Capital Contribution	$778,907	$1,294,476
Municipal Capital Contribution		$5,001
Other Capital Contributions	$109,337	$17,431

PERFORMANCE INDICATORS	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	35%	35%
Municipal Operating Contribution / Capita	$47.61	$52.12
Net Dir. Oper. Cost / Reg. Serv. Pass.	$5.13	$5.27
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$2.53	$2.52
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$7.88	$8.07
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$87.89	$93.68
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	10.60	10.89
Reg. Serv. Pass. / Rev. Veh. Hr.	11.54	11.99
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	0.92	0.91
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	23.40	23.00
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.70	0.70
TOP WAGE RATES		
Operators	$26.56	$27.09
Mechanics	$32.99	$33.65

Chatham

Transit Contact: Chris Thibert
Director, Engineering and Transportion

Statistical Contact: Jan Metcalfe
Engineering Technologist
Phone: 519-360-1998 Fax: 519-436.3240
Email: janm@chatham-kent.ca

SYSTEM HIGHLIGHTS:

- System established: 01-01-1946
- Serves: Community of Chatham
- Municipal Population: 106,000
- Service Area Population: 45,000
- Service Area Size km²: .0
- 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: $2.25
- Ridership (revenue passengers): 213,405
- Total Operating Revenues: $479,061
- Total Direct Operating Expenses: $1,715,190
- 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: 7
- Number of Accessible Routes: 7
- 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	272,222	100.00%	16,112	100.00%	0	0.00%	
TOTAL	**272,222**		**16,112**		**0**		**0.00**

REMARKS:

Cash fare increase of $0.25; Monthly pass increase of $5.00 - effective July 1, 2017.

Chatham

FARE STRUCTURE

Effective Date: 01-07-2017

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	$2.25	$1.80	$70.00	$1.13 off peak	18-64
Children					5 and under
Students	$2.25	$1.80	$55.00	$1.13 off peak	6-17
Seniors	$2.25	$1.80	$55.00	$1.13 off peak	65 and over
	$2.25		$40.00	$120/sem/cellege)	FT college, low income pass

VEHICLES (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus	10		2.6		4	4
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	**10**	**0**			**4**	**4**

Total Low-Floor Bus (30'-60') 10 Average Bus Age (years) 2.6

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	6
- Biodiesel (all blends)	
- Natural Gas (CNG or LNG)	4
- Other	
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**10**

VEHICLE KILOMETRES AND HOURS

	2016	2017
Revenue Vehicle Kilometres		
Total Vehicle Kilometres		
Revenue Vehicle Hours	15,808	16,112
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	15,808	16,112
Operators Paid Hours		
Vehicle Mechanics Paid Hours		
Total Employee Paid Hours		
PASSENGER DATA		
Adult Passenger Trips	141,192	83,369
Concession Fare Trips	58,460	130,036
Concession Fare Trips Details:		
Child Passenger Trips	*1,511*	*271*
Student Passenger Trips	*15,571*	*13,520*
Senior Passenger Trips	*32,671*	*24,299*
REGULAR SERVICE PASSENGER TRIPS	**199,652**	**213,405**
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips		
OPERATING EXPENSES		
Transportation Operations Expenses	$1,386,147	$1,505,917
Fuel/Energy Exp. for Vehicles		
Vehicle Maintenance Expenses		
Plant Maintenance Expenses	$68,143	$170,695
General/Administration Expenses	$52,981	$38,577
TOTAL DIRECT OPERATING EXPENSES	**$1,507,271**	**$1,715,190**
Debt Service Payment		
Total Operating Expenses	$1,507,271	$1,715,190
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$463,854**	**$479,061**
TOTAL OPERATING REVENUES	**$463,854**	**$479,061**
Total Revenues	$463,854	$479,061
NET DIRECT OPERATING COST	**$1,043,417**	**$1,236,129**
NET OPERATING COST	**$1,043,417**	**$1,236,129**
Federal Operating Contribution		$112,456
Provincial Operating Contribution	$644,296	$742,963
Municipal Operating Contribution	$451,251	$380,709
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		

PERFORMANCE INDICATORS

	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	31%	28%
Municipal Operating Contribution / Capita	$10.03	$8.46
Net Dir. Oper. Cost / Reg. Serv. Pass.	$5.23	$5.79
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$2.32	$2.24
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$7.55	$8.04
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$95.35	$106.45
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	4.44	4.74
Reg. Serv. Pass. / Rev. Veh. Hr.	12.63	13.25
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	0.35	0.36
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.		
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
TOP WAGE RATES		
Operators		
Mechanics		

Clarence-Rockland

Transit Contact: Monique Paquette
Administrative Assistant

Statistical Contact: Monique Paquette
Administrative Assistant
Phone: 613-446-6022 x2247   Fax: 613-446-1497
Email: mpaquette@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 km²: 308.0
- Service provided by: Municipal Department, under contract with Leduc Bus Lines
- Hours of Service:

Monday	5:30 - 19:05	Friday	5:30 - 19:05
Tuesday	5:30 - 19:05	Saturday	N/A
Wednesday	5:30 - 19:05	Sunday	N/A
Thursday	5:30 - 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:
- Ridership (revenue passengers): 133,249
- Total Operating Revenues: $1,081,152
- Total Direct Operating Expenses: $1,788,591
- Active Vehicles: 11
  - Small Community Buses 3
  - Standard Buses 8
- Percentage of accessible bus fleet: 27.27%
- Percentage of accessible transit fleet: 27.27%
- Number of Fixed Routes: 2
- Number of Accessible Routes: 1
- Energy Consumption:
  - Diesel:
  - Biodiesel B5:
  - Biodiesel B20:
  - Biodiesel - Other:
  - Natural Gas:
  - Electricity:

  contracted services

Modal Statistics	Boardings		Rev. Vehicle Hrs.		Rev. Vehicle Kms		Avg. Speed (km/h)
Bus	133,249	100.00%	7,728	100.00%	280,560	100.00%	36.30
TOTAL	**133,249**		**7,728**		**280,560**		**36.30**

Clarence-Rockland

FARE STRUCTURE

Effective Date: 01-02-2016

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults		$14.00	$235.00		
Children					
Students			$171.00		
Seniors					

VEHICLES (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus	3	8	10.7	11.5	11	11
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	**3**	**8**			**11**	**11**

Total Low-Floor Bus (30'-60') 3 Average Bus Age (years) 11.3

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	11
- Biodiesel (all blends)	
- Natural Gas (CNG or LNG)	
- Other	
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**11**

VEHICLE KILOMETRES AND HOURS	2016	2017
Revenue Vehicle Kilometres	293,160	280,560
Total Vehicle Kilometres	586,320	561,120
Revenue Vehicle Hours	8,029	7,728
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	12,047	10,668
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	**144,269**	**133,249**
Regular Service Passenger-Kms	8,656,140	7,994,940
Auxiliary Service Passenger Trips		
OPERATING EXPENSES		
Transportation Operations Expenses	$1,798,751	$1,733,064
Fuel/Energy Exp. for Vehicles		
Vehicle Maintenance Expenses		
Plant Maintenance Expenses	$19,689	$22,227
General/Administration Expenses	$74,246	$33,300
TOTAL DIRECT OPERATING EXPENSES	**$1,892,686**	**$1,788,591**
Debt Service Payment		
Total Operating Expenses	$1,892,686	$1,788,591
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$1,148,565**	**$1,062,483**
TOTAL OPERATING REVENUES	**$1,168,765**	**$1,081,152**
Total Revenues	$1,168,765	$1,081,152
NET DIRECT OPERATING COST	**$723,921**	**$707,439**
NET OPERATING COST	**$723,921**	**$707,439**
Federal Operating Contribution		
Provincial Operating Contribution	$260,780	$244,637
Municipal Operating Contribution	$483,550	$498,802
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	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	62%	60%
Municipal Operating Contribution / Capita	$19.73	$20.35
Net Dir. Oper. Cost / Reg. Serv. Pass.	$5.02	$5.31
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$7.96	$7.97
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$13.12	$13.42
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$157.11	$167.66
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	5.89	5.44
Reg. Serv. Pass. / Rev. Veh. Hr.	17.97	17.24
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	0.33	0.32
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	36.51	36.30
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
TOP WAGE RATES		
Operators		
Mechanics		

Clearview

Transit Contact: Tim Hendry
Marketing & Communications Coordinator

Statistical Contact: Tim Hendry
Marketing & Communications Coordinator
Phone: 705-428-6230 x240 Fax:
Email: thendry@clearview.ca

SYSTEM HIGHLIGHTS:

- System established: 21-10-2016
- Serves: Clearview Township
- Municipal Population: 14,151
- Service Area Population: 4,029
- Service Area Size km²: 3.6
- Service provided by: Municipal Department, under contract with Sinton Landmark
- Hours of Service:

Monday	6:30 - 20:30	Friday	6:30 - 20:30
Tuesday	6:30 - 20:30	Saturday	6:30 - 20:30
Wednesday	6:30 - 20:30	Sunday	8:30 - 17:30
Thursday	6:30 - 20:30	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: Union Information N/A (Operators)
  Union Information N/A (Mechanics)

- Adult Cash Fare: $2.00
- Ridership (revenue passengers): 8,698
- Total Operating Revenues: $14,995
- Total Direct Operating Expenses: $271,119
- Active Vehicles: 1
  - Standard Buses 1
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 1
- Number of Accessible Routes: 1
- Energy Consumption:
  - Diesel:
  - Biodiesel B5:
  - Biodiesel B20:
  - Biodiesel - Other:
  - Natural Gas:
  - Electricity:
  - Gasoline 40,055

Modal Statistics	**Boardings**		**Rev. Vehicle Hrs.**		**Rev. Vehicle Kms**		**Avg. Speed (km/h)**
Bus	8,696	100.00%	4,080	100.00%	120,000	100.00%	29.41
TOTAL	**8,696**		**4,080**		**120,000**		**29.41**

REMARKS:

In 2017 Clearview Township installed a smart card payment system along with an AODA compliant Next Stop Announcement System and visual signage on the transit vehicle.

Clearview

FARE STRUCTURE

Effective Date: 23-03-2018

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	$2.00		$40.00		18+
Children	$2.00		$30.00		4+
Students	$2.00		$30.00		Valid Student ID
Seniors	$2.00		$40.00		65+
Other: < 4					Free

VEHICLES (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus	1				1	1
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	**1**	**0**			**1**	**1**

Total Low-Floor Bus (30'-60') 1 Average Bus Age (years) 0.0

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	
- Biodiesel (all blends)	
- Natural Gas (CNG or LNG)	
- Other	1
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**1**

VEHICLE KILOMETRES AND HOURS

	2016	2017
Revenue Vehicle Kilometres		120,000
Total Vehicle Kilometres		120,000
Revenue Vehicle Hours		4,080
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours		4,080
Operators Paid Hours		
Vehicle Mechanics Paid Hours		
Total Employee Paid Hours		
PASSENGER DATA		
Adult Passenger Trips		8,698
Concession Fare Trips		
Concession Fare Trips Details:		
Child Passenger Trips		
Student Passenger Trips		
Senior Passenger Trips		
REGULAR SERVICE PASSENGER TRIPS		**8,698**
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips		
OPERATING EXPENSES		
Transportation Operations Expenses		$230,297
Fuel/Energy Exp. for Vehicles		$38,853
Vehicle Maintenance Expenses		
Plant Maintenance Expenses		
General/Administration Expenses		$1,969
TOTAL DIRECT OPERATING EXPENSES		**$271,119**
Debt Service Payment		
Total Operating Expenses		$286,307
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES		**$13,875**
TOTAL OPERATING REVENUES		**$14,995**
Total Revenues		$14,995
NET DIRECT OPERATING COST		**$256,124**
NET OPERATING COST		**$271,311**
Federal Operating Contribution		
Provincial Operating Contribution		
Municipal Operating Contribution		$271,312
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		
CAPITAL EXPENSES AND FUNDING SOURCES		
TOTAL CAPITAL EXPENDITURES		**$114,019**
Total Capital Disposals		
TOTAL CAPITAL FUNDING		**$114,019**
Federal Capital Contribution		$104,912
Provincial Capital Contribution		
Municipal Capital Contribution		
Other Capital Contributions		$9,108

PERFORMANCE INDICATORS

	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)		6%
Municipal Operating Contribution / Capita		$67.34
Net Dir. Oper. Cost / Reg. Serv. Pass.		$29.45
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.		$1.60
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.		$31.17
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.		$66.45
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita		2.16
Reg. Serv. Pass. / Rev. Veh. Hr.		2.13
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita		1.01
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.		29.41
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
TOP WAGE RATES		
Operators		
Mechanics		

Cobourg

Transit Contact: Laurie Wills
Director of Public Works

Statistical Contact: Renee Champagne
Public Transit Administrator
Phone: 905-372-4555 Fax: 905-372-0009
Email: rchampagne@cobourg.ca

SYSTEM HIGHLIGHTS:

- System established: 01-01-1976
- Serves: Town of Cobourg
- Municipal Population: 18,519
- Service Area Population: 10,741
- Service Area Size km²: 13.0
- Service provided by: Municipal Department, under contract with Century Transportation
- Hours of Service:

Monday	6:15 - 19:45	Friday	6:15 - 19:45
Tuesday	6:15 - 19:45	Saturday	8:15 - 18:45
Wednesday	6:15 - 19:45	Sunday	8:45 - 15:45
Thursday	6:15 - 19:45	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): 104,651
- Total Operating Revenues: $123,380
- Total Direct Operating Expenses: $779,310
- Active Vehicles: 5
  - Small Community Buses 1
  - 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:
  - Biodiesel B5:
  - Biodiesel B20:
  - Biodiesel - Other:
  - Natural Gas:
  - Electricity:
  - Other:

Modal Statistics	**Boardings**		**Rev. Vehicle Hrs.**		**Rev. Vehicle Kms**		**Avg. Speed (km/h)**
Bus	120,348	100.00%	8,746	100.00%	190,260	100.00%	21.75
TOTAL	**120,348**		**8,746**		**190,260**		**21.75**

Cobourg

FARE STRUCTURE

Effective Date: 01-09-2006

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	$2.00	$1.60	$60.00		
Children	$2.00	$1.60	$25.00		< 5 = Free
Students	$2.00	$1.60	$50.00		Student ID
Seniors	$2.00	$1.60	$30.00		

VEHICLES (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus	5		5.8		2	2
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	**5**	**0**			**2**	**2**

Total Low-Floor Bus (30'-60') 4 Average Bus Age (years) 5.8

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	5
- Biodiesel (all blends)	
- Natural Gas (CNG or LNG)	
- Other	
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**5**

VEHICLE KILOMETRES AND HOURS

	2016	2017
Revenue Vehicle Kilometres	242,160	190,260
Total Vehicle Kilometres	242,160	190,260
Revenue Vehicle Hours	8,704	8,746
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	8,704	8,746
Operators Paid Hours		
Vehicle Mechanics Paid Hours		
Total Employee Paid Hours		

PASSENGER DATA

	2016	2017
Adult Passenger Trips		
Concession Fare Trips		
Concession Fare Trips Details:		
Child Passenger Trips		
Student Passenger Trips		
Senior Passenger Trips		
REGULAR SERVICE PASSENGER TRIPS	**104,103**	**104,651**
Regular Service Passenger-Kms	780,773	732,557
Auxiliary Service Passenger Trips		

OPERATING EXPENSES

	2016	2017
Transportation Operations Expenses	$575,037	$639,139
Fuel/Energy Exp. for Vehicles		
Vehicle Maintenance Expenses	$10,331	
Plant Maintenance Expenses	$13,628	$123,824
General/Administration Expenses	$8,423	$16,348
TOTAL DIRECT OPERATING EXPENSES	**$607,420**	**$779,310**
Debt Service Payment		
Total Operating Expenses	$742,490	$806,179

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2016	2017
REGULAR SERV. PASS. REVENUES	**$115,787**	**$119,992**
TOTAL OPERATING REVENUES	**$118,375**	**$123,380**
Total Revenues	$118,375	$123,380
NET DIRECT OPERATING COST	**$489,046**	**$655,931**
NET OPERATING COST	**$624,116**	**$682,800**
Federal Operating Contribution		
Provincial Operating Contribution	$187,000	$187,000
Municipal Operating Contribution	$419,599	$495,799
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

CAPITAL EXPENSES AND FUNDING SOURCES

	2016	2017
TOTAL CAPITAL EXPENDITURES	**$52,192**	**$103,776**
Total Capital Disposals		
TOTAL CAPITAL FUNDING	**$52,192**	**$103,776**
Federal Capital Contribution		
Provincial Capital Contribution		$32,320
Municipal Capital Contribution	$52,192	$71,456
Other Capital Contributions		

PERFORMANCE INDICATORS

	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	19%	16%
Municipal Operating Contribution / Capita	$39.07	$46.16
Net Dir. Oper. Cost / Reg. Serv. Pass.	$4.70	$6.27
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$1.11	$1.15
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$5.83	$7.45
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$69.79	$91.39
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	9.69	9.74
Reg. Serv. Pass. / Rev. Veh. Hr.	11.96	11.97
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	0.81	0.81
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	27.82	21.75
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
TOP WAGE RATES		
Operators		
Mechanics		

Collingwood

Transit Contact: Kristofer Wiszniak
Public Works and Tranist Coordinator

Statistical Contact: Kristofer Wiszniak
Public Works and Tranist Coordinator
Phone: 705-445-1292 Fax: 7054451286
Email: kwiszniak@collingwood.ca

SYSTEM HIGHLIGHTS:

- System established: 10-10-1982
- 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 km²: 27.1
- 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): 207,411
- Total Operating Revenues: $307,855
- Total Direct Operating Expenses: $833,082
- Active Vehicles: 9
  - Standard Buses 7
  - 2
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 5
- Number of Accessible Routes: 0
- Energy Consumption:
  - Diesel: 192,419 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	207,411	100.00%	24,772	100.00%	472,742	100.00%	19.08
TOTAL	**207,411**		**24,772**		**472,742**		**19.08**

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 (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus	9		5.7		5	3
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	**9**	**0**			**5**	**3**

Total Low-Floor Bus (30'-60') 8 Average Bus Age (years) 5.7

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	9
- Biodiesel (all blends)	
- Natural Gas (CNG or LNG)	
- Other	
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**9**

VEHICLE KILOMETRES AND HOURS

	2016	2017
Revenue Vehicle Kilometres	238,042	472,742
Total Vehicle Kilometres	392,916	477,898
Revenue Vehicle Hours	14,204	24,772
Auxiliary Revenue Vehicle Hours	7,265	
Total Vehicle Hours	22,624	25,688
Operators Paid Hours		
Vehicle Mechanics Paid Hours		
Total Employee Paid Hours		
PASSENGER DATA		
Adult Passenger Trips	210,619	207,411
Concession Fare Trips		
Concession Fare Trips Details:		
Child Passenger Trips		
Student Passenger Trips		
Senior Passenger Trips		
REGULAR SERVICE PASSENGER TRIPS	**210,619**	**207,411**
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips		
OPERATING EXPENSES		
Transportation Operations Expenses	$561,742	$576,310
Fuel/Energy Exp. for Vehicles	$116,394	$128,141
Vehicle Maintenance Expenses	$48,879	$90,194
Plant Maintenance Expenses	$33,143	$36,826
General/Administration Expenses		$1,611
TOTAL DIRECT OPERATING EXPENSES	**$760,158**	**$833,082**
Debt Service Payment		
Total Operating Expenses	$1,139,321	$1,214,672
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$173,835**	**$307,855**
TOTAL OPERATING REVENUES	**$173,835**	**$307,855**
Total Revenues	$402,478	$307,855
NET DIRECT OPERATING COST	**$586,323**	**$525,227**
NET OPERATING COST	**$736,843**	**$906,817**
Federal Operating Contribution		
Provincial Operating Contribution	$286,432	$286,366
Municipal Operating Contribution	$450,411	$523,181
Other Operating Contributions		$97,240
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		
CAPITAL EXPENSES AND FUNDING SOURCES		
TOTAL CAPITAL EXPENDITURES	**$134,537**	**$915,650**
Total Capital Disposals		
TOTAL CAPITAL FUNDING	**$134,537**	**$915,649**
Federal Capital Contribution		$413,601
Provincial Capital Contribution		
Municipal Capital Contribution		
Other Capital Contributions	$134,537	$502,048

PERFORMANCE INDICATORS

	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	23%	37%
Municipal Operating Contribution / Capita	$23.71	$27.54
Net Dir. Oper. Cost / Reg. Serv. Pass.	$2.78	$2.53
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$0.83	$1.48
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$3.61	$4.02
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$50.36	$47.29
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	11.09	10.92
Reg. Serv. Pass. / Rev. Veh. Hr.	14.83	8.37
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	0.75	1.30
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	16.76	19.08
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
TOP WAGE RATES		
Operators		
Mechanics		

Cornwall

Transit Contact: Len Tapp
Division Manager

Statistical Contact: Len Tapp
Division Manager
Phone: 613-930-2787 x22 Fax: 613-932-9906
Email: ltapp@cornwall.ca

SYSTEM HIGHLIGHTS:

- System established:
- Serves: The City of Cornwall
- Municipal Population: 46,340
- Service Area Population: 46,340
- Service Area Size km²: 61.5
- Service provided by: Municipal Department
- 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 946 (Operators)
  CUPE 234 (Mechanics)

- Adult Cash Fare: $2.90
- Ridership (revenue passengers): 805,842
- Total Operating Revenues: $1,121,714
- Total Direct Operating Expenses: $4,156,511
- Active Vehicles: 11
  - Standard Buses 11
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 0
- Number of Accessible Routes: 0
- Energy Consumption:
  - Diesel: 410,121 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	894,485	100.00%	38,159	100.00%	802,215	100.00%	21.02
TOTAL	**894,485**		**38,159**		**802,215**		**21.02**

Cornwall

FARE STRUCTURE

Effective Date: 01-05-2017

	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 and College
Seniors	$2.90	$2.20	$44.00		65 +
Other: Low Income			$44.00		O.D.S.P. & Ontario Works

VEHICLES (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus	11		10.4		10	8
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	**11**	**0**			**10**	**8**

Total Low-Floor Bus (30'-60') 11 Average Bus Age (years) 10.4

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	11
- Biodiesel (all blends)	
- Natural Gas (CNG or LNG)	
- Other	
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**11**

VEHICLE KILOMETRES AND HOURS

	2016	2017
Revenue Vehicle Kilometres	848,832	802,215
Total Vehicle Kilometres	848,832	802,215
Revenue Vehicle Hours	38,159	38,159
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	38,159	38,159
Operators Paid Hours	49,880	49,880
Vehicle Mechanics Paid Hours	10,400	10,400
Total Employee Paid Hours	76,530	76,530
PASSENGER DATA		
Adult Passenger Trips	456,470	467,393
Concession Fare Trips	285,758	338,449
Concession Fare Trips Details:		
Child Passenger Trips	*2,969*	*2,693*
Student Passenger Trips	*172,197*	*213,434*
Senior Passenger Trips	*110,592*	*122,322*
REGULAR SERVICE PASSENGER TRIPS	**742,228**	**805,842**
Regular Service Passenger-Kms	4,453,368	4,835,052
Auxiliary Service Passenger Trips	5,604	
OPERATING EXPENSES		
Transportation Operations Expenses	$2,151,894	$2,094,612
Fuel/Energy Exp. for Vehicles	$313,998	$396,159
Vehicle Maintenance Expenses	$1,006,340	$1,053,108
Plant Maintenance Expenses	$294,923	$280,162
General/Administration Expenses	$326,427	$332,470
TOTAL DIRECT OPERATING EXPENSES	**$4,093,582**	**$4,156,511**
Debt Service Payment		
Total Operating Expenses	$4,093,362	$4,156,511
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$1,019,409**	**$1,066,477**
TOTAL OPERATING REVENUES	**$1,059,512**	**$1,121,714**
Total Revenues	$1,252,434	$1,360,366
NET DIRECT OPERATING COST	**$3,034,070**	**$3,034,797**
NET OPERATING COST	**$2,840,928**	**$2,796,145**
Federal Operating Contribution		
Provincial Operating Contribution	$269,594	$223,800
Municipal Operating Contribution	$2,516,968	$2,498,756
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution	$54,366	$78,589
Municipal Debt Service Contribution		
CAPITAL EXPENSES AND FUNDING SOURCES		
TOTAL CAPITAL EXPENDITURES	**$1,066,431**	**$1,542,000**
Total Capital Disposals		
TOTAL CAPITAL FUNDING	**$117,377**	**$1,542,000**
Federal Capital Contribution		$771,000
Provincial Capital Contribution	$117,377	$771,000
Municipal Capital Contribution		
Other Capital Contributions		

PERFORMANCE INDICATORS

	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	26%	27%
Municipal Operating Contribution / Capita	$54.32	$53.92
Net Dir. Oper. Cost / Reg. Serv. Pass.	$4.09	$3.77
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$1.37	$1.32
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$5.52	$5.16
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$107.28	$108.93
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	16.02	17.39
Reg. Serv. Pass. / Rev. Veh. Hr.	19.45	21.12
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	0.82	0.82
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	22.24	21.02
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.77	0.77
TOP WAGE RATES		
Operators	$23.58	$23.98
Mechanics	$25.59	$25.59

Deseronto

Transit Contact: Susan Stolarchuk
Administrator

Statistical Contact: Susan Stolarchuk
Administrator
Phone: 613-396-4008 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	2	5
Other Transportation Operations		
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration	1	1
TOTAL EMPLOYEES	3	6

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

- Adult Cash Fare:
- Ridership (revenue passengers): 11,971
- Total Operating Revenues: $106,059
- Total Direct Operating Expenses: $334,986
- Active Vehicles: 3
  - Small Community Buses 3
  - Standard Buses
- Percentage of accessible bus fleet: 66.67%
- Percentage of accessible transit fleet: 66.67%
- Number of Fixed Routes: 2
- Number of Accessible Routes: 0
- Energy Consumption:
  - Diesel:
  - Biodiesel B5:
  - Biodiesel B20:
  - Biodiesel - Other:
  - Natural Gas:
  - Electricity:
  - Gasoline (litres) 54,441

Modal Statistics	**Boardings**		**Rev. Vehicle Hrs.**		**Rev. Vehicle Kms**		**Avg. Speed (km/h)**
Bus	12,308	100.00%	6,009	100.00%	271,292	100.00%	45.15
TOTAL	**12,308**		**6,009**		**271,292**		**45.15**

Deseronto

FARE STRUCTURE

Effective Date: 01-01-2015

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

VEHICLES (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus	2	1	3.0	9.0	2	2
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	**2**	**1**			**2**	**2**

Total Low-Floor Bus (30'-60') 1 Average Bus Age (years) 5.0

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	
- Biodiesel (all blends)	
- Natural Gas (CNG or LNG)	
- Other	3
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**3**

VEHICLE KILOMETRES AND HOURS	2016	2017
Revenue Vehicle Kilometres	279,806	271,292
Total Vehicle Kilometres	309,815	301,796
Revenue Vehicle Hours	5,537	6,009
Auxiliary Revenue Vehicle Hours	29	52
Total Vehicle Hours	6,331	6,829
Operators Paid Hours	7,094	6,829
Vehicle Mechanics Paid Hours		
Total Employee Paid Hours	9,455	8,831
PASSENGER DATA		
Adult Passenger Trips	11,179	10,331
Concession Fare Trips	2,004	1,640
Concession Fare Trips Details:		
Child Passenger Trips	*215*	*172*
Student Passenger Trips	*435*	*346*
Senior Passenger Trips	*1,354*	*1,122*
REGULAR SERVICE PASSENGER TRIPS	**13,183**	**11,971**
Regular Service Passenger-Kms	329,575	299,275
Auxiliary Service Passenger Trips		
OPERATING EXPENSES		
Transportation Operations Expenses	$141,740	$144,960
Fuel/Energy Exp. for Vehicles	$52,250	$59,269
Vehicle Maintenance Expenses	$39,838	$48,950
Plant Maintenance Expenses		$1,262
General/Administration Expenses	$92,496	$80,545
TOTAL DIRECT OPERATING EXPENSES	**$326,324**	**$334,986**
Debt Service Payment		
Total Operating Expenses	$326,324	$334,986
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$114,441**	**$103,639**
TOTAL OPERATING REVENUES	**$115,115**	**$106,059**
Total Revenues	$115,115	$106,059
NET DIRECT OPERATING COST	**$211,209**	**$228,927**
NET OPERATING COST	**$211,209**	**$228,927**
Federal Operating Contribution		
Provincial Operating Contribution	$111,709	$130,227
Municipal Operating Contribution	$65,000	$62,200
Other Operating Contributions	$34,500	$36,500
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		
CAPITAL EXPENSES AND FUNDING SOURCES		
TOTAL CAPITAL EXPENDITURES		**$64,345**
Total Capital Disposals	$2,400	
TOTAL CAPITAL FUNDING		**$64,345**
Federal Capital Contribution		
Provincial Capital Contribution		
Municipal Capital Contribution		
Other Capital Contributions		$64,345

PERFORMANCE INDICATORS	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	35%	32%
Municipal Operating Contribution / Capita	$4.65	$4.45
Net Dir. Oper. Cost / Reg. Serv. Pass.	$16.02	$19.12
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$8.68	$8.66
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$24.75	$27.98
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$51.54	$49.05
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	0.94	0.86
Reg. Serv. Pass. / Rev. Veh. Hr.	2.38	1.99
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	0.40	0.43
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	50.53	45.15
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.78	0.89
TOP WAGE RATES		
Operators	$16.49	$16.61
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: 685,100
- Service Area Population: 579,446
- Service Area Size km²: 405.9
- Service provided by: Transit Commission, under contract with Pacific Western Transit
- Hours of Service:

Monday	4:14 - 1:51	Friday	4:14 - 1:51
Tuesday	4:14 - 1:51	Saturday	6:00 - 1:53
Wednesday	4:14 - 1:51	Sunday	5:45 - 1:48
Thursday	4:14 - 1:51	Holidays	5:45 - 1:48

- **Employees Statistics:**

	Full-time	Part-time
Operators	256	61
Other Transportation Operations	26	1
Vehicle Mechanics	31	
Other Vehicle Maintenance and Servicing	34	9
Plant and Other Maintenance	2	
General and Administration	32	1
TOTAL EMPLOYEES	381	72

- Union Affiliations: Unifor 222 (Operators)
  Unifor 222 (Mechanics)
  Unifor 222 (Administration)

- Adult Cash Fare: $3.75
- Ridership (revenue passengers): 10,230,396
- Total Operating Revenues: $26,577,972
- Total Direct Operating Expenses: $70,486,646
- Active Vehicles: 190
  - Standard Buses 190
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 53
- Number of Accessible Routes: 0
- Energy Consumption:
  - Diesel: 6,936,844 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	12,085,647	100.00%	510,070	100.00%	13,169,026	100.00%	25.82
TOTAL	**12,085,647**		**510,070**		**13,169,026**		**25.82**

Durham Region

FARE STRUCTURE

Effective Date: 01-05-2017

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	$3.75	$3.10	$117.00		
Children	$2.50	$2.10	$65.00		Age 6 to 12 inclusive
Students	$3.75	$2.80	$93.50	re-labelled "Youth"	Ae 13 to 19 inclusive
Seniors	$2.50	$2.10	$46.00		Age 65 and over
Other: GO Rail Passenger	$0.80				Co-Fare with valid GO fare

VEHICLES (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus	190		7.5		152	95
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	**190**	**0**			**152**	**95**

Total Low-Floor Bus (30'-60') 190 Average Bus Age (years) 7.5

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	190
- Biodiesel (all blends)	
- Natural Gas (CNG or LNG)	
- Other	
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**190**

VEHICLE KILOMETRES AND HOURS	2016	2017
Revenue Vehicle Kilometres	12,848,203	13,169,026
Total Vehicle Kilometres	13,747,559	14,299,313
Revenue Vehicle Hours	500,249	510,070
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	535,266	545,774
Operators Paid Hours	745,076	779,643
Vehicle Mechanics Paid Hours	89,701	89,141
Total Employee Paid Hours	1,022,400	1,129,218
PASSENGER DATA		
Adult Passenger Trips	7,358,575	7,482,134
Concession Fare Trips	2,833,749	2,748,262
Concession Fare Trips Details:		
Child Passenger Trips	*84,877*	*89,596*
Student Passenger Trips	*1,308,451*	*1,212,381*
Senior Passenger Trips	*432,770*	*459,118*
REGULAR SERVICE PASSENGER TRIPS	**10,192,324**	**10,230,396**
Regular Service Passenger-Kms	82,239,304	82,139,399
Auxiliary Service Passenger Trips		
OPERATING EXPENSES		
Transportation Operations Expenses	$36,773,286	$39,750,526
Fuel/Energy Exp. for Vehicles	$5,409,710	$6,445,758
Vehicle Maintenance Expenses	$12,138,753	$12,240,111
Plant Maintenance Expenses	$3,054,651	$2,764,595
General/Administration Expenses	$9,069,484	$9,285,656
TOTAL DIRECT OPERATING EXPENSES	**$66,445,883**	**$70,486,646**
Debt Service Payment	$967,144	$980,877
Total Operating Expenses	$75,668,115	$80,212,511
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$24,961,317**	**$25,695,643**
TOTAL OPERATING REVENUES	**$25,843,151**	**$26,577,972**
Total Revenues	$25,918,630	$26,609,403
NET DIRECT OPERATING COST	**$40,602,732**	**$43,908,674**
NET OPERATING COST	**$49,749,486**	**$53,603,108**
Federal Operating Contribution		
Provincial Operating Contribution	$1,611,000	$1,611,000
Municipal Operating Contribution	$47,082,357	$50,936,686
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution	$1,056,128	$1,055,422
CAPITAL EXPENSES AND FUNDING SOURCES		
TOTAL CAPITAL EXPENDITURES	**$28,649,597**	**$23,030,682**
Total Capital Disposals		
TOTAL CAPITAL FUNDING	**$14,960,889**	**$26,968,508**
Federal Capital Contribution		
Provincial Capital Contribution	$13,795,572	$25,579,290
Municipal Capital Contribution	$1,165,317	$1,389,218
Other Capital Contributions		

PERFORMANCE INDICATORS	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	39%	38%
Municipal Operating Contribution / Capita	$82.98	$87.91
Net Dir. Oper. Cost / Reg. Serv. Pass.	$3.98	$4.29
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$2.45	$2.51
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$6.52	$6.89
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$124.14	$129.15
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	17.96	17.66
Reg. Serv. Pass. / Rev. Veh. Hr.	20.37	20.06
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	0.88	0.88
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	25.68	25.82
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.67	0.65
TOP WAGE RATES		
Operators	$30.83	$31.29
Mechanics	$37.97	$38.79

Elliot Lake

Transit Contact: Daryl Halloch
Manager of Environmental Services

Statistical Contact: Daryl Halloch
Manager of Environmental Services
Phone: 705-848-2287 x2702 Fax: 705-461-7242
Email: dhalloch@city.elliotlake.on.ca

SYSTEM HIGHLIGHTS:

- System established: 01-01-1984
- Serves: City of Elliot Lake
- Municipal Population: 10,498
- Service Area Population: 10,498
- Service Area Size km²: 16.0
- Service provided by: Municipal Department, under contract with AJ Bus Lines
- Hours of Service:

Monday	7:00 - 18:30	Friday	7:00 - 21:30
Tuesday	7:00 - 18:30	Saturday	7:00 - 18:30
Wednesday	7:00 - 18:30	Sunday	N/A
Thursday	7:00 - 21:30	Holidays	N/A

- **Employees Statistics:**

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

- Union Affiliations: Union Information N/A (Operators)
  CUPE 170 (Mechanics)

- Adult Cash Fare: $2.50
- Ridership (revenue passengers): 99,108
- Total Operating Revenues: $183,276
- Total Direct Operating Expenses: $475,735
- Active Vehicles: 3
  - Small Community Buses 3
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 4
- Number of Accessible Routes: 0
- Energy Consumption:
  - Diesel: 44,711 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	99,108	100.00%	6,988	100.00%	179,168	100.00%	25.64
TOTAL	**99,108**		**6,988**		**179,168**		**25.64**

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 (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus	3		1.7		2	2
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	**3**	**0**			**2**	**2**

Total Low-Floor Bus (30'-60') 3 Average Bus Age (years) 1.7

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	3
- Biodiesel (all blends)	
- Natural Gas (CNG or LNG)	
- Other	
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**3**

VEHICLE KILOMETRES AND HOURS

	2016	2017
Revenue Vehicle Kilometres	173,016	179,168
Total Vehicle Kilometres	176,416	182,718
Revenue Vehicle Hours	6,988	6,988
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	7,092	7,092
Operators Paid Hours	8,472	8,472
Vehicle Mechanics Paid Hours	1,481	1,481
Total Employee Paid Hours	11,877	12,813
PASSENGER DATA		
Adult Passenger Trips	52,971	52,589
Concession Fare Trips	52,245	46,519
Concession Fare Trips Details:		
Child Passenger Trips		
Student Passenger Trips	*6,332*	*3,956*
Senior Passenger Trips	*29,725*	*25,427*
REGULAR SERVICE PASSENGER TRIPS	**105,216**	**99,108**
Regular Service Passenger-Kms	315,648	297,324
Auxiliary Service Passenger Trips		
OPERATING EXPENSES		
Transportation Operations Expenses	$298,592	$297,264
Fuel/Energy Exp. for Vehicles	$52,727	$40,296
Vehicle Maintenance Expenses	$75,849	$103,555
Plant Maintenance Expenses		$10,967
General/Administration Expenses	$24,231	$23,652
TOTAL DIRECT OPERATING EXPENSES	**$451,399**	**$475,735**
Debt Service Payment		
Total Operating Expenses	$455,399	$478,935
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$199,218**	**$179,276**
TOTAL OPERATING REVENUES	**$226,726**	**$183,276**
Total Revenues	$226,726	$183,276
NET DIRECT OPERATING COST	**$224,673**	**$292,459**
NET OPERATING COST	**$228,673**	**$295,659**
Federal Operating Contribution		
Provincial Operating Contribution		$120,669
Municipal Operating Contribution	$228,673	$284,634
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		
CAPITAL EXPENSES AND FUNDING SOURCES		
TOTAL CAPITAL EXPENDITURES	**$200,437**	
Total Capital Disposals		
TOTAL CAPITAL FUNDING	**$200,437**	
Federal Capital Contribution		
Provincial Capital Contribution	$200,437	
Municipal Capital Contribution		
Other Capital Contributions		

PERFORMANCE INDICATORS

	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	50%	39%
Municipal Operating Contribution / Capita	$21.78	$27.11
Net Dir. Oper. Cost / Reg. Serv. Pass.	$2.14	$2.95
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$1.89	$1.81
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$4.29	$4.80
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$63.65	$67.08
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	10.02	9.44
Reg. Serv. Pass. / Rev. Veh. Hr.	15.06	14.18
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	0.67	0.67
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	24.76	25.64
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.82	0.82
TOP WAGE RATES		
Operators	$16.90	$18.35
Mechanics	$28.99	$28.91

Fort Erie

Transit Contact: Kelly Walsh, P. Eng.
Director, Infrastructure Services

Statistical Contact: Kelly Walsh, P. Eng.
Director, Infrastructure Services
Phone: 905-871-1600 x2400 Fax: 905-871-6411
Email: kwalsh@forterie.ca

SYSTEM HIGHLIGHTS:

- System established: 01-01-1979
- Serves: Town of Fort Erie
- Municipal Population: 30,710
- Service Area Population: 21,497
- Service Area Size km²: 168.0
- Service provided by: Municipal Department, under contract with Tokmakjian Inc.
- Hours of Service:

Monday	6:00 - 21:00	Friday	6:00 - 21:00
Tuesday	6:00 - 21:00	Saturday	6:00 - 21:00
Wednesday	6:00 - 21:00	Sunday	N/A
Thursday	6:00 - 21:00	Holidays	N/A

- **Employees Statistics:**

	Full-time	Part-time
Operators	7	
Other Transportation Operations	1	
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration	1	
TOTAL EMPLOYEES	9	

- Union Affiliations: Union Information N/A (Operators)
  Union Information N/A (Mechanics)
  ATU 1582 (Niagara Transit)
- Disruption during 2017: Adverse Weather
  Start Date: 2017-03-14
  End Date: 2017-03-14
  Duration: 1 days
- Disruption during 2016: Adverse Weather
  Start Date: 2016-02-16
  End Date: 2016-02-16
  Duration: 1 days

- Adult Cash Fare: $2.75
- Ridership (revenue passengers): 52,602
- Total Operating Revenues: $35,622
- Total Direct Operating Expenses: $799,457
- Active Vehicles: 5
  - Standard 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: 145,462 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	52,602	100.00%	14,621	100.00%	361,073	100.00%	24.70
TOTAL	**52,602**		**14,621**		**361,073**		**24.70**

REMARKS:

Fort Erie Transit introduced a new fare and service hours, new routes, onstreet facilities and stops on October 2, 2017. Onboard fare systems and statistical/ GPS monitoring was also introduced on the system.

Fort Erie

FARE STRUCTURE

Effective Date: 02-10-2017

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other All Day Pass	Criteria
Adults	$2.75		$85.00	$5.50	
Children	$2.75			$5.50	< 5 = Free
Students	$2.75			$5.50	
Seniors	$2.75			$5.50	
Other: Fort to Falls	$3.50				Intermunicipal Fare to Niagara Falls

VEHICLES (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus	5		8.8		3	3
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	**5**	**0**			**3**	**3**

Total Low-Floor Bus (30'-60') 5 Average Bus Age (years) 8.8

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	5
- Biodiesel (all blends)	
- Natural Gas (CNG or LNG)	
- Other	
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**5**

VEHICLE KILOMETRES AND HOURS

	2016	2017
Revenue Vehicle Kilometres	309,202	361,073
Total Vehicle Kilometres	309,202	361,073
Revenue Vehicle Hours	8,791	14,621
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	8,791	14,621
Operators Paid Hours	8,080	12,740
Vehicle Mechanics Paid Hours		
Total Employee Paid Hours	11,980	16,640
PASSENGER DATA		
Adult Passenger Trips	49,720	46,574
Concession Fare Trips	6,806	6,028
Concession Fare Trips Details:		
Child Passenger Trips		
Student Passenger Trips		
Senior Passenger Trips		
REGULAR SERVICE PASSENGER TRIPS	**56,526**	**52,602**
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips	2,827	
OPERATING EXPENSES		
Transportation Operations Expenses	$516,821	$628,536
Fuel/Energy Exp. for Vehicles		
Vehicle Maintenance Expenses		
Plant Maintenance Expenses		
General/Administration Expenses	$147,549	$170,921
TOTAL DIRECT OPERATING EXPENSES	**$664,370**	**$799,457**
Debt Service Payment		
Total Operating Expenses	$664,370	$799,457
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$35,724**	**$33,824**
TOTAL OPERATING REVENUES	**$36,972**	**$35,622**
Total Revenues	$36,972	$35,622
NET DIRECT OPERATING COST	**$627,398**	**$763,835**
NET OPERATING COST	**$627,398**	**$763,835**
Federal Operating Contribution		
Provincial Operating Contribution	$118,912	$119,944
Municipal Operating Contribution	$508,486	$677,458
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**	**$33,567**
Federal Capital Contribution		
Provincial Capital Contribution		
Municipal Capital Contribution	$13,834	$33,567
Other Capital Contributions		

PERFORMANCE INDICATORS

	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	6%	4%
Municipal Operating Contribution / Capita	$16.56	$31.51
Net Dir. Oper. Cost / Reg. Serv. Pass.	$11.10	$14.52
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$0.63	$0.64
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$11.75	$15.20
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$75.57	$54.68
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	1.84	2.45
Reg. Serv. Pass. / Rev. Veh. Hr.	6.43	3.60
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	0.29	0.68
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	35.17	24.70
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	1.09	1.15
TOP WAGE RATES		
Operators	$16.25	$16.50
Mechanics		

GO (Metrolinx)

Transit Contact: Greg Percy
President GO Transit

Statistical Contact: Philippe Bellon

Phone: 416-202-5917   Fax: 416-214-0678
Email: Philippe.Bellon@metrolinx.com

SYSTEM HIGHLIGHTS:

- System established: 23-05-1967
- Serves: Greater Golden Horseshoe
- Municipal Population: 9,122,900
- Service Area Population: 9,122,900
- Service Area Size km²: .0
- Service provided by: Crown Corporation, under contract with Bombardier
- Hours of Service:

Monday	3:00 - 3:00	Friday	3:00 - 3:00
Tuesday	3:00 - 3:00	Saturday	3:00 - 3:00
Wednesday	3:00 - 3:00	Sunday	3:00 - 3:00
Thursday	3:00 - 3:00	Holidays	3:00 - 3:00

- **Employees Statistics:**

	Full-time	Part-time
Operators	747	78
Other Transportation Operations	557	203
Vehicle Mechanics	108	
Other Vehicle Maintenance and Servicing	13	12
Plant and Other Maintenance	415	30
General and Administration	1,477	36
TOTAL EMPLOYEES	3,317	359

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

- Adult Cash Fare:
- Ridership (revenue passengers): 68,464,543
- Total Operating Revenues: $584,991,344
- Total Direct Operating Expenses: $961,760,311
- Active Vehicles: 1,349
  - Commuter Rail Car: 622
  - Other Rail: 18
  - Commuter Rail Locomotive: 75
  - Standard Buses: 517
  - Double-Decker Buses: 117
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 52.85%
- Number of Fixed Routes: 44
- Number of Accessible Routes: 0
- Energy Consumption:
  - Diesel: 23,600,022 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	16,925,289	23.25%	1,124,299	69.08%	40,254,923	86.71%	35.80
Commuter Rail	55,867,336	76.75%	503,207	30.92%	6,167,861	13.29%	12.26
TOTAL	**72,792,625**		**1,627,506**		**46,422,784**		**28.52**

REMARKS:

No fleet data was submitted for 2017. Fleet data from 2016 is used for comparability.

GO (Metrolinx)

FARE STRUCTURE

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

VEHICLES (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus	634		5.9			
Commuter Rail	61	561	11.6	20.9	643	214
Ferry						
Heavy Rail						
Light Rail						
Locomotive		75		9.4	62	21
Streetcar						
TOTAL ACTIVE VEHICLES	**695**	**636**			**705**	**235**

Total Low-Floor Bus (30'-60') 117 Average Bus Age (years) 5.9

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	634
- Biodiesel (all blends)	
- Natural Gas (CNG or LNG)	
- Other	
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**634**

VEHICLE KILOMETRES AND HOURS

	2016	2017
Revenue Vehicle Kilometres	46,065,622	46,422,784
Total Vehicle Kilometres	56,807,937	57,122,270
Revenue Vehicle Hours	1,552,337	1,627,506
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	1,932,101	1,994,368
Operators Paid Hours	1,293,828	1,257,828
Vehicle Mechanics Paid Hours	157,710	169,516
Total Employee Paid Hours	5,459,701	5,480,412
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	**69,193,574**	**68,464,543**
Regular Service Passenger-Kms	2,485,638,331	2,459,449,376
Auxiliary Service Passenger Trips		
OPERATING EXPENSES		
Transportation Operations Expenses	$212,624,358	$257,021,939
Fuel/Energy Exp. for Vehicles	$63,025,711	$73,196,487
Vehicle Maintenance Expenses	$117,506,009	$148,237,948
Plant Maintenance Expenses	$142,197,776	$160,674,082
General/Administration Expenses	$288,637,132	$322,629,855
TOTAL DIRECT OPERATING EXPENSES	**$823,990,986**	**$961,760,311**
Debt Service Payment		
Total Operating Expenses	$1,371,877,158	$1,606,653,791
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$542,140,010**	**$541,754,880**
TOTAL OPERATING REVENUES	**$576,815,370**	**$584,991,344**
Total Revenues	$1,114,778,328	$1,242,008,682
NET DIRECT OPERATING COST	**$247,175,616**	**$376,768,967**
NET OPERATING COST	**$257,098,829**	**$364,645,108**
Federal Operating Contribution		
Provincial Operating Contribution	$262,833,554	$341,308,842
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	**$2,793,412,163**	**$3,532,924,551**
Total Capital Disposals	$699,606	$37,089,793
TOTAL CAPITAL FUNDING	**$2,793,412,163**	**$3,532,924,551**
Federal Capital Contribution	$26,445,316	$76,246,016
Provincial Capital Contribution	$2,759,305,123	$3,377,402,860
Municipal Capital Contribution	$7,661,724	$79,275,676
Other Capital Contributions		

PERFORMANCE INDICATORS

	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	70%	61%
Municipal Operating Contribution / Capita		
Net Dir. Oper. Cost / Reg. Serv. Pass.	$3.57	$5.50
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$7.84	$7.91
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$11.91	$14.05
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$426.47	$482.24
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	7.71	7.50
Reg. Serv. Pass. / Rev. Veh. Hr.	44.57	42.07
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	0.17	0.18
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	29.68	28.52
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	1.20	1.29
TOP WAGE RATES		
Operators	$33.20	$33.96
Mechanics	$39.24	$40.14

Greater Sudbury

Transit Contact: Michelle Ferrigan
Director of Transit Services

Statistical Contact: Andrew Poeta
Transit Planning Coordinator
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: 149,667
- Service Area Size km²: 225.4
- Service provided by: Municipal Department
- 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	57
Other Transportation Operations	5	
Vehicle Mechanics	9	
Other Vehicle Maintenance and Servicing	9	5
Plant and Other Maintenance		
General and Administration	15	3
TOTAL EMPLOYEES	111	65

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

- Adult Cash Fare: $3.20
- Ridership (revenue passengers): 4,062,532
- Total Operating Revenues: $7,880,010
- Total Direct Operating Expenses: $19,990,359
- Active Vehicles: 59
  - Small Community Buses 1
  - Standard Buses 58
- Percentage of accessible bus fleet: 98.31%
- Percentage of accessible transit fleet: 98.31%
- Number of Fixed Routes: 38
- Number of Accessible Routes: 38
- Energy Consumption:
  - Diesel: 2,194,552 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	4,475,381	100.00%	167,095	100.00%	4,206,402	100.00%	25.17
TOTAL	**4,475,381**		**167,095**		**4,206,402**		**25.17**

Greater Sudbury

FARE STRUCTURE

Effective Date: 01-01-2017

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	$3.20	$2.50	$87.00		
Children	$2.30	$1.90	$52.00		5+, under 60" tall
Students	$3.20	$2.50	$80.00		
Seniors	$2.30	$1.90	$52.00		65+
Other: Special Reduced	$2.30	$1.90	$50.00		Disability Pensioner

VEHICLES (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus	58	1	7.1	9.0	44	30
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	**58**	**1**			**44**	**30**

Total Low-Floor Bus (30'-60') 58 Average Bus Age (years) 7.1

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	59
- Biodiesel (all blends)	
- Natural Gas (CNG or LNG)	
- Other	
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**59**

VEHICLE KILOMETRES AND HOURS

	2016	2017
Revenue Vehicle Kilometres	4,215,622	4,206,402
Total Vehicle Kilometres	4,478,679	4,474,202
Revenue Vehicle Hours	167,095	167,095
Auxiliary Revenue Vehicle Hours	322	208
Total Vehicle Hours	167,567	167,453
Operators Paid Hours		230,088
Vehicle Mechanics Paid Hours	14,887	16,676
Total Employee Paid Hours	58,382	309,004
PASSENGER DATA		
Adult Passenger Trips	2,101,741	1,962,115
Concession Fare Trips	2,077,242	2,100,417
Concession Fare Trips Details:		
Child Passenger Trips	*6,414*	*5,298*
Student Passenger Trips	*1,186,741*	*1,243,468*
Senior Passenger Trips	*251,152*	*218,124*
REGULAR SERVICE PASSENGER TRIPS	**4,178,983**	**4,062,532**
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips		
OPERATING EXPENSES		
Transportation Operations Expenses	$10,012,846	$10,177,662
Fuel/Energy Exp. for Vehicles	$1,830,586	$2,063,820
Vehicle Maintenance Expenses	$3,602,679	$3,603,364
Plant Maintenance Expenses	$1,349,008	$1,658,253
General/Administration Expenses	$2,450,192	$2,487,260
TOTAL DIRECT OPERATING EXPENSES	**$19,245,311**	**$19,990,359**
Debt Service Payment	$407,692	$398,495
Total Operating Expenses	$19,657,503	$20,394,432
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$7,528,184**	**$7,660,281**
TOTAL OPERATING REVENUES	**$7,791,871**	**$7,880,010**
Total Revenues	$7,885,352	$7,959,301
NET DIRECT OPERATING COST	**$11,453,440**	**$12,110,349**
NET OPERATING COST	**$11,772,151**	**$12,435,131**
Federal Operating Contribution		
Provincial Operating Contribution	$1,235,806	$927,929
Municipal Operating Contribution	$10,516,345	$11,507,202
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	**$3,184,613**	**$7,506,707**
Total Capital Disposals	$1,188,644	$2,466,916
TOTAL CAPITAL FUNDING	**$3,184,613**	**$7,506,706**
Federal Capital Contribution		$3,131,918
Provincial Capital Contribution	$2,462,859	$1,584,118
Municipal Capital Contribution	$646,602	$2,641,148
Other Capital Contributions	$75,152	$149,522

PERFORMANCE INDICATORS

	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	40%	39%
Municipal Operating Contribution / Capita	$76.21	$76.89
Net Dir. Oper. Cost / Reg. Serv. Pass.	$2.74	$2.98
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$1.80	$1.89
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$4.61	$4.92
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$114.85	$119.38
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	30.28	27.14
Reg. Serv. Pass. / Rev. Veh. Hr.	25.01	24.31
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	1.21	1.12
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	25.23	25.17
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		0.73
TOP WAGE RATES		
Operators	$27.50	$27.87
Mechanics	$31.83	$32.26

Guelph

Transit Contact: Robin Gerus
General Manager

Statistical Contact: Courtney McDonald
Transit Services Business Specialist
Phone: 519-822-1260 x2708 Fax:
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
- Hours of Service:

Monday	5:45 - 00:45	Friday	5:45 - 00:45
Tuesday	5:45 - 00:45	Saturday	5:45 - 00:45
Wednesday	5:45 - 00:45	Sunday	9:15 - 19:15
Thursday	5:45 - 00:45	Holidays	9:15 - 19:15

- **Employees Statistics:**

	Full-time	Part-time
Operators	144	19
Other Transportation Operations	20	
Vehicle Mechanics	15	
Other Vehicle Maintenance and Servicing	13	
Plant and Other Maintenance	2	
General and Administration	5	2
TOTAL EMPLOYEES	199	21

- Union Affiliations:
  - ATU 1189 (Operators)
  - ATU 1189 (Mechanics)
  - CUPE 973 (Clerical)

- Adult Cash Fare: $3.00
- Ridership (revenue passengers): 6,476,108
- Total Operating Revenues: $12,137,418
- Total Direct Operating Expenses: $27,054,852
- Active Vehicles: 102
  - Standard Buses 102
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 30
- Number of Accessible Routes: 0
- Energy Consumption:
  - Diesel:
  - Biodiesel B5: 1,398,179 litres
  - Biodiesel B20: 1,398,179 litres
  - Biodiesel - Other:
  - Natural Gas:
  - Electricity:
  - Other:

Modal Statistics	Boardings		Rev. Vehicle Hrs.		Rev. Vehicle Kms		Avg. Speed (km/h)
Bus	6,982,802	100.00%	205,820	100.00%	3,853,130	100.00%	18.72
TOTAL	**6,982,802**		**205,820**		**3,853,130**		**18.72**

REMARKS:
2017 is the first year that vehicle kilometres and hours were reportedly accurately to include service cancellations.

Guelph

FARE STRUCTURE

Effective Date: 01-01-2016

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Affordable	Criteria
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+
Other: day pass	$8.00				1 day unlimited use/person

VEHICLES (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus	102		7.2		65	30
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	**102**	**0**			**65**	**30**

Total Low-Floor Bus (30'-60') 102 Average Bus Age (years) 7.2

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	
- Biodiesel (all blends)	102
- Natural Gas (CNG or LNG)	
- Other	
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**102**

VEHICLE KILOMETRES AND HOURS

	2016	2017
Revenue Vehicle Kilometres	4,503,437	3,853,130
Total Vehicle Kilometres	4,913,555	4,207,903
Revenue Vehicle Hours	221,695	205,820
Auxiliary Revenue Vehicle Hours	3,372	2,509
Total Vehicle Hours	236,340	219,711
Operators Paid Hours	376,741	353,469
Vehicle Mechanics Paid Hours	35,328	30,415
Total Employee Paid Hours	498,493	465,254
PASSENGER DATA		
Adult Passenger Trips	2,409,262	2,018,921
Concession Fare Trips	3,699,742	4,457,187
Concession Fare Trips Details:		
Child Passenger Trips	*481,106*	*548,231*
Student Passenger Trips	*2,999,163*	*3,023,935*
Senior Passenger Trips	*219,473*	*240,576*
REGULAR SERVICE PASSENGER TRIPS	**6,109,004**	**6,476,108**
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips		
OPERATING EXPENSES		
Transportation Operations Expenses	$16,890,720	$17,178,171
Fuel/Energy Exp. for Vehicles	$2,155,310	$2,519,091
Vehicle Maintenance Expenses	$5,064,917	$5,105,371
Plant Maintenance Expenses	$1,106,247	$1,206,238
General/Administration Expenses	$1,074,483	$1,045,981
TOTAL DIRECT OPERATING EXPENSES	**$26,291,678**	**$27,054,852**
Debt Service Payment		
Total Operating Expenses	$26,291,678	$27,054,852
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$10,924,835**	**$11,696,803**
TOTAL OPERATING REVENUES	**$11,296,435**	**$12,137,418**
Total Revenues	$11,328,095	$12,170,120
NET DIRECT OPERATING COST	**$14,995,243**	**$14,917,434**
NET OPERATING COST	**$14,963,583**	**$14,884,732**
Federal Operating Contribution		
Provincial Operating Contribution	$2,446,690	
Municipal Operating Contribution	$12,516,893	$14,884,732
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		
CAPITAL EXPENSES AND FUNDING SOURCES		
TOTAL CAPITAL EXPENDITURES	**$4,961,836**	**$14,286,345**
Total Capital Disposals		
TOTAL CAPITAL FUNDING	**$4,961,836**	**$14,286,345**
Federal Capital Contribution	$982,510	$7,026,580
Provincial Capital Contribution	$1,488,121	$3,585,940
Municipal Capital Contribution	$2,249,096	$3,642,688
Other Capital Contributions	$242,109	$31,137

PERFORMANCE INDICATORS

	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	43%	45%
Municipal Operating Contribution / Capita	$94.97	$112.94
Net Dir. Oper. Cost / Reg. Serv. Pass.	$2.45	$2.30
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$1.79	$1.81
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$4.30	$4.18
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$111.25	$123.14
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	46.35	49.14
Reg. Serv. Pass. / Rev. Veh. Hr.	27.56	31.46
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	1.68	1.56
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	20.31	18.72
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.60	0.59
TOP WAGE RATES		
Operators	$28.29	$28.84
Mechanics	$34.26	$34.93

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: 563,480
- Service Area Population: 504,637
- Service Area Size km²: 243.0
- Service provided by: Municipal Department
- 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	510	38
Other Transportation Operations	38	
Vehicle Mechanics	51	14
Other Vehicle Maintenance and Servicing	38	32
Plant and Other Maintenance		1
General and Administration	53	7
TOTAL EMPLOYEES	690	92

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

- Adult Cash Fare: $3.00
- Ridership (revenue passengers): 21,408,915
- Total Operating Revenues: $41,748,403
- Total Direct Operating Expenses: $89,477,520
- Active Vehicles: 251
  - Small Community Buses 5
  - Standard Buses 204
  - Articulated Buses 42
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 35
- Number of Accessible Routes: 0
- Energy Consumption:

- Diesel:	6,417,774	litres
- Biodiesel B5:		
- Biodiesel B20:		
- Biodiesel - Other:		
- Natural Gas:	4,065,658	cubic-metres
- Electricity:		
- Other:		

Modal Statistics	**Boardings**		**Rev. Vehicle Hrs.**		**Rev. Vehicle Kms**		**Avg. Speed (km/h)**
Bus	29,109,869	100.00%	829,073	100.00%	14,974,373	100.00%	18.06
TOTAL	**29,109,869**		**829,073**		**14,974,373**		**18.06**

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+ = Free

VEHICLES (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus	251		6.0		206	104
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	**251**	**0**			**206**	**104**

Total Low-Floor Bus (30'-60') 251 Average Bus Age (years) 6.0

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	166
- Biodiesel (all blends)	
- Natural Gas (CNG or LNG)	85
- Other	
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**251**

VEHICLE KILOMETRES AND HOURS

	2016	2017
Revenue Vehicle Kilometres	14,897,185	14,974,373
Total Vehicle Kilometres	16,410,469	16,624,336
Revenue Vehicle Hours	810,410	829,073
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	854,007	875,028
Operators Paid Hours	1,093,579	1,116,070
Vehicle Mechanics Paid Hours	122,182	122,837
Total Employee Paid Hours	1,493,874	1,508,689
PASSENGER DATA		
Adult Passenger Trips	12,410,386	12,349,258
Concession Fare Trips	9,085,372	9,059,657
Concession Fare Trips Details:		
Child Passenger Trips	*21,677*	*22,609*
Student Passenger Trips	*2,725,768*	*2,623,742*
Senior Passenger Trips	*1,353,590*	*1,324,053*
REGULAR SERVICE PASSENGER TRIPS	**21,495,758**	**21,408,915**
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips		
OPERATING EXPENSES		
Transportation Operations Expenses	$50,285,825	$54,262,337
Fuel/Energy Exp. for Vehicles	$7,672,809	$6,837,095
Vehicle Maintenance Expenses	$19,587,810	$17,933,556
Plant Maintenance Expenses	$3,144,028	$2,916,913
General/Administration Expenses	$6,923,277	$7,527,619
TOTAL DIRECT OPERATING EXPENSES	**$87,613,749**	**$89,477,520**
Debt Service Payment		
Total Operating Expenses	$94,027,589	$97,063,760
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$38,796,836**	**$40,904,750**
TOTAL OPERATING REVENUES	**$39,603,830**	**$41,748,403**
Total Revenues	$39,617,145	$42,054,162
NET DIRECT OPERATING COST	**$48,009,919**	**$47,729,117**
NET OPERATING COST	**$54,410,444**	**$55,009,597**
Federal Operating Contribution		
Provincial Operating Contribution	$9,176,480	$9,176,480
Municipal Operating Contribution	$45,233,965	$45,833,117
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		
CAPITAL EXPENSES AND FUNDING SOURCES		
TOTAL CAPITAL EXPENDITURES	**$32,639,971**	**$12,975,142**
Total Capital Disposals	$140,069	$178,056
TOTAL CAPITAL FUNDING	**$32,639,971**	**$7,486,607**
Federal Capital Contribution	$6,155,000	
Provincial Capital Contribution	$3,712,964	$2,579,823
Municipal Capital Contribution	$775,000	$700,000
Other Capital Contributions	$21,997,007	$4,206,784

PERFORMANCE INDICATORS

	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	45%	47%
Municipal Operating Contribution / Capita	$92.19	$90.82
Net Dir. Oper. Cost / Reg. Serv. Pass.	$2.23	$2.23
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$1.80	$1.91
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$4.08	$4.18
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$102.59	$102.26
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	43.81	42.42
Reg. Serv. Pass. / Rev. Veh. Hr.	26.52	25.82
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	1.65	1.64
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	18.38	18.06
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.74	0.74
TOP WAGE RATES		
Operators	$29.73	$30.93
Mechanics	$35.07	$36.49

Huntsville

Transit Contact: Dean Campbell
Owner/Operator

Statistical Contact: Linda Gibson
Deputy Treasurer
Phone: 705-789-1751 ext 222 Fax: 705-789-6689
Email: linda.gibson@huntsville.ca

SYSTEM HIGHLIGHTS:

- System established: 13-06-1991
- Serves: Town of Huntsville
- Municipal Population: 20,660
- Service Area Population: 11,000
- Service Area Size km²: 12.0
- Service provided by: Municipal Department
- Hours of Service:

Monday	8:00 - 19:00	Friday	8:00 - 19:00
Tuesday	8:00 - 19:00	Saturday	10:00 - 18:00
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		
TOTAL EMPLOYEES		

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

- Adult Cash Fare: $2.25
- Ridership (revenue passengers): 27,995
- Total Operating Revenues: $34,698
- Total Direct Operating Expenses: $281,152
- 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: 2
- Number of Accessible Routes: 0
- Energy Consumption:
  - Diesel:
  - Biodiesel B5:
  - Biodiesel B20:
  - Biodiesel - Other:
  - Natural Gas:
  - Electricity:

  Gasoline in litres 35,870

Modal Statistics	Boardings		Rev. Vehicle Hrs.		Rev. Vehicle Kms		Avg. Speed (km/h)
Bus	27,995	100.00%	5,550	100.00%	84,675	100.00%	15.26
TOTAL	**27,995**		**5,550**		**84,675**		**15.26**

REMARKS:

The Town of Huntsville provides community transportation without conditional eligibility.

Huntsville

FARE STRUCTURE

Effective Date: 01-06-2017

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	$2.25	$2.05	$52.50		14+
Children	$1.00	$0.91			preschool free with parent
Students	$1.00	$0.91	$25.00		
Seniors	$2.25	$2.05			

VEHICLES (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus	5		4.0		2	2
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	**5**	**0**			**2**	**2**

Total Low-Floor Bus (30'-60') 5 Average Bus Age (years) 4.0

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	1
- Biodiesel (all blends)	
- Natural Gas (CNG or LNG)	
- Other	4
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**5**

VEHICLE KILOMETRES AND HOURS

	2016	2017
Revenue Vehicle Kilometres	84,600	84,675
Total Vehicle Kilometres	84,600	84,675
Revenue Vehicle Hours	5,500	5,550
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	5,500	5,550
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	**28,593**	**27,995**
Regular Service Passenger-Kms	200,151	200,151
Auxiliary Service Passenger Trips		
OPERATING EXPENSES		
Transportation Operations Expenses	$239,100	$242,644
Fuel/Energy Exp. for Vehicles		
Vehicle Maintenance Expenses		
Plant Maintenance Expenses		
General/Administration Expenses	$34,132	$38,508
TOTAL DIRECT OPERATING EXPENSES	**$273,232**	**$281,152**
Debt Service Payment		
Total Operating Expenses	$273,232	$281,152
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$28,246**	**$34,698**
TOTAL OPERATING REVENUES	**$28,246**	**$34,698**
Total Revenues	$28,246	$34,698
NET DIRECT OPERATING COST	**$244,986**	**$246,454**
NET OPERATING COST	**$244,986**	**$246,454**
Federal Operating Contribution		
Provincial Operating Contribution	$146,981	$114,976
Municipal Operating Contribution	$98,004	$131,478
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		

PERFORMANCE INDICATORS

	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	10%	12%
Municipal Operating Contribution / Capita	$9.80	$11.95
Net Dir. Oper. Cost / Reg. Serv. Pass.	$8.57	$8.80
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$0.99	$1.24
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$9.56	$10.04
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$49.68	$50.66
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	2.86	2.55
Reg. Serv. Pass. / Rev. Veh. Hr.	5.20	5.04
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	0.55	0.50
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	15.38	15.26
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
TOP WAGE RATES		
Operators		
Mechanics		

Innisfil

Transit Contact: Tim Cane
Manager of Planning

Statistical Contact: Paul Pentikainen
Senior Policy Planner
Phone: 705-436-3740 x3326 Fax: 705-436-7120
Email: ppentikainen@innisfil.ca

SYSTEM HIGHLIGHTS:

- System established: 15-05-2017
- Serves: Town of Innisfil
- Municipal Population: 36,566
- Service Area Population: 36,566
- Service Area Size km²: 262.7
- Service provided by: Municipal Department, under contract with Uber

- Adult Cash Fare:
- Ridership (revenue passengers): 26,688
- Total Operating Revenues: $255,677
- Total Direct Operating Expenses: $460,551

- Hours of Service:

Monday	00:00 - 24:00	Friday	00:00 - 24:00
Tuesday	00:00 - 24:00	Saturday	00:00 - 24:00
Wednesday	00:00 - 24:00	Sunday	00:00 - 24:00
Thursday	00:00 - 24:00	Holidays	00:00 - 24:00

- Number of Fixed Routes: 0
- 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		
Other Transportation Operations	1	3
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration	4	
TOTAL EMPLOYEES	5	3

- 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	26,688	100.00%	5,708	100.00%	275,999	100.00%	48.35
TOTAL	**26,688**		**5,708**		**275,999**		**48.35**

REMARKS:

Detailed fare structure for the Town's partnership with Uber (as of Dec 31/16) is as follows: - $3 for any trip to/from Innisfil Recreational Complex/Town Hall area; - $4 for any trip to/from closest GO bus stop along Yonge St; - $5 for any trip to/from Barrie South GO train station; and - $5 for any trip to/from Innisfil Heights Employment Area.All other trips that start or end in Innisfil are $5 off the regular Uber fare. When two friends are getting picked up/dropped off together, the price for the 2nd seat is $3.

Innisfil

FARE STRUCTURE

Effective Date: 15-05-2017

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

VEHICLES (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus					45	4
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES					**45**	**4**

VEHICLE KILOMETRES AND HOURS	2016	2017
Revenue Vehicle Kilometres		275,999
Total Vehicle Kilometres		275,999
Revenue Vehicle Hours		5,708
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours		5,708
Operators Paid Hours		
Vehicle Mechanics Paid Hours		
Total Employee Paid Hours		10,920
PASSENGER DATA		
Adult Passenger Trips		26,688
Concession Fare Trips		
Concession Fare Trips Details:		
Child Passenger Trips		
Student Passenger Trips		
Senior Passenger Trips		
REGULAR SERVICE PASSENGER TRIPS		**26,688**
Regular Service Passenger-Kms		275,687
Auxiliary Service Passenger Trips		
OPERATING EXPENSES		
Transportation Operations Expenses		$460,551
Fuel/Energy Exp. for Vehicles		
Vehicle Maintenance Expenses		
Plant Maintenance Expenses		
General/Administration Expenses		
TOTAL DIRECT OPERATING EXPENSES		**$460,551**
Debt Service Payment		
Total Operating Expenses		$460,551
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES		**$255,677**
TOTAL OPERATING REVENUES		**$255,677**
Total Revenues		$255,677
NET DIRECT OPERATING COST		**$204,873**
NET OPERATING COST		**$204,873**
Federal Operating Contribution		
Provincial Operating Contribution		
Municipal Operating Contribution		$204,873
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		

PERFORMANCE INDICATORS	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)		56%
Municipal Operating Contribution / Capita		$5.60
Net Dir. Oper. Cost / Reg. Serv. Pass.		$7.68
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.		$9.58
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.		$17.26
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.		$80.69
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita		0.73
Reg. Serv. Pass. / Rev. Veh. Hr.		4.68
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita		0.16
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.		48.35
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
TOP WAGE RATES		
Operators		
Mechanics		

Kawartha Lakes

Transit Contact: Todd Bryant
Manager - Fleet Services

Statistical Contact: Enzo Ingribelli
Public Works - Transit Supervisor
Phone: 705-324-9411 ext 110 Fax: 705-324-1155
Email: eingribelli@kawarthalakes.ca

SYSTEM HIGHLIGHTS:

- System established: 01-01-2001
- Serves: City of Kawartha
- Municipal Population: 75,423
- Service Area Population: 20,713
- Service Area Size km²: 27.0
- Service provided by: Municipal Department

- Adult Cash Fare: $2.10
- Ridership (revenue passengers): 102,631
- Total Operating Revenues: $160,065
- Total Direct Operating Expenses: $1,159,116

- 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

- Number of Fixed Routes: 3
- 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		11
Other Transportation Operations		
Vehicle Mechanics	1	
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration		
TOTAL EMPLOYEES	1	11

- Union Affiliations: CUPE 855 (Operators)
  CUPE 855 (Mechanics)

Modal Statistics	**Boardings**		**Rev. Vehicle Hrs.**		**Rev. Vehicle Kms**		**Avg. Speed (km/h)**
Bus	102,631	100.00%	15,027	100.00%	274,011	100.00%	18.23
TOTAL	**102,631**		**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 0700 to 1900. 2017 is the first year that the revenue from conventional and specialized are reported separately whereas in the past specialized transit revenue was included with conventional.

Kawartha Lakes

FARE STRUCTURE

Effective Date: 11-07-2017

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	$2.10	$1.67	$63.00		
Children	$1.05				
Students	$1.60	$1.67	$52.50		
Seniors	$1.60	$1.67	$52.50		

VEHICLES (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus						
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES					**0**	**0**

VEHICLE KILOMETRES AND HOURS	2016	2017
Revenue Vehicle Kilometres	274,011	274,011
Total Vehicle Kilometres	286,109	286,109
Revenue Vehicle Hours	15,027	15,027
Auxiliary Revenue Vehicle Hours	415	415
Total Vehicle Hours	16,344	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	**94,511**	**102,631**
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips	15	16
OPERATING EXPENSES		
Transportation Operations Expenses	$736,460	$610,494
Fuel/Energy Exp. for Vehicles	$98,508	$88,636
Vehicle Maintenance Expenses	$477,255	$329,437
Plant Maintenance Expenses	$100,626	$7,908
General/Administration Expenses	$36,159	$122,642
TOTAL DIRECT OPERATING EXPENSES	**$1,449,007**	**$1,159,116**
Debt Service Payment		
Total Operating Expenses	$1,449,007	$1,159,116
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$158,764**	**$156,434**
TOTAL OPERATING REVENUES	**$158,764**	**$160,065**
Total Revenues	$158,764	$160,065
NET DIRECT OPERATING COST	**$1,290,243**	**$999,052**
NET OPERATING COST	**$1,290,243**	**$999,052**
Federal Operating Contribution		
Provincial Operating Contribution	$630,508	$683,807
Municipal Operating Contribution	$659,735	$315,245
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		
CAPITAL EXPENSES AND FUNDING SOURCES		
TOTAL CAPITAL EXPENDITURES	**$505,737**	**$262,974**
Total Capital Disposals		
TOTAL CAPITAL FUNDING	**$552,182**	**$262,974**
Federal Capital Contribution		
Provincial Capital Contribution	$379,827	$262,974
Municipal Capital Contribution		
Other Capital Contributions	$172,355	

PERFORMANCE INDICATORS	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	11%	14%
Municipal Operating Contribution / Capita	$31.85	$15.22
Net Dir. Oper. Cost / Reg. Serv. Pass.	$13.65	$9.73
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$1.68	$1.52
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$15.33	$11.29
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$88.66	$70.92
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	4.56	4.95
Reg. Serv. Pass. / Rev. Veh. Hr.	6.29	6.83
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	0.73	0.73
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	18.23	18.23
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
TOP WAGE RATES		
Operators	$21.48	$21.48
Mechanics	$27.04	$27.04

Kenora

Transit Contact: Karen Brown
Chief Administrative Officer

Statistical Contact: Charlotte Edie
Treasurer
Phone: 807-467-2013 Fax: 807-467-2141
Email: cedie@kenora.ca

SYSTEM HIGHLIGHTS:

- System established:
- Serves: City of Kenora
- Municipal Population: 15,096
- Service Area Population: 7,000
- Service Area Size km²: 16.0
- 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: $2.00
- Ridership (revenue passengers): 39,546
- Total Operating Revenues: $92,847
- Total Direct Operating Expenses: $269,371
- Active Vehicles: 3
  - Standard Buses 3
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 3
- Number of Accessible Routes: 0
- Energy Consumption:
  - Diesel: 48,504 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	39,546	100.00%	3,287	100.00%	101,976	100.00%	31.02
TOTAL	**39,546**		**3,287**		**101,976**		**31.02**

Kenora

FARE STRUCTURE

Effective Date: 01-09-2007

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

VEHICLES (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus	3		7.0		2	1
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	**3**	**0**			**2**	**1**

Total Low-Floor Bus (30'-60') 3 Average Bus Age (years) 7.0

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	3
- Biodiesel (all blends)	
- Natural Gas (CNG or LNG)	
- Other	
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**3**

VEHICLE KILOMETRES AND HOURS

	2016	2017
Revenue Vehicle Kilometres	86,676	101,976
Total Vehicle Kilometres	86,676	101,976
Revenue Vehicle Hours	3,240	3,287
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	3,240	3,287
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	**63,910**	**39,546**
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips		
OPERATING EXPENSES		
Transportation Operations Expenses	$243,169	$255,358
Fuel/Energy Exp. for Vehicles		
Vehicle Maintenance Expenses		$1,221
Plant Maintenance Expenses	$6,406	$2,744
General/Administration Expenses		$10,048
TOTAL DIRECT OPERATING EXPENSES	**$249,575**	**$269,371**
Debt Service Payment		
Total Operating Expenses	$317,713	$337,509
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$112,908**	**$89,867**
TOTAL OPERATING REVENUES	**$116,133**	**$92,847**
Total Revenues	$116,133	$92,847
NET DIRECT OPERATING COST	**$133,442**	**$176,524**
NET OPERATING COST	**$201,580**	**$244,662**
Federal Operating Contribution		
Provincial Operating Contribution		$11,520
Municipal Operating Contribution	$201,580	$233,142
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		
CAPITAL EXPENSES AND FUNDING SOURCES		
TOTAL CAPITAL EXPENDITURES		**$277,422**
Total Capital Disposals		
TOTAL CAPITAL FUNDING		**$277,422**
Federal Capital Contribution		$138,711
Provincial Capital Contribution		$138,711
Municipal Capital Contribution		
Other Capital Contributions		

PERFORMANCE INDICATORS

	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	47%	34%
Municipal Operating Contribution / Capita	$28.80	$33.31
Net Dir. Oper. Cost / Reg. Serv. Pass.	$2.09	$4.46
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$1.77	$2.27
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$3.91	$6.81
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$77.03	$81.95
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	9.13	5.65
Reg. Serv. Pass. / Rev. Veh. Hr.	19.73	12.03
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	0.46	0.47
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	26.75	31.02
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
TOP WAGE RATES		
Operators		
Mechanics		

Kingston

Transit Contact: Jeremy DaCosta
Director, Transit & Fleet Services

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: 124,454
- Service Area Population: 121,133
- Service Area Size km²: 131.7
- Service provided by: Municipal Department
- 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	6:00 - 23:30
Thursday	6:00 - 23:30	Holidays	6:00 - 23:30

Employees Statistics:	**Full-time**	**Part-time**
Operators	99	59
Other Transportation Operations	10	
Vehicle Mechanics	15	
Other Vehicle Maintenance and Servicing	4	
Plant and Other Maintenance	7	4
General and Administration	9	
TOTAL EMPLOYEES	144	63

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

- Adult Cash Fare: $3.00
- Ridership (revenue passengers): 6,145,809
- Total Operating Revenues: $7,313,339
- Total Direct Operating Expenses: $21,535,065
- Active Vehicles: 74
  - Small Community Buses 10
  - Standard Buses 64
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 22
- Number of Accessible Routes: 11
- Energy Consumption:
  - Diesel: 464,209 litres
  - Biodiesel B5: 696,314 litres
  - Biodiesel B20: 1,624,733 litres
  - Biodiesel - Other:
  - Natural Gas:
  - Electricity:
  - Other:

Modal Statistics	**Boardings**		**Rev. Vehicle Hrs.**		**Rev. Vehicle Kms**		**Avg. Speed (km/h)**
Bus	6,983,374	100.00%	238,688	100.00%	4,473,753	100.00%	18.74
TOTAL	**6,983,374**		**238,688**		**4,473,753**		**18.74**

REMARKS:

As part of the first phase of the Kingston Transit Five-Year Business Plan, the fare structure was revised in January, and expanded morning/evening service on Sundays and holidays for Express routes and key local routes was launched in September. Incremental increase of 4,146 revenue service hours compared to 2016. No fleet data was reported for 2017. Fleet data from 2016 is used for comparison.

Kingston

FARE STRUCTURE

Effective Date: 01-01-2017

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Affordable Transit Pass	Criteria
Adults	$3.00	$2.50	$76.00	$38.00	25+
Children				$0.00	< 14 = Free
Students	$3.00	$2.00	$56.50	$28.25	15 - 24
Seniors	$3.00	$2.00	$56.50	$28.25	65+
Other: High school					Students in High School = Free

VEHICLES (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus	74		6.2		55	44
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	**74**	**0**			**55**	**44**

Total Low-Floor Bus (30'-60') 74 Average Bus Age (years) 6.2

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	74
- Biodiesel (all blends)	
- Natural Gas (CNG or LNG)	
- Other	
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**74**

VEHICLE KILOMETRES AND HOURS

	2016	2017
Revenue Vehicle Kilometres	4,656,180	4,473,753
Total Vehicle Kilometres	5,011,742	4,842,672
Revenue Vehicle Hours	233,197	238,688
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	250,549	257,133
Operators Paid Hours	312,927	320,127
Vehicle Mechanics Paid Hours	21,550	30,440
Total Employee Paid Hours	390,680	416,532
PASSENGER DATA		
Adult Passenger Trips	2,147,587	2,284,016
Concession Fare Trips	3,045,894	3,861,793
Concession Fare Trips Details:		
Child Passenger Trips	*646,064*	*263,570*
Student Passenger Trips	*2,158,331*	*3,357,568*
Senior Passenger Trips	*241,499*	*240,655*
REGULAR SERVICE PASSENGER TRIPS	**5,193,481**	**6,145,809**
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips	101,141	104,783
OPERATING EXPENSES		
Transportation Operations Expenses	$13,502,074	$14,165,238
Fuel/Energy Exp. for Vehicles	$2,202,897	$2,885,006
Vehicle Maintenance Expenses	$3,207,664	$3,325,988
Plant Maintenance Expenses	$705,255	$743,272
General/Administration Expenses	$522,286	$415,561
TOTAL DIRECT OPERATING EXPENSES	**$20,140,177**	**$21,535,065**
Debt Service Payment	$322,094	$318,662
Total Operating Expenses	$23,247,440	$24,901,129
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$6,835,435**	**$7,181,973**
TOTAL OPERATING REVENUES	**$6,979,291**	**$7,313,339**
Total Revenues	$7,616,840	$8,179,560
NET DIRECT OPERATING COST	**$13,160,886**	**$14,221,726**
NET OPERATING COST	**$15,630,600**	**$16,721,569**
Federal Operating Contribution		
Provincial Operating Contribution	$2,246,407	$2,494,608
Municipal Operating Contribution	$13,384,193	$14,226,961
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		
CAPITAL EXPENSES AND FUNDING SOURCES		
TOTAL CAPITAL EXPENDITURES	**$7,809,455**	**$1,077,874**
Total Capital Disposals	$16,902	$24,566
TOTAL CAPITAL FUNDING	**$7,792,553**	**$1,053,308**
Federal Capital Contribution	$1,809,455	$16,111
Provincial Capital Contribution		$282,737
Municipal Capital Contribution	$5,983,099	
Other Capital Contributions		$754,460

PERFORMANCE INDICATORS

	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	35%	34%
Municipal Operating Contribution / Capita	$111.08	$117.45
Net Dir. Oper. Cost / Reg. Serv. Pass.	$2.53	$2.31
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$1.32	$1.17
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$3.88	$3.50
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$80.38	$83.75
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	43.10	50.74
Reg. Serv. Pass. / Rev. Veh. Hr.	22.27	25.75
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	1.94	1.97
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	19.97	18.74
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.75	0.75
TOP WAGE RATES		
Operators	$28.82	$29.17
Mechanics	$32.09	$32.48

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
- 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)

- Adult Cash Fare: $2.00
- Ridership (revenue passengers): 22,650
- Total Operating Revenues: $30,992
- Total Direct Operating Expenses: $291,299
- Active Vehicles: 2
  - Small Community Buses 2
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- 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	22,650	100.00%	4,223	100.00%	100,163	100.00%	23.72
TOTAL	**22,650**		**4,223**		**100,163**		**23.72**

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 (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus	2		5.0		1	1
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	**2**	**0**			**1**	**1**

Total Low-Floor Bus (30'-60') 2 Average Bus Age (years) 5.0

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	2
- Biodiesel (all blends)	
- Natural Gas (CNG or LNG)	
- Other	
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**2**

	2016	2017
VEHICLE KILOMETRES AND HOURS		
Revenue Vehicle Kilometres	100,513	100,163
Total Vehicle Kilometres	100,513	100,163
Revenue Vehicle Hours	4,240	4,223
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	4,240	4,223
Operators Paid Hours		
Vehicle Mechanics Paid Hours		
Total Employee Paid Hours		
PASSENGER DATA		
Adult Passenger Trips	8,600	9,650
Concession Fare Trips	11,700	13,000
Concession Fare Trips Details:		
Child Passenger Trips	*1,200*	*1,300*
Student Passenger Trips	*2,000*	*2,100*
Senior Passenger Trips	*8,500*	*9,600*
REGULAR SERVICE PASSENGER TRIPS	**20,300**	**22,650**
Regular Service Passenger-Kms	91,350	101,925
Auxiliary Service Passenger Trips		
OPERATING EXPENSES		
Transportation Operations Expenses	$226,805	$243,552
Fuel/Energy Exp. for Vehicles		
Vehicle Maintenance Expenses		$24,348
Plant Maintenance Expenses	$6,403	$5,666
General/Administration Expenses	$19,549	$17,733
TOTAL DIRECT OPERATING EXPENSES	**$252,757**	**$291,299**
Debt Service Payment		
Total Operating Expenses	$252,757	$291,299
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$24,638**	**$27,442**
TOTAL OPERATING REVENUES	**$29,009**	**$30,992**
Total Revenues	$29,009	$30,992
NET DIRECT OPERATING COST	**$223,748**	**$260,307**
NET OPERATING COST	**$223,748**	**$260,307**
Federal Operating Contribution		
Provincial Operating Contribution	$123,775	$154,901
Municipal Operating Contribution	$99,973	$105,406
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		
CAPITAL EXPENSES AND FUNDING SOURCES		
TOTAL CAPITAL EXPENDITURES	**$36,677**	**$6,724**
Total Capital Disposals		
TOTAL CAPITAL FUNDING	**$36,677**	**$6,724**
Federal Capital Contribution		
Provincial Capital Contribution	$36,677	$6,724
Municipal Capital Contribution		
Other Capital Contributions		

PERFORMANCE INDICATORS	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	11%	11%
Municipal Operating Contribution / Capita	$5.00	$5.27
Net Dir. Oper. Cost / Reg. Serv. Pass.	$11.02	$11.49
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$1.21	$1.21
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$12.45	$12.86
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$59.61	$68.98
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	1.02	1.13
Reg. Serv. Pass. / Rev. Veh. Hr.	4.79	5.36
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	0.21	0.21
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	23.71	23.72
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
TOP WAGE RATES		
Operators		
Mechanics		

London

Transit Contact: Kelly Palenczny
General Manager

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

SYSTEM HIGHLIGHTS:

- System established: 01-01-1875
- Serves: City of London
- Municipal Population: 389,000
- Service Area Population: 389,000
- Service Area Size km²: 178.7
- Service provided by: Transit Commission
- 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	9:00 - 23:00
Thursday	6:00 - 00:00	Holidays	9:00 - 23:00

Employees Statistics:	**Full-time**	**Part-time**
Operators	387	38
Other Transportation Operations	24	
Vehicle Mechanics	47	
Other Vehicle Maintenance and Servicing	45	
Plant and Other Maintenance	6	1
General and Administration	30	3
TOTAL EMPLOYEES	539	42

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

- Adult Cash Fare: $2.75
- Ridership (revenue passengers): 22,918,096
- Total Operating Revenues: $32,333,199
- Total Direct Operating Expenses: $64,854,162
- Active Vehicles: 213
  - Standard Buses 199
  - Articulated Buses 14
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 48
- Number of Accessible Routes: 48
- Energy Consumption:
  - Diesel: 7,091,915 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	23,972,328	100.00%	614,210	100.00%	11,710,203	100.00%	19.07
TOTAL	**23,972,328**		**614,210**		**11,710,203**		**19.07**

London

FARE STRUCTURE

Effective Date: 01-01-2018

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Weekday (monthly)	Criteria
Adults	$2.75	$1.50	$81.00	$69.00	
Children					Under 12 free with fob
Students	$2.75	$1.54			Grade 7-12 with student card
Seniors	$2.75	$1.43	$57.50		Resident, Age 65+
Other: Post Secondary			$70.00		FT @ recognized institution

VEHICLES (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus	213		5.6		171	122
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	**213**	**0**			**171**	**122**

Total Low-Floor Bus (30'-60') 213 Average Bus Age (years) 5.6

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	213
- Biodiesel (all blends)	
- Natural Gas (CNG or LNG)	
- Other	
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**213**

VEHICLE KILOMETRES AND HOURS

	2016	2017
Revenue Vehicle Kilometres	11,453,263	11,710,203
Total Vehicle Kilometres	12,236,425	12,552,329
Revenue Vehicle Hours	602,694	614,210
Auxiliary Revenue Vehicle Hours		49
Total Vehicle Hours	655,102	667,669
Operators Paid Hours	786,587	804,499
Vehicle Mechanics Paid Hours	97,600	99,822
Total Employee Paid Hours	1,105,980	1,129,183
PASSENGER DATA		
Adult Passenger Trips	9,091,631	8,862,632
Concession Fare Trips	13,483,328	14,055,464
Concession Fare Trips Details:		
Child Passenger Trips	*113,707*	*130,524*
Student Passenger Trips	*12,454,140*	*13,025,625*
Senior Passenger Trips	*793,963*	*780,442*
REGULAR SERVICE PASSENGER TRIPS	**22,574,959**	**22,918,096**
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips		593
OPERATING EXPENSES		
Transportation Operations Expenses	$34,337,753	$36,068,661
Fuel/Energy Exp. for Vehicles	$5,270,393	$6,141,449
Vehicle Maintenance Expenses	$13,443,360	$14,504,170
Plant Maintenance Expenses	$3,266,137	$3,344,377
General/Administration Expenses	$4,631,632	$4,795,505
TOTAL DIRECT OPERATING EXPENSES	**$60,949,275**	**$64,854,162**
Debt Service Payment		
Total Operating Expenses	$62,746,205	$66,495,250
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$30,939,234**	**$31,304,260**
TOTAL OPERATING REVENUES	**$31,929,863**	**$32,333,199**
Total Revenues	$33,738,205	$34,421,697
NET DIRECT OPERATING COST	**$29,019,412**	**$32,520,963**
NET OPERATING COST	**$29,008,000**	**$32,073,553**
Federal Operating Contribution		
Provincial Operating Contribution	$5,394,400	$7,335,979
Municipal Operating Contribution	$23,613,600	$24,737,574
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		
CAPITAL EXPENSES AND FUNDING SOURCES		
TOTAL CAPITAL EXPENDITURES	**$9,757,441**	**$23,782,153**
Total Capital Disposals	$12,465	$94,930
TOTAL CAPITAL FUNDING	**$9,757,441**	**$23,782,153**
Federal Capital Contribution		$4,862,704
Provincial Capital Contribution	$3,116,801	$7,578,341
Municipal Capital Contribution	$6,374,336	$10,357,700
Other Capital Contributions	$266,304	$983,408

PERFORMANCE INDICATORS

	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	52%	50%
Municipal Operating Contribution / Capita	$61.32	$63.59
Net Dir. Oper. Cost / Reg. Serv. Pass.	$1.29	$1.42
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$1.37	$1.37
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$2.70	$2.83
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$93.04	$97.14
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	58.62	58.92
Reg. Serv. Pass. / Rev. Veh. Hr.	37.46	37.31
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	1.57	1.58
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	19.00	19.07
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.77	0.76
TOP WAGE RATES		
Operators	$28.15	$28.71
Mechanics	$32.70	$33.35

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
- 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)

- Adult Cash Fare: $3.00
- Ridership (revenue passengers): 97,993
- Total Operating Revenues: $79,294
- Total Direct Operating Expenses: $645,852

- 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: 01-01-2018

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
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		

VEHICLES (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus						
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES					**0**	**0**

	2016	2017
VEHICLE KILOMETRES AND HOURS		
Revenue Vehicle Kilometres		
Total Vehicle Kilometres		
Revenue Vehicle Hours		
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours		
Operators Paid Hours		
Vehicle Mechanics Paid Hours		
Total Employee Paid Hours		
PASSENGER DATA		
Adult Passenger Trips	56,279	51,263
Concession Fare Trips	44,938	46,730
Concession Fare Trips Details:		
Child Passenger Trips		*4,943*
Student Passenger Trips	*41,222*	*38,071*
Senior Passenger Trips	*3,716*	*3,716*
REGULAR SERVICE PASSENGER TRIPS	**101,217**	**97,993**
Regular Service Passenger-Kms	1,012,170	979,930
Auxiliary Service Passenger Trips		
OPERATING EXPENSES		
Transportation Operations Expenses	$655,485	$592,351
Fuel/Energy Exp. for Vehicles		
Vehicle Maintenance Expenses		
Plant Maintenance Expenses		
General/Administration Expenses	$55,952	$53,501
TOTAL DIRECT OPERATING EXPENSES	**$711,437**	**$645,852**
Debt Service Payment		
Total Operating Expenses	$711,437	$645,852
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$122,845**	**$79,294**
TOTAL OPERATING REVENUES	**$122,845**	**$79,294**
Total Revenues	$122,845	$116,984
NET DIRECT OPERATING COST	**$588,592**	**$566,558**
NET OPERATING COST	**$588,592**	**$528,868**
Federal Operating Contribution		
Provincial Operating Contribution	$159,696	$94,306
Municipal Operating Contribution	$558,766	$435,340
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		

PERFORMANCE INDICATORS	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	17%	12%
Municipal Operating Contribution / Capita	$75.05	$58.47
Net Dir. Oper. Cost / Reg. Serv. Pass.	$5.82	$5.78
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$1.21	$0.81
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$7.03	$6.59
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.		
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	13.60	13.16
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		
Mechanics		

Marmora and Lake

Transit Contact: Sally Gale
Executive Director

Statistical Contact: Sally Gale
Executive Director
Phone: 613-473-5255 x203 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: 21,836
- Service Area Population: 21,836
- Service Area Size km²: .0
- Service provided by: Municipal Department, under contract with Non-profit organization
- 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)

- Adult Cash Fare: $11.00
- Ridership (revenue passengers): 6,104
- Total Operating Revenues: $37,791
- Total Direct Operating Expenses: $166,326
- Active Vehicles: 3
  - Small Community Buses 3
- 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:
  - Biodiesel B5:
  - Biodiesel B20:
  - Biodiesel - Other:
  - Natural Gas:
  - Electricity:

  Gasoline 18,965

Modal Statistics	**Boardings**		**Rev. Vehicle Hrs.**		**Rev. Vehicle Kms**		**Avg. Speed (km/h)**
Bus	6,104	100.00%	5,483	100.00%	125,460	100.00%	22.88
TOTAL	**6,104**		**5,483**		**125,460**		**22.88**

REMARKS:

The objective of Central Hastings Public Transit is to provide safe & reliable transportation to people in our very rural communities, allowing them access to employment opportunities, higher education, medical & 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		Proof of Age(65+)

VEHICLES (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus	3		4.0		2	2
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	**3**	**0**			**2**	**2**

Total Low-Floor Bus (30'-60') 1 Average Bus Age (years) 4.0

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	
- Biodiesel (all blends)	
- Natural Gas (CNG or LNG)	
- Other	3
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**3**

VEHICLE KILOMETRES AND HOURS	2016	2017
Revenue Vehicle Kilometres	125,460	125,460
Total Vehicle Kilometres	126,110	126,110
Revenue Vehicle Hours	5,483	5,483
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	5,623	5,623
Operators Paid Hours	3,250	3,380
Vehicle Mechanics Paid Hours		
Total Employee Paid Hours	3,250	4,784
PASSENGER DATA		
Adult Passenger Trips	2,213	4,973
Concession Fare Trips	2,704	1,131
Concession Fare Trips Details:		
Child Passenger Trips	*17*	*48*
Student Passenger Trips	*2,416*	*433*
Senior Passenger Trips	*271*	*650*
REGULAR SERVICE PASSENGER TRIPS	**4,917**	**6,104**
Regular Service Passenger-Kms	135,217	167,860
Auxiliary Service Passenger Trips		
OPERATING EXPENSES		
Transportation Operations Expenses	$73,314	$78,931
Fuel/Energy Exp. for Vehicles	$24,180	$34,961
Vehicle Maintenance Expenses	$5,659	$10,228
Plant Maintenance Expenses	$8,464	$8,828
General/Administration Expenses	$33,301	$33,378
TOTAL DIRECT OPERATING EXPENSES	**$144,918**	**$166,326**
Debt Service Payment		
Total Operating Expenses	$144,918	$166,326
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$32,578**	**$37,791**
TOTAL OPERATING REVENUES	**$32,578**	**$37,791**
Total Revenues	$32,578	$37,791
NET DIRECT OPERATING COST	**$112,340**	**$128,535**
NET OPERATING COST	**$112,340**	**$128,535**
Federal Operating Contribution	$238	
Provincial Operating Contribution	$63,240	$61,110
Municipal Operating Contribution	$34,500	$34,000
Other Operating Contributions	$15,000	$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	

PERFORMANCE INDICATORS	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	22%	23%
Municipal Operating Contribution / Capita	$1.59	$1.56
Net Dir. Oper. Cost / Reg. Serv. Pass.	$22.85	$21.06
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$6.63	$6.19
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$29.47	$27.25
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$25.77	$29.58
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	0.23	0.28
Reg. Serv. Pass. / Rev. Veh. Hr.	0.90	1.11
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	0.25	0.25
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	22.88	22.88
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	1.69	1.62
TOP WAGE RATES		
Operators	$15.50	$15.50
Mechanics		

Meaford

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

Statistical Contact: Bradey Carbert
Manager, Purchasing & Asset Management
Phone: 519-538-1060 ext. 11 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 km²: .0
- 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

- **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): 1,538
- Total Operating Revenues: $3,534
- Total Direct Operating Expenses: $68,339
- Number of Fixed Routes: 1
- Number of Accessible Routes: 0
- Energy Consumption:
  - Diesel: 5,962 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	1,538	100.00%	1,222	100.00%	24,630	100.00%	20.16
TOTAL	**1,538**		**1,222**		**24,630**		**20.16**

REMARKS:

Pilot program remained in place for the period of January 1st, 2017 - December 31st, 2017. User Fees were decreased from $4.00 to $2.00 per trip on April 1, 2017.

Meaford

FARE STRUCTURE

Effective Date: 01-04-2017

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	$2.00				4+
Children					< 3 = Free
Students					
Seniors					

VEHICLES (2017)

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

VEHICLE KILOMETRES AND HOURS	2016	2017
Revenue Vehicle Kilometres	6,598	24,630
Total Vehicle Kilometres	6,598	24,630
Revenue Vehicle Hours	418	1,222
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	418	1,222
Operators Paid Hours		
Vehicle Mechanics Paid Hours		
Total Employee Paid Hours		
PASSENGER DATA		
Adult Passenger Trips	463	1,538
Concession Fare Trips		
Concession Fare Trips Details:		
Child Passenger Trips		
Student Passenger Trips		
Senior Passenger Trips		
REGULAR SERVICE PASSENGER TRIPS	**463**	**1,538**
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips		
OPERATING EXPENSES		
Transportation Operations Expenses	$13,667	$45,514
Fuel/Energy Exp. for Vehicles	$2,000	$6,182
Vehicle Maintenance Expenses	$2,200	$12,625
Plant Maintenance Expenses		
General/Administration Expenses	$1,150	$4,018
TOTAL DIRECT OPERATING EXPENSES	**$19,017**	**$68,339**
Debt Service Payment		
Total Operating Expenses	$19,017	$68,339
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$1,328**	**$3,534**
TOTAL OPERATING REVENUES	**$1,328**	**$3,534**
Total Revenues	$1,328	$3,534
NET DIRECT OPERATING COST	**$17,689**	**$64,805**
NET OPERATING COST	**$17,689**	**$64,805**
Federal Operating Contribution		
Provincial Operating Contribution	$7,129	$5,873
Municipal Operating Contribution	$12,694	$58,932
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		

PERFORMANCE INDICATORS	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	7%	5%
Municipal Operating Contribution / Capita	$1.15	$5.36
Net Dir. Oper. Cost / Reg. Serv. Pass.	$38.21	$42.14
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$2.87	$2.30
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$41.07	$44.43
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$45.50	$55.90
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	0.04	0.14
Reg. Serv. Pass. / Rev. Veh. Hr.	1.11	1.26
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	0.04	0.11
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	15.78	20.15
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
TOP WAGE RATES		
Operators		
Mechanics		

Midland

Transit Contact: Shawn Berriault
Director of Operations

Statistical Contact: Shawn Berriault
Director of Operations
Phone: 705-526-4275 ext. 22 Fax: 705-526-9971
Email: sberriault@midland.ca

SYSTEM HIGHLIGHTS:

- System established: 01-01-1974
- Serves: Town of Midland
- Municipal Population: 17,000
- Service Area Population: 12,500
- Service Area Size km²: 30.2
- Service provided by: Municipal Department

- Adult Cash Fare: $2.00
- Ridership (revenue passengers): 63,209
- Total Operating Revenues: $75,309
- Total Direct Operating Expenses: $342,630

- 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

- Number of Fixed Routes: 2
- Number of Accessible Routes: 0
- Energy Consumption:
  - Diesel: 21,474 litres
  - Biodiesel B5:
  - Biodiesel B20:
  - Biodiesel - Other:
  - Natural Gas:
  - Electricity:
  - Other:

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

- Union Affiliations: Union Information N/A (Operators)
  OPSEU 328 (Mechanics)

Modal Statistics	**Boardings**		**Rev. Vehicle Hrs.**		**Rev. Vehicle Kms**		**Avg. Speed (km/h)**
Bus	63,209	100.00%	3,400	100.00%	61,647	100.00%	18.13
TOTAL	**63,209**		**3,400**		**61,647**		**18.13**

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			65+

VEHICLES (2017)

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

VEHICLE KILOMETRES AND HOURS	2016	2017
Revenue Vehicle Kilometres		61,647
Total Vehicle Kilometres	87,783	61,647
Revenue Vehicle Hours		3,400
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours		3,400
Operators Paid Hours		
Vehicle Mechanics Paid Hours		
Total Employee Paid Hours		
PASSENGER DATA		
Adult Passenger Trips		
Concession Fare Trips	65,303	63,209
Concession Fare Trips Details:		
Child Passenger Trips		
Student Passenger Trips		
Senior Passenger Trips		
REGULAR SERVICE PASSENGER TRIPS	**65,303**	**63,209**
Regular Service Passenger-Kms	587,727	568,881
Auxiliary Service Passenger Trips		
OPERATING EXPENSES		
Transportation Operations Expenses	$65,477	$227,145
Fuel/Energy Exp. for Vehicles	$30,887	$34,173
Vehicle Maintenance Expenses	$84,216	$43,000
Plant Maintenance Expenses	$2,213	$15,251
General/Administration Expenses	$6,013	$23,061
TOTAL DIRECT OPERATING EXPENSES	**$188,806**	**$342,630**
Debt Service Payment		
Total Operating Expenses	$188,806	$342,630
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$78,045**	**$66,759**
TOTAL OPERATING REVENUES	**$78,045**	**$75,309**
Total Revenues	$78,045	$119,090
NET DIRECT OPERATING COST	**$110,761**	**$267,321**
NET OPERATING COST	**$110,761**	**$223,540**
Federal Operating Contribution		
Provincial Operating Contribution		
Municipal Operating Contribution	$110,761	$223,540
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		
CAPITAL EXPENSES AND FUNDING SOURCES		
TOTAL CAPITAL EXPENDITURES	**$126,178**	**$403,965**
Total Capital Disposals		
TOTAL CAPITAL FUNDING	**$126,178**	**$403,965**
Federal Capital Contribution		$131,312
Provincial Capital Contribution	$111,565	$4,965
Municipal Capital Contribution	$14,613	$267,688
Other Capital Contributions		

PERFORMANCE INDICATORS	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	41%	22%
Municipal Operating Contribution / Capita	$8.86	$17.88
Net Dir. Oper. Cost / Reg. Serv. Pass.	$1.70	$4.23
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$1.20	$1.06
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$2.89	$5.42
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.		$100.77
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	5.22	5.06
Reg. Serv. Pass. / Rev. Veh. Hr.		18.59
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita		0.27
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.		18.13
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
TOP WAGE RATES		
Operators	$17.54	$17.72
Mechanics		$29.34

Milton

Transit Contact: Tony D'Alessandro
Manager, Transit

Statistical Contact: Krista Short
Analyst, Transit
Phone: 905-878-7252 x2182 Fax: 905-876-5029
Email: krista.short@milton.ca

SYSTEM HIGHLIGHTS:

- System established: 01-01-1990
- Serves: Town of Milton
- Municipal Population: 117,692
- Service Area Population: 103,922
- Service Area Size km²: 38.5
- Service provided by: Municipal Department, under contract with Diversified Transportation
- Hours of Service:

Monday	5:20 - 23:10	Friday	5:20 - 23:10
Tuesday	5:20 - 23:10	Saturday	7:10 - 19:40
Wednesday	5:20 - 23:10	Sunday	N/A
Thursday	5:20 - 23:10	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)

- Adult Cash Fare: $3.50
- Ridership (revenue passengers): 503,608
- Total Operating Revenues: $1,423,955
- Total Direct Operating Expenses: $4,643,044
- Active Vehicles: 23
  - Small Community Buses 5
  - Standard Buses 18
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 9
- Number of Accessible Routes: 0
- Energy Consumption:
  - Diesel: 539,683 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	550,452	100.00%	42,232	100.00%	1,169,535	100.00%	27.69
TOTAL	**550,452**		**42,232**		**1,169,535**		**27.69**

REMARKS:

Pilot fixed-route service to Campbellville was introduced from April to December 2017. All pilot expenditure, revenue and ridership information have been included.

Milton

FARE STRUCTURE

Effective Date: 04-01-2016

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	$3.50	$2.80	$77.00	$8.00	19-64 years
Children					5 years and under
Students	$3.50	$2.10	$57.00	$8.00	6-18 years
Seniors	$3.50	$2.00	$50.00	$8.00	65 years and over
Other: GO passenger	$0.70		$28.00		with valid PRESTO card or GO fare media

VEHICLES (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus	23		7.9		15	6
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	**23**	**0**			**15**	**6**

Total Low-Floor Bus (30'-60') 23 Average Bus Age (years) 7.9

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	23
- Biodiesel (all blends)	
- Natural Gas (CNG or LNG)	
- Other	
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**23**

	2016	2017
VEHICLE KILOMETRES AND HOURS		
Revenue Vehicle Kilometres	886,042	1,169,535
Total Vehicle Kilometres	886,042	1,169,535
Revenue Vehicle Hours	36,578	42,232
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	36,578	42,232
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	**455,246**	**503,608**
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips		
OPERATING EXPENSES		
Transportation Operations Expenses	$3,153,697	$3,559,034
Fuel/Energy Exp. for Vehicles	$359,868	$502,294
Vehicle Maintenance Expenses	$15,063	$246,141
Plant Maintenance Expenses	$68,233	$47,316
General/Administration Expenses	$270,157	$288,259
TOTAL DIRECT OPERATING EXPENSES	**$3,867,018**	**$4,643,044**
Debt Service Payment		
Total Operating Expenses	$4,577,614	$5,606,053
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$1,162,132**	**$1,255,506**
TOTAL OPERATING REVENUES	**$1,248,926**	**$1,423,955**
Total Revenues	$1,286,225	$1,423,955
NET DIRECT OPERATING COST	**$2,618,092**	**$3,219,089**
NET OPERATING COST	**$3,291,389**	**$4,182,098**
Federal Operating Contribution		
Provincial Operating Contribution	$581,790	$932,073
Municipal Operating Contribution	$2,706,445	$3,250,025
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	**$1,392,416**	**$420,458**
Total Capital Disposals		
TOTAL CAPITAL FUNDING	**$1,392,416**	**$420,458**
Federal Capital Contribution		$53,964
Provincial Capital Contribution		
Municipal Capital Contribution	$8,950	$55,855
Other Capital Contributions	$1,383,466	$310,639

PERFORMANCE INDICATORS	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	32%	31%
Municipal Operating Contribution / Capita	$28.24	$31.27
Net Dir. Oper. Cost / Reg. Serv. Pass.	$5.75	$6.39
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$2.55	$2.49
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$8.49	$9.22
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$106.74	$110.68
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	4.75	4.85
Reg. Serv. Pass. / Rev. Veh. Hr.	12.45	11.92
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	0.38	0.41
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	24.22	27.69
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
TOP WAGE RATES		
Operators		
Mechanics		

Mississauga

Transit Contact: Geoff Marinoff
Director of Transit

Statistical Contact: Mirela-Liana Aparaschivei
Team Leader Data Management
Phone: (905) 615-3200 x3816 Fax: (905) 615-3218
Email: mirela-liana.Aparaschivei@mississauga.ca

SYSTEM HIGHLIGHTS:

- System established: 01-01-1969
- Serves: City of Mississauga
- Municipal Population: 768,620
- Service Area Population: 768,620
- Service Area Size km²: 178.6
- Service provided by: Municipal Department
- Hours of Service:

Monday	3:56 - 3:23	Friday	3:56 - 3:23
Tuesday	3:56 - 3:23	Saturday	4:42 - 3:01
Wednesday	3:56 - 3:23	Sunday	6:09 - 2:09
Thursday	3:56 - 3:23	Holidays	6:09 - 2:09

- **Employees Statistics:**

	Full-time	Part-time
Operators	1,032	
Other Transportation Operations	79	3
Vehicle Mechanics	91	
Other Vehicle Maintenance and Servicing	86	
Plant and Other Maintenance	12	
General and Administration	83	33
TOTAL EMPLOYEES	1,383	36

- Union Affiliations: ATU 1572 (Operators)
  ATU 1572 (Mechanics)

- Adult Cash Fare: $3.50
- Ridership (revenue passengers): 39,400,995
- Total Operating Revenues: $87,416,419
- Total Direct Operating Expenses: $181,437,706
- Active Vehicles: 503
  - Standard Buses 437
  - Articulated Buses 66
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 79
- Number of Accessible Routes: 0
- Energy Consumption:
  - Diesel:
  - Biodiesel B5: 19,232,886 litres
  - Biodiesel B20:
  - Biodiesel - Other:
  - Natural Gas:
  - Electricity:
  - Other:

Modal Statistics	Boardings		Rev. Vehicle Hrs.		Rev. Vehicle Kms		Avg. Speed (km/h)
Bus	55,133,221	100.00%	1,492,375	100.00%	32,805,463	100.00%	21.98
TOTAL	**55,133,221**		**1,492,375**		**32,805,463**		**21.98**

REMARKS:

Note: The fare structure listed above under tickets, Tokens, Multi-ride Cards and Monthly Pass in each fare category are PRESTO e-purse and PRESTO Monthly Pass since the majority of our fare is collected via PRESTO, and, no more Monthly Paper Pass. For Tickets:Adult: 10 for $31.00 and Unit Price is $3.10Child: 10 for $16.50 and Unit Price is $1.65Student: 10 for $22.50 and Unit Price is $2.25Senior: 10 for $21.00 and Unit Price is $2.10

Mississauga

FARE STRUCTURE

Effective Date: 30-01-2017

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	$3.50	$3.00	$130.00		
Children	$3.50	$1.65			
Students	$3.50	$2.25			
Seniors	$1.00	$2.00	$61.00		Off Peak, weekends, and holidays
Other: GTA Weekly Pass			$63.00		

VEHICLES (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus	503		7.8		372	200
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	**503**	**0**			**372**	**200**

Total Low-Floor Bus (30'-60') 503 Average Bus Age (years) 7.8

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	337
- Biodiesel (all blends)	166
- Natural Gas (CNG or LNG)	
- Other	
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**503**

VEHICLE KILOMETRES AND HOURS

	2016	2017
Revenue Vehicle Kilometres	30,819,486	32,805,463
Total Vehicle Kilometres	33,322,866	35,355,818
Revenue Vehicle Hours	1,413,963	1,492,375
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	1,509,194	1,588,471
Operators Paid Hours	2,138,718	2,188,743
Vehicle Mechanics Paid Hours	201,605	187,226
Total Employee Paid Hours	2,912,949	2,946,265
PASSENGER DATA		
Adult Passenger Trips	23,094,777	26,459,569
Concession Fare Trips	15,502,579	12,941,426
Concession Fare Trips Details:		
Child Passenger Trips	*253,289*	*227,812*
Student Passenger Trips	*6,492,712*	*7,150,428*
Senior Passenger Trips	*2,265,466*	*2,038,374*
REGULAR SERVICE PASSENGER TRIPS	**38,597,356**	**39,400,995**
Regular Service Passenger-Kms		358,962,541
Auxiliary Service Passenger Trips		
OPERATING EXPENSES		
Transportation Operations Expenses	$104,876,469	$109,989,465
Fuel/Energy Exp. for Vehicles	$14,378,825	$17,612,826
Vehicle Maintenance Expenses	$25,370,014	$25,107,259
Plant Maintenance Expenses	$7,558,043	$7,165,913
General/Administration Expenses	$22,493,026	$21,681,779
TOTAL DIRECT OPERATING EXPENSES	**$174,676,376**	**$181,437,706**
Debt Service Payment		
Total Operating Expenses	$175,083,738	$181,858,711
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$77,502,349**	**$81,714,349**
TOTAL OPERATING REVENUES	**$83,055,555**	**$87,416,419**
Total Revenues	$83,076,766	$87,425,282
NET DIRECT OPERATING COST	**$91,620,821**	**$94,021,287**
NET OPERATING COST	**$92,006,971**	**$94,446,439**
Federal Operating Contribution		
Provincial Operating Contribution	$16,092,300	$16,760,000
Municipal Operating Contribution	$75,914,671	$77,686,439
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		
CAPITAL EXPENSES AND FUNDING SOURCES		
TOTAL CAPITAL EXPENDITURES	**$46,329,251**	**$65,957,449**
Total Capital Disposals		
TOTAL CAPITAL FUNDING	**$46,329,310**	**$65,957,449**
Federal Capital Contribution	$9,069,298	$30,633,805
Provincial Capital Contribution	$27,891,951	$6,840,363
Municipal Capital Contribution	$9,368,061	$28,483,282
Other Capital Contributions		

PERFORMANCE INDICATORS

	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	48%	48%
Municipal Operating Contribution / Capita	$99.33	$101.07
Net Dir. Oper. Cost / Reg. Serv. Pass.	$2.37	$2.39
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$2.01	$2.07
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$4.53	$4.60
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$115.74	$114.22
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	50.50	51.26
Reg. Serv. Pass. / Rev. Veh. Hr.	27.30	26.40
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	1.85	1.94
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	21.80	21.98
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.66	0.68
TOP WAGE RATES		
Operators	$32.77	$33.43
Mechanics	$38.91	$39.69

Niagara Falls

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Manager of Transit Operations

Statistical Contact: Jessica Sinkowski
Customer Service Administrator
Phone: 905-356-7521 x45 Fax: 905-356-5576
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SYSTEM HIGHLIGHTS:

- System established: 19-10-1960
- Serves: City of Niagara Falls
- Municipal Population: 85,000
- Service Area Population: 80,000
- Service Area Size km²: 80.9
- Service provided by: Municipal Department
- 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	26
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	26

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

- Adult Cash Fare: $2.75
- Ridership (revenue passengers): 2,310,328
- Total Operating Revenues: $4,208,483
- Total Direct Operating Expenses: $11,348,305
- Active Vehicles: 27
  - Standard Buses 27
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 22
- Number of Accessible Routes: 0
- Energy Consumption:
  - Diesel: 1,342,232 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	2,310,328	100.00%	106,101	100.00%	2,261,560	100.00%	21.32
TOTAL	**2,310,328**		**106,101**		**2,261,560**		**21.32**

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	13-19
Seniors	$2.50	$2.25	$58.00		65+

VEHICLES (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus	27		8.1		25	16
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	**27**	**0**			**25**	**16**

Total Low-Floor Bus (30'-60') 27 Average Bus Age (years) 8.1

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	27
- Biodiesel (all blends)	
- Natural Gas (CNG or LNG)	
- Other	
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**27**

VEHICLE KILOMETRES AND HOURS	2016	2017
Revenue Vehicle Kilometres	2,280,081	2,261,560
Total Vehicle Kilometres	2,280,081	2,261,560
Revenue Vehicle Hours	84,322	106,101
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	84,322	106,101
Operators Paid Hours		
Vehicle Mechanics Paid Hours		
Total Employee Paid Hours		
PASSENGER DATA		
Adult Passenger Trips	1,679,668	1,715,476
Concession Fare Trips	582,435	594,852
Concession Fare Trips Details:		
Child Passenger Trips	*91,443*	*93,392*
Student Passenger Trips	*85,561*	*87,385*
Senior Passenger Trips	*148,312*	*151,474*
REGULAR SERVICE PASSENGER TRIPS	**2,262,103**	**2,310,328**
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips	222,390	417,960
OPERATING EXPENSES		
Transportation Operations Expenses	$6,874,284	$7,085,073
Fuel/Energy Exp. for Vehicles	$1,012,384	$1,203,627
Vehicle Maintenance Expenses	$2,297,842	$2,206,017
Plant Maintenance Expenses	$698,799	$582,503
General/Administration Expenses	$147,770	$271,085
TOTAL DIRECT OPERATING EXPENSES	**$11,031,079**	**$11,348,305**
Debt Service Payment	$148,586	$54,463
Total Operating Expenses	$12,516,356	$13,047,683
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$1,328,140**	**$1,413,066**
TOTAL OPERATING REVENUES	**$3,994,878**	**$4,208,483**
Total Revenues	$5,283,222	$5,849,507
NET DIRECT OPERATING COST	**$7,036,201**	**$7,139,822**
NET OPERATING COST	**$7,233,134**	**$7,198,176**
Federal Operating Contribution		
Provincial Operating Contribution	$532,000	$532,000
Municipal Operating Contribution	$6,182,283	$7,157,450
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		
CAPITAL EXPENSES AND FUNDING SOURCES		
TOTAL CAPITAL EXPENDITURES	**$26,292,214**	**$545,275**
Total Capital Disposals	$949,437	
TOTAL CAPITAL FUNDING	**$26,292,214**	**$912,140**
Federal Capital Contribution	$24,177,449	
Provincial Capital Contribution	$1,447,348	$625,000
Municipal Capital Contribution	$40,196	$287,140
Other Capital Contributions	$627,222	

PERFORMANCE INDICATORS	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	36%	37%
Municipal Operating Contribution / Capita	$77.28	$89.47
Net Dir. Oper. Cost / Reg. Serv. Pass.	$3.11	$3.09
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$0.59	$0.61
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$4.88	$4.91
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$139.71	$116.93
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	28.28	28.88
Reg. Serv. Pass. / Rev. Veh. Hr.	26.83	21.77
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	1.05	1.33
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	27.04	21.32
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
TOP WAGE RATES		
Operators	$27.67	$28.20
Mechanics	$33.17	$33.80

Niagara Region

Transit Contact: Matt Robinson
Director, GO Implementation Office

Statistical Contact: Robert Salewytsch
Transit Service Planning Coordinator
Phone: 905-980-6000 x 3232 Fax: 905-685-0013
Email: robert.salewytsch@niagararegion.ca

SYSTEM HIGHLIGHTS:

- System established: 16-09-2011
- Serves: Niagara Region
- Municipal Population: 458,986
- 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): 492,540
- Total Operating Revenues: $1,330,805
- Total Direct Operating Expenses: $4,074,784

- 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
- Energy Consumption:
  - Diesel: 408,913 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	492,540	100.00%	37,333	100.00%	886,316	100.00%	23.74
TOTAL	**492,540**		**37,333**		**886,316**		**23.74**

REMARKS:

Overall ridership was boosted in 2017 as a result of route enhancements and rationalizations. Niagara College has seen significant growth in its international student population who typically reside in Niagara Falls but their campuses are in Welland and Niagara-on-the-Lake which has generated a lot of rides on Niagara Region Transit.

Niagara Region

FARE STRUCTURE

Effective Date: 01-05-2012

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	$6.00	$4.50	$160.00		18 - 65 years
Children					0-5 years = free
Students	$5.00	$4.00	$130.00		6 - 18 years; with valid ID
Seniors	$5.00	$4.00	$130.00		65 years and over
Other: U-Pass					Brock University and Niagara College students with ID

VEHICLES (2017)

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

VEHICLE KILOMETRES AND HOURS	2016	2017
Revenue Vehicle Kilometres	886,157	886,316
Total Vehicle Kilometres	886,157	886,316
Revenue Vehicle Hours	32,939	37,333
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	32,939	37,333
Operators Paid Hours		
Vehicle Mechanics Paid Hours		
Total Employee Paid Hours		
PASSENGER DATA		
Adult Passenger Trips		135,808
Concession Fare Trips	141,802	356,732
Concession Fare Trips Details:		
Child Passenger Trips		
Student Passenger Trips		
Senior Passenger Trips		
REGULAR SERVICE PASSENGER TRIPS	**253,723**	**492,540**
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips		
OPERATING EXPENSES		
Transportation Operations Expenses	$3,139,257	$3,974,319
Fuel/Energy Exp. for Vehicles		
Vehicle Maintenance Expenses	$62,782	$19,996
Plant Maintenance Expenses		
General/Administration Expenses	$171,038	$80,469
TOTAL DIRECT OPERATING EXPENSES	**$3,373,077**	**$4,074,784**
Debt Service Payment		
Total Operating Expenses	$3,373,814	$4,074,691
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$911,773**	**$1,330,805**
TOTAL OPERATING REVENUES	**$911,773**	**$1,330,805**
Total Revenues	$911,773	$1,330,805
NET DIRECT OPERATING COST	**$2,461,304**	**$2,743,979**
NET OPERATING COST	**$2,462,041**	**$2,743,886**
Federal Operating Contribution		
Provincial Operating Contribution	$267,309	$267,309
Municipal Operating Contribution	$2,194,732	$2,476,577
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		

PERFORMANCE INDICATORS	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	27%	33%
Municipal Operating Contribution / Capita	$6.12	$6.90
Net Dir. Oper. Cost / Reg. Serv. Pass.	$9.70	$5.57
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$3.59	$2.70
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$13.29	$8.27
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$102.40	$109.15
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	0.71	1.37
Reg. Serv. Pass. / Rev. Veh. Hr.	7.70	13.19
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	0.09	0.10
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	26.90	23.74
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
TOP WAGE RATES		
Operators		
Mechanics		

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: 17,990
- Service Area Population: 11,119
- Service Area Size km²: 22.2
- Service provided by: Municipal Department, under contract with Niagara Patient Transfer Inc.
- 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		
TOTAL EMPLOYEES		

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

- Adult Cash Fare: $3.00
- Ridership (revenue passengers): 23,581
- Total Operating Revenues: $205,221
- Total Direct Operating Expenses: $579,365
- 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: 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	27,303	100.00%	6,712	100.00%	158,584	100.00%	23.63
TOTAL	**27,303**		**6,712**		**158,584**		**23.63**

REMARKS:

Overall ridership was boosted in 2017 as a result of route enhancements and rationalizations. Niagara College has seen significant growth in its international student population who typically reside in Niagara Falls but their campuses are in Welland and Niagara-on-the-Lake which has generated a lot of rides on Niagara Region Transit.

Niagara-on-the-Lake

FARE STRUCTURE

Effective Date: 11-11-2016

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Billed to Institution	Criteria
Adults	$3.00				
Children					< = 12 = Free
Students				$3.00	Niagara College with Student ID
Seniors	$3.00				
Other: CNIB, Other events and programs					With valid ID or prearrangement = Free

VEHICLES (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus					5	2
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES					**5**	**2**

VEHICLE KILOMETRES AND HOURS	2016	2017
Revenue Vehicle Kilometres	141,293	158,584
Total Vehicle Kilometres	166,566	183,331
Revenue Vehicle Hours	5,418	6,712
Auxiliary Revenue Vehicle Hours	2,928	2,285
Total Vehicle Hours	8,358	8,999
Operators Paid Hours		
Vehicle Mechanics Paid Hours		
Total Employee Paid Hours		
PASSENGER DATA		
Adult Passenger Trips	7,181	13,150
Concession Fare Trips	9,843	10,431
Concession Fare Trips Details:		
Child Passenger Trips		
Student Passenger Trips	*6,419*	*6,480*
Senior Passenger Trips		
REGULAR SERVICE PASSENGER TRIPS	**17,024**	**23,581**
Regular Service Passenger-Kms	232,547	281,792
Auxiliary Service Passenger Trips	89,615	97,499
OPERATING EXPENSES		
Transportation Operations Expenses	$468,468	$550,462
Fuel/Energy Exp. for Vehicles		
Vehicle Maintenance Expenses		
Plant Maintenance Expenses		
General/Administration Expenses	$34,386	$28,903
TOTAL DIRECT OPERATING EXPENSES	**$502,854**	**$579,365**
Debt Service Payment		
Total Operating Expenses	$547,389	$634,761
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$47,574**	**$52,359**
TOTAL OPERATING REVENUES	**$186,622**	**$205,221**
Total Revenues	$186,622	$205,221
NET DIRECT OPERATING COST	**$316,232**	**$374,144**
NET OPERATING COST	**$360,767**	**$429,540**
Federal Operating Contribution		
Provincial Operating Contribution	$135,106	$141,452
Municipal Operating Contribution	$225,661	$288,088
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		
CAPITAL EXPENSES AND FUNDING SOURCES		
TOTAL CAPITAL EXPENDITURES		**$4,806**
Total Capital Disposals		
TOTAL CAPITAL FUNDING		**$4,806**
Federal Capital Contribution		
Provincial Capital Contribution		
Municipal Capital Contribution		
Other Capital Contributions		$4,806

PERFORMANCE INDICATORS	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	37%	35%
Municipal Operating Contribution / Capita	$20.85	$25.91
Net Dir. Oper. Cost / Reg. Serv. Pass.	$18.58	$15.87
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$2.79	$2.22
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$29.54	$24.57
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$60.16	$64.38
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	1.57	2.12
Reg. Serv. Pass. / Rev. Veh. Hr.	3.14	3.51
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	0.50	0.60
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	26.08	23.63
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
TOP WAGE RATES		
Operators		
Mechanics		

Norfolk County

Transit Contact: Blaire Sylvester
Manager, Administrative & Client Services

Statistical Contact: Nikki Slote
Manager, Administrative & Client Services
Phone: 519-426-5870 x2208 Fax:
Email: Nikki.Slote@norfolkcounty.ca

SYSTEM HIGHLIGHTS:

- System established: 11-10-2011
- Serves: Norfolk County
- Municipal Population: 64,044
- Service Area Population: 30,737
- Service Area Size km²: 1,607.0
- Service provided by: Municipal Department, under contract with Your Bus Norfolk

- Adult Cash Fare: $2.00
- Ridership (revenue passengers): 8,692
- Total Operating Revenues: $29,537
- Total Direct Operating Expenses: $302,551

- Hours of Service:

Monday	8:00 - 18:00	Friday	8:00 - 18:00
Tuesday	8:00 - 18:00	Saturday	N/A
Wednesday	8:00 - 18:00	Sunday	N/A
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)

- Disruption during 2017:
  Contract Terminated
  Start Date: 2018-01-17
  End Date: 2018-01-21
  Duration: 4 days

Modal Statistics	**Boardings**		**Rev. Vehicle Hrs.**		**Rev. Vehicle Kms**		**Avg. Speed (km/h)**
Bus	8,692	100.00%	3,610	100.00%	121,730	100.00%	33.72
TOTAL	**8,692**		**3,610**		**121,730**		**33.72**

REMARKS:

In 2017 contractual issues with the provider forced Norfolk County to terminate the contract with the operator effective January 16, 2017. An interim provider took over on January 23, 2017 while an RFP for the service could be completed leaving a 4 day gap with no service. The new and current operator commenced operating the service on May 16, 2017.

Norfolk County

FARE STRUCTURE

Effective Date: 11-10-2011

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Out of Town Ride	Criteria
Adults	$2.00	$1.66		$6.00	16 +
Children					< 5 = Free
Students	$2.00	$1.66		$2.00	6 - 16
Seniors					

VEHICLES (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus					3	1
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES					**3**	**1**

VEHICLE KILOMETRES AND HOURS	2016	2017
Revenue Vehicle Kilometres	121,288	121,730
Total Vehicle Kilometres	121,288	121,730
Revenue Vehicle Hours	3,610	3,610
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	3,610	3,610
Operators Paid Hours		
Vehicle Mechanics Paid Hours		
Total Employee Paid Hours	1,820	1,820
PASSENGER DATA		
Adult Passenger Trips	8,214	8,246
Concession Fare Trips	531	446
Concession Fare Trips Details:		
Child Passenger Trips	*531*	*446*
Student Passenger Trips		
Senior Passenger Trips		
REGULAR SERVICE PASSENGER TRIPS	**8,745**	**8,692**
Regular Service Passenger-Kms	145,516	134,726
Auxiliary Service Passenger Trips		
OPERATING EXPENSES		
Transportation Operations Expenses	$165,735	$212,962
Fuel/Energy Exp. for Vehicles		
Vehicle Maintenance Expenses		
Plant Maintenance Expenses		
General/Administration Expenses	$88,929	$89,588
TOTAL DIRECT OPERATING EXPENSES	**$254,664**	**$302,551**
Debt Service Payment		
Total Operating Expenses	$254,664	$302,551
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$26,562**	**$29,537**
TOTAL OPERATING REVENUES	**$26,562**	**$29,537**
Total Revenues	$44,812	$44,222
NET DIRECT OPERATING COST	**$228,102**	**$273,014**
NET OPERATING COST	**$209,852**	**$258,329**
Federal Operating Contribution		
Provincial Operating Contribution	$148,943	$37,632
Municipal Operating Contribution	$54,909	$220,697
Other Operating Contributions	$6,000	
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		

PERFORMANCE INDICATORS	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	10%	10%
Municipal Operating Contribution / Capita	$1.79	$7.18
Net Dir. Oper. Cost / Reg. Serv. Pass.	$26.08	$31.41
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$3.04	$3.40
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$29.12	$34.81
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$70.54	$83.81
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	0.28	0.28
Reg. Serv. Pass. / Rev. Veh. Hr.	2.42	2.41
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	0.12	0.12
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	33.60	33.72
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
TOP WAGE RATES		
Operators		
Mechanics		

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
- Municipal Population: 51,553
- Service Area Population: 47,084
- Service Area Size km²: 314.9
- Service provided by: Municipal Department
- Adult Cash Fare: $3.00
- Ridership (revenue passengers): 1,411,937
- Total Operating Revenues: $2,783,822
- Total Direct Operating Expenses: $5,936,350
- 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

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	

- Energy Consumption:
  - Diesel: 775,193 litres
  - Biodiesel B5:
  - Biodiesel B20:
  - Biodiesel - Other:
  - Natural Gas:
  - Electricity:
  - Other:

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

Modal Statistics	**Boardings**		**Rev. Vehicle Hrs.**		**Rev. Vehicle Kms**		**Avg. Speed (km/h)**
Bus	1,553,131	100.00%	62,400	100.00%	1,227,752	100.00%	19.68
TOTAL	**1,553,131**		**62,400**		**1,227,752**		**19.68**

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				

VEHICLES (2017)

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

VEHICLE KILOMETRES AND HOURS	2016	2017
Revenue Vehicle Kilometres	1,295,925	1,227,752
Total Vehicle Kilometres	1,314,260	1,248,087
Revenue Vehicle Hours	62,400	62,400
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	64,699	64,734
Operators Paid Hours	87,924	88,873
Vehicle Mechanics Paid Hours		
Total Employee Paid Hours	95,724	96,673
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	**1,360,337**	**1,411,937**
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips		
OPERATING EXPENSES		
Transportation Operations Expenses	$3,615,459	$3,639,028
Fuel/Energy Exp. for Vehicles	$598,269	$704,475
Vehicle Maintenance Expenses	$1,172,974	$1,122,202
Plant Maintenance Expenses	$185,910	$218,310
General/Administration Expenses	$232,953	$252,335
TOTAL DIRECT OPERATING EXPENSES	**$5,805,565**	**$5,936,350**
Debt Service Payment		
Total Operating Expenses	$5,805,565	$5,936,350
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$2,764,173**	**$2,722,350**
TOTAL OPERATING REVENUES	**$2,819,643**	**$2,783,822**
Total Revenues	$2,828,986	$2,799,030
NET DIRECT OPERATING COST	**$2,985,922**	**$3,152,528**
NET OPERATING COST	**$2,976,579**	**$3,137,320**
Federal Operating Contribution		
Provincial Operating Contribution	$510,000	$510,000
Municipal Operating Contribution	$2,466,579	$2,627,319
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		
CAPITAL EXPENSES AND FUNDING SOURCES		
TOTAL CAPITAL EXPENDITURES	**$1,576,354**	**$452,877**
Total Capital Disposals		
TOTAL CAPITAL FUNDING	**$1,576,354**	**$452,877**
Federal Capital Contribution		$185,261
Provincial Capital Contribution	$400,000	$155,377
Municipal Capital Contribution	$1,176,354	$112,239
Other Capital Contributions		

PERFORMANCE INDICATORS	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	49%	47%
Municipal Operating Contribution / Capita	$52.39	$55.80
Net Dir. Oper. Cost / Reg. Serv. Pass.	$2.19	$2.23
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$2.03	$1.93
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$4.27	$4.20
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$89.73	$91.70
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	28.89	29.99
Reg. Serv. Pass. / Rev. Veh. Hr.	21.80	22.63
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	1.33	1.33
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	20.77	19.68
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.71	0.70
TOP WAGE RATES		
Operators	$26.01	$26.40
Mechanics		$29.45

Oakville

Transit Contact: Barry Cole
Director

Statistical Contact: Ragini Govender
Transit Analyst
Phone: 905-845-6601 x 3937   Fax: 905-338-4703
Email: ragini.govender@oakville.ca

SYSTEM HIGHLIGHTS:

- System established: 05-09-1972
- Serves: Town of Oakville
- Municipal Population: 194,000
- Service Area Population: 194,000
- Service Area Size km²: 103.5
- Service provided by: Municipal Department
- 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

- Adult Cash Fare: $3.75
- Ridership (revenue passengers): 2,945,877
- Total Operating Revenues: $8,167,673
- Total Direct Operating Expenses: $25,514,135
- Active Vehicles: 95
  - Standard Buses: 95
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 39
- Number of Accessible Routes: 14
- Energy Consumption:
  - Diesel: 3,035,382 litres
  - Biodiesel B5:
  - Biodiesel B20:
  - Biodiesel - Other:
  - Natural Gas:
  - Electricity:
  - Other:

Employees Statistics:	**Full-time**	**Part-time**
Operators	125	28
Other Transportation Operations	18	1
Vehicle Mechanics	14	
Other Vehicle Maintenance and Servicing	19	3
Plant and Other Maintenance		
General and Administration	7	
TOTAL EMPLOYEES	183	32

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

Modal Statistics	**Boardings**		**Rev. Vehicle Hrs.**		**Rev. Vehicle Kms**		**Avg. Speed (km/h)**
Bus	3,962,375	100.00%	212,008	100.00%	5,412,309	100.00%	25.53
TOTAL	**3,962,375**		**212,008**		**5,412,309**		**25.53**

REMARKS:

As of June, 2017 the Transit Student fare is now called Youth fare. The new Youth fare concession will apply to all customers aged 19 and under. In June 2017 a new booking and scheduling software was installed that allows customers to book, cancel and confirm their rides by using the telephone or computer anytime of the day including weekends and evenings. Subsidized Split Program - Customers on this program have the option of buying special purpose tickets, special purpose passes or a PRESTO Monthly Period pass load.Split Program clients pay half the cost of tickets, pass and PRESTO Period passes. There are no discounts on cash fares. Support person with an Oakville Transit Support Person ID Card can travel free-of-charge on Oakville Transit buses when accompanying someone with a disability.

Oakville

FARE STRUCTURE

Effective Date: 01-02-2017

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	$3.75	$2.95	$120.00		20 - 64 years
Children					5 years and under with fare paying adult
Students	$3.75	$2.25	$75.00	Freedom Pass $15	6 - 19 years
Seniors	$3.75	$1.85	$55.00		65+
Other: GO Co-fare	$0.75				transferring on GO Train

VEHICLES (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus	95		6.8		72	38
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	**95**	**0**			**72**	**38**

Total Low-Floor Bus (30'-60') 95 Average Bus Age (years) 6.8

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	95
- Biodiesel (all blends)	
- Natural Gas (CNG or LNG)	
- Other	
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**95**

VEHICLE KILOMETRES AND HOURS	2016	2017
Revenue Vehicle Kilometres	4,923,464	5,412,309
Total Vehicle Kilometres	5,401,104	5,714,269
Revenue Vehicle Hours	208,831	212,008
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	241,423	261,776
Operators Paid Hours	266,253	300,707
Vehicle Mechanics Paid Hours	21,189	25,433
Total Employee Paid Hours	363,857	416,290
PASSENGER DATA		
Adult Passenger Trips	2,106,338	2,171,481
Concession Fare Trips	745,030	774,396
Concession Fare Trips Details:		
Child Passenger Trips		
Student Passenger Trips	*459,994*	*480,357*
Senior Passenger Trips	*285,035*	*294,038*
REGULAR SERVICE PASSENGER TRIPS	**2,851,368**	**2,945,877**
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips		
OPERATING EXPENSES		
Transportation Operations Expenses	$14,047,821	$15,291,568
Fuel/Energy Exp. for Vehicles	$2,899,148	$2,650,542
Vehicle Maintenance Expenses	$4,701,937	$5,063,733
Plant Maintenance Expenses	$1,757,401	$1,664,271
General/Administration Expenses	$1,210,438	$844,021
TOTAL DIRECT OPERATING EXPENSES	**$24,616,745**	**$25,514,135**
Debt Service Payment		
Total Operating Expenses	$24,616,745	$25,514,135
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$6,981,732**	**$7,511,419**
TOTAL OPERATING REVENUES	**$7,502,592**	**$8,167,673**
Total Revenues	$7,525,056	$8,186,938
NET DIRECT OPERATING COST	**$17,114,153**	**$17,346,462**
NET OPERATING COST	**$17,091,689**	**$17,327,197**
Federal Operating Contribution		
Provincial Operating Contribution	$759,500	$916,600
Municipal Operating Contribution	$16,332,189	$16,410,597
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		
CAPITAL EXPENSES AND FUNDING SOURCES		
TOTAL CAPITAL EXPENDITURES	**$7,335,351**	**$9,161,013**
Total Capital Disposals	$19,938	$10,239
TOTAL CAPITAL FUNDING	**$8,750,810**	**$8,632,827**
Federal Capital Contribution	$208,022	$1,796,272
Provincial Capital Contribution	$2,582,852	$1,696,819
Municipal Capital Contribution	$1,112,700	$1,258,700
Other Capital Contributions	$4,847,236	$3,881,036

PERFORMANCE INDICATORS	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	30%	32%
Municipal Operating Contribution / Capita	$85.91	$84.59
Net Dir. Oper. Cost / Reg. Serv. Pass.	$6.00	$5.89
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$2.45	$2.55
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$8.63	$8.66
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$101.96	$97.47
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	15.00	15.18
Reg. Serv. Pass. / Rev. Veh. Hr.	13.65	13.90
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	1.10	1.09
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	23.58	25.53
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.78	0.71
TOP WAGE RATES		
Operators	$28.64	$29.51
Mechanics	$35.62	$36.66

Orangeville

Transit Contact: Marilyn Forestell
Assistant Location Manager

Statistical Contact: Sarah Pihel
Public Works Technician
Phone: 519-941-0440 x229   Fax: 519-941-5303
Email: spihel@orangeville.ca

SYSTEM HIGHLIGHTS:

- System established: 12-02-1991
- Serves: Town of Orangeville
- Municipal Population: 31,000
- Service Area Population: 31,000
- Service Area Size km²: 14.0
- Service provided by: Municipal Department, under contract with First Student Canada
- Hours of Service:

Monday	7:15 - 20:45	Friday	7:15 - 20:45
Tuesday	7:15 - 20:45	Saturday	7:15 - 18:15
Wednesday	7:15 - 20:45	Sunday	N/A
Thursday	7:15 - 20:45	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): 109,095
- Total Operating Revenues: $165,822
- Total Direct Operating Expenses: $994,541
- Active Vehicles: 2
  - Small Community Buses
  - Standard Buses 2
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 3
- Number of Accessible Routes: 0
- 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	126,867	100.00%	11,929	100.00%	278,355	100.00%	23.33
TOTAL	**126,867**		**11,929**		**278,355**		**23.33**

REMARKS:

Purchased 2 30' low flow buses - 1 demo and 1 new. The demo went into service late August and the new bus to be delivered in the spring of 2018. Linked all transit stops

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 (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus	2		1.5		4	3
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	**2**	**0**			**4**	**3**

Total Low-Floor Bus (30'-60') 2 Average Bus Age (years) 1.5

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	2
- Biodiesel (all blends)	
- Natural Gas (CNG or LNG)	
- Other	
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**2**

VEHICLE KILOMETRES AND HOURS	2016	2017
Revenue Vehicle Kilometres	231,186	278,355
Total Vehicle Kilometres	240,366	288,155
Revenue Vehicle Hours	10,098	11,929
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	10,404	12,250
Operators Paid Hours		
Vehicle Mechanics Paid Hours		
Total Employee Paid Hours		
PASSENGER DATA		
Adult Passenger Trips	45,844	48,064
Concession Fare Trips	59,844	61,031
Concession Fare Trips Details:		
Child Passenger Trips		
Student Passenger Trips		
Senior Passenger Trips		
REGULAR SERVICE PASSENGER TRIPS	**105,688**	**109,095**
Regular Service Passenger-Kms	655,265	676,389
Auxiliary Service Passenger Trips		
OPERATING EXPENSES		
Transportation Operations Expenses	$495,243	$591,500
Fuel/Energy Exp. for Vehicles		
Vehicle Maintenance Expenses	$137,585	$134,609
Plant Maintenance Expenses	$2,664	$1,832
General/Administration Expenses	$95,732	$266,600
TOTAL DIRECT OPERATING EXPENSES	**$731,225**	**$994,541**
Debt Service Payment		
Total Operating Expenses	$731,225	$994,541
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$145,295**	**$153,683**
TOTAL OPERATING REVENUES	**$156,629**	**$165,822**
Total Revenues	$156,629	$165,822
NET DIRECT OPERATING COST	**$574,596**	**$828,719**
NET OPERATING COST	**$574,596**	**$828,719**
Federal Operating Contribution		
Provincial Operating Contribution	$284,455	$269,000
Municipal Operating Contribution	$290,141	$559,719
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		
CAPITAL EXPENSES AND FUNDING SOURCES		
TOTAL CAPITAL EXPENDITURES	**$392,810**	**$392,285**
Total Capital Disposals		
TOTAL CAPITAL FUNDING	**$392,810**	**$392,285**
Federal Capital Contribution		
Provincial Capital Contribution		
Municipal Capital Contribution	$392,810	$392,285
Other Capital Contributions		

PERFORMANCE INDICATORS	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	21%	17%
Municipal Operating Contribution / Capita	$9.44	$18.06
Net Dir. Oper. Cost / Reg. Serv. Pass.	$5.44	$7.60
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$1.37	$1.41
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$6.92	$9.12
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$70.28	$81.18
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	3.44	3.52
Reg. Serv. Pass. / Rev. Veh. Hr.	10.47	9.14
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	0.33	0.38
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	22.89	23.33
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
TOP WAGE RATES		
Operators		
Mechanics		

Orillia

Transit Contact: Jeff Hunter
Manager, Construction and Transit

Statistical Contact: Jeff Hunter
Manager, Construction and Transit
Phone: 705-325-2213 Fax:
Email: jhunter@orillia.ca

SYSTEM HIGHLIGHTS:

- System established:
- Serves: City of Orillia
- Municipal Population: 31,166
- Service Area Population: 30,586
- Service Area Size km²: 28.8
- Service provided by: Municipal Department, under contract with First Student Canada / TOK Transit
- 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): 829,970
- Total Operating Revenues: $867,368
- Total Direct Operating Expenses: $2,095,469
- Active Vehicles: 10
  - Standard Buses 10
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 5
- Number of Accessible Routes: 0
- 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	829,970	100.00%	26,520	100.00%	592,000	100.00%	22.32
TOTAL	**829,970**		**26,520**		**592,000**		**22.32**

Orillia

FARE STRUCTURE

Effective Date: 01-01-2017

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
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 (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus	10		5.7		5	5
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	**10**	**0**			**5**	**5**

Total Low-Floor Bus (30'-60') 10 Average Bus Age (years) 5.7

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	10
- Biodiesel (all blends)	
- Natural Gas (CNG or LNG)	
- Other	
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**10**

	2016	2017
VEHICLE KILOMETRES AND HOURS		
Revenue Vehicle Kilometres	592,000	592,000
Total Vehicle Kilometres	592,000	592,000
Revenue Vehicle Hours	26,520	26,520
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	26,520	26,520
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	**827,239**	**829,970**
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips		
OPERATING EXPENSES		
Transportation Operations Expenses	$1,757,023	$1,945,248
Fuel/Energy Exp. for Vehicles		
Vehicle Maintenance Expenses	$1,811	$2,727
Plant Maintenance Expenses	$16,908	$16,402
General/Administration Expenses	$117,873	$131,092
TOTAL DIRECT OPERATING EXPENSES	**$1,893,615**	**$2,095,469**
Debt Service Payment		
Total Operating Expenses	$1,893,615	$2,095,469
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$820,418**	**$826,460**
TOTAL OPERATING REVENUES	**$853,664**	**$867,368**
Total Revenues	$853,664	$867,368
NET DIRECT OPERATING COST	**$1,039,951**	**$1,228,101**
NET OPERATING COST	**$1,039,951**	**$1,228,101**
Federal Operating Contribution		
Provincial Operating Contribution	$460,000	$476,460
Municipal Operating Contribution	$579,853	$601,088
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**	**$154,361**
Total Capital Disposals		
TOTAL CAPITAL FUNDING	**$1,516,534**	
Federal Capital Contribution		
Provincial Capital Contribution		
Municipal Capital Contribution	$1,516,534	
Other Capital Contributions		

PERFORMANCE INDICATORS	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	45%	41%
Municipal Operating Contribution / Capita	$18.96	$19.65
Net Dir. Oper. Cost / Reg. Serv. Pass.	$1.26	$1.48
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$0.99	$1.00
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$2.29	$2.52
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$71.40	$79.01
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	27.05	27.14
Reg. Serv. Pass. / Rev. Veh. Hr.	31.19	31.30
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	0.87	0.87
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	22.32	22.32
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
TOP WAGE RATES		
Operators		
Mechanics		

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
- Serves: City of Ottawa
- Municipal Population: 979,173
- Service Area Population: 887,289
- Service Area Size km²: 480.0
- Service provided by: Transit Commission
- Hours of Service:

Monday	4:00 - 2:00	Friday	4:00 - 2:00
Tuesday	4:00 - 2:00	Saturday	5:00 - 2:00
Wednesday	4:00 - 2:00	Sunday	5:30 - 1:30
Thursday	4:00 - 2:00	Holidays	5:30 - 1:30

Employees Statistics:	**Full-time**	**Part-time**
Operators	1,780	
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	2,834	14

- Union Affiliations:
  - ATU 279 (Operators)
  - ATU 279 (Mechanics)
  - CUPE 550/ATU 1790 (Office/Administration)

- Adult Cash Fare: $3.40
- Ridership (revenue passengers): 95,435,238
- Total Operating Revenues: $185,992,812
- Total Direct Operating Expenses: $372,429,454
- Active Vehicles: 993
  - Light Rail Vehicles 6
  - Standard Buses 495
  - Articulated Buses 359
  - Double-Decker Buses 133
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 149
- Number of Accessible Routes: 149
- Energy Consumption:
  - Diesel: 43,959,092 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	130,634,899	97.77%	2,340,316	99.33%	51,437,150	99.08%	21.98
Light Rail	2,974,434	2.23%	15,792	0.67%	479,854	0.92%	30.39
TOTAL	**133,609,333**		**2,356,108**		**51,917,004**		**22.04**

Ottawa

FARE STRUCTURE

Effective Date: 01-01-2017

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	$3.40	$3.35	$113.75		
Children	$1.75	$1.70	$87.75		< 6 = Free
Students					
Seniors	$2.60	$2.55	$43.25		65+

VEHICLES (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus	987		8.1		814	364
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail	6		4.0		4	4
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	**993**	**0**			**818**	**368**

Total Low-Floor Bus (30'-60') 987 Average Bus Age (years) 8.1

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	987
- Biodiesel (all blends)	
- Natural Gas (CNG or LNG)	
- Other	
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**987**

VEHICLE KILOMETRES AND HOURS

	2016	2017
Revenue Vehicle Kilometres	51,519,946	51,917,004
Total Vehicle Kilometres	64,161,594	64,661,176
Revenue Vehicle Hours	2,360,975	2,356,108
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	2,726,210	2,730,158
Operators Paid Hours	3,833,788	3,858,602
Vehicle Mechanics Paid Hours	579,801	568,240
Total Employee Paid Hours	5,981,389	5,994,642
PASSENGER DATA		
Adult Passenger Trips	51,927,023	47,079,489
Concession Fare Trips	44,541,066	48,355,749
Concession Fare Trips Details:		
Child Passenger Trips	*4,133,392*	*3,972,205*
Student Passenger Trips	*35,082,265*	*34,937,430*
Senior Passenger Trips	*5,325,409*	*5,373,244*
REGULAR SERVICE PASSENGER TRIPS	**96,468,089**	**95,435,238**
Regular Service Passenger-Kms	972,398,334	948,626,268
Auxiliary Service Passenger Trips		
OPERATING EXPENSES		
Transportation Operations Expenses	$160,408,383	$164,426,835
Fuel/Energy Exp. for Vehicles	$33,681,750	$34,410,818
Vehicle Maintenance Expenses	$84,513,824	$88,472,101
Plant Maintenance Expenses	$31,974,572	$31,929,880
General/Administration Expenses	$50,834,395	$53,189,820
TOTAL DIRECT OPERATING EXPENSES	**$361,412,924**	**$372,429,454**
Debt Service Payment		
Total Operating Expenses	$423,602,924	$438,984,454
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$178,733,347**	**$181,654,031**
TOTAL OPERATING REVENUES	**$183,387,841**	**$185,992,812**
Total Revenues	$183,387,841	$185,992,812
NET DIRECT OPERATING COST	**$178,025,083**	**$186,436,642**
NET OPERATING COST	**$240,215,083**	**$252,991,642**
Federal Operating Contribution		
Provincial Operating Contribution	$20,180,076	$20,187,547
Municipal Operating Contribution	$220,035,007	$232,804,095
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		
CAPITAL EXPENSES AND FUNDING SOURCES		
TOTAL CAPITAL EXPENDITURES	**$579,628,735**	**$652,924,168**
Total Capital Disposals		
TOTAL CAPITAL FUNDING	**$579,628,735**	**$652,924,168**
Federal Capital Contribution	$247,969,667	$41,439,593
Provincial Capital Contribution	$153,721,131	$12,066,921
Municipal Capital Contribution	$117,634,739	$599,417,654
Other Capital Contributions	$60,303,198	

PERFORMANCE INDICATORS

	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	51%	50%
Municipal Operating Contribution / Capita	$251.68	$262.38
Net Dir. Oper. Cost / Reg. Serv. Pass.	$1.85	$1.95
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$1.85	$1.90
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$3.75	$3.90
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$132.57	$136.41
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	110.34	107.56
Reg. Serv. Pass. / Rev. Veh. Hr.	40.86	40.51
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	2.70	2.66
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	21.82	22.04
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.62	0.61
TOP WAGE RATES		
Operators	$29.67	$30.26
Mechanics	$34.76	$35.45

Owen Sound

Transit Contact: Chris Hughes
Manager of Contract Services

Statistical Contact: Chris Hughes
Manager of Contract Services
Phone: 519-376-4440 x3223 Fax: 519-371-0511
Email: chughes@owensound.ca

SYSTEM HIGHLIGHTS:

- System established:
- Serves: City of Owen Sound
- Municipal Population: 21,341
- Service Area Population: 21,341
- Service Area Size km²: 23.7
- 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): 200,453
- Total Operating Revenues: $365,462
- Total Direct Operating Expenses: $1,189,478
- 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: 0
- Energy Consumption:
  - Diesel: 83,653 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	200,453	100.00%	13,580	100.00%	306,863	100.00%	22.60
TOTAL	**200,453**		**13,580**		**306,863**		**22.60**

REMARKS:

Free Student passes were given out for September 2017 and Student Pass prices were dropped from $45 to $30 for the rest of the school year, ending June 1, 2018 as part of a promotional campaign. Staff will be analysing the results to see if it is worthwhile extending the program.

Owen Sound

FARE STRUCTURE

Effective Date: 01-01-2016

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	$3.00		$70.00		
Children	$2.50		$40.00		Elementary, Under 6 are free.
Students	$2.50		$45.00		High School, College, Mature
Seniors	$3.00		$55.00		65+

VEHICLES (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus	6		3.0		4	4
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	**6**	**0**			**4**	**4**

Total Low-Floor Bus (30'-60') 6 Average Bus Age (years) 3.0

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	6
- Biodiesel (all blends)	
- Natural Gas (CNG or LNG)	
- Other	
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**6**

VEHICLE KILOMETRES AND HOURS	2016	2017
Revenue Vehicle Kilometres	306,512	306,863
Total Vehicle Kilometres	317,240	317,603
Revenue Vehicle Hours	13,656	13,580
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	14,028	13,947
Operators Paid Hours		
Vehicle Mechanics Paid Hours		
Total Employee Paid Hours		
PASSENGER DATA		
Adult Passenger Trips	103,704	91,928
Concession Fare Trips	84,301	108,525
Concession Fare Trips Details:		
Child Passenger Trips		*4,185*
Student Passenger Trips	*37,864*	*41,058*
Senior Passenger Trips	*46,437*	*63,282*
REGULAR SERVICE PASSENGER TRIPS	**188,005**	**200,453**
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips		
OPERATING EXPENSES		
Transportation Operations Expenses	$963,970	$981,987
Fuel/Energy Exp. for Vehicles	$59,226	$76,486
Vehicle Maintenance Expenses		
Plant Maintenance Expenses	$55,428	$69,276
General/Administration Expenses	$33,601	$61,729
TOTAL DIRECT OPERATING EXPENSES	**$1,112,225**	**$1,189,478**
Debt Service Payment		
Total Operating Expenses	$1,112,225	$1,189,478
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$307,391**	**$333,900**
TOTAL OPERATING REVENUES	**$312,406**	**$365,462**
Total Revenues	$314,406	$374,275
NET DIRECT OPERATING COST	**$799,819**	**$824,016**
NET OPERATING COST	**$797,819**	**$815,203**
Federal Operating Contribution		
Provincial Operating Contribution	$251,298	$236,100
Municipal Operating Contribution	$546,521	$579,103
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		
CAPITAL EXPENSES AND FUNDING SOURCES		
TOTAL CAPITAL EXPENDITURES	**$53,169**	**$369,888**
Total Capital Disposals		
TOTAL CAPITAL FUNDING	**$53,169**	**$369,888**
Federal Capital Contribution		$162,749
Provincial Capital Contribution		
Municipal Capital Contribution		
Other Capital Contributions	$53,169	$207,139

PERFORMANCE INDICATORS	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	28%	31%
Municipal Operating Contribution / Capita	$25.61	$27.14
Net Dir. Oper. Cost / Reg. Serv. Pass.	$4.25	$4.11
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$1.64	$1.67
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$5.92	$5.93
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$79.29	$85.29
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	8.81	9.39
Reg. Serv. Pass. / Rev. Veh. Hr.	13.77	14.76
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	0.64	0.64
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	22.45	22.60
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
TOP WAGE RATES		
Operators	$17.95	$17.95
Mechanics	$23.30	$23.95

Pelham

Transit Contact: Vickie vanRavenswaay
Director of Recreation, Culture & Wellness

Statistical Contact: Vickie vanRavenswaay
Director of Recreation, Culture & Wellness
Phone: 905-892-2607 Fax: 905-892-5055
Email: vicvanr@pelham.ca

SYSTEM HIGHLIGHTS:

- System established: 09-08-2015
- Serves: Town of Pelham
- Municipal Population: 17,100
- Service Area Population: 17,100
- Service Area Size km²: 127.0
- Service provided by: Municipal Department, under contract with Sharp Bus Lines
- Adult Cash Fare: $3.00
- Ridership (revenue passengers): 3,374
- Total Operating Revenues: $20,444
- Total Direct Operating Expenses: $213,552

- Hours of Service:

Monday	7:23 - 19:07	Friday	7:23 - 19:07
Tuesday	7:23 - 19:07	Saturday	7:23 - 19:07
Wednesday	7:23 - 19:07	Sunday	N/A
Thursday	7:23 - 19:07	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:
  - Gasoline 27,876

- **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	1
TOTAL EMPLOYEES	1	1

- 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	3,374	100.00%	187,200	100.00%	55,271	100.00%	0.30
TOTAL	**3,374**		**187,200**		**55,271**		**0.30**

REMARKS:

The Town of Pelham has U Pass agreements with the Student Unions of Brock University and Niagara College. Brock University pays $5,000. per school year and Niagara College $10,000.00 and the students show their student cards and ride transit free. The U Passes are part of the students tuition.

Pelham

FARE STRUCTURE

Effective Date: 01-01-2017

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	$3.00	$2.73	$80.00		>5
Children					<5 = Free
Students	$3.00	$2.73	$80.00		U Pass = Free
Seniors					

VEHICLES (2017)

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

VEHICLE KILOMETRES AND HOURS	2016	2017
Revenue Vehicle Kilometres		55,271
Total Vehicle Kilometres		55,271
Revenue Vehicle Hours		187,200
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours		187,200
Operators Paid Hours		
Vehicle Mechanics Paid Hours		
Total Employee Paid Hours		1,256
PASSENGER DATA		
Adult Passenger Trips		2,026
Concession Fare Trips		1,348
Concession Fare Trips Details:		
Child Passenger Trips		*24*
Student Passenger Trips		*1,324*
Senior Passenger Trips		
REGULAR SERVICE PASSENGER TRIPS		**3,374**
Regular Service Passenger-Kms		33,740
Auxiliary Service Passenger Trips		
OPERATING EXPENSES		
Transportation Operations Expenses		$169,117
Fuel/Energy Exp. for Vehicles		
Vehicle Maintenance Expenses		
Plant Maintenance Expenses		
General/Administration Expenses		$43,838
TOTAL DIRECT OPERATING EXPENSES		**$213,552**
Debt Service Payment		
Total Operating Expenses		$213,552
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES		**$16,861**
TOTAL OPERATING REVENUES		**$20,444**
Total Revenues		$20,444
NET DIRECT OPERATING COST		**$193,108**
NET OPERATING COST		**$193,108**
Federal Operating Contribution		
Provincial Operating Contribution		$145,107
Municipal Operating Contribution		$48,001
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		

PERFORMANCE INDICATORS	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)		10%
Municipal Operating Contribution / Capita		$2.81
Net Dir. Oper. Cost / Reg. Serv. Pass.		$57.23
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.		$5.00
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.		$63.29
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.		$1.14
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita		0.20
Reg. Serv. Pass. / Rev. Veh. Hr.		0.02
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita		10.95
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.		0.30
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
TOP WAGE RATES		
Operators		
Mechanics		

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
- Serves: Town of Penetanguishene
- Municipal Population: 8,962
- Service Area Population: 8,600
- Service Area Size km²: 14.0
- Service provided by: Municipal Department
- Hours of Service:

Monday	6:30 - 18:30	Friday	6:30 - 18:30
Tuesday	6:30 - 18:30	Saturday	08:30 - 17:30
Wednesday	6:30 - 18:30	Sunday	N/A
Thursday	6:30 - 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	1	
TOTAL EMPLOYEES	1	

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

- Adult Cash Fare: $2.00
- Ridership (revenue passengers): 22,271
- Total Operating Revenues: $57,485
- Total Direct Operating Expenses: $198,145
- Active Vehicles: 1
  - Standard Buses 1
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 1
- Number of Accessible Routes: 1
- Energy Consumption:
  - Diesel:
  - Biodiesel B5:
  - Biodiesel B20:
  - Biodiesel - Other:
  - Natural Gas:
  - Electricity:
  - Unleaded Gasoline 26,992

Modal Statistics	**Boardings**		**Rev. Vehicle Hrs.**		**Rev. Vehicle Kms**		**Avg. Speed (km/h)**
Bus	22,271	100.00%	3,876	100.00%	84,672	100.00%	21.85
TOTAL	**22,271**		**3,876**		**84,672**		**21.85**

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: 02-02-2016

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	$2.00		$100.00		12-64
Children					6 and under-FREE
Students	$1.75		$100.00		12-64 with valid student card
Seniors	$1.75		$100.00		65 AND UP

VEHICLES (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus	1		1.0		1	1
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	**1**	**0**			**1**	**1**

Total Low-Floor Bus (30'-60') 0 Average Bus Age (years) 1.0

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	
- Biodiesel (all blends)	
- Natural Gas (CNG or LNG)	
- Other	1
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**1**

VEHICLE KILOMETRES AND HOURS

	2016	2017
Revenue Vehicle Kilometres		84,672
Total Vehicle Kilometres		92,736
Revenue Vehicle Hours		3,876
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours		3,876
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	**12,187**	**22,271**
Regular Service Passenger-Kms		278,387
Auxiliary Service Passenger Trips		
OPERATING EXPENSES		
Transportation Operations Expenses	$92,794	$168,698
Fuel/Energy Exp. for Vehicles	$22,413	
Vehicle Maintenance Expenses	$22,538	$18,540
Plant Maintenance Expenses		
General/Administration Expenses	$11,145	$10,907
TOTAL DIRECT OPERATING EXPENSES	**$148,890**	**$198,145**
Debt Service Payment		
Total Operating Expenses	$166,490	$198,145
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$12,369**	**$57,485**
TOTAL OPERATING REVENUES	**$12,369**	**$57,485**
Total Revenues	$12,369	$57,485
NET DIRECT OPERATING COST	**$136,521**	**$140,660**
NET OPERATING COST	**$154,121**	**$140,660**
Federal Operating Contribution		
Provincial Operating Contribution	$80,927	$87,663
Municipal Operating Contribution	$165,702	$52,997
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**	**$1,750**
Total Capital Disposals		
TOTAL CAPITAL FUNDING	**$151,311**	**$1,750**
Federal Capital Contribution		
Provincial Capital Contribution		
Municipal Capital Contribution	$151,311	$1,750
Other Capital Contributions		

PERFORMANCE INDICATORS

	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	8%	29%
Municipal Operating Contribution / Capita	$19.06	$6.16
Net Dir. Oper. Cost / Reg. Serv. Pass.	$11.20	$6.32
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$1.01	$2.58
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$12.22	$8.90
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.		$51.12
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	1.40	2.59
Reg. Serv. Pass. / Rev. Veh. Hr.		5.75
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita		0.45
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.		21.85
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
TOP WAGE RATES		
Operators		
Mechanics		

Peterborough

Transit Contact: Martin Ward
Transit Operations Manager

Statistical Contact: Andrew Burdett
Transit 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
- 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	72	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	93	26

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

- Adult Cash Fare: $2.50
- Ridership (revenue passengers): 3,845,224
- Total Operating Revenues: $5,247,440
- Total Direct Operating Expenses: $12,279,576
- Active Vehicles: 53
  - Standard Buses 53
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 19
- Number of Accessible Routes: 19
- Energy Consumption:
  - Diesel: 1,374,260 litres
  - Biodiesel B5:
  - Biodiesel B20:
  - Biodiesel - Other:
  - Natural Gas:
  - Electricity:
  - Supervisors Vehicles 2,565

Modal Statistics	**Boardings**		**Rev. Vehicle Hrs.**		**Rev. Vehicle Kms**		**Avg. Speed (km/h)**
Bus	4,193,013	100.00%	133,808	100.00%	2,448,340	100.00%	18.30
TOTAL	**4,193,013**		**133,808**		**2,448,340**		**18.30**

REMARKS:

Ridership almost tripled for Fleming College due to more service added and a new route added for them.

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 (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus	53		6.6		41	29
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	**53**	**0**			**41**	**29**

Total Low-Floor Bus (30'-60') 53 Average Bus Age (years) 6.6

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	52
- Biodiesel (all blends)	
- Natural Gas (CNG or LNG)	
- Other	1
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**53**

VEHICLE KILOMETRES AND HOURS

	2016	2017
Revenue Vehicle Kilometres	2,337,482	2,448,340
Total Vehicle Kilometres	2,454,658	2,567,276
Revenue Vehicle Hours	126,663	133,808
Auxiliary Revenue Vehicle Hours	2,506	2,594
Total Vehicle Hours	133,823	141,246
Operators Paid Hours	194,305	217,280
Vehicle Mechanics Paid Hours	14,560	14,560
Total Employee Paid Hours	249,476	274,185
PASSENGER DATA		
Adult Passenger Trips	1,392,338	1,273,398
Concession Fare Trips	2,104,028	2,571,826
Concession Fare Trips Details:		
Child Passenger Trips	*20,898*	*24,841*
Student Passenger Trips	*254,200*	*224,647*
Senior Passenger Trips	*221,347*	*212,451*
REGULAR SERVICE PASSENGER TRIPS	**3,496,366**	**3,845,224**
Regular Service Passenger-Kms	16,607,738	19,033,858
Auxiliary Service Passenger Trips		
OPERATING EXPENSES		
Transportation Operations Expenses	$7,682,127	$8,250,411
Fuel/Energy Exp. for Vehicles	$1,080,862	$1,366,845
Vehicle Maintenance Expenses	$1,205,067	$1,457,405
Plant Maintenance Expenses	$632,914	$619,266
General/Administration Expenses	$619,484	$585,649
TOTAL DIRECT OPERATING EXPENSES	**$11,220,454**	**$12,279,576**
Debt Service Payment		
Total Operating Expenses	$11,220,454	$12,279,576
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$4,861,209**	**$5,021,958**
TOTAL OPERATING REVENUES	**$5,072,347**	**$5,247,440**
Total Revenues	$5,074,741	$5,254,104
NET DIRECT OPERATING COST	**$6,148,107**	**$7,032,136**
NET OPERATING COST	**$6,145,713**	**$7,025,472**
Federal Operating Contribution		
Provincial Operating Contribution	$1,656,831	$1,410,600
Municipal Operating Contribution	$4,491,276	$5,614,872
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		
CAPITAL EXPENSES AND FUNDING SOURCES		
TOTAL CAPITAL EXPENDITURES	**$2,887,694**	**$2,713,210**
Total Capital Disposals	$10,113	$15,441
TOTAL CAPITAL FUNDING	**$2,877,581**	
Federal Capital Contribution		
Provincial Capital Contribution		
Municipal Capital Contribution	$2,877,581	
Other Capital Contributions		

PERFORMANCE INDICATORS

	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	45%	43%
Municipal Operating Contribution / Capita	$55.45	$69.32
Net Dir. Oper. Cost / Reg. Serv. Pass.	$1.76	$1.83
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$1.39	$1.31
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$3.21	$3.19
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$83.85	$86.94
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	43.17	47.47
Reg. Serv. Pass. / Rev. Veh. Hr.	27.60	28.74
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	1.56	1.65
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	18.45	18.30
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.66	0.63
TOP WAGE RATES		
Operators	$27.32	$28.20
Mechanics	$31.13	$31.60

Port Colborne

Transit Contact: Peter Senese
Director of Corporate Services

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

SYSTEM HIGHLIGHTS:

- System established: 01-12-1999
- Serves: Port Colborne
- Municipal Population: 18,306
- Service Area Population: 18,306
- Service Area Size km²: 40.5
- Service provided by: Municipal Department, under contract with Welland Transit

- Adult Cash Fare: $2.75
- Ridership (revenue passengers): 19,898
- Total Operating Revenues: $53,476
- Total Direct Operating Expenses: $307,231

- 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

- Number of Fixed Routes: 3
- Number of Accessible Routes: 0
- Energy Consumption:
  - Diesel: 26,198 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: ATU (Operators)
  ATU (Mechanics)

Modal Statistics	**Boardings**		**Rev. Vehicle Hrs.**		**Rev. Vehicle Kms**		**Avg. Speed (km/h)**
Bus	19,898	100.00%	2,510	100.00%	53,965	100.00%	21.50
TOTAL	**19,898**		**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				under 12 ride free with an adult
Students	$2.75	$2.10	$68.00	$3.50	with no UPASS
Seniors	$2.75	$1.90	$59.00	$3.50	
	$3.50	$3.20			Welland LINK

VEHICLES (2017)

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

VEHICLE KILOMETRES AND HOURS	2016	2017
Revenue Vehicle Kilometres	53,965	53,965
Total Vehicle Kilometres	103,563	103,563
Revenue Vehicle Hours	2,510	2,510
Auxiliary Revenue Vehicle Hours	753	753
Total Vehicle Hours	3,764	3,764
Operators Paid Hours		
Vehicle Mechanics Paid Hours		
Total Employee Paid Hours		
PASSENGER DATA		
Adult Passenger Trips	4,755	4,592
Concession Fare Trips	16,655	15,306
Concession Fare Trips Details:		
Child Passenger Trips	*1,213*	*1,124*
Student Passenger Trips	*2,004*	*1,417*
Senior Passenger Trips	*6,304*	*6,088*
REGULAR SERVICE PASSENGER TRIPS	**21,410**	**19,898**
Regular Service Passenger-Kms	278,330	258,674
Auxiliary Service Passenger Trips		
OPERATING EXPENSES		
Transportation Operations Expenses	$300,718	$307,060
Fuel/Energy Exp. for Vehicles		
Vehicle Maintenance Expenses		
Plant Maintenance Expenses		
General/Administration Expenses	$108	$171
TOTAL DIRECT OPERATING EXPENSES	**$300,826**	**$307,231**
Debt Service Payment		
Total Operating Expenses	$300,826	$307,231
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$51,378**	**$49,701**
TOTAL OPERATING REVENUES	**$54,870**	**$53,476**
Total Revenues	$54,870	$53,476
NET DIRECT OPERATING COST	**$245,956**	**$253,755**
NET OPERATING COST	**$245,956**	**$253,755**
Federal Operating Contribution		
Provincial Operating Contribution	$99,465	$156,892
Municipal Operating Contribution	$146,491	$96,863
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		

PERFORMANCE INDICATORS	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	18%	17%
Municipal Operating Contribution / Capita	$8.00	$5.29
Net Dir. Oper. Cost / Reg. Serv. Pass.	$11.49	$12.75
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$2.40	$2.50
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$14.05	$15.44
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$79.92	$81.62
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	1.17	1.09
Reg. Serv. Pass. / Rev. Veh. Hr.	8.53	7.93
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	0.14	0.14
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	21.50	21.50
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
TOP WAGE RATES		
Operators		
Mechanics		

Port Hope

Transit Contact: Jeanette Davidson
Director of Works & Engineering

Statistical Contact: Amy Bronkhorst
Administrative Assitant, Works & Engineering
Phone: 905-885-2414 x. 2513 Fax: 905-885-6953
Email:

SYSTEM HIGHLIGHTS:

- System established: 14-04-1969
- Serves: Municipality of Port Hope
- Municipal Population: 16,214
- Service Area Population: 12,350
- Service Area Size km²: 13.1
- Service provided by: Municipal Department, under contract with BTS Network Inc

- Adult Cash Fare: $2.00
- Ridership (revenue passengers): 58,025
- Total Operating Revenues: $105,217
- Total Direct Operating Expenses: $451,419

- 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: 32,913 litres
  - 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	58,025	100.00%	7,228	100.00%	205,257	100.00%	28.40
TOTAL	**58,025**		**7,228**		**205,257**		**28.40**

Port Hope

FARE STRUCTURE

Effective Date: 01-01-2008

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	$2.00	$2.00	$50.00		18-64 years
Children					Under 4 Years
Students	$1.50	$1.50	$30.00		4-17 years
Seniors	$1.50	$1.50	$30.00		65+ years
					N/A

VEHICLES (2017)

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

VEHICLE KILOMETRES AND HOURS	2016	2017
Revenue Vehicle Kilometres	205,257	205,257
Total Vehicle Kilometres	208,626	208,626
Revenue Vehicle Hours	7,228	7,228
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	7,228	7,228
Operators Paid Hours		
Vehicle Mechanics Paid Hours		
Total Employee Paid Hours		
PASSENGER DATA		
Adult Passenger Trips	38,693	40,071
Concession Fare Trips	22,876	17,954
Concession Fare Trips Details:		
Child Passenger Trips	*1,437*	*6,687*
Student Passenger Trips	*13,292*	*3,851*
Senior Passenger Trips	*8,147*	*7,416*
REGULAR SERVICE PASSENGER TRIPS	**61,569**	**58,025**
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips		
OPERATING EXPENSES		
Transportation Operations Expenses	$390,283	$403,660
Fuel/Energy Exp. for Vehicles	$42,233	$39,167
Vehicle Maintenance Expenses		
Plant Maintenance Expenses		
General/Administration Expenses	$7,744	$8,592
TOTAL DIRECT OPERATING EXPENSES	**$440,260**	**$451,419**
Debt Service Payment		
Total Operating Expenses	$440,260	$451,419
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$87,683**	**$85,217**
TOTAL OPERATING REVENUES	**$107,683**	**$105,217**
Total Revenues	$107,683	$105,217
NET DIRECT OPERATING COST	**$332,577**	**$346,202**
NET OPERATING COST	**$332,577**	**$346,202**
Federal Operating Contribution		
Provincial Operating Contribution	$150,000	$150,000
Municipal Operating Contribution	$158,831	$192,359
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		

PERFORMANCE INDICATORS	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	24%	23%
Municipal Operating Contribution / Capita	$12.86	$15.58
Net Dir. Oper. Cost / Reg. Serv. Pass.	$5.40	$5.97
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$1.42	$1.47
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$7.15	$7.78
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$60.91	$62.45
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	4.99	4.70
Reg. Serv. Pass. / Rev. Veh. Hr.	8.52	8.03
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	0.59	0.59
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	28.40	28.40
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
TOP WAGE RATES		
Operators		
Mechanics		

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 km²: 35.0
- 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	9
Other Transportation Operations		1
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration		1
TOTAL EMPLOYEES	5	11

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

- Adult Cash Fare: $2.00
- Ridership (revenue passengers): 72,021
- Total Operating Revenues: $101,673
- Total Direct Operating Expenses: $609,213
- 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: 55,655 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	72,021	100.00%	11,454	100.00%	270,394	100.00%	23.61
TOTAL	**72,021**		**11,454**		**270,394**		**23.61**

Quinte West

FARE STRUCTURE

Effective Date: 01-01-2015

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
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		
	$1.50	$1.50	$30.00		Reg on Specialized Svc/person w/disability

VEHICLES (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus	5		4.2		3	3
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	**5**	**0**			**3**	**3**

Total Low-Floor Bus (30'-60') 5 Average Bus Age (years) 4.2

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	5
- Biodiesel (all blends)	
- Natural Gas (CNG or LNG)	
- Other	
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**5**

VEHICLE KILOMETRES AND HOURS

	2016	2017
Revenue Vehicle Kilometres	270,576	270,394
Total Vehicle Kilometres	275,877	276,613
Revenue Vehicle Hours	11,416	11,454
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	12,958	12,825
Operators Paid Hours		12,825
Vehicle Mechanics Paid Hours		
Total Employee Paid Hours		14,600

PASSENGER DATA

	2016	2017
Adult Passenger Trips		
Concession Fare Trips		
Concession Fare Trips Details:		
Child Passenger Trips		
Student Passenger Trips		
Senior Passenger Trips		
REGULAR SERVICE PASSENGER TRIPS	**62,435**	**72,021**
Regular Service Passenger-Kms	424,558	489,742
Auxiliary Service Passenger Trips		

OPERATING EXPENSES

	2016	2017
Transportation Operations Expenses	$305,269	$308,115
Fuel/Energy Exp. for Vehicles	$59,908	$67,084
Vehicle Maintenance Expenses	$123,787	$177,426
Plant Maintenance Expenses	$1,632	$1,880
General/Administration Expenses	$66,986	$54,709
TOTAL DIRECT OPERATING EXPENSES	**$557,582**	**$609,213**
Debt Service Payment		
Total Operating Expenses	$557,582	$609,213

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2016	2017
REGULAR SERV. PASS. REVENUES	**$78,179**	**$92,067**
TOTAL OPERATING REVENUES	**$87,613**	**$101,673**
Total Revenues	$87,613	$101,673
NET DIRECT OPERATING COST	**$469,969**	**$507,539**
NET OPERATING COST	**$469,969**	**$507,539**
Federal Operating Contribution		
Provincial Operating Contribution	$377,969	$394,739
Municipal Operating Contribution	$92,000	$112,800
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

CAPITAL EXPENSES AND FUNDING SOURCES

	2016	2017
TOTAL CAPITAL EXPENDITURES	**$149,000**	
Total Capital Disposals		
TOTAL CAPITAL FUNDING	**$149,000**	
Federal Capital Contribution		
Provincial Capital Contribution		
Municipal Capital Contribution	$149,000	
Other Capital Contributions		

PERFORMANCE INDICATORS

	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	16%	17%
Municipal Operating Contribution / Capita	$4.72	$5.78
Net Dir. Oper. Cost / Reg. Serv. Pass.	$7.53	$7.05
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$1.25	$1.28
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$8.93	$8.46
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$43.03	$47.50
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	3.20	3.69
Reg. Serv. Pass. / Rev. Veh. Hr.	5.47	6.29
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	0.59	0.59
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	23.70	23.61
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		0.89
TOP WAGE RATES		
Operators	$17.06	$17.40
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 km²: 198.8
- 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): 52,141
- Total Operating Revenues: $440,813
- Total Direct Operating Expenses: $697,814
- Active Vehicles: 4
  - Standard Buses 4
- Percentage of accessible bus fleet:
- Percentage of accessible transit fleet:
- Number of Fixed Routes: 0
- Number of Accessible Routes: 0
- 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	52,141	100.00%	0	0.00%	0	0.00%	
TOTAL	**52,141**		**0**		**0**		**0.00**

Russell

FARE STRUCTURE

Effective Date: 01-04-2015

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	$15.00	$10.20	$245.00		
Children					
Students			$176.00		
Seniors					

VEHICLES (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus		4		11.3	4	4
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	**0**	**4**			**4**	**4**

Total Low-Floor Bus (30'-60') 0 Average Bus Age (years) 11.3

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	4
- Biodiesel (all blends)	
- Natural Gas (CNG or LNG)	
- Other	
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**4**

VEHICLE KILOMETRES AND HOURS	2016	2017
Revenue Vehicle Kilometres		
Total Vehicle Kilometres		
Revenue Vehicle Hours		
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours		
Operators Paid Hours		
Vehicle Mechanics Paid Hours		
Total Employee Paid Hours	236	236
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	**56,377**	**52,141**
Regular Service Passenger-Kms	2,818,850	2,607,066
Auxiliary Service Passenger Trips		
OPERATING EXPENSES		
Transportation Operations Expenses	$632,855	$656,598
Fuel/Energy Exp. for Vehicles		
Vehicle Maintenance Expenses		
Plant Maintenance Expenses		
General/Administration Expenses	$6,846	$41,216
TOTAL DIRECT OPERATING EXPENSES	**$639,701**	**$697,814**
Debt Service Payment		
Total Operating Expenses	$639,701	$697,814
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$448,567**	**$432,875**
TOTAL OPERATING REVENUES	**$458,917**	**$440,813**
Total Revenues	$458,917	$440,813
NET DIRECT OPERATING COST	**$180,784**	**$257,001**
NET OPERATING COST	**$180,784**	**$257,001**
Federal Operating Contribution		
Provincial Operating Contribution	$141,630	$163,613
Municipal Operating Contribution	$39,155	$108,486
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**	**$118,035**
Total Capital Disposals		
TOTAL CAPITAL FUNDING	**$9,420**	**$118,035**
Federal Capital Contribution		
Provincial Capital Contribution		$59,017
Municipal Capital Contribution	$9,420	$15,099
Other Capital Contributions		$43,919

PERFORMANCE INDICATORS	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	72%	63%
Municipal Operating Contribution / Capita	$2.37	$6.57
Net Dir. Oper. Cost / Reg. Serv. Pass.	$3.21	$4.93
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$7.96	$8.30
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$11.35	$13.38
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.		
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	3.41	3.16
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		
Mechanics		

Sarnia

Transit Contact: Andrew Savor
Transit Superintendent

Statistical Contact: Andrew Savor
Transit Superintendent
Phone: 519-336-3271 Fax: 519-336-3361
Email: andrew.savor@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
- Hours of Service:

Monday	6:30 - 22:40	Friday	6:30 - 22:40
Tuesday	6:30 - 22:40	Saturday	8:00 - 22:40
Wednesday	6:30 - 22:40	Sunday	8:30 - 18:15
Thursday	6:30 - 22:40	Holidays	N/A

- **Employees Statistics:**

	Full-time	Part-time
Operators	32	10
Other Transportation Operations		
Vehicle Mechanics	4	
Other Vehicle Maintenance and Servicing	6	
Plant and Other Maintenance		
General and Administration	6	
TOTAL EMPLOYEES	48	10

- Union Affiliations: UNIFOR 127 (Operators)
  UNIFOR 127 (Mechanics)
  CUPE 3690 (Office)
- Disruption during 2017: College Strike
  Start Date: 2017-10-16
  End Date: 2017-11-20
  Duration: 26 days

- Adult Cash Fare: $3.00
- Ridership (revenue passengers): 1,282,597
- Total Operating Revenues: $1,592,175
- Total Direct Operating Expenses: $5,448,926
- Active Vehicles: 28
  - Small Community Buses 5
  - Standard Buses 23
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 13
- Number of Accessible Routes: 13
- Energy Consumption:
  - Diesel: 563,942 litres
  - Biodiesel B5:
  - Biodiesel B20:
  - Biodiesel - Other:
  - Natural Gas:
  - Electricity:
  Gasoline 1,458

Modal Statistics	Boardings		Rev. Vehicle Hrs.		Rev. Vehicle Kms		Avg. Speed (km/h)
Bus	1,373,873	100.00%	0	0.00%	1,245,076	100.00%	
TOTAL	**1,373,873**		**0**		**1,245,076**		**0.00**

REMARKS:

Point Edward Service: Passenger trips 12,981, passenger revenue $27,575.35, Contract revenue $167,301.59. Clean Air Day Free Rides 4333

Sarnia

FARE STRUCTURE

Effective Date: 01-01-2017

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other College, Elem/Sec	Criteria
Adults	$3.00	$2.35	$73.00		
Children					< 5 = Free
Students	$3.00	$2.35	$73.00	$174, $154	6+
Seniors					
Other: Blind Annual Pass	;29.00				

VEHICLES (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus	28		10.8		15	10
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	**28**	**0**			**15**	**10**

Total Low-Floor Bus (30'-60') 16 Average Bus Age (years) 10.8

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	28
- Biodiesel (all blends)	
- Natural Gas (CNG or LNG)	
- Other	
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**28**

VEHICLE KILOMETRES AND HOURS

	2016	2017
Revenue Vehicle Kilometres	1,243,467	1,245,076
Total Vehicle Kilometres	1,295,544	1,293,437
Revenue Vehicle Hours		
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours		
Operators Paid Hours	74,880	79,040
Vehicle Mechanics Paid Hours	8,320	8,320
Total Employee Paid Hours	106,600	111,020
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	**1,196,425**	**1,282,597**
Regular Service Passenger-Kms	18,783,872	20,136,772
Auxiliary Service Passenger Trips	3,105	1,587
OPERATING EXPENSES		
Transportation Operations Expenses	$3,607,906	$3,261,937
Fuel/Energy Exp. for Vehicles	$429,698	$483,535
Vehicle Maintenance Expenses	$719,204	$868,072
Plant Maintenance Expenses	$235,057	$217,829
General/Administration Expenses	$655,862	$617,553
TOTAL DIRECT OPERATING EXPENSES	**$5,647,727**	**$5,448,926**
Debt Service Payment		
Total Operating Expenses	$5,710,532	$5,735,514
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$1,482,788**	**$1,574,139**
TOTAL OPERATING REVENUES	**$1,582,432**	**$1,592,175**
Total Revenues	$1,760,100	$1,759,477
NET DIRECT OPERATING COST	**$4,065,295**	**$3,856,751**
NET OPERATING COST	**$3,950,432**	**$3,976,037**
Federal Operating Contribution		
Provincial Operating Contribution	$459,273	$212,178
Municipal Operating Contribution	$3,491,159	$3,763,859
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		
CAPITAL EXPENSES AND FUNDING SOURCES		
TOTAL CAPITAL EXPENDITURES	**$833,595**	**$1,524,165**
Total Capital Disposals		
TOTAL CAPITAL FUNDING	**$833,595**	**$1,524,165**
Federal Capital Contribution		
Provincial Capital Contribution	$770,813	$1,512,087
Municipal Capital Contribution		$12,078
Other Capital Contributions	$62,782	

PERFORMANCE INDICATORS

	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	28%	29%
Municipal Operating Contribution / Capita	$48.40	$52.19
Net Dir. Oper. Cost / Reg. Serv. Pass.	$3.40	$3.01
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$1.24	$1.23
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$4.72	$4.25
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.		
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	16.59	17.78
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	$26.46	$26.86
Mechanics	$30.84	$31.30

Sault Ste Marie

Transit Contact: Sam Piraino
Manager Transit/Parking

Statistical Contact: Sam Piraino
Manager 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: $2.75
- Ridership (revenue passengers): 1,627,289
- Total Operating Revenues: $2,282,623
- Total Direct Operating Expenses: $8,220,600

- 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	7:15 - 19:15
Thursday	5:45 - 00:15	Holidays	5:45 - 00:15

- Number of Fixed Routes: 10
- Number of Accessible Routes: 10
- Energy Consumption:

- Diesel:	971,001	litres
- Biodiesel B5:		
- Biodiesel B20:		
- Biodiesel - Other:		
- Natural Gas:		
- Electricity:		
Gasoline	29,342	

Employees Statistics:	**Full-time**	**Part-time**
Operators	52	
Other Transportation Operations	4	
Vehicle Mechanics	10	
Other Vehicle Maintenance and Servicing	2	
Plant and Other Maintenance	3	2
General and Administration	3	4
TOTAL EMPLOYEES	74	6

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

Modal Statistics	**Boardings**		**Rev. Vehicle Hrs.**		**Rev. Vehicle Kms**		**Avg. Speed (km/h)**
Bus	1,737,950	100.00%	79,800	100.00%	1,710,087	100.00%	21.43
TOTAL	**1,737,950**		**79,800**		**1,710,087**		**21.43**

REMARKS:

Semester pass for students attending University or College $176.00 per semester works out to $44 per month.

Sault Ste Marie

FARE STRUCTURE

Effective Date: 01-01-2017	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Semester	Criteria
Adults	$2.75	$2.20	$65.00		
Children					
Students	$2.75	$2.20	$65.00	$176	
Seniors	$2.75	$1.43	$55.00		
Other: Youth Pass	$2.75		$27.50		< 18

VEHICLES (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus					17	17
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES					**17**	**17**

VEHICLE KILOMETRES AND HOURS	2016	2017
Revenue Vehicle Kilometres	1,809,417	1,710,087
Total Vehicle Kilometres	1,817,613	1,714,365
Revenue Vehicle Hours	81,273	79,800
Auxiliary Revenue Vehicle Hours	600	400
Total Vehicle Hours	81,873	80,200
Operators Paid Hours	107,904	101,042
Vehicle Mechanics Paid Hours	16,890	18,321
Total Employee Paid Hours	152,863	147,964
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	**1,694,359**	**1,627,289**
Regular Service Passenger-Kms	7,319,630	7,029,888
Auxiliary Service Passenger Trips	5,285	3,111
OPERATING EXPENSES		
Transportation Operations Expenses	$4,215,318	$4,252,836
Fuel/Energy Exp. for Vehicles	$830,692	$996,591
Vehicle Maintenance Expenses	$1,649,418	$1,449,891
Plant Maintenance Expenses	$657,962	$760,200
General/Administration Expenses	$580,723	$761,082
TOTAL DIRECT OPERATING EXPENSES	**$7,934,113**	**$8,220,600**
Debt Service Payment		
Total Operating Expenses	$7,934,113	$8,220,600
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$2,166,585**	**$2,188,354**
TOTAL OPERATING REVENUES	**$2,309,113**	**$2,282,623**
Total Revenues	$2,309,113	$2,282,623
NET DIRECT OPERATING COST	**$5,625,000**	**$5,937,977**
NET OPERATING COST	**$5,625,000**	**$5,937,977**
Federal Operating Contribution		
Provincial Operating Contribution	$810,215	$824,434
Municipal Operating Contribution	$4,814,785	$5,113,543
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		
CAPITAL EXPENSES AND FUNDING SOURCES		
TOTAL CAPITAL EXPENDITURES	**$508,955**	**$64,335**
Total Capital Disposals		
TOTAL CAPITAL FUNDING	**$508,955**	**$64,335**
Federal Capital Contribution		
Provincial Capital Contribution		
Municipal Capital Contribution	$508,955	$64,335
Other Capital Contributions		

PERFORMANCE INDICATORS	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	29%	28%
Municipal Operating Contribution / Capita	$68.88	$73.16
Net Dir. Oper. Cost / Reg. Serv. Pass.	$3.32	$3.65
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$1.28	$1.34
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$4.68	$5.05
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$96.91	$102.50
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	24.24	23.28
Reg. Serv. Pass. / Rev. Veh. Hr.	20.85	20.39
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	1.16	1.14
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	22.26	21.43
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.76	0.79
TOP WAGE RATES		
Operators	$25.77	$26.16
Mechanics	$28.73	$29.16

St. Catharines

Transit Contact: Dave Sherlock
General Manager

Statistical Contact: Tim Luey
Manager of Finance and Administration
Phone: 905-685-4228 ext 227 Fax: 905-685-4050
Email: tluey@yourbus.com

SYSTEM HIGHLIGHTS:

- System established: 01-09-1961
- Serves: St. Catharines, Thorold
- Municipal Population: 151,914
- Service Area Population: 151,914
- Service Area Size km²: 179.1
- Service provided by: Transit Commission
- 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	123	
Other Transportation Operations	7	
Vehicle Mechanics	12	
Other Vehicle Maintenance and Servicing	14	
Plant and Other Maintenance	2	
General and Administration	9	5
TOTAL EMPLOYEES	167	5

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

- Adult Cash Fare: $3.00
- Ridership (revenue passengers): 5,124,463
- Total Operating Revenues: $10,062,831
- Total Direct Operating Expenses: $19,743,943
- Active Vehicles: 78
  - Standard Buses 72
  - Articulated Buses 6
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 27
- Number of Accessible Routes: 27
- Energy Consumption:
  - Diesel: 2,401,082 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	5,842,960	100.00%	168,774	100.00%	3,585,741	100.00%	21.25
TOTAL	**5,842,960**		**168,774**		**3,585,741**		**21.25**

REMARKS:

The data for St. Catharines also included the regular transit service for the City of Thorold. In 2017, they provided 301,973 passenger trips. The 2017 contract revenue was $666,558 and its passenger revenue was $437,138.

St. Catharines

FARE STRUCTURE

Effective Date: 01-09-2014

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
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 Years of Age and Older

VEHICLES (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus	78		8.8		55	44
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	**78**	**0**			**55**	**44**

Total Low-Floor Bus (30'-60') 78 Average Bus Age (years) 8.8

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	78
- Biodiesel (all blends)	
- Natural Gas (CNG or LNG)	
- Other	
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**78**

VEHICLE KILOMETRES AND HOURS

	2016	2017
Revenue Vehicle Kilometres	3,871,089	3,585,741
Total Vehicle Kilometres	4,315,821	4,052,036
Revenue Vehicle Hours	175,952	168,774
Auxiliary Revenue Vehicle Hours	10,799	13,992
Total Vehicle Hours	193,952	190,021
Operators Paid Hours	252,377	254,957
Vehicle Mechanics Paid Hours	22,764	24,223
Total Employee Paid Hours	351,378	355,302
PASSENGER DATA		
Adult Passenger Trips	1,577,795	1,576,823
Concession Fare Trips	3,734,551	3,547,640
Concession Fare Trips Details:		
Child Passenger Trips	*10,628*	*10,987*
Student Passenger Trips	*3,396,979*	*3,192,481*
Senior Passenger Trips	*300,959*	*314,610*
REGULAR SERVICE PASSENGER TRIPS	**5,312,346**	**5,124,463**
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips	3,741	3,588
OPERATING EXPENSES		
Transportation Operations Expenses	$10,481,127	$10,351,118
Fuel/Energy Exp. for Vehicles	$1,967,625	$2,209,964
Vehicle Maintenance Expenses	$4,401,609	$4,170,096
Plant Maintenance Expenses	$921,735	$1,009,600
General/Administration Expenses	$1,572,893	$2,003,165
TOTAL DIRECT OPERATING EXPENSES	**$19,344,989**	**$19,743,943**
Debt Service Payment		
Total Operating Expenses	$20,363,950	$21,103,898
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$9,868,129**	**$9,677,142**
TOTAL OPERATING REVENUES	**$10,159,319**	**$10,062,831**
Total Revenues	$11,474,290	$11,725,275
NET DIRECT OPERATING COST	**$9,185,670**	**$9,681,112**
NET OPERATING COST	**$8,889,660**	**$9,378,623**
Federal Operating Contribution		
Provincial Operating Contribution	$284,412	
Municipal Operating Contribution	$8,605,248	$9,378,623
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	**$2,793,955**	**$2,753,822**
Total Capital Disposals		
TOTAL CAPITAL FUNDING	**$2,793,955**	**$2,753,822**
Federal Capital Contribution		
Provincial Capital Contribution	$2,762,552	$2,753,822
Municipal Capital Contribution		
Other Capital Contributions	$31,403	

PERFORMANCE INDICATORS

	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	53%	51%
Municipal Operating Contribution / Capita	$57.63	$61.74
Net Dir. Oper. Cost / Reg. Serv. Pass.	$1.73	$1.89
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$1.86	$1.89
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$3.64	$3.85
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$104.99	$111.06
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	35.57	33.73
Reg. Serv. Pass. / Rev. Veh. Hr.	30.19	30.36
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	1.18	1.11
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	22.00	21.25
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.74	0.72
TOP WAGE RATES		
Operators	$28.32	$28.67
Mechanics	$33.93	$34.35

St. Thomas

Transit Contact: Matthew Vriens
Supervisor of Roads and Transportation

Statistical Contact: Ross Patrick
Transportation Technician
Phone: 519-631-0368 ext.511 Fax: 519-631-5542
Email: rpatrick@stthomas.ca

SYSTEM HIGHLIGHTS:

- System established:
- Serves: City of St. Thomas
- Municipal Population: 38,909
- Service Area Population: 38,909
- Service Area Size km²: 35.6
- Service provided by: Municipal Department, under contract with Voyageur Transportation Services
- 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): 177,056
- Total Operating Revenues: $358,965
- Total Direct Operating Expenses: $1,163,370
- Active Vehicles: 9
  - Small Community Buses 9
- 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	177,056	100.00%	17,017	100.00%	400,000	100.00%	23.51
TOTAL	**177,056**		**17,017**		**400,000**		**23.51**

St. Thomas

FARE STRUCTURE

Effective Date: 01-07-2007

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	$2.50	$2.00	$65.00		
Children	$2.50	$1.50	$55.00		
Students	$2.50	$1.50	$55.00		
Seniors	$2.50	$1.50	$55.00		

VEHICLES (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus	9		1.4		5	5
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	**9**	**0**			**5**	**5**

Total Low-Floor Bus (30'-60') 9 Average Bus Age (years) 1.4

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	5
- Biodiesel (all blends)	
- Natural Gas (CNG or LNG)	
- Other	4
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**9**

VEHICLE KILOMETRES AND HOURS	2016	2017
Revenue Vehicle Kilometres	385,000	400,000
Total Vehicle Kilometres	385,000	400,000
Revenue Vehicle Hours	17,017	17,017
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	17,017	17,017
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	**223,219**	**177,056**
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips		
OPERATING EXPENSES		
Transportation Operations Expenses	$833,311	$1,163,370
Fuel/Energy Exp. for Vehicles		
Vehicle Maintenance Expenses		
Plant Maintenance Expenses		
General/Administration Expenses		
TOTAL DIRECT OPERATING EXPENSES	**$833,311**	**$1,163,370**
Debt Service Payment		
Total Operating Expenses	$833,311	$1,163,370
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$299,523**	**$349,571**
TOTAL OPERATING REVENUES	**$299,523**	**$358,965**
Total Revenues	$299,523	$372,211
NET DIRECT OPERATING COST	**$533,788**	**$804,405**
NET OPERATING COST	**$533,788**	**$791,159**
Federal Operating Contribution		
Provincial Operating Contribution	$237,168	$172,179
Municipal Operating Contribution	$296,620	$714,217
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**	**$492,519**
Total Capital Disposals		
TOTAL CAPITAL FUNDING	**$166,436**	**$492,519**
Federal Capital Contribution		$275,184
Provincial Capital Contribution	$166,436	$180,964
Municipal Capital Contribution		$36,371
Other Capital Contributions		

PERFORMANCE INDICATORS	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	36%	31%
Municipal Operating Contribution / Capita	$7.43	$18.36
Net Dir. Oper. Cost / Reg. Serv. Pass.	$2.39	$4.54
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$1.34	$1.97
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$3.73	$6.57
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$48.97	$68.37
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	5.59	4.55
Reg. Serv. Pass. / Rev. Veh. Hr.	13.12	10.40
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	0.43	0.44
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	22.62	23.51
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
TOP WAGE RATES		
Operators		
Mechanics		

Stratford

Transit Contact: Michael Mousley
Manager of Transit

Statistical Contact: Michael Mousley
Manager of Transit
Phone: 519-271-0250 Fax: 519-271-6029
Email: mmousley@stratford.ca

SYSTEM HIGHLIGHTS:

- System established: 09-06-1952
- Serves: Stratford
- Municipal Population: 32,000
- Service Area Population: 32,000
- Service Area Size km²: 28.0
- Service provided by: Municipal Department
- 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	11:00 - 18:00
Thursday	6:00 - 22:00	Holidays	N/A

- **Employees Statistics:**

	Full-time	Part-time
Operators	16	11
Other Transportation Operations		
Vehicle Mechanics	3	
Other Vehicle Maintenance and Servicing	1	1
Plant and Other Maintenance		
General and Administration	1	
TOTAL EMPLOYEES	21	12

- Union Affiliations: IBEW 636 (Operators)
  IBEW 636 (Mechanics)
  IBEW 636 (Maintenance)

- Adult Cash Fare: $2.75
- Ridership (revenue passengers): 600,728
- Total Operating Revenues: $824,650
- Total Direct Operating Expenses: $2,895,002
- Active Vehicles: 13
  - Standard Buses 13
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 10
- Number of Accessible Routes: 10
- Energy Consumption:
  - Diesel: 237,718 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	600,728	100.00%	34,036	100.00%	625,154	100.00%	18.37
TOTAL	**600,728**		**34,036**		**625,154**		**18.37**

Stratford

FARE STRUCTURE

Effective Date: 01-09-2017

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	$2.75	$2.50	$65.00		18-64
Children					<5 = Free
Students	$2.50	$2.25	$55.00		6-17
Seniors	$2.50	$2.25	$55.00		65+
Other: Affordable	$2.50	$2.25	$55.00		CPP/OW/ODSP

VEHICLES (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus	13		11.6		10	6
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	**13**	**0**			**10**	**6**

Total Low-Floor Bus (30'-60') 13 Average Bus Age (years) 11.6

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	13
- Biodiesel (all blends)	
- Natural Gas (CNG or LNG)	
- Other	
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**13**

VEHICLE KILOMETRES AND HOURS

	2016	2017
Revenue Vehicle Kilometres	623,855	625,154
Total Vehicle Kilometres	625,500	626,893
Revenue Vehicle Hours	33,988	34,036
Auxiliary Revenue Vehicle Hours		2,080
Total Vehicle Hours	35,443	37,643
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	**595,412**	**600,728**
Regular Service Passenger-Kms		3,063,712
Auxiliary Service Passenger Trips		28
OPERATING EXPENSES		
Transportation Operations Expenses	$2,147,204	$2,179,379
Fuel/Energy Exp. for Vehicles	$286,946	$289,417
Vehicle Maintenance Expenses	$304,850	$374,540
Plant Maintenance Expenses	$52,857	$46,487
General/Administration Expenses	$4,818	$5,179
TOTAL DIRECT OPERATING EXPENSES	**$2,796,675**	**$2,895,002**
Debt Service Payment		
Total Operating Expenses	$2,796,675	$2,895,002
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$876,599**	**$822,970**
TOTAL OPERATING REVENUES	**$876,599**	**$824,650**
Total Revenues	$876,599	$824,650
NET DIRECT OPERATING COST	**$1,920,076**	**$2,070,352**
NET OPERATING COST	**$1,920,076**	**$2,070,352**
Federal Operating Contribution		
Provincial Operating Contribution	$250,000	$250,000
Municipal Operating Contribution	$1,644,007	$1,820,352
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		$2,715
TOTAL CAPITAL FUNDING		**$77,632**
Federal Capital Contribution		
Provincial Capital Contribution		
Municipal Capital Contribution		$77,632
Other Capital Contributions		

PERFORMANCE INDICATORS

	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	31%	28%
Municipal Operating Contribution / Capita	$51.38	$56.89
Net Dir. Oper. Cost / Reg. Serv. Pass.	$3.22	$3.45
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$1.47	$1.37
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$4.70	$4.82
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$78.91	$76.91
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	18.61	18.77
Reg. Serv. Pass. / Rev. Veh. Hr.	17.52	17.65
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	1.06	1.06
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	18.36	18.37
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
TOP WAGE RATES		
Operators	$27.76	$28.17
Mechanics	$30.79	$31.26

Tecumseh

Transit Contact: Chad Jeffery
Manager Planning Services

Statistical Contact: Enrico De Cecco
Junior Planner
Phone: 519-735-2184 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 km²: 12.5
- Service provided by: Municipal Department, under contract with First Student Canada
- 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

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): 26,068
- Total Operating Revenues: $25,449
- Total Direct Operating Expenses: $270,763
- Active Vehicles: 2
  - Small Community Buses: 2
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 1
- Number of Accessible Routes: 0
- 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	26,068	100.00%	3,600	100.00%	100,800	100.00%	28.00
TOTAL	**26,068**		**3,600**		**100,800**		**28.00**

Tecumseh

FARE STRUCTURE

Effective Date: 20-01-2010

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other 6 & 12 month pass	Criteria
Adults	$2.00		$35.00	$175/$350	
Children					Under 5
Students	$1.00		$25.00	$125/$250	Valid Student ID required
Seniors	$1.50		$30.00	$150/$300	55 and over
Other: Veteran/Blind					Free with valid ID and includes companions

VEHICLES (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus	2		3.0		1	1
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	**2**	**0**			**1**	**1**

Total Low-Floor Bus (30'-60') 1 Average Bus Age (years) 3.0

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	1
- Biodiesel (all blends)	
- Natural Gas (CNG or LNG)	
- Other	1
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**2**

VEHICLE KILOMETRES AND HOURS	2016	2017
Revenue Vehicle Kilometres	100,800	100,800
Total Vehicle Kilometres	100,800	100,800
Revenue Vehicle Hours	3,600	3,600
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	3,600	3,600
Operators Paid Hours		
Vehicle Mechanics Paid Hours		
Total Employee Paid Hours		
PASSENGER DATA		
Adult Passenger Trips	13,534	12,808
Concession Fare Trips	13,336	13,260
Concession Fare Trips Details:		
Child Passenger Trips		
Student Passenger Trips	*7,923*	*7,476*
Senior Passenger Trips	*4,612*	*5,009*
REGULAR SERVICE PASSENGER TRIPS	**26,870**	**26,068**
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips	133	168
OPERATING EXPENSES		
Transportation Operations Expenses	$215,394	$219,205
Fuel/Energy Exp. for Vehicles		
Vehicle Maintenance Expenses	$4,589	$193
Plant Maintenance Expenses	$3,180	$3,245
General/Administration Expenses	$47,842	$48,120
TOTAL DIRECT OPERATING EXPENSES	**$271,005**	**$270,763**
Debt Service Payment		
Total Operating Expenses	$271,005	$270,763
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$26,295**	**$25,449**
TOTAL OPERATING REVENUES	**$26,295**	**$25,449**
Total Revenues	$26,295	$25,449
NET DIRECT OPERATING COST	**$244,710**	**$245,314**
NET OPERATING COST	**$244,710**	**$245,314**
Federal Operating Contribution		
Provincial Operating Contribution	$162,282	$110,510
Municipal Operating Contribution	$82,428	$134,615
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		
CAPITAL EXPENSES AND FUNDING SOURCES		
TOTAL CAPITAL EXPENDITURES		**$189,208**
Total Capital Disposals		
TOTAL CAPITAL FUNDING		**$189,208**
Federal Capital Contribution		$94,584
Provincial Capital Contribution		
Municipal Capital Contribution		$94,624
Other Capital Contributions		

PERFORMANCE INDICATORS	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	10%	9%
Municipal Operating Contribution / Capita	$4.77	$7.79
Net Dir. Oper. Cost / Reg. Serv. Pass.	$9.11	$9.41
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$0.98	$0.98
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$10.09	$10.39
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$75.28	$75.21
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	1.56	1.51
Reg. Serv. Pass. / Rev. Veh. Hr.	7.46	7.24
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	0.21	0.21
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	28.00	28.00
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
TOP WAGE RATES		
Operators		
Mechanics		

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: mlafreniere@temiskamingshores.ca

SYSTEM HIGHLIGHTS:

- System established:
- 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

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)

- Adult Cash Fare: $3.00
- Ridership (revenue passengers): 141,978
- Total Operating Revenues: $388,577
- Total Direct Operating Expenses: $529,632
- 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: 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	141,978	100.00%	12,000	100.00%	375,000	100.00%	31.25
TOTAL	**141,978**		**12,000**		**375,000**		**31.25**

Temiskaming Shores

FARE STRUCTURE

Effective Date: 01-01-2017

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	$3.00	$3.00	$85.00		ages 12 to 54
Children					0 to 5 free
Students	$2.75	$2.75	$65.00		6 to 11
Seniors	$2.25	$2.75	$65.00		55 and over

VEHICLES (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus	4		4.0		2	2
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	**4**	**0**			**2**	**2**

Total Low-Floor Bus (30'-60') 4 Average Bus Age (years) 4.0

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	4
- Biodiesel (all blends)	
- Natural Gas (CNG or LNG)	
- Other	
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**4**

VEHICLE KILOMETRES AND HOURS	2016	2017
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	**138,500**	**141,978**
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips		
OPERATING EXPENSES		
Transportation Operations Expenses	$514,569	$521,396
Fuel/Energy Exp. for Vehicles		
Vehicle Maintenance Expenses	$19,828	$8,236
Plant Maintenance Expenses		
General/Administration Expenses		
TOTAL DIRECT OPERATING EXPENSES	**$534,397**	**$529,632**
Debt Service Payment		
Total Operating Expenses	$534,397	$529,632
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$315,738**	**$358,752**
TOTAL OPERATING REVENUES	**$320,988**	**$388,577**
Total Revenues	$320,988	$388,577
NET DIRECT OPERATING COST	**$213,409**	**$141,055**
NET OPERATING COST	**$213,409**	**$141,055**
Federal Operating Contribution		
Provincial Operating Contribution		
Municipal Operating Contribution	$210,909	$207,573
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		
CAPITAL EXPENSES AND FUNDING SOURCES		
TOTAL CAPITAL EXPENDITURES	**$129,681**	**$130,203**
Total Capital Disposals		
TOTAL CAPITAL FUNDING	**$129,681**	**$130,203**
Federal Capital Contribution		
Provincial Capital Contribution		$130,203
Municipal Capital Contribution		
Other Capital Contributions	$129,681	

PERFORMANCE INDICATORS	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	60%	73%
Municipal Operating Contribution / Capita	$18.08	$17.79
Net Dir. Oper. Cost / Reg. Serv. Pass.	$1.54	$0.99
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$2.28	$2.53
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$3.86	$3.73
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$44.53	$44.14
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	11.87	12.17
Reg. Serv. Pass. / Rev. Veh. Hr.	11.54	11.83
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, Transit Services

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
- Serves: City of Thunder Bay
- Municipal Population: 146,048
- Service Area Population: 107,909
- Service Area Size km²: 323.0
- Service provided by: Municipal Department
- 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	99	10
Other Transportation Operations	6	
Vehicle Mechanics	7	
Other Vehicle Maintenance and Servicing	1	
Plant and Other Maintenance	13	
General and Administration	7	1
TOTAL EMPLOYEES	133	11

- Union Affiliations:
  - ATU 966 (Operators)
  - ATU 966 (Mechanics)
  - CUPE 87 (Administration)

- Adult Cash Fare: $2.75
- Ridership (revenue passengers): 3,779,172
- Total Operating Revenues: $5,641,438
- Total Direct Operating Expenses: $16,260,777
- Active Vehicles: 42
  - Standard Buses: 42
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 17
- Number of Accessible Routes: 0
- Energy Consumption:
  - Diesel:
  - Biodiesel B5: 1,798,688 litres
  - Biodiesel B20:
  - Biodiesel - Other:
  - Natural Gas:
  - Electricity:
  - Other:

Modal Statistics	Boardings		Rev. Vehicle Hrs.		Rev. Vehicle Kms		Avg. Speed (km/h)
Bus	4,370,227	100.00%	145,157	100.00%	3,044,157	100.00%	20.97
TOTAL	**4,370,227**		**145,157**		**3,044,157**		**20.97**

REMARKS:
Discount monthly pass for passengers on ODSP - $66. Annual Senior pass - $495. UPASS contract with college and university student unions - $126/12 months

Thunder Bay

FARE STRUCTURE

Effective Date: 01-04-2016

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Day Pass	Criteria
Adults	$2.75	$2.20	$77.00	$11	19-59
Children				$11	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 (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus	42		5.4		32	28
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	**42**	**0**			**32**	**28**

Total Low-Floor Bus (30'-60') 42 Average Bus Age (years) 5.4

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	
- Biodiesel (all blends)	42
- Natural Gas (CNG or LNG)	
- Other	
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**42**

VEHICLE KILOMETRES AND HOURS

	2016	2017
Revenue Vehicle Kilometres	3,112,924	3,044,157
Total Vehicle Kilometres	3,184,356	3,134,955
Revenue Vehicle Hours	141,413	145,157
Auxiliary Revenue Vehicle Hours	290	306
Total Vehicle Hours	146,821	148,450
Operators Paid Hours	211,203	211,203
Vehicle Mechanics Paid Hours	14,560	14,560
Total Employee Paid Hours	280,853	280,853
PASSENGER DATA		
Adult Passenger Trips	1,969,317	1,947,409
Concession Fare Trips	1,680,219	1,831,763
Concession Fare Trips Details:		
Child Passenger Trips	*162,600*	*160,009*
Student Passenger Trips	*127,274*	*125,379*
Senior Passenger Trips	*252,061*	*261,439*
REGULAR SERVICE PASSENGER TRIPS	**3,649,536**	**3,779,172**
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips	44	660
OPERATING EXPENSES		
Transportation Operations Expenses	$7,715,364	$7,664,037
Fuel/Energy Exp. for Vehicles	$1,523,894	$1,706,246
Vehicle Maintenance Expenses	$3,149,993	$3,220,882
Plant Maintenance Expenses	$851,797	$1,052,924
General/Administration Expenses	$2,586,548	$2,616,688
TOTAL DIRECT OPERATING EXPENSES	**$15,827,596**	**$16,260,777**
Debt Service Payment		
Total Operating Expenses	$15,827,596	$16,260,777
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$5,325,220**	**$5,534,920**
TOTAL OPERATING REVENUES	**$5,469,869**	**$5,641,438**
Total Revenues	$5,469,869	$5,641,438
NET DIRECT OPERATING COST	**$10,357,727**	**$10,619,339**
NET OPERATING COST	**$10,357,727**	**$10,619,339**
Federal Operating Contribution		
Provincial Operating Contribution	$702,500	$702,500
Municipal Operating Contribution	$9,655,226	$9,916,839
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		
CAPITAL EXPENSES AND FUNDING SOURCES		
TOTAL CAPITAL EXPENDITURES	**$1,780,289**	**$5,674,007**
Total Capital Disposals		
TOTAL CAPITAL FUNDING	**$1,780,289**	**$5,674,007**
Federal Capital Contribution		$1,984,678
Provincial Capital Contribution	$953,599	$1,082,430
Municipal Capital Contribution	$818,091	$2,405,175
Other Capital Contributions	$8,599	$201,724

PERFORMANCE INDICATORS

	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	35%	35%
Municipal Operating Contribution / Capita	$89.48	$91.90
Net Dir. Oper. Cost / Reg. Serv. Pass.	$2.84	$2.81
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$1.46	$1.46
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$4.34	$4.30
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$107.80	$109.54
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	33.82	35.02
Reg. Serv. Pass. / Rev. Veh. Hr.	25.81	26.04
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	1.31	1.35
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	22.01	20.97
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.67	0.69
TOP WAGE RATES		
Operators	$26.82	$26.82
Mechanics	$31.73	$31.73

Tillsonburg

Transit Contact: David Calder
CAO

Statistical Contact: John Preston
CT Coordinator
Phone: 519-842-9000   Fax:
Email: Jpreston@communitylivingtillsonburg.ca

SYSTEM HIGHLIGHTS:

- System established: 15-03-2016
- Serves: Tillsonburg
- Municipal Population: 15,594
- Service Area Population: 15,594
- Service Area Size km²: .0
- Service provided by: Not for Profit

- Adult Cash Fare: $2.00
- Ridership (revenue passengers): 9,736
- Total Operating Revenues: $17,351
- Total Direct Operating Expenses: $104,329

- Hours of Service:

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

- Number of Fixed Routes: 7
- Number of Accessible Routes: 0
- Energy Consumption:
  - Diesel:
  - Biodiesel B5:
  - Biodiesel B20:
  - Biodiesel - Other:
  - Natural Gas:
  - Electricity:
  - Gasoline in Litres: 13,375

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

- 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	9,736	100.00%	2,410	100.00%	67,143	100.00%	27.86
TOTAL	**9,736**		**2,410**		**67,143**		**27.86**

REMARKS:

[[Import Error]]Transportation Program was part of the CT Pilot Program from March 2015 to March 2018. Transit began March 14, 2016.

Tillsonburg

FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	$2.00				
Children					<5=free
Students					
Seniors					

VEHICLES (2017)

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

VEHICLE KILOMETRES AND HOURS	2016	2017
Revenue Vehicle Kilometres		67,143
Total Vehicle Kilometres		69,826
Revenue Vehicle Hours		2,410
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours		2,782
Operators Paid Hours		2,288
Vehicle Mechanics Paid Hours		
Total Employee Paid Hours	#Error	4,108
PASSENGER DATA		
Adult Passenger Trips		9,736
Concession Fare Trips		
Concession Fare Trips Details:		
Child Passenger Trips		
Student Passenger Trips		
Senior Passenger Trips		
REGULAR SERVICE PASSENGER TRIPS		**9,736**
Regular Service Passenger-Kms		27
Auxiliary Service Passenger Trips		
OPERATING EXPENSES		
Transportation Operations Expenses		$90,664
Fuel/Energy Exp. for Vehicles		$11,024
Vehicle Maintenance Expenses		$2,641
Plant Maintenance Expenses		
General/Administration Expenses		
TOTAL DIRECT OPERATING EXPENSES		**$104,329**
Debt Service Payment		
Total Operating Expenses		$117,829
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES		**$17,351**
TOTAL OPERATING REVENUES		**$17,351**
Total Revenues		$17,351
NET DIRECT OPERATING COST		**$86,978**
NET OPERATING COST		**$100,478**
Federal Operating Contribution		
Provincial Operating Contribution		$25,000
Municipal Operating Contribution		$22,500
Other Operating Contributions		$30,539
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		

PERFORMANCE INDICATORS	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	#Error	17%
Municipal Operating Contribution / Capita	#Error	$1.44
Net Dir. Oper. Cost / Reg. Serv. Pass.	#Error	$8.93
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	#Error	$1.78
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	#Error	$10.72
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	#Error	$37.50
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	#Error	0.62
Reg. Serv. Pass. / Rev. Veh. Hr.	#Error	4.04
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	#Error	0.15
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	#Error	27.86
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	#Error	1.05
TOP WAGE RATES		
Operators		$13.85
Mechanics		

Timmins

Transit Contact: Fred Gerrior
Manager Timmins Transit

Statistical Contact: Fred Gerrior
Manager Timmins Transit
Phone: 705-360-2600 x3501 Fax: 705-360-2698
Email: fred.gerrior@timmins.ca

SYSTEM HIGHLIGHTS:

- System established: 01-01-1975
- Serves: Timmins
- Municipal Population: 43,165
- Service Area Population: 38,622
- Service Area Size km²: 24.0
- Service provided by: Municipal Department
- 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	13
Other Transportation Operations	2	
Vehicle Mechanics	4	
Other Vehicle Maintenance and Servicing	6	
Plant and Other Maintenance		
General and Administration	3	
TOTAL EMPLOYEES	34	13

- Union Affiliations:
  CUPE 1544 (Operators)
  CUPE 1544 (Mechanics)
  CUPE 434 (OFFICE/PARTS CLERK)

- Adult Cash Fare: $3.00
- Ridership (revenue passengers): 834,637
- Total Operating Revenues: $1,650,291
- Total Direct Operating Expenses: $4,654,670
- Active Vehicles: 19
  - Standard Buses 19
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 12
- Number of Accessible Routes: 0
- Energy Consumption:
  - Diesel: 572,860 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	834,637	100.00%	41,154	100.00%	955,578	100.00%	23.22
TOTAL	**834,637**		**41,154**		**955,578**		**23.22**

Timmins

FARE STRUCTURE

Effective Date: 01-01-2017

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	$3.00	$3.00	$76.00		
Children					under 5 -Free
Students	$2.75	$2.75	$61.00		5 yrs or over
Seniors			$56.00		
			$56.00		

VEHICLES (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus	19		9.6		12	12
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	**19**	**0**			**12**	**12**

Total Low-Floor Bus (30'-60') 19 Average Bus Age (years) 9.6

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	19
- Biodiesel (all blends)	
- Natural Gas (CNG or LNG)	
- Other	
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**19**

VEHICLE KILOMETRES AND HOURS	2016	2017
Revenue Vehicle Kilometres	955,578	955,578
Total Vehicle Kilometres	1,047,190	1,047,190
Revenue Vehicle Hours	41,154	41,154
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	41,154	41,154
Operators Paid Hours	60,268	61,271
Vehicle Mechanics Paid Hours	8,357	7,511
Total Employee Paid Hours	92,658	91,512
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	**859,664**	**834,637**
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips		
OPERATING EXPENSES		
Transportation Operations Expenses	$2,133,133	$2,215,113
Fuel/Energy Exp. for Vehicles	$456,205	$505,120
Vehicle Maintenance Expenses	$1,116,506	$1,123,385
Plant Maintenance Expenses	$366,904	$344,886
General/Administration Expenses	$435,633	$466,166
TOTAL DIRECT OPERATING EXPENSES	**$4,508,381**	**$4,654,670**
Debt Service Payment		
Total Operating Expenses	$4,508,381	$4,654,670
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$1,503,336**	**$1,485,915**
TOTAL OPERATING REVENUES	**$1,521,336**	**$1,650,291**
Total Revenues	$1,659,119	$1,650,291
NET DIRECT OPERATING COST	**$2,987,045**	**$3,004,379**
NET OPERATING COST	**$2,849,262**	**$3,004,379**
Federal Operating Contribution		
Provincial Operating Contribution		
Municipal Operating Contribution	$2,849,262	$3,004,379
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		
CAPITAL EXPENSES AND FUNDING SOURCES		
TOTAL CAPITAL EXPENDITURES	**$1,029,989**	**$2,623,260**
Total Capital Disposals		
TOTAL CAPITAL FUNDING	**$1,029,989**	**$463,376**
Federal Capital Contribution		$319,716
Provincial Capital Contribution	$929,675	$51,160
Municipal Capital Contribution	$100,314	$92,500
Other Capital Contributions		

PERFORMANCE INDICATORS	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	34%	35%
Municipal Operating Contribution / Capita	$73.77	$77.79
Net Dir. Oper. Cost / Reg. Serv. Pass.	$3.47	$3.60
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$1.75	$1.78
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$5.24	$5.58
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$109.55	$113.10
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	22.26	21.61
Reg. Serv. Pass. / Rev. Veh. Hr.	20.89	20.28
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	1.07	1.07
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	23.22	23.22
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.68	0.67
TOP WAGE RATES		
Operators	$24.90	$25.15
Mechanics	$30.44	$30.74

Toronto

Transit Contact: Dan Wright
Chief Financial Officer

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
- Serves: City of Toronto, Regional Municipality of York
- Municipal Population: 4,094,072
- Service Area Population: 2,932,301
- Service Area Size km²: 662.0
- Service provided by: Transit Commission

- Adult Cash Fare: $3.25
- Ridership (revenue passengers): 533,216,000
- Total Operating Revenues: $1,208,662,097
- Total Direct Operating Expenses: $1,647,732,590
- Active Vehicles: 3,466
  - Light Rail Vehicles 28
  - Other Rail 289
  - Heavy Rail Vehicles 838
  - Standard Buses 2,158
  - Articulated Buses 153
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 93.31%

- Hours of Service:

Monday	6:00 - 1:30	Friday	6:00 - 1:30
Tuesday	6:00 - 1:30	Saturday	6:00 - 1:30
Wednesday	6:00 - 1:30	Sunday	8:00 - 1:30
Thursday	6:00 - 1:30	Holidays	8:00 - 1:30

- Number of Fixed Routes: 160
- Number of Accessible Routes: 152
- Energy Consumption:

- Diesel:	88,406,472	litres
- Biodiesel B5:		
- Biodiesel B20:		
- Biodiesel - Other:		
- Natural Gas:		
- Electricity:	343,483,850	kilowatt-hours
- Other:		

Employees Statistics:	**Full-time**	**Part-time**
Operators	5,932	
Other Transportation Operations	1,064	
Vehicle Mechanics	613	
Other Vehicle Maintenance and Servicing	2,093	
Plant and Other Maintenance	2,444	
General and Administration	1,665	1
TOTAL EMPLOYEES	13,811	1

- Union Affiliations:

ATU	113 (Operators)
ATU	113 (Mechanics)
IAMAW 235/CUPE 2/CUPE 5	(Machinists/Signal Maintenance/Transit Enforcement)

Modal Statistics	**Boardings**		**Rev. Vehicle Hrs.**		**Rev. Vehicle Kms**		**Avg. Speed (km/h)**
Bus	456,947,461	53.58%	7,150,446	63.87%	130,615,908	57.60%	18.27
Streetcar	91,700,459	10.75%	911,674	8.14%	10,776,692	4.75%	11.82
Light Rail	14,421,887	1.69%	130,391	1.16%	3,395,954	1.50%	26.04
Heavy Rail	289,695,806	33.97%	3,002,586	26.82%	81,986,279	36.15%	27.31
TOTAL	**852,765,613**		**11,195,097**		**226,774,833**		**20.26**

REMARKS:

1. Operator Paid Hours includes Other Transport Operations Paid hours for both years. 2. Mechanic Paid Hours includes Other Vehicle Maintenance and Servicing Paid Hours for both years. 3. Student and Senior Passenger Trips are combined for both years.

Toronto

FARE STRUCTURE

Effective Date: 01-01-2017

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Metropass Discount Plan	Criteria
Adults	$3.25	$3.00	$146.25	$134	
Children					< 13 = Free
Students	$2.10	$2.05	$116.75	$107.00	13-19 with ID
Seniors	$2.10	$2.05	$116.75	$107.00	65+ with ID
Other: Day Pass	$12.50				

VEHICLES (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus	2,311		7.4		1,560	997
Commuter Rail						
Ferry						
Heavy Rail	838		10.1		652	466
Light Rail	28		32.8		20	16
Locomotive						
Streetcar	57	232	0.9	35.4	166	144
TOTAL ACTIVE VEHICLES	**3,234**	**232**			**2,398**	**1,623**

Total Low-Floor Bus (30'-60') 2,311 Average Bus Age (years) 7.4

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	2,311
- Biodiesel (all blends)	
- Natural Gas (CNG or LNG)	
- Other	
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**2,311**

VEHICLE KILOMETRES AND HOURS

	2016	2017
Revenue Vehicle Kilometres	225,559,490	226,774,833
Total Vehicle Kilometres	240,686,496	242,138,275
Revenue Vehicle Hours	10,992,666	11,195,097
Auxiliary Revenue Vehicle Hours	110,795	105,484
Total Vehicle Hours	11,607,410	11,783,260
Operators Paid Hours	17,400,000	17,720,000
Vehicle Mechanics Paid Hours	5,850,000	6,080,000
Total Employee Paid Hours	32,110,000	32,790,540
PASSENGER DATA		
Adult Passenger Trips	426,973,000	417,608,000
Concession Fare Trips	111,106,000	115,608,000
Concession Fare Trips Details:		
Child Passenger Trips	*21,911,000*	*25,019,000*
Student Passenger Trips	*73,648,000*	*78,044,000*
Senior Passenger Trips		
REGULAR SERVICE PASSENGER TRIPS	**538,079,000**	**533,216,000**
Regular Service Passenger-Kms	5,111,750,500	5,065,552,000
Auxiliary Service Passenger Trips	2,130,119	2,280,039
OPERATING EXPENSES		
Transportation Operations Expenses	$708,432,218	$728,025,895
Fuel/Energy Exp. for Vehicles	$132,090,309	$127,467,199
Vehicle Maintenance Expenses	$347,629,581	$364,918,720
Plant Maintenance Expenses	$240,908,222	$243,465,734
General/Administration Expenses	$230,696,998	$183,855,042
TOTAL DIRECT OPERATING EXPENSES	**$1,659,757,328**	**$1,647,732,590**
Debt Service Payment		
Total Operating Expenses	$1,716,246,139	$1,700,988,311
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$1,125,893,310**	**$1,162,915,368**
TOTAL OPERATING REVENUES	**$1,169,101,541**	**$1,208,662,097**
Total Revenues	$1,196,277,203	$1,234,469,425
NET DIRECT OPERATING COST	**$490,655,787**	**$439,070,493**
NET OPERATING COST	**$519,968,936**	**$466,518,886**
Federal Operating Contribution		
Provincial Operating Contribution	$91,600,000	$91,600,000
Municipal Operating Contribution	$428,368,936	$374,918,886
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		
CAPITAL EXPENSES AND FUNDING SOURCES		
TOTAL CAPITAL EXPENDITURES	**$1,221,923,000**	**$1,438,185,000**
Total Capital Disposals	$117,038	$642,103
TOTAL CAPITAL FUNDING	**$1,221,923,000**	**$1,438,185,000**
Federal Capital Contribution	$365,398,000	$425,376,000
Provincial Capital Contribution	$211,476,000	$129,352,000
Municipal Capital Contribution	$495,111,000	$826,282,000
Other Capital Contributions	$149,938,000	$57,175,000

PERFORMANCE INDICATORS

	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	70%	73%
Municipal Operating Contribution / Capita	$148.94	$127.86
Net Dir. Oper. Cost / Reg. Serv. Pass.	$0.91	$0.82
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$2.09	$2.18
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$3.08	$3.09
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$144.45	$141.14
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	187.09	181.84
Reg. Serv. Pass. / Rev. Veh. Hr.	48.95	47.63
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	3.82	3.82
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	20.52	20.26
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.64	0.64
TOP WAGE RATES		
Operators	$33.32	$34.07
Mechanics	$38.70	$39.57

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: 11,560
- Service Area Size km²: 18.4
- Service provided by: Municipal Department, under contract with Sinton Landmark
- 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)

- Adult Cash Fare: $2.00
- Ridership (revenue passengers): 86,423
- Total Operating Revenues: $135,347
- Total Direct Operating Expenses: $623,269
- Active Vehicles: 4
  - Small Community 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: 0
- Energy Consumption:
  - Diesel: 9,167 litres
  - Biodiesel B5:
  - Biodiesel B20:
  - Biodiesel - Other:
  - Natural Gas:
  - Electricity:

  Gasoline in litres 46,272

Modal Statistics	Boardings		Rev. Vehicle Hrs.		Rev. Vehicle Kms		Avg. Speed (km/h)
Bus	86,423	100.00%	9,984	100.00%	241,800	100.00%	24.22
TOTAL	**86,423**		**9,984**		**241,800**		**24.22**

REMARKS:

The Town of Wasaga Beach purchased one (1) new 20 passenger bus in 2017 and an additional bus in the winter of 2018 with our successful application for the PTIF Funding. The Town also awarded Transit Consulting Network the RFP for an Operations Review and Route Optimiization Study for Wasaga Beach Transit, the results and recommendations of the study will be presented to Council in May of 2018. The Town also installed two (2) new Transit Shelters in 2017 and have budgeted for an additional two (2) shelters in 2018.

Wasaga Beach

FARE STRUCTURE

Effective Date: 07-07-2008

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	$2.00	$1.50	$40.00		Age 20-59
Children	$1.50	$1.00	$5.00		Age 5 and under Free; Age 6-19
Students	$1.50	$1.00	$30.00		Age 20+ with Student ID
Seniors	$1.50	$1.00	$30.00		Age 60 and over
Other: CNIB					Free with valid ID

VEHICLES (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus	4		3.5		2	2
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	**4**	**0**			**2**	**2**

Total Low-Floor Bus (30'-60') 0 Average Bus Age (years) 3.5

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	1
- Biodiesel (all blends)	
- Natural Gas (CNG or LNG)	
- Other	3
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**4**

VEHICLE KILOMETRES AND HOURS	2016	2017
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	**79,459**	**86,423**
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips		
OPERATING EXPENSES		
Transportation Operations Expenses	$489,117	$482,109
Fuel/Energy Exp. for Vehicles	$55,575	$65,176
Vehicle Maintenance Expenses	$23,395	$15,095
Plant Maintenance Expenses	$10,030	$17,753
General/Administration Expenses	$9,450	$43,136
TOTAL DIRECT OPERATING EXPENSES	**$587,567**	**$623,269**
Debt Service Payment		
Total Operating Expenses	$587,567	$623,269
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$131,126**	**$135,347**
TOTAL OPERATING REVENUES	**$131,126**	**$135,347**
Total Revenues	$131,126	$135,347
NET DIRECT OPERATING COST	**$456,441**	**$487,922**
NET OPERATING COST	**$456,441**	**$487,922**
Federal Operating Contribution		
Provincial Operating Contribution	$153,229	$101,069
Municipal Operating Contribution	$303,212	$386,853
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		
CAPITAL EXPENSES AND FUNDING SOURCES		
TOTAL CAPITAL EXPENDITURES	**$1,520**	**$118,640**
Total Capital Disposals		
TOTAL CAPITAL FUNDING	**$1,520**	**$118,640**
Federal Capital Contribution		
Provincial Capital Contribution	$1,520	$99,214
Municipal Capital Contribution		$19,426
Other Capital Contributions		

PERFORMANCE INDICATORS	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	22%	22%
Municipal Operating Contribution / Capita	$26.23	$33.46
Net Dir. Oper. Cost / Reg. Serv. Pass.	$5.74	$5.65
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$1.65	$1.57
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$7.39	$7.21
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$58.85	$62.43
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	6.87	7.48
Reg. Serv. Pass. / Rev. Veh. Hr.	7.96	8.66
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	0.86	0.86
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: Peter Zinck
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
- Serves: Cambridge, Kitchener, Waterloo, Elmira, St. Jacobs, Baden, New Hamburg, Petersburg
- Municipal Population: 551,598
- Service Area Population: 460,104
- Service Area Size km²: 230.7
- Service provided by: Municipal Department, under contract with Voyageur Transportation
- Hours of Service:

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

Employees Statistics:	**Full-time**	**Part-time**
Operators	424	75
Other Transportation Operations	39	
Vehicle Mechanics	51	1
Other Vehicle Maintenance and Servicing	44	13
Plant and Other Maintenance		
General and Administration	53	15
TOTAL EMPLOYEES	611	104

- Union Affiliations:
  - Unifor 4304 (Operators)
  - Unifor 4304 (Mechanics)
  - CUPE 1883/1656 (Administration/Stockkeepers)

- Adult Cash Fare: $3.25
- Ridership (revenue passengers): 19,742,606
- Total Operating Revenues: $34,268,378
- Total Direct Operating Expenses: $86,253,841
- Active Vehicles: 292
  - Standard Buses 292
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 63
- Number of Accessible Routes: 63
- Energy Consumption:
  - Diesel: 9,110,040 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	25,756,298	100.00%	731,964	100.00%	15,220,793	100.00%	20.79
TOTAL	**25,756,298**		**731,964**		**15,220,793**		**20.79**

REMARKS:

In 2017 as part of implementation of its new Electronic Fare Management System (EFMS), GRT replaced all its fareboxes with new units capable of accepting payment by coins, smart card or 2D barcode. Smart card fare payment is being implemented in 2018. Ridership increased slightly compared with 2016 but boardings decreased because the new fare system required a change in the calculcation of transfer rates. The strike at Conestoge College from Oct. 16 to Nov. 20/17 resulted in a loss of about 66,000 rides.

Waterloo Region

FARE STRUCTURE

Effective Date: 01-07-2017

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	$3.25	$2.76	$86.00	Corporate Pass $73.10	18-64
Children	$3.25	$2.40	$73.00		< 5 = Free
Students	$3.25	$2.40	$73.00	$365/5-month pass	Elementary & Secondary
Seniors	$3.25	$2.40	$73.00		65+
Other: U-Pass				89.45	4-month Wilfrid Laurier/U of Waterloo

VEHICLES (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus	292		6.0		201	139
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	**292**	**0**			**201**	**139**

Total Low-Floor Bus (30'-60') 292 Average Bus Age (years) 6.0

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	292
- Biodiesel (all blends)	
- Natural Gas (CNG or LNG)	
- Other	
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**292**

	2016	2017
VEHICLE KILOMETRES AND HOURS		
Revenue Vehicle Kilometres	15,081,062	15,220,793
Total Vehicle Kilometres	16,291,735	16,454,742
Revenue Vehicle Hours	724,321	731,964
Auxiliary Revenue Vehicle Hours	463	339
Total Vehicle Hours	761,911	770,136
Operators Paid Hours	1,070,274	1,090,222
Vehicle Mechanics Paid Hours	120,905	120,665
Total Employee Paid Hours	1,484,396	1,511,302
PASSENGER DATA		
Adult Passenger Trips	1,539,610	1,381,031
Concession Fare Trips	18,151,657	18,361,575
Concession Fare Trips Details:		
Child Passenger Trips	*407,372*	*267,251*
Student Passenger Trips	*1,964,277*	*1,972,238*
Senior Passenger Trips	*609,526*	*599,962*
REGULAR SERVICE PASSENGER TRIPS	**19,691,267**	**19,742,606**
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips	5,445	2,679
OPERATING EXPENSES		
Transportation Operations Expenses	$47,358,449	$48,753,363
Fuel/Energy Exp. for Vehicles	$7,317,451	$8,385,759
Vehicle Maintenance Expenses	$15,110,522	$15,656,990
Plant Maintenance Expenses	$5,650,893	$5,833,710
General/Administration Expenses	$6,776,642	$7,624,019
TOTAL DIRECT OPERATING EXPENSES	**$82,213,957**	**$86,253,841**
Debt Service Payment	$9,997,746	$10,313,568
Total Operating Expenses	$92,211,703	$96,567,409
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$31,140,816**	**$33,324,107**
TOTAL OPERATING REVENUES	**$32,063,197**	**$34,268,378**
Total Revenues	$32,276,127	$34,469,077
NET DIRECT OPERATING COST	**$50,150,760**	**$51,985,463**
NET OPERATING COST	**$59,935,576**	**$62,098,332**
Federal Operating Contribution		
Provincial Operating Contribution	$9,497,095	$9,622,473
Municipal Operating Contribution	$40,440,735	$42,168,499
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution	$410,107	$394,715
Municipal Debt Service Contribution	$9,587,639	$9,918,853
CAPITAL EXPENSES AND FUNDING SOURCES		
TOTAL CAPITAL EXPENDITURES	**$9,996,966**	**$37,876,636**
Total Capital Disposals	$181,924	$25,131
TOTAL CAPITAL FUNDING	**$9,996,966**	**$37,876,636**
Federal Capital Contribution		$15,271,165
Provincial Capital Contribution		
Municipal Capital Contribution	$6,581,581	$9,132,089
Other Capital Contributions	$3,415,385	$13,473,382

PERFORMANCE INDICATORS	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	39%	40%
Municipal Operating Contribution / Capita	$89.34	$91.65
Net Dir. Oper. Cost / Reg. Serv. Pass.	$2.55	$2.63
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$1.58	$1.69
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$4.18	$4.37
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$107.90	$112.00
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	43.50	42.91
Reg. Serv. Pass. / Rev. Veh. Hr.	27.19	26.97
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	1.60	1.59
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	20.82	20.79
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.68	0.67
TOP WAGE RATES		
Operators	$29.12	$29.56
Mechanics	$33.54	$34.04

Wawa

Transit Contact: Cathy Cyr
Deputy Clerk

Statistical Contact: Manuela Batovanja
Deputy Treasurer
Phone: 705-856-2244 Fax: 705-856-2120
Email: mbatovanja@wawa.cc

SYSTEM HIGHLIGHTS:

- System established: 13-02-2006
- Serves: Municipality of Wawa
- Municipal Population: 2,905
- Service Area Population: 2,905
- Service Area Size km²: 3.5
- Service provided by: Municipal Department, under contract with Lloyds of Wawa
- 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		

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

- Adult Cash Fare: $4.00
- Ridership (revenue passengers): 1,516
- Total Operating Revenues: $14,343
- Total Direct Operating Expenses: $54,798
- Active Vehicles: 1
  - Small Community Buses 1
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 0
- Number of Accessible Routes: 0
- Energy Consumption:
  - Diesel:
  - Biodiesel B5:
  - Biodiesel B20:
  - Biodiesel - Other:
  - Natural Gas:
  - Electricity:

  Gasoline in litres 3,334

Modal Statistics	**Boardings**		**Rev. Vehicle Hrs.**		**Rev. Vehicle Kms**		**Avg. Speed (km/h)**
Bus	1,516	100.00%	1,470	100.00%	10,957	100.00%	7.45
TOTAL	**1,516**		**1,470**		**10,957**		**7.45**

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.

Wawa

FARE STRUCTURE

Effective Date: 26-05-2015

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Travel to Michipicoten Village	Criteria
Adults	$4.00	$3.63	$50.00	$7.00	
Children	$2.00	$1.81	$50.00	$7.00	less than 10 years
Students			$35.00	$7.00	
Seniors	$3.00	$2.72	$50.00	$7.00	55 years and over
Other: Person with disability	$3.00	$2.72	$50.00	$7.00	

VEHICLES (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus	1		3.0		1	1
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	**1**	**0**			**1**	**1**

Total Low-Floor Bus (30'-60') 1 Average Bus Age (years) 3.0

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	
- Biodiesel (all blends)	
- Natural Gas (CNG or LNG)	
- Other	1
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**1**

VEHICLE KILOMETRES AND HOURS	2016	2017
Revenue Vehicle Kilometres	9,227	10,957
Total Vehicle Kilometres	9,227	10,957
Revenue Vehicle Hours		1,470
Auxiliary Revenue Vehicle Hours		186
Total Vehicle Hours		1,656
Operators Paid Hours		
Vehicle Mechanics Paid Hours		
Total Employee Paid Hours		
PASSENGER DATA		
Adult Passenger Trips	190	256
Concession Fare Trips	770	1,260
Concession Fare Trips Details:		
Child Passenger Trips	*10*	*19*
Student Passenger Trips		
Senior Passenger Trips	*756*	*1,232*
REGULAR SERVICE PASSENGER TRIPS	**960**	**1,516**
Regular Service Passenger-Kms	960	
Auxiliary Service Passenger Trips		4,446
OPERATING EXPENSES		
Transportation Operations Expenses	$53,908	$50,122
Fuel/Energy Exp. for Vehicles	$2,910	$3,279
Vehicle Maintenance Expenses	$1,493	$479
Plant Maintenance Expenses		
General/Administration Expenses	$1,035	$918
TOTAL DIRECT OPERATING EXPENSES	**$59,346**	**$54,798**
Debt Service Payment		
Total Operating Expenses	$59,346	$54,798
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$9,118**	**$4,880**
TOTAL OPERATING REVENUES	**$9,118**	**$14,343**
Total Revenues	$9,118	$14,343
NET DIRECT OPERATING COST	**$50,228**	**$40,455**
NET OPERATING COST	**$50,228**	**$40,455**
Federal Operating Contribution		
Provincial Operating Contribution		
Municipal Operating Contribution	$50,228	$40,455
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		

PERFORMANCE INDICATORS	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	15%	26%
Municipal Operating Contribution / Capita	$16.88	$13.93
Net Dir. Oper. Cost / Reg. Serv. Pass.	$52.32	$26.69
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$9.50	$3.22
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$61.82	$36.15
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.		$33.09
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	0.32	0.52
Reg. Serv. Pass. / Rev. Veh. Hr.		1.03
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita		0.51
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.		7.45
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
TOP WAGE RATES		
Operators		
Mechanics		

Welland

Transit Contact: Dave Stuart
MGR, Transit Division

Statistical Contact: Richard Bendell
Transit Office Coordinator
Phone: 905-735-1700 Fax:
Email: richard.bendell@welland.ca

SYSTEM HIGHLIGHTS:

- System established: 19-11-1973
- Serves: City of Welland
- Municipal Population: 52,293
- Service Area Population: 48,000
- Service Area Size km²: 86.0
- Service provided by: Municipal Department
- Hours of Service:

Monday	7:15 - 23:15	Friday	7:15 - 23:15
Tuesday	7:15 - 23:15	Saturday	7:15 - 22:15
Wednesday	7:15 - 23:15	Sunday	9:45 - 17:15
Thursday	7:15 - 23:15	Holidays	9:45 - 17:15

- **Employees Statistics:**

	Full-time	Part-time
Operators	31	8
Other Transportation Operations	2	1
Vehicle Mechanics	2	
Other Vehicle Maintenance and Servicing	1	
Plant and Other Maintenance		
General and Administration	3	1
TOTAL EMPLOYEES	39	10

- Union Affiliations: ATU 1633 (Operators)
  ATU 1633 (Mechanics)

- Adult Cash Fare: $3.00
- Ridership (revenue passengers): 1,025,622
- Total Operating Revenues: $1,469,699
- Total Direct Operating Expenses: $4,555,906
- Active Vehicles: 28
  - Small Community Buses 5
  - Standard Buses 23
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 17
- Number of Accessible Routes: 17
- Energy Consumption:
  - Diesel: 473,300 litres
  - Biodiesel B5:
  - Biodiesel B20:
  - Biodiesel - Other:
  - Natural Gas:
  - Electricity:
  - Gasoline 4,165

Modal Statistics	Boardings		Rev. Vehicle Hrs.		Rev. Vehicle Kms		Avg. Speed (km/h)
Bus	1,025,622	100.00%	60,885	100.00%	0	0.00%	
TOTAL	**1,025,622**		**60,885**		**0**		**0.00**

Welland

FARE STRUCTURE

Effective Date: 04-06-2017

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	$3.00	$2.50	$85.00		19 - 64
Children	$1.50				6 - 12
Students	$3.00	$2.20	$75.00		13 - 18
Seniors	$3.00	$2.10	$65.00		65+

VEHICLES (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus	28		5.9		17	15
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	**28**	**0**			**17**	**15**

Total Low-Floor Bus (30'-60') 27 Average Bus Age (years) 5.9

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	28
- Biodiesel (all blends)	
- Natural Gas (CNG or LNG)	
- Other	
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**28**

VEHICLE KILOMETRES AND HOURS

	2016	2017
Revenue Vehicle Kilometres	924,523	
Total Vehicle Kilometres	1,326,448	
Revenue Vehicle Hours	35,748	60,885
Auxiliary Revenue Vehicle Hours	13,594	13,594
Total Vehicle Hours	51,861	77,496
Operators Paid Hours	63,114	
Vehicle Mechanics Paid Hours	4,231	4,160
Total Employee Paid Hours	84,665	17,680
PASSENGER DATA		
Adult Passenger Trips	547,330	
Concession Fare Trips	269,580	
Concession Fare Trips Details:		
Child Passenger Trips	*8,169*	
Student Passenger Trips	*114,367*	
Senior Passenger Trips	*147,044*	
REGULAR SERVICE PASSENGER TRIPS	**816,910**	**1,025,622**
Regular Service Passenger-Kms	10,619,830	13,333,086
Auxiliary Service Passenger Trips	82,348	186,876
OPERATING EXPENSES		
Transportation Operations Expenses	$2,649,015	$2,542,296
Fuel/Energy Exp. for Vehicles	$329,259	$554,987
Vehicle Maintenance Expenses	$748,525	$861,498
Plant Maintenance Expenses		
General/Administration Expenses	$386,589	$597,125
TOTAL DIRECT OPERATING EXPENSES	**$4,113,388**	**$4,555,906**
Debt Service Payment		
Total Operating Expenses	$4,285,037	$4,555,906
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$1,357,666**	**$1,442,248**
TOTAL OPERATING REVENUES	**$1,357,666**	**$1,469,699**
Total Revenues	$3,096,779	$1,777,882
NET DIRECT OPERATING COST	**$2,755,722**	**$3,086,207**
NET OPERATING COST	**$1,188,258**	**$2,778,024**
Federal Operating Contribution		
Provincial Operating Contribution		
Municipal Operating Contribution	$1,601,402	$1,777,882
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		
CAPITAL EXPENSES AND FUNDING SOURCES		
TOTAL CAPITAL EXPENDITURES	**$1,078,687**	**$602,253**
Total Capital Disposals	$6,828	
TOTAL CAPITAL FUNDING	**$1,054,576**	**$602,253**
Federal Capital Contribution		
Provincial Capital Contribution	$994,406	$602,253
Municipal Capital Contribution	$60,170	
Other Capital Contributions		

PERFORMANCE INDICATORS

	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	33%	32%
Municipal Operating Contribution / Capita	$33.36	$37.04
Net Dir. Oper. Cost / Reg. Serv. Pass.	$3.37	$3.01
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$1.66	$1.41
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$5.04	$4.44
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$82.62	$58.79
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	17.02	21.37
Reg. Serv. Pass. / Rev. Veh. Hr.	22.85	16.85
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	0.74	1.27
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	25.86	
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.78	
TOP WAGE RATES		
Operators	$26.95	$27.46
Mechanics	$33.83	$35.12

Windsor

Transit Contact: Pat Delmore
Executive Director

Statistical Contact: Joy Williams
ITS Coordinator
Phone: 519-944-4141 x2255 Fax: 519-944-5121
Email: jowilliams@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
- 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	166	
Other Transportation Operations	13	1
Vehicle Mechanics	19	
Other Vehicle Maintenance and Servicing	15	
Plant and Other Maintenance	10	
General and Administration	21	8
TOTAL EMPLOYEES	244	9

- Union Affiliations: ATU 616 (Operators)
  ATU 616 (Mechanics)

- Adult Cash Fare: $3.00
- Ridership (revenue passengers): 6,719,622
- Total Operating Revenues: $13,882,076
- Total Direct Operating Expenses: $28,648,236
- Active Vehicles: 112
  - Standard Buses 112
- Percentage of accessible bus fleet: 98.21%
- Percentage of accessible transit fleet: 98.21%
- Number of Fixed Routes: 13
- Number of Accessible Routes: 13
- Energy Consumption:
  - Diesel: 2,979,371 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	7,489,780	100.00%	236,123	100.00%	5,141,942	100.00%	21.78
TOTAL	**7,489,780**		**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. Ridership in 2017 increased as a result of a significant increase in student populations who are mainly international students. Ridership in 2017 increased as a result of a significant increase in student populations who are mainly international students.

Windsor

FARE STRUCTURE

Effective Date: 01-07-2016

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	$3.00	$2.53	$95.70		
Children					< 4 = Free
Students	$3.00	$1.98	$66.00		With ID, includes post secondary
Seniors	$3.00	$1.98	$48.40		60+
Other: Tunnel Rider	$5.00	$5.00	$95.70	Combo Pass $157	Combo Pass (City and Tunnel)

VEHICLES (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus	110	2	10.9	29.5	85	49
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	**110**	**2**			**85**	**49**

Total Low-Floor Bus (30'-60') 110 Average Bus Age (years) 11.3

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	112
- Biodiesel (all blends)	
- Natural Gas (CNG or LNG)	
- Other	
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**112**

	2016	2017
VEHICLE KILOMETRES AND HOURS		
Revenue Vehicle Kilometres	5,141,942	5,141,942
Total Vehicle Kilometres	5,833,356	5,833,356
Revenue Vehicle Hours	236,123	236,123
Auxiliary Revenue Vehicle Hours	10,230	10,230
Total Vehicle Hours	263,905	263,905
Operators Paid Hours	328,964	426,168
Vehicle Mechanics Paid Hours	34,847	82,969
Total Employee Paid Hours	480,988	674,316
PASSENGER DATA		
Adult Passenger Trips	2,870,141	2,706,391
Concession Fare Trips	3,642,196	4,013,231
Concession Fare Trips Details:		
Child Passenger Trips	*146,046*	*128,121*
Student Passenger Trips	*2,728,082*	*3,119,971*
Senior Passenger Trips	*768,068*	*765,139*
REGULAR SERVICE PASSENGER TRIPS	**6,512,338**	**6,719,622**
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips	3,000	142
OPERATING EXPENSES		
Transportation Operations Expenses	$17,828,398	$17,179,575
Fuel/Energy Exp. for Vehicles	$2,412,538	$2,767,947
Vehicle Maintenance Expenses	$5,337,444	$5,787,077
Plant Maintenance Expenses	$1,338,717	$1,274,020
General/Administration Expenses	$1,480,349	$1,639,617
TOTAL DIRECT OPERATING EXPENSES	**$28,397,446**	**$28,648,236**
Debt Service Payment		
Total Operating Expenses	$29,904,611	$29,895,931
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$12,637,452**	**$13,282,460**
TOTAL OPERATING REVENUES	**$13,183,042**	**$13,882,076**
Total Revenues	$13,183,042	$13,882,076
NET DIRECT OPERATING COST	**$15,214,404**	**$14,766,160**
NET OPERATING COST	**$16,721,569**	**$16,013,855**
Federal Operating Contribution		
Provincial Operating Contribution	$3,382,946	$3,382,946
Municipal Operating Contribution	$13,436,182	$12,729,457
Other Operating Contributions	$97,559	$98,548
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		
CAPITAL EXPENSES AND FUNDING SOURCES		
TOTAL CAPITAL EXPENDITURES	**$6,843,469**	**$1,859,459**
Total Capital Disposals		
TOTAL CAPITAL FUNDING	**$6,843,469**	**$1,859,459**
Federal Capital Contribution		
Provincial Capital Contribution		
Municipal Capital Contribution	$6,843,469	$1,859,459
Other Capital Contributions		

PERFORMANCE INDICATORS	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	46%	48%
Municipal Operating Contribution / Capita	$61.86	$58.61
Net Dir. Oper. Cost / Reg. Serv. Pass.	$2.34	$2.20
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$1.94	$1.98
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$4.36	$4.26
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$107.60	$108.56
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	29.98	30.94
Reg. Serv. Pass. / Rev. Veh. Hr.	27.58	28.46
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	1.09	1.09
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	21.78	21.78
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.75	0.58
TOP WAGE RATES		
Operators	$28.48	$29.05
Mechanics	$32.69	$33.35

Woodstock

Transit Contact: Wendy Strickler
Transit Supervisor

Statistical Contact: Alex Piggott
Works Superintendent
Phone: 519-539-2382 ext 314   Fax: 519-537-6984
Email: apiggott@cityofwoodstock.ca

SYSTEM HIGHLIGHTS:

- System established: 01-01-1962
- Serves: City of Woodstock
- Municipal Population: 41,000
- Service Area Population: 41,000
- Service Area Size km²: 39.0
- Service provided by: Municipal Department

- Adult Cash Fare: $2.50
- Ridership (revenue passengers): 379,186
- Total Operating Revenues: $643,443
- Total Direct Operating Expenses: $2,379,059

- Hours of Service:

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

- Number of Fixed Routes: 6
- Number of Accessible Routes: 6
- Energy Consumption:
  - Diesel: 389,630 litres
  - Biodiesel B5:
  - Biodiesel B20:
  - Biodiesel - Other:
  - Natural Gas:
  - Electricity:
  - Other:

- **Employees Statistics:**

	Full-time	Part-time
Operators	5	24
Other Transportation Operations	2	
Vehicle Mechanics	1	
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		3
General and Administration		
TOTAL EMPLOYEES	8	27

- Union Affiliations: CUPE 1132 (Operators)
  CUPE 1132 (Mechanics)

Modal Statistics	Boardings		Rev. Vehicle Hrs.		Rev. Vehicle Kms		Avg. Speed (km/h)
Bus	379,186	100.00%	26,892	100.00%	591,176	100.00%	21.98
TOTAL	**379,186**		**26,892**		**591,176**		**21.98**

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 (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus					7	6
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES					**7**	**6**

VEHICLE KILOMETRES AND HOURS

	2016	2017
Revenue Vehicle Kilometres	461,906	591,176
Total Vehicle Kilometres	471,199	619,558
Revenue Vehicle Hours	21,156	26,892
Auxiliary Revenue Vehicle Hours	210	204
Total Vehicle Hours	21,668	27,382
Operators Paid Hours	28,200	31,493
Vehicle Mechanics Paid Hours	2,088	2,088
Total Employee Paid Hours	34,676	37,741
PASSENGER DATA		
Adult Passenger Trips	174,813	196,183
Concession Fare Trips	191,626	183,003
Concession Fare Trips Details:		
Child Passenger Trips	*16,998*	*17,719*
Student Passenger Trips	*103,691*	*99,726*
Senior Passenger Trips	*65,684*	*58,240*
REGULAR SERVICE PASSENGER TRIPS	**366,439**	**379,186**
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips	64	
OPERATING EXPENSES		
Transportation Operations Expenses	$1,352,175	$1,296,816
Fuel/Energy Exp. for Vehicles	$257,703	$336,202
Vehicle Maintenance Expenses	$410,623	$410,534
Plant Maintenance Expenses	$73,445	$117,415
General/Administration Expenses	$33,594	$218,092
TOTAL DIRECT OPERATING EXPENSES	**$2,127,540**	**$2,379,059**
Debt Service Payment		
Total Operating Expenses	$2,127,540	$2,379,059
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$484,958**	**$579,375**
TOTAL OPERATING REVENUES	**$549,933**	**$643,443**
Total Revenues	$549,933	$643,443
NET DIRECT OPERATING COST	**$1,577,607**	**$1,735,616**
NET OPERATING COST	**$1,577,607**	**$1,735,616**
Federal Operating Contribution		
Provincial Operating Contribution	$421,568	$446,020
Municipal Operating Contribution	$1,156,039	$1,289,596
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		
CAPITAL EXPENSES AND FUNDING SOURCES		
TOTAL CAPITAL EXPENDITURES	**$105,706**	**$784,048**
Total Capital Disposals		$2,605
TOTAL CAPITAL FUNDING	**$105,706**	**$784,048**
Federal Capital Contribution		$251,008
Provincial Capital Contribution		$351,502
Municipal Capital Contribution		$81,045
Other Capital Contributions	$105,706	$100,494

PERFORMANCE INDICATORS

	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	26%	27%
Municipal Operating Contribution / Capita	$28.20	$31.45
Net Dir. Oper. Cost / Reg. Serv. Pass.	$4.31	$4.58
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$1.32	$1.53
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$5.81	$6.27
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$98.19	$86.88
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	8.94	9.25
Reg. Serv. Pass. / Rev. Veh. Hr.	17.32	14.10
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	0.52	0.66
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	21.83	21.98
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.76	0.86
TOP WAGE RATES		
Operators	$30.07	$30.60
Mechanics	$30.25	$30.79

York Region

Transit Contact: Ann Marie Carroll
General Manager

Statistical Contact: Adrian Kawun
Manager, Service Planning
Phone: 905-762-1282 X 75693 Fax: 905-762-2113
Email: adrian.kawun@york.ca

SYSTEM HIGHLIGHTS:

- System established: 01-01-2001
- Serves: York Region
- Municipal Population: 1,206,543
- Service Area Population: 1,088,882
- Service Area Size km²: 1,776.0
- Service provided by:
- Hours of Service:

Monday	3:30 - 3:30	Friday	3:30 - 3:30
Tuesday	3:30 - 3:30	Saturday	4:30 - 4:00
Wednesday	3:30 - 3:30	Sunday	5:00 - 4:00
Thursday	3:30 - 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)

- Adult Cash Fare: $4.00
- Ridership (revenue passengers): 22,683,423
- Total Operating Revenues: $71,963,685
- Total Direct Operating Expenses: $180,889,501
- Active Vehicles: 539
  - Small Community Buses 17
  - Standard Buses 436
  - Articulated Buses 86
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 133
- Number of Accessible Routes: 133
- Energy Consumption:
  - Diesel: 11,741,113 litres
  - Biodiesel B5: 1,057,876 litres
  - Biodiesel B20: 3,392,590 litres
  - Biodiesel - Other:
  - Natural Gas:
  - Electricity:
  - Other:

Modal Statistics	**Boardings**		**Rev. Vehicle Hrs.**		**Rev. Vehicle Kms**		**Avg. Speed (km/h)**
Bus	30,882,921	100.00%	1,251,323	100.00%	27,677,908	100.00%	22.12
TOTAL	**30,882,921**		**1,251,323**		**27,677,908**		**22.12**

REMARKS:

YRT typically has fare changes in the month of July. YRT eliminated Zone travel effective July 1, 2017 and went from two Zones to a 2 hour transfer window for travel anywhere in York Region. The term "Student" was changed to "Youth" as a policy update.

York Region

FARE STRUCTURE

Effective Date: 01-07-2017

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other PRESTO/Mobile	Criteria
Adults	$4.00	$3.63	$145.00	3.63	
Children	$4.00	$2.30	$61.00	2.30	6-12; < 6 = Free with adult
Students	$4.00	$2.85	$111.00	2.85	Full Time 13-19 with ID
Seniors	$4.00	$2.30	$61.00	2.30	65+ with ID
Other: GO Passengers	$1.00	$1.00		1.00	

VEHICLES (2017)

	Active Access.	Active Non-Acc.	Average Age Access.	Average Age Non-Acc.	Peak (Est.)	Base (Est.)
Bus	539		8.1		380	160
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
TOTAL ACTIVE VEHICLES	**539**	**0**			**380**	**160**

Total Low-Floor Bus (30'-60') 539   Average Bus Age (years) 8.1

ACTIVE BUSES BY FUEL TYPE

Internal Combustion	
- Diesel	439
- Biodiesel (all blends)	100
- Natural Gas (CNG or LNG)	
- Other	
Electric	
- Trolley	
- Battery	
- Fuel Cell	
TOTAL	**539**

VEHICLE KILOMETRES AND HOURS	2016	2017
Revenue Vehicle Kilometres	27,405,551	27,677,908
Total Vehicle Kilometres	30,968,442	31,431,811
Revenue Vehicle Hours	1,260,544	1,251,323
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	1,380,979	1,374,243
Operators Paid Hours		
Vehicle Mechanics Paid Hours		
Total Employee Paid Hours		
PASSENGER DATA		
Adult Passenger Trips	17,442,319	17,774,039
Concession Fare Trips	4,972,655	4,909,384
Concession Fare Trips Details:		
Child Passenger Trips		
Student Passenger Trips	*3,481,260*	*3,369,755*
Senior Passenger Trips		
REGULAR SERVICE PASSENGER TRIPS	**22,414,974**	**22,683,423**
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips		
OPERATING EXPENSES		
Transportation Operations Expenses	$138,456,140	$137,754,699
Fuel/Energy Exp. for Vehicles	$8,834,361	$10,696,924
Vehicle Maintenance Expenses	$3,872,003	$2,776,376
Plant Maintenance Expenses	$12,220,907	$16,472,891
General/Administration Expenses	$11,630,605	$13,188,611
TOTAL DIRECT OPERATING EXPENSES	**$175,014,016**	**$180,889,501**
Debt Service Payment	$2,815,933	$2,280,766
Total Operating Expenses	$186,117,602	$187,031,439
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
REGULAR SERV. PASS. REVENUES	**$68,534,018**	**$70,105,874**
TOTAL OPERATING REVENUES	**$70,346,804**	**$71,963,685**
Total Revenues	$70,346,804	$72,006,203
NET DIRECT OPERATING COST	**$104,667,212**	**$108,925,816**
NET OPERATING COST	**$115,770,798**	**$115,025,236**
Federal Operating Contribution		
Provincial Operating Contribution	$15,322,877	$15,322,878
Municipal Operating Contribution	$100,447,921	$99,702,358
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		
CAPITAL EXPENSES AND FUNDING SOURCES		
TOTAL CAPITAL EXPENDITURES	**$241,108,117**	**$281,368,666**
Total Capital Disposals		$19,800
TOTAL CAPITAL FUNDING	**$241,108,117**	**$281,368,667**
Federal Capital Contribution	$420,498	$16,423,263
Provincial Capital Contribution	$199,996,237	$244,539,216
Municipal Capital Contribution	$40,691,382	$20,406,188
Other Capital Contributions		

PERFORMANCE INDICATORS	2016	2017
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	40%	40%
Municipal Operating Contribution / Capita	$92.71	$91.56
Net Dir. Oper. Cost / Reg. Serv. Pass.	$4.67	$4.80
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	$3.06	$3.09
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	$7.81	$7.97
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	$126.73	$131.63
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	20.69	20.83
Reg. Serv. Pass. / Rev. Veh. Hr.	17.78	18.13
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	1.16	1.15
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	21.74	22.12
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
TOP WAGE RATES		
Operators		
Mechanics		

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	48	4.0	-	0.0	48	4.0	100%	48
Belleville	16	8.4	-	0.0	16	8.4	100%	16
Bracebridge	1	1.0	-	0.0	1	1.0	100%	1
Bradford West Gwillimbury	3	3.0	-	0.0	3	3.0	100%	3
Brampton	424	7.0	-	0.0	424	7.0	100%	424
Brantford	30	7.3	-	0.0	30	7.3	100%	30
Brockville	6	2.7	-	0.0	6	2.7	100%	-
Burlington	52	5.9	-	0.0	52	5.9	100%	52
Chatham	10	2.6	-	0.0	10	2.6	100%	10
Clarence-Rockland	3	10.7	8	11.5	11	11.3	27%	3
Clearview	1	0.0	-	0.0	1	0.0	100%	1
Cobourg	5	5.8	-	0.0	5	5.8	100%	4
Collingwood	9	5.7	-	0.0	9	5.7	100%	8
Cornwall	11	10.4	-	0.0	11	10.4	100%	11
Deseronto	2	3.0	1	9.0	3	5.0	67%	1
Durham Region	190	7.5	-	0.0	190	7.5	100%	190
Elliot Lake	3	1.7	-	0.0	3	1.7	100%	3
Fort Erie	5	8.8	-	0.0	5	8.8	100%	5
GO (Metrolinx)	634	5.9	-	0.0	634	5.9	100%	117
Greater Sudbury	58	7.1	1	9.0	59	7.1	98%	58
Guelph	102	7.2	-	0.0	102	7.2	100%	102
Hamilton	251	6.0	-	0.0	251	6.0	100%	251
Huntsville	5	4.0	-	0.0	5	4.0	100%	5
Kawartha Lakes	7	3.4	-	0.0	7	3.4	100%	7
Kenora	3	7.0	-	0.0	3	7.0	100%	3
Kingston	74	6.2	-	0.0	74	6.2	100%	74
Leamington	2	5.0	-	0.0	2	5.0	100%	2
London	213	5.6	-	0.0	213	5.6	100%	213
Marmora and Lake	3	4.0	-	0.0	3	4.0	100%	1
Milton	23	7.9	-	0.0	23	7.9	100%	23
Mississauga	503	7.8	-	0.0	503	7.8	100%	503
Niagara Falls	27	8.1	-	0.0	27	8.1	100%	27
Niagara-on-the-Lake	5	7.0	-	0.0	5	7.0	100%	-
Oakville	95	6.8	-	0.0	95	6.8	100%	95
Orangeville	2	1.5	-	0.0	2	1.5	100%	2
Orillia	10	5.7	-	0.0	10	5.7	100%	10
Ottawa	987	8.1	-	0.0	987	8.1	100%	987
Owen Sound	6	3.0	-	0.0	6	3.0	100%	6
Penetanguishene	1	1.0	-	0.0	1	1.0	100%	-
Peterborough	53	6.6	-	0.0	53	6.6	100%	53
Quinte West	5	4.2	-	0.0	5	4.2	100%	5
Russell	-	0.0	4	11.3	4	11.3	0%	-
Sarnia	28	10.8	-	0.0	28	10.8	100%	16
Sault Ste Marie	28	11.6	-	0.0	28	11.6	100%	28
St. Catharines	78	8.8	-	0.0	78	8.8	100%	78
St. Thomas	9	1.4	-	0.0	9	1.4	100%	9
Stratford	13	11.6	-	0.0	13	11.6	100%	13
Tecumseh	2	3.0	-	0.0	2	3.0	100%	1
Temiskaming Shores	4	4.0	-	0.0	4	4.0	100%	4
Thunder Bay	42	5.4	-	0.0	42	5.4	100%	42
Timmins	19	9.6	-	0.0	19	9.6	100%	19
Toronto	2,311	7.4	-	0.0	2,311	7.4	100%	2,311
Wasaga Beach	4	3.5	-	0.0	4	3.5	100%	-
Waterloo Region	292	6.0	-	0.0	292	6.0	100%	292
Wawa	1	3.0	-	0.0	1	3.0	100%	1
Welland	28	5.9	-	0.0	28	5.9	100%	27
Windsor	110	10.9	2	29.5	112	11.3	98%	110
Woodstock	11	6.7	-	0.0	11	6.7	100%	11
York Region	539	8.1	-	0.0	539	8.1	100%	539
TOTAL	**7,407**	**5.8**	**16**	**1.2**	**7,423**	**6.0**	**96%**	**6,855**

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	48	-	-	-	-	-	-	-	-	-	**48**
Belleville	16	-	-	-	-	-	-	-	-	-	**16**
Bracebridge	1	-	-	-	-	-	-	-	-	-	**1**
Bradford West Gwillimbury	3	-	-	-	-	-	-	-	-	-	**3**
Brampton	-	314	-	-	110	-	-	-	-	-	**424**
Brantford	26	-	-	-	4	-	-	-	-	-	**30**
Brockville	-	-	-	6	-	-	-	-	-	-	**6**
Burlington	52	-	-	-	-	-	-	-	-	-	**52**
Chatham	6	-	4	-	-	-	-	-	-	-	**10**
Clarence-Rockland	11	-	-	-	-	-	-	-	-	-	**11**
Clearview	-	-	-	1	-	-	-	-	-	-	**1**
Cobourg	5	-	-	-	-	-	-	-	-	-	**5**
Collingwood	9	-	-	-	-	-	-	-	-	-	**9**
Cornwall	11	-	-	-	-	-	-	-	-	-	**11**
Deseronto	-	-	-	3	-	-	-	-	-	-	**3**
Durham Region	190	-	-	-	-	-	-	-	-	-	**190**
Elliot Lake	3	-	-	-	-	-	-	-	-	-	**3**
Fort Erie	5	-	-	-	-	-	-	-	-	-	**5**
GO (Metrolinx)	634	-	-	-	-	-	-	-	-	-	**634**
Greater Sudbury	59	-	-	-	-	-	-	-	-	-	**59**
Guelph	-	102	-	-	-	-	-	-	-	-	**102**
Hamilton	139	-	85	-	27	-	-	-	-	-	**251**
Huntsville	1	-	-	4	-	-	-	-	-	-	**5**
Kawartha Lakes	2	-	-	5	-	-	-	-	-	-	**7**
Kenora	3	-	-	-	-	-	-	-	-	-	**3**
Kingston	74	-	-	-	-	-	-	-	-	-	**74**
Leamington	2	-	-	-	-	-	-	-	-	-	**2**
London	205	-	-	-	8	-	-	-	-	-	**213**
Marmora and Lake	-	-	-	3	-	-	-	-	-	-	**3**
Milton	23	-	-	-	-	-	-	-	-	-	**23**
Mississauga	337	166	-	-	-	-	-	-	-	-	**503**
Niagara Falls	27	-	-	-	-	-	-	-	-	-	**27**
Niagara-on-the-Lake	5	-	-	-	-	-	-	-	-	-	**5**
Oakville	95	-	-	-	-	-	-	-	-	-	**95**
Orangeville	2	-	-	-	-	-	-	-	-	-	**2**
Orillia	10	-	-	-	-	-	-	-	-	-	**10**
Ottawa	812	-	-	-	175	-	-	-	-	-	**987**
Owen Sound	6	-	-	-	-	-	-	-	-	-	**6**
Penetanguishene	-	-	-	1	-	-	-	-	-	-	**1**
Peterborough	52	-	-	1	-	-	-	-	-	-	**53**
Quinte West	5	-	-	-	-	-	-	-	-	-	**5**
Russell	4	-	-	-	-	-	-	-	-	-	**4**
Sarnia	28	-	-	-	-	-	-	-	-	-	**28**
Sault Ste Marie	26	-	-	2	-	-	-	-	-	-	**28**
St. Catharines	56	-	-	-	22	-	-	-	-	-	**78**
St. Thomas	5	-	-	4	-	-	-	-	-	-	**9**
Stratford	13	-	-	-	-	-	-	-	-	-	**13**
Tecumseh	1	-	-	1	-	-	-	-	-	-	**2**
Temiskaming Shores	4	-	-	-	-	-	-	-	-	-	**4**
Thunder Bay	-	42	-	-	-	-	-	-	-	-	**42**
Timmins	19	-	-	-	-	-	-	-	-	-	**19**
Toronto	1,620	-	-	-	691	-	-	-	-	-	**2,311**
Wasaga Beach	1	-	-	3	-	-	-	-	-	-	**4**
Waterloo Region	286	-	-	-	6	-	-	-	-	-	**292**
Wawa	-	-	-	1	-	-	-	-	-	-	**1**
Welland	28	-	-	-	-	-	-	-	-	-	**28**
Windsor	83	-	-	-	29	-	-	-	-	-	**112**
Woodstock	11	-	-	-	-	-	-	-	-	-	**11**
York Region	439	100	-	-	-	-	-	-	-	-	**539**
TOTAL	**5,503**	**724**	**89**	**35**	**1,072**	**-**	**-**	**-**	**-**	**-**	**7,423**

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.