Ontario Urban Transit Fact Book

2023 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 2022 and 2023, along with key performance indicators, for each transit system.

CUTA DATA PRODUCT TERMS OF USE

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CUTA REPORT DOCUMENTATION FORM

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Title and Sub-title

ONTARIO URBAN TRANSIT FACT BOOK 2023 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 - 2023 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 2022 and 2023, 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-23-20: English
No. of Pages	**Distribution**
154	Available to Ontario transit systems

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List of Transit Systems

Notes on 2023 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 2022/23 Dedicated Gas Tax allocation.

2023 Notable Events Impacting Ridership:

Municipality	**Remarks**
Brockville	Bus shortage
Burlington	Free fares for seniors
Cobourg	Driver shortages
Cornwall	Increase in college enrollment
Durham Region	Fire at depot
GO (Metrolinx)	CN Rail network wide disruption
Niagara Region	Amalgamation of all former Niagara Region transit systems into Niagara Region Transit (NRT)
Norfolk	Launch of on-demand transit service
Oakville	Free transit for youth and seniors
Sault Ste. Marie	Increased post-secondary enrollment
Temiskaming Shores	Change in contracted operator
Tillsonburg	Driver shortages

I. Ontario and Ontario (without GO) Summaries

Ontario

Municipal Population:	13,969,404
Service Area Population:	12,864,575
Number of Fixed Routes	1,329
Number of Accessible Routes	832

Fare Structure

	Cash	Unit	Mobile Ticket	Monthly Pass
Adult/General	$3.56	$4.16	$4.37	$87.38
Child/Youth	$3.02	$2.05	$2.11	$48.21
Student	$3.30	$3.89	$4.16	$67.04
Senior	$3.14	$3.80	$3.76	$56.67

Employee Statistics:	Full-time	Part-time
Operators	14,506	594
Other Transport Operations	2,923	92
Vehicle Mechanics	1,548	11
Other Vehicle Mechanics	2,882	64
Plant and Other Maintenance	3,024	31
General and Administration	7,950	169
Total Employees	**32,829**	**964**

Energy Consumption (All Modes)

Diesel	265,960,966	litres
Biodiesel	25,715,413	litres
Gasoline	1,382,139	litres
Natural Gas	9,207,447	cubic metres
Electric	380,768,164	kilowatt-hours

Vehicles by Mode	Active		Average Age		Spare Ratio	Peak
	Acc.	Non Acc.	Acc.	Non Acc.		
Bus	8,544	12	8.1	2.3	61.4 %	5,296
Commuter Rail	-	-	-	-	-100.0 %	781
Ferry	-	-	-	-	-	-
Heavy Rail	1,644	-	16.2	-	123.1 %	737
Light Rail	63	-	7.0	-	75.0 %	36
Locomotive	-	-	-	-	-	-
Other	412	-	5.1	-	171.1 %	152
Total	10,663	12	9.3	2.3	**52.3 %**	**7,002**

Total Low-Floor Buses (30'-60'):	7,572
Average Bus Age (Years):	8.1

VEHICLE KILOMETRES AND HOURS	**2022**	**2023**
Number of Transit Systems Reporting	70	65
Revenue Vehicle Kilometres	484,591,426	508,418,506
Total Vehicle Kilometres	534,096,295	559,091,114
Revenue Vehicle Hours	23,373,019	25,417,798
Auxiliary Revenue Vehicle Hours	59,003	60,182
Total Vehicle Hours	25,478,680	27,731,257
Operators Paid Hours	28,157,527	29,748,473
Vehicle Mechanics Paid Hours	6,790,166	6,872,729
Total Employee Paid Hours	56,408,129	63,517,034
PASSENGER DATA		
Adult/General Passenger Trips	397,797,797	485,501,370
Children/Youth Passenger Trips	29,477,306	22,103,228
Student Passenger Trips	78,061,657	97,092,706
Senior Passenger Trips	36,378,249	41,345,933
Total Concession Fare Linked Trips	175,548,815	203,838,056
Total Regular Service Linked Trips	576,630,227	748,075,986
Regular Service Passenger-KMs	4,887,464,259	6,678,141,049
Auxiliary Service Passenger Trips	701,421	159,776
OPERATING EXPENSES		
Transportation Operations	$2,259,599,404	$2,455,691,240
Fuel/Energy for Vehicles	$484,286,440	$458,635,335
Vehicle Maintenance	$942,675,491	$1,053,866,658
Plant Maintenance	$717,355,294	$752,166,148
General/Administration	$1,009,582,919	$1,390,266,131
Total Direct Operating Expense	$5,413,499,554	$6,110,697,824
Debt Service Payment	$30,835,427	$31,577,269
Total Operating Expenses	$6,645,652,226	$7,361,989,608
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$1,567,325,023	$2,075,038,195
Total Operating Revenues	$1,716,213,316	$2,271,627,897
Total Revenues	$2,883,532,062	$3,565,145,080
Net Direct Operating Cost	$3,697,286,238	$3,839,069,927
Net Operating Cost	$3,762,118,239	$3,796,109,694
Federal Operating Contribution	$10,479,399	$313,541
Provincial Operating Contribution	$1,271,460,193	$1,450,687,051
Municipal Operating Contribution	$2,316,640,951	$2,279,579,136
Other Operating Contribution	$103,815,852	$7,786,021
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	$356,090	$16,675,825
Municipal Debt Service Contribution	$28,406,743	$119,147,715

CAPITAL EXPENSES AND FUNDING SOURCES	**2022**	**2023**
Total Capital Expenditures	$7,905,701,517	$9,009,620,009
Total Capital Disposals	$153,012,695	$1,149,894,108
Total Capital Funding	$7,608,743,442	$9,152,413,893
Federal Capital Contribution	$626,149,635	$633,864,807
Provincial Capital Contribution	$5,678,529,922	$6,962,582,970
Municipal Capital Contribution	$1,260,913,030	$1,502,959,923
Other Capital Contribution	$43,150,853	$53,006,246
PERFORMANCE INDICATORS		
FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	32 %	37 %
Municipal Operating Contribution Per Capita	$181.36	$177.20
Net Direct Operating Cost Per Regular Service Passenger	$6.41	$5.13
Maintenance Expense / Total Direct Operating Expense	17.4 %	17.2 %
Fuel Expense / Total Direct Operating Expense	8.9 %	7.5 %
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	$2.72	$2.77
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$9.39	$8.17
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$212.91	$220.69
Maintenance Expense / Total Vehicle Hours	$37.00	$38.00
Fuel Expense / Total Vehicle Hours	$19.01	$16.54
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	45.1	58.2
Total Regular Service Linked Trips / Revenue Vehicle Hour	24.67	29.43
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	1.83	1.98
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	20.73	20.00
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	0.83	0.86
TOP WAGE RATES		
Operators	$27.93	$29.52
Mechanics	$39.98	$38.42

Ontario (without GO)

Municipal Population:	13,969,404
Service Area Population:	12,864,575
Number of Fixed Routes	1,284
Number of Accessible Routes	832

Fare Structure

	Cash	Unit	Mobile Ticket	Monthly Pass
Adult/General	$3.55	$4.15	$4.41	$87.38
Child/Youth	$3.02	$2.05	$2.11	$48.21
Student	$3.28	$3.87	$4.28	$67.04
Senior	$3.15	$3.85	$3.89	$56.67

Employee Statistics:	Full-time	Part-time
Operators	13,727	590
Other Transport Operations	1,866	14
Vehicle Mechanics	1,442	11
Other Vehicle Mechanics	2,860	64
Plant and Other Maintenance	2,537	5
General and Administration	3,911	143
Total Employees	**26,339**	**830**

Energy Consumption (All Modes)

Diesel	188,187,569	litres
Biodiesel	25,715,413	litres
Gasoline	1,382,139	litres
Natural Gas	9,207,447	cubic metres
Electric	380,768,164	kilowatt-hours

Vehicles by Mode	Active		Average Age		Spare Ratio	Peak
	Acc.	Non Acc.	Acc.	Non Acc.		
Bus	8,544	12	8.1	2.3	75.9 %	4,858
Commuter Rail	-	-	-	-	-	-
Ferry	-	-	-	-	-	-
Heavy Rail	1,644	-	16.2	-	182.5 %	582
Light Rail	63	-	7.0	-	75.0 %	36
Locomotive	-	-	-	-	-	-
Other	412	-	5.1	-	171.1 %	152
Total	10,663	12	9.3	2.3	**89.5 %**	**5,628**

Total Low-Floor Buses (30'-60'):	7,572
Average Bus Age (Years):	8.1

VEHICLE KILOMETRES AND HOURS	**2022**	**2023**
Number of Transit Systems Reporting	63	64
Revenue Vehicle Kilometres	444,737,803	466,239,859
Total Vehicle Kilometres	488,046,839	509,608,050
Revenue Vehicle Hours	22,328,017	24,278,489
Auxiliary Revenue Vehicle Hours	59,003	60,182
Total Vehicle Hours	23,846,503	26,244,586
Operators Paid Hours	27,160,086	28,633,622
Vehicle Mechanics Paid Hours	6,646,892	6,711,143
Total Employee Paid Hours	48,607,151	53,963,572
PASSENGER DATA		
Adult/General Passenger Trips	371,260,600	447,204,316
Children/Youth Passenger Trips	29,316,385	22,017,742
Student Passenger Trips	73,864,735	93,146,875
Senior Passenger Trips	34,796,404	39,550,099
Total Concession Fare Linked Trips	168,047,995	194,913,424
Total Regular Service Linked Trips	542,480,470	700,854,301
Regular Service Passenger-KMs	3,907,928,722	4,926,216,498
Auxiliary Service Passenger Trips	701,421	159,776
OPERATING EXPENSES		
Transportation Operations	$1,798,405,069	$1,947,071,070
Fuel/Energy for Vehicles	$362,757,393	$348,590,546
Vehicle Maintenance	$722,028,528	$784,906,369
Plant Maintenance	$425,280,324	$434,490,559
General/Administration	$552,866,425	$601,492,827
Total Direct Operating Expense	$3,861,337,745	$4,116,623,683
Debt Service Payment	$30,446,053	$31,577,269
Total Operating Expenses	$4,068,245,162	$4,297,915,874
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$1,255,919,878	$1,634,427,177
Total Operating Revenues	$1,311,121,098	$1,726,363,253
Total Revenues	$1,342,326,536	$1,752,382,419
Net Direct Operating Cost	$2,550,216,647	$2,390,260,430
Net Operating Cost	$2,725,916,593	$2,544,798,621
Federal Operating Contribution	$9,224,417	$313,541
Provincial Operating Contribution	$266,452,662	$237,391,113
Municipal Operating Contribution	$2,312,600,189	$2,279,579,136
Other Operating Contribution	$103,781,813	$7,786,021
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	$356,090	$16,675,825
Municipal Debt Service Contribution	$28,406,743	$119,147,715

CAPITAL EXPENSES AND FUNDING SOURCES	**2022**	**2023**
Total Capital Expenditures	$2,336,397,358	$2,550,170,548
Total Capital Disposals	$6,649,665	$12,105,995
Total Capital Funding	$2,361,165,150	$2,548,053,048
Federal Capital Contribution	$626,033,069	$625,314,401
Provincial Capital Contribution	$450,924,423	$382,547,733
Municipal Capital Contribution	$1,246,058,583	$1,492,486,846
Other Capital Contribution	$38,149,074	$47,704,121

PERFORMANCE INDICATORS		
FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	34 %	42 %
Municipal Operating Contribution Per Capita	$186.45	$177.20
Net Direct Operating Cost Per Regular Service Passenger	$4.70	$3.41
Maintenance Expense / Total Direct Operating Expense	18.7 %	19.1 %
Fuel Expense / Total Direct Operating Expense	9.4 %	8.5 %
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	$2.32	$2.33
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$7.12	$5.87
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$162.26	$157.21
Maintenance Expense / Total Vehicle Hours	$30.28	$29.91
Fuel Expense / Total Vehicle Hours	$15.21	$13.28
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	43.7	54.5
Total Regular Service Linked Trips / Revenue Vehicle Hour	24.3	28.9
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	1.80	1.89
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	19.92	19.20
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	0.82	0.85
TOP WAGE RATES		
Operators	$28.18	$29.30
Mechanics	$39.94	$38.23

II. Population Group Summaries

Population Group 1 (>400,000)

Municipal Population:	10,324,547
Service Area Population:	9,543,388
Number of Fixed Routes	956
Number of Accessible Routes	584

Fare Structure

	Cash	Unit	Mobile Ticket	Monthly Pass
Adult/General	$3.80	$3.26	$3.32	$121.97
Child/Youth	$3.63	$2.08	$2.40	$74.50
Student	$3.72	$2.80	$2.71	$102.77
Senior	$2.98	$2.08	$2.35	$65.52

Employee Statistics:	Full-time	Part-time
Operators	12,921	274
Other Transport Operations	2,795	83
Vehicle Mechanics	1,402	7
Other Vehicle Mechanics	2,758	41
Plant and Other Maintenance	2,970	27
General and Administration	7,821	139
Total Employees	**30,239**	**574**

Energy Consumption (All Modes)

Diesel	242,096,178	litres
Biodiesel	22,337,060	litres
Gasoline	328,386	litres
Natural Gas	9,207,447	cubic metres
Electric	380,511,635	kilowatt-hours

Vehicles by Mode	Active		Average Age		Spare Ratio	Peak
	Acc.	Non Acc.	Acc.	Non Acc.		
Bus	5,971	-	8.5	-	32.1 %	4,520
Commuter Rail	95	915	12.9	19.5	29.3 %	781
Ferry	-	-	-	-	-	-
Heavy Rail	840	-	16.1	-	14.0 %	737
Light Rail	63	-	7.0	-	75.0 %	36
Locomotive	-	118	-	13.4	-	-
Other	206	-	5.1	-	35.5 %	152
Total	7,175	1,033	9.3	18.8	**31.8 %**	**6,226**

Total Low-Floor Buses (30'-60'):	5,348
Average Bus Age (Years):	8.5

VEHICLE KILOMETRES AND HOURS	**2022**	**2023**
Number of Transit Systems Reporting	11	11
Revenue Vehicle Kilometres	427,869,388	448,572,023
Total Vehicle Kilometres	473,944,351	495,899,017
Revenue Vehicle Hours	20,094,679	22,928,705
Auxiliary Revenue Vehicle Hours	53,856	55,735
Total Vehicle Hours	21,613,587	24,821,330
Operators Paid Hours	24,376,253	24,989,746
Vehicle Mechanics Paid Hours	6,355,259	6,424,353
Total Employee Paid Hours	51,172,705	57,357,090
PASSENGER DATA		
Adult/General Passenger Trips	379,659,310	462,200,155
Children/Youth Passenger Trips	27,549,052	19,928,088
Student Passenger Trips	65,113,701	75,550,342
Senior Passenger Trips	34,063,866	38,342,270
Total Concession Fare Linked Trips	155,455,163	170,619,953
Total Regular Service Linked Trips	535,114,472	697,005,090
Regular Service Passenger-KMs	4,845,174,970	6,636,457,929
Auxiliary Service Passenger Trips	584,613	16
OPERATING EXPENSES		
Transportation Operations	$2,073,329,533	$2,253,071,590
Fuel/Energy for Vehicles	$440,496,545	$415,920,799
Vehicle Maintenance	$895,099,181	$999,721,388
Plant Maintenance	$701,588,635	$735,991,768
General/Administration	$987,681,175	$1,366,798,702
Total Direct Operating Expense	$5,098,195,071	$5,771,504,248
Debt Service Payment	$28,362,241	$29,576,173
Total Operating Expenses	$6,311,106,714	$7,006,796,254
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$1,491,019,582	$1,973,348,106
Total Operating Revenues	$1,632,233,168	$2,164,285,608
Total Revenues	$2,793,949,038	$3,455,536,243
Net Direct Operating Cost	$3,465,961,903	$3,607,218,640
Net Operating Cost	$3,517,157,675	$3,551,260,010
Federal Operating Contribution	$89,871	$112,135
Provincial Operating Contribution	$1,234,805,970	$1,424,916,972
Municipal Operating Contribution	$2,128,514,743	$2,066,637,574
Other Operating Contribution	$103,496,862	$7,472,318
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	$16,319,735
Municipal Debt Service Contribution	$28,247,519	$98,185,151

CAPITAL EXPENSES AND FUNDING SOURCES	**2022**	**2023**
Total Capital Expenditures	$7,853,879,719	$8,960,262,682
Total Capital Disposals	$150,693,035	$1,148,862,641
Total Capital Funding	$7,555,786,843	$9,105,174,066
Federal Capital Contribution	$607,846,839	$619,115,528
Provincial Capital Contribution	$5,660,300,897	$6,945,898,327
Municipal Capital Contribution	$1,245,690,113	$1,492,794,925
Other Capital Contribution	$41,948,993	$47,365,286
PERFORMANCE INDICATORS		
FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	32 %	37 %
Municipal Operating Contribution Per Capita	$229.55	$216.55
Net Direct Operating Cost Per Regular Service Passenger	$6.48	$5.18
Maintenance Expense / Total Direct Operating Expense	17.6 %	17.3 %
Fuel Expense / Total Direct Operating Expense	8.6 %	7.2 %
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	$2.79	$2.83
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$9.53	$8.28
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$236.25	$232.90
Maintenance Expense / Total Vehicle Hours	$41.41	$40.28
Fuel Expense / Total Vehicle Hours	$20.38	$16.76
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	28.1	73.0
Total Regular Service Linked Trips / Revenue Vehicle Hour	26.6	30.4
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	1.06	2.40
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	21.29	19.56
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	0.83	0.92
TOP WAGE RATES		
Operators	$35.01	$35.85
Mechanics	$41.78	$42.75

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

Municipal Population:	1,290,218
Service Area Population:	1,271,569
Number of Fixed Routes	100
Number of Accessible Routes	30

Fare Structure

	Cash	Unit	Mobile Ticket	Monthly Pass
Adult/General	$3.29	$2.93	$2.53	$106.58
Child/Youth	$3.50	$2.50	-	$56.00
Student	$3.29	$2.29	-	$73.04
Senior	$3.15	$2.25	$1.70	$53.82

Employee Statistics:	Full-time	Part-time
Operators	762	96
Other Transport Operations	46	1
Vehicle Mechanics	63	-
Other Vehicle Mechanics	75	11
Plant and Other Maintenance	39	-
General and Administration	48	16
Total Employees	**1,033**	**124**

Energy Consumption (All Modes)

Diesel	12,248,161	litres
Biodiesel	-	
Gasoline	127,296	litres
Natural Gas	-	
Electric	34,609	kilowatt-hours

Vehicles by Mode	Active		Average Age		Spare Ratio	Peak
	Acc.	Non Acc.	Acc.	Non Acc.		
Bus	417	7	7.3	2.0	52.0 %	279
Commuter Rail	-	-	-	-	-	-
Ferry	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-
Locomotive	-	-	-	-	-	-
Other	-	-	-	-	-	-
Total	417	7	7.3	2.0	**52.0 %**	**279**

Total Low-Floor Buses (30'-60'): 399

Average Bus Age (Years): 7.2

VEHICLE KILOMETRES AND HOURS	**2022**	**2023**
Number of Transit Systems Reporting	5	6
Revenue Vehicle Kilometres	18,979,543	25,458,100
Total Vehicle Kilometres	20,178,596	27,017,898
Revenue Vehicle Hours	764,125	1,116,668
Auxiliary Revenue Vehicle Hours	4,792	4,290
Total Vehicle Hours	875,159	1,207,482
Operators Paid Hours	976,247	1,139,034
Vehicle Mechanics Paid Hours	136,132	145,912
Total Employee Paid Hours	1,459,069	1,597,899

PASSENGER DATA		
Adult/General Passenger Trips	6,294,393	10,560,032
Children/Youth Passenger Trips	1,028,775	1,058,180
Student Passenger Trips	4,722,844	10,033,511
Senior Passenger Trips	863,848	1,832,301
Total Concession Fare Linked Trips	7,284,469	13,893,132
Total Regular Service Linked Trips	13,578,862	24,453,164
Regular Service Passenger-KMs	7,799,120	-
Auxiliary Service Passenger Trips	38	2,036

OPERATING EXPENSES		
Transportation Operations	$65,356,523	$87,745,306
Fuel/Energy for Vehicles	$15,959,278	$19,370,602
Vehicle Maintenance	$18,309,850	$22,668,276
Plant Maintenance	$6,150,467	$7,159,792
General/Administration	$8,073,205	$9,860,459
Total Direct Operating Expense	$113,849,323	$146,804,435
Debt Service Payment	$658,110	$658,110
Total Operating Expenses	$119,610,926	$153,167,782

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$26,602,492	$42,265,728
Total Operating Revenues	$28,381,498	$45,397,931
Total Revenues	$28,722,537	$45,493,727

Net Direct Operating Cost	$85,467,825	$101,406,504
Net Operating Cost	$90,888,385	$107,674,052
Federal Operating Contribution	$5,894,622	-
Provincial Operating Contribution	$11,938,970	$7,323,746
Municipal Operating Contribution	$68,131,156	$99,965,714
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	$356,090	$356,090
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	**2022**	**2023**
Total Capital Expenditures	$28,743,080	$26,917,738
Total Capital Disposals	$34,475	$60,660
Total Capital Funding	$29,399,654	$22,639,009
Federal Capital Contribution	$9,010,366	$6,035,032
Provincial Capital Contribution	$10,740,120	$6,262,161
Municipal Capital Contribution	$8,981,622	$4,762,159
Other Capital Contribution	$667,547	$5,579,656

PERFORMANCE INDICATORS

FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	25 %	31 %
Municipal Operating Contribution Per Capita	$62.32	$78.62
Net Direct Operating Cost Per Regular Service Passenger	$6.29	$4.15
Maintenance Expense / Total Direct Operating Expense	16.1 %	15.4 %
Fuel Expense / Total Direct Operating Expense	14.0 %	13.2 %
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	$1.96	$1.73
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$8.38	$6.00
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$130.09	$121.58
Maintenance Expense / Total Vehicle Hours	$20.92	$18.77
Fuel Expense / Total Vehicle Hours	$18.24	$16.04
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	12.4	19.2
Total Regular Service Linked Trips / Revenue Vehicle Hour	17.8	21.9
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	0.70	0.88
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	24.84	22.80
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	0.79	0.98
TOP WAGE RATES		
Operators	$28.67	$29.59
Mechanics	$38.10	$38.93

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

Municipal Population:	1,195,298
Service Area Population:	1,178,567
Number of Fixed Routes	145
Number of Accessible Routes	109

Fare Structure

	Cash	Unit	Mobile Ticket	Monthly Pass
Adult/General	$3.31	$2.66	$2.99	$79.09
Child/Youth	$2.42	$2.02	$2.00	$45.00
Student	$3.27	$2.38	$2.56	$71.63
Senior	$3.18	$2.37	$2.48	$59.60

Employee Statistics:	Full-time	Part-time
Operators	679	143
Other Transport Operations	67	8
Vehicle Mechanics	60	2
Other Vehicle Mechanics	40	9
Plant and Other Maintenance	11	-
General and Administration	52	12
Total Employees	**911**	**170**

Energy Consumption (All Modes)

Diesel	8,332,443	litres
Biodiesel	3,378,353	litres
Gasoline	335,294	litres
Natural Gas	-	
Electric	221,920	kilowatt-hours

Vehicles by Mode	Active		Average Age		Spare Ratio	Peak
	Acc.	Non Acc.	Acc.	Non Acc.		
Bus	420	2	8.0	3.0	37.7 %	300
Commuter Rail	-	-	-	-	-	-
Ferry	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-
Locomotive	-	-	-	-	-	-
Other	-	-	-	-	-	-
Total	420	2	8.0	3.0	**37.7 %**	**300**

Total Low-Floor Buses (30'-60'):	413
Average Bus Age (Years):	8.0

VEHICLE KILOMETRES AND HOURS	**2022**	**2023**
Number of Transit Systems Reporting	12	12
Revenue Vehicle Kilometres	23,637,691	22,501,292
Total Vehicle Kilometres	25,128,595	24,002,161
Revenue Vehicle Hours	1,103,440	955,218
Auxiliary Revenue Vehicle Hours	348	120
Total Vehicle Hours	1,156,778	1,216,211
Operators Paid Hours	869,351	1,020,650
Vehicle Mechanics Paid Hours	66,643	72,510
Total Employee Paid Hours	1,139,062	1,258,922
PASSENGER DATA		
Adult/General Passenger Trips	7,155,662	10,622,560
Children/Youth Passenger Trips	787,243	1,063,134
Student Passenger Trips	5,673,173	9,766,953
Senior Passenger Trips	683,270	747,012
Total Concession Fare Linked Trips	9,177,482	16,733,084
Total Regular Service Linked Trips	17,943,682	26,057,055
Regular Service Passenger-KMs	19,417,708	33,166,673
Auxiliary Service Passenger Trips	109,077	135,404
OPERATING EXPENSES		
Transportation Operations	$78,814,513	$81,966,962
Fuel/Energy for Vehicles	$20,566,955	$18,297,462
Vehicle Maintenance	$22,183,327	$25,453,400
Plant Maintenance	$6,682,942	$7,163,645
General/Administration	$9,121,188	$9,574,226
Total Direct Operating Expense	$137,368,928	$142,455,703
Debt Service Payment	$721,751	$721,751
Total Operating Expenses	$144,934,987	$150,126,057
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$38,862,976	$46,789,782
Total Operating Revenues	$40,306,700	$48,834,774
Total Revenues	$41,494,690	$50,637,989
Net Direct Operating Cost	$97,062,228	$93,620,929
Net Operating Cost	$103,440,298	$99,496,316
Federal Operating Contribution	$2,817,620	$95,338
Provincial Operating Contribution	$11,884,468	$11,193,411
Municipal Operating Contribution	$88,533,353	$81,948,649
Other Operating Contribution	$157,431	-$8,099
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	$159,224	$20,962,564

CAPITAL EXPENSES AND FUNDING SOURCES	**2022**	**2023**
Total Capital Expenditures	$14,700,085	$11,858,130
Total Capital Disposals	$1,687,097	$14,445
Total Capital Funding	$14,785,098	$15,061,712
Federal Capital Contribution	$5,728,172	$6,004,730
Provincial Capital Contribution	$4,307,416	$4,964,564
Municipal Capital Contribution	$4,223,426	$4,054,520
Other Capital Contribution	$526,083	$37,898
PERFORMANCE INDICATORS		
FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	29 %	34 %
Municipal Operating Contribution Per Capita	$75.66	$69.53
Net Direct Operating Cost Per Regular Service Passenger	$5.41	$3.59
Maintenance Expense / Total Direct Operating Expense	16.1 %	17.9 %
Fuel Expense / Total Direct Operating Expense	15.0 %	12.8 %
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	$2.17	$1.80
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$7.66	$5.47
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$118.75	$117.13
Maintenance Expense / Total Vehicle Hours	$19.18	$20.93
Fuel Expense / Total Vehicle Hours	$17.78	$15.04
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	15.3	22.1
Total Regular Service Linked Trips / Revenue Vehicle Hour	16.3	27.3
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	0.94	0.81
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	21.42	23.56
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	1.27	0.94
TOP WAGE RATES		
Operators	$27.74	$28.54
Mechanics	$35.62	$37.39

Population Group 4 (< 50,000)

Municipal Population:	1,096,346
Service Area Population:	826,011
Number of Fixed Routes	116
Number of Accessible Routes	101

Fare Structure

	Cash	Unit	Mobile Ticket	Monthly Pass
Adult/General	$3.67	$5.64	$7.47	$77.14
Child/Youth	$2.85	$1.96	$2.05	$41.06
Student	$3.20	$5.99	$7.93	$55.95
Senior	$3.20	$6.19	$7.69	$53.78

Employee Statistics:	Full-time	Part-time
Operators	141	76
Other Transport Operations	15	-
Vehicle Mechanics	23	2
Other Vehicle Mechanics	9	3
Plant and Other Maintenance	4	4
General and Administration	29	2
Total Employees	**221**	**87**

Energy Consumption (All Modes)

Diesel	2,593,470	litres
Biodiesel	-	
Gasoline	572,918	litres
Natural Gas	-	
Electric	-	

Vehicles by Mode	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.	Spare Ratio	Peak
Bus	197	3	6.3	2.7	6.4 %	188
Commuter Rail	-	-	-	-	-	-
Ferry	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-
Locomotive	-	-	-	-	-	-
Other	-	-	-	-	-	-
Total	197	3	6.3	2.7	**5.9 %**	**185**

Total Low-Floor Buses (30'-60'):	133
Average Bus Age (Years):	6.2

VEHICLE KILOMETRES AND HOURS	**2022**	**2023**
Number of Transit Systems Reporting	33	33
Revenue Vehicle Kilometres	10,539,076	11,674,090
Total Vehicle Kilometres	10,962,449	11,640,444
Revenue Vehicle Hours	1,268,758	389,381
Auxiliary Revenue Vehicle Hours	7	37
Total Vehicle Hours	1,264,141	428,659
Operators Paid Hours	1,928,276	2,599,043
Vehicle Mechanics Paid Hours	232,132	229,954
Total Employee Paid Hours	2,626,830	3,303,123
PASSENGER DATA		
Adult/General Passenger Trips	1,551,020	2,028,191
Children/Youth Passenger Trips	15,498	12,331
Student Passenger Trips	843,211	1,693,335
Senior Passenger Trips	419,247	412,177
Total Concession Fare Linked Trips	1,513,999	2,416,765
Total Regular Service Linked Trips	4,626,357	6,123,608
Regular Service Passenger-KMs	14,448,883	8,355,317
Auxiliary Service Passenger Trips	3,205	10,306
OPERATING EXPENSES		
Transportation Operations	$29,081,550	$31,001,372
Fuel/Energy for Vehicles	$5,007,817	$5,026,616
Vehicle Maintenance	$5,126,124	$6,013,283
Plant Maintenance	$1,720,739	$1,835,289
General/Administration	$3,894,772	$3,942,874
Total Direct Operating Expense	$44,831,003	$47,891,736
Debt Service Payment	$703,951	$621,235
Total Operating Expenses	$46,396,852	$49,857,813
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$8,823,977	$12,342,370
Total Operating Revenues	$9,288,242	$12,763,185
Total Revenues	$9,517,599	$13,055,282
Net Direct Operating Cost	$35,542,761	$35,128,551
Net Operating Cost	$36,877,224	$36,192,763
Federal Operating Contribution	$422,304	$106,068
Provincial Operating Contribution	$9,095,626	$6,760,044
Municipal Operating Contribution	$26,602,556	$30,285,839
Other Operating Contribution	$117,720	$299,802
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	**2022**	**2023**
Total Capital Expenditures	$8,046,261	$10,542,321
Total Capital Disposals	$598,088	$956,362
Total Capital Funding	$8,439,475	$9,539,106
Federal Capital Contribution	$3,447,692	$2,709,517
Provincial Capital Contribution	$3,050,215	$5,457,918
Municipal Capital Contribution	$1,933,338	$1,348,319
Other Capital Contribution	$8,230	$23,406
PERFORMANCE INDICATORS		
FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	21 %	27 %
Municipal Operating Contribution Per Capita	$32.27	$36.67
Net Direct Operating Cost Per Regular Service Passenger	$7.68	$5.74
Maintenance Expense / Total Direct Operating Expense	11.4 %	12.6 %
Fuel Expense / Total Direct Operating Expense	11.2 %	10.5 %
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	$1.91	$2.02
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$9.69	$7.82
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$35.50	$111.72
Maintenance Expense / Total Vehicle Hours	$4.06	$14.03
Fuel Expense / Total Vehicle Hours	$3.96	$11.73
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	5.6	7.4
Total Regular Service Linked Trips / Revenue Vehicle Hour	3.6	15.7
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	1.54	0.47
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	8.31	29.98
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	0.66	0.15
TOP WAGE RATES		
Operators	$25.25	$26.00
Mechanics	$44.40	$33.91

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V. Individual Transit System Data

Bancroft, ON

Contact Name: Gwen Coish
Contact Title: Director of Operations

Statistical Contact: Gwen Coish
Statistical Title: Director of Operations
Telephone: 613-332-8291
Email: gwenc@bancroftcommunitytransit.com

System Established:	2010-05-03
Municipal Population:	16,195
Service Area Population:	16,195
Service Area Size km²:	3,158.9
Service Provided by:	BCT

General/Adult Cash Fare:	$3.00
Ridership (Linked Trips):	12,087
Total Operating Revenues:	$60,024

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-
Saturday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-
Sunday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-
Number of Fixed Routes		5
Number of Accessible Routes		5

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	08:30	08:30	08:30	08:30	08:30	08:00	08:00
End	04:30	16:30	04:30	04:30	16:30	12:00	12:00

Fare Structure In Effect Since: 2023-12-31

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$3.00	-	-	$55.00	
Child/Youth	-	-	-	-	
Student	$3.00	-	-	$55.00	
Senior	$3.00	-	-	$45.00	

Other Fare Type: Low Income, Family, Annual Pass,

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	-	-	-	-
Standard Buses:	-	-	-	-
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**-**	**-**	**-**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	-	6	-	-
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**-**	**6**	**-**	**-**

Percentage of Accessible Bus Fleet:
Percentage of Accessible Transit Fleet:

Total Low-Floor Buses (30'-60'): -
Average Bus Age (Years): -

Active Buses by Power Type

Diesel	-
Biodiesel	-
Natural Gas	-
Gasoline	-
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	-

Energy Consumption (All Modes)

Diesel	-	
Biodiesel	-	
Gasoline	18,235	litres
Natural Gas	-	
Electricity	-	

Employee Statistics	Full-time	Part-time
Operators	2	5
Other Transport Operations	-	-
Vehicle Mechanics	-	-
Other Vehicle Mechanics	-	-
Plant and Other Maintenance	-	-
General and Administration	-	-
Total Employees	**2**	**5**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	12,087	100 %	3,800	100 %	126,980	100 %	33.4
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**12,087**		**3,800**		**126,980**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	85,983	126,980
Total Vehicle Kilometres	85,983	127,374
Revenue Vehicle Hours	2,972	3,800
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	3,102	3,929
Operators Paid Hours	5,850	-
Vehicle Mechanics Paid Hours	-	-
Total Employee Paid Hours	5,850	-

PASSENGER DATA		
Adult/General Passenger Trips	7,352	10,622
Children/Youth Passenger Trips	-	-
Student Passenger Trips	56	-
Senior Passenger Trips	1,100	1,465
Total Concession Fare Linked Trips	1,156	1,465
Total Regular Service Linked Trips	8,508	12,087
Regular Service Passenger-KMs	127,620	161,130
Auxiliary Service Passenger Trips	-	120

OPERATING EXPENSES		
Transportation Operations	$82,690	$93,022
Fuel/Energy for Vehicles	$17,271	$19,856
Vehicle Maintenance	$5,426	$10,311
Plant Maintenance	-	$11,487
General/Administration	$14,000	$17,500
Total Direct Operating Expense	$119,387	$152,176
Debt Service Payment	-	-
Total Operating Expenses	$119,387	$152,176

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$42,425	$51,324
Total Operating Revenues	$48,925	$60,024
Total Revenues	$48,925	$60,024

Net Direct Operating Cost	$70,462	$92,152
Net Operating Cost	$70,462	$92,152
Federal Operating Contribution	-	-
Provincial Operating Contribution	$54,000	$65,000
Municipal Operating Contribution	$6,750	$5,152
Other Operating Contribution	$9,800	$22,000
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	-	-
Total Capital Disposals	-	-
Total Capital Funding	-	-
Federal Capital Contribution	-	-
Provincial Capital Contribution	-	-
Municipal Capital Contribution	-	-
Other Capital Contribution	-	-

PERFORMANCE INDICATORS

FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	41 %	39 %
Municipal Operating Contribution Per Capita	$0.46	$0.32
Net Direct Operating Cost Per Regular Service Passenger	$8.28	$7.62
Maintenance Expense / Total Direct Operating Expense	$0.05	$0.07
Fuel Expense / Total Direct Operating Expense	$0.14	$0.13
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	4.99	4.25
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$14.03	$12.59
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$38.49	$38.73
Maintenance Expense / Total Vehicle Hours	$1.75	$2.62
Fuel Expense / Total Vehicle Hours	$5.57	$5.05
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	0.6	0.7
Total Regular Service Linked Trips / Revenue Vehicle Hour	2.9	3.2
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	0.2	0.2
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	28.93	33.42
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	0.51	-
TOP WAGE RATES		
Operators	$16.00	$18.00
Mechanics	-	-

Barrie, ON

Contact Name: Brent Forsyth
Contact Title: Director of Transit and Parking Strategy

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

System Established:	1965-09-01
Municipal Population:	155,137
Service Area Population:	155,137
Service Area Size km²:	113.0
Service Provided by:	MVT Canada Bus Inc

General/Adult Cash Fare:	$3.50
Ridership (Linked Trips):	3,532,598
Total Operating Revenues:	$7,111,703

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	-
	16 - 30 Minutes	8
	>30 Minutes	2
Saturday	< 16 Minutes	-
	16 - 30 Minutes	8
	>30 Minutes	2
Sunday	< 16 Minutes	-
	16 - 30 Minutes	1
	>30 Minutes	8
Number of Fixed Routes		10
Number of Accessible Routes		-

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	05:00	05:00	05:00	05:00	05:00	06:45	08:30
End	00:30	00:30	00:30	00:30	00:30	00:30	22:30

Fare Structure In Effect Since: 2023-04-01

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$3.50	$3.00	-	$91.00	
Child/Youth	-	-	-	-	0-12 FREE
Student	$3.50	$2.60	-	$69.75	Valid ID
Senior	$3.00	$2.10	-	$53.00	65+ (Free on Tuesdays and Thursdays)

Other Fare Type: Family, U-pass, Blind/CNIB, Day Pass,

Vehicles by Mode

	Active		Average Age	
	Acc.	Non Acc.	Acc.	Non Acc.
Small Community Buses:	-	-	-	-
Standard Buses:	49	-	6.1	-
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**49**	**-**	**6.1**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	49	35	40 %	85,932
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**49**	**35**	**40 %**	**85,932**

Percentage of Accessible Bus Fleet:	100.0 %
Percentage of Accessible Transit Fleet:	100.0 %

Total Low-Floor Buses (30'-60'):	49
Average Bus Age (Years):	6

Active Buses by Power Type

Diesel	49
Biodiesel	-
Natural Gas	-
Gasoline	-
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	49

Energy Consumption (All Modes)

Diesel	1,840,205	litres
Biodiesel	-	
Gasoline	-	
Natural Gas	-	
Electricity	-	

Employee Statistics	Full-time	Part-time
Operators	155	-
Other Transport Operations	-	-
Vehicle Mechanics	10	-
Other Vehicle Mechanics	17	-
Plant and Other Maintenance	32	-
General and Administration	-	-
Total Employees	**214**	**-**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	3,923,400	100 %	200,148	100 %	4,210,679	100 %	21.0
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**3,923,400**		**200,148**		**4,210,679**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	3,234,329	4,210,679
Total Vehicle Kilometres	3,309,737	4,372,901
Revenue Vehicle Hours	159,338	200,148
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	164,308	207,168
Operators Paid Hours	264,160	-
Vehicle Mechanics Paid Hours	18,720	-
Total Employee Paid Hours	382,720	-

PASSENGER DATA		
Adult/General Passenger Trips	1,233,527	1,724,560
Children/Youth Passenger Trips	29,656	41,461
Student Passenger Trips	1,062,339	1,485,226
Senior Passenger Trips	201,242	281,350
Total Concession Fare Linked Trips	1,293,237	1,808,038
Total Regular Service Linked Trips	2,526,764	3,532,598
Regular Service Passenger-KMs	-	-
Auxiliary Service Passenger Trips	-	-

OPERATING EXPENSES		
Transportation Operations	$15,656,505	$16,627,118
Fuel/Energy for Vehicles	$3,412,768	$2,806,646
Vehicle Maintenance	-	-
Plant Maintenance	$459,064	$481,835
General/Administration	$1,382,866	$1,480,349
Total Direct Operating Expense	$20,911,203	$21,395,948
Debt Service Payment	-	-
Total Operating Expenses	$20,911,203	$21,395,948

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$5,163,978	$6,631,210
Total Operating Revenues	$5,563,322	$7,111,703
Total Revenues	$5,627,424	$7,173,075
Net Direct Operating Cost	$15,347,881	$14,284,245
Net Operating Cost	$15,283,779	$14,222,873
Federal Operating Contribution	$1,199,442	-
Provincial Operating Contribution	$1,381,506	-
Municipal Operating Contribution	$12,702,831	$14,222,873
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	$4,141,030	$2,695,480
Total Capital Disposals	-	-
Total Capital Funding	$4,141,030	$2,695,480
Federal Capital Contribution	$1,587,762	$910,435
Provincial Capital Contribution	$1,309,869	$788,780
Municipal Capital Contribution	$1,243,399	$996,265
Other Capital Contribution	-	-

PERFORMANCE INDICATORS		
FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	27 %	33 %
Municipal Operating Contribution Per Capita	$81.88	$91.68
Net Direct Operating Cost Per Regular Service Passenger	$6.07	$4.04
Maintenance Expense / Total Direct Operating Expense	-	-
Fuel Expense / Total Direct Operating Expense	$0.16	$0.13
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	2.04	1.88
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$8.28	$6.06
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$127.27	$103.28
Maintenance Expense / Total Vehicle Hours	-	-
Fuel Expense / Total Vehicle Hours	$20.77	$13.55
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	16.3	22.8
Total Regular Service Linked Trips / Revenue Vehicle Hour	15.9	17.6
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	1.0	1.3
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	20.30	21.04
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	0.60	-
TOP WAGE RATES		
Operators	$27.99	$27.99
Mechanics	$38.77	$38.77

Belleville, ON

Contact Name: Brad Strauss
Contact Title: Manager - Transit Services
Statistical Contact: Brad Strauss
Statistical Title: Manager - Transit Services
Telephone: 613-962-4344
Email: bstrauss@belleville.ca

System Established:	
Municipal Population:	55,071
Service Area Population:	55,071
Service Area Size km²:	247.2
Service Provided by:	Municipal Department,
General/Adult Cash Fare:	$3.00
Ridership (Linked Trips):	1,599,523
Total Operating Revenues:	$2,006,323

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	-
	16 - 30 Minutes	6
	>30 Minutes	4
Saturday	< 16 Minutes	-
	16 - 30 Minutes	4
	>30 Minutes	6
Sunday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-

Number of Fixed Routes	12
Number of Accessible Routes	12

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	04:45	04:45	04:45	04:45	04:45	04:45	04:45
End	00:00	00:00	00:00	00:00	00:00	00:00	00:00

Fare Structure In Effect Since: 2021-07-01

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$3.00	$2.50	$2.75	$70.00	
Child/Youth	$2.00	$1.54	$2.00	-	5 - 11 years
Student	$3.00	$2.25	$2.50	$70.00	High & Elementary
Senior	$2.25	$2.25	$2.25	$70.00	65+

Other Fare Type: Low Income, Post Secondary, Veteran,

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	-	-	-	-
Standard Buses:	19	-	8.9	-
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**19**	**-**	**8.9**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	19	13	46 %	53,665
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**19**	**13**	**46 %**	**53,665**

Percentage of Accessible Bus Fleet:	100.0 %
Percentage of Accessible Transit Fleet:	100.0 %
Total Low-Floor Buses (30'-60'):	19
Average Bus Age (Years):	9

Active Buses by Power Type

Diesel	19
Biodiesel	-
Natural Gas	-
Gasoline	-
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	19

Energy Consumption (All Modes)

Diesel	549,837	litres
Biodiesel	-	
Gasoline	-	
Natural Gas	-	
Electricity	-	

Employee Statistics	Full-time	Part-time
Operators	38	4
Other Transport Operations	-	-
Vehicle Mechanics	3	-
Other Vehicle Mechanics	-	-
Plant and Other Maintenance	-	-
General and Administration	5	-
Total Employees	**48**	**4**

Modal Statistics	Boardings		Revenue Vehicle Hours		Revenue Vehicle KMs		Average Speed (km/h)
Bus	1,599,523	100 %	73,983	100 %	1,019,644	100 %	13.8
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**1,599,523**		**73,983**		**1,019,644**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	1,100,538	1,019,644
Total Vehicle Kilometres	1,118,607	1,060,184
Revenue Vehicle Hours	69,444	73,983
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	70,885	75,165
Operators Paid Hours	17,620	91,741
Vehicle Mechanics Paid Hours	-	6,240
Total Employee Paid Hours	36,340	108,381

PASSENGER DATA		
Adult/General Passenger Trips	840,755	1,564,334
Children/Youth Passenger Trips	23,190	6,398
Student Passenger Trips	280,251	12,796
Senior Passenger Trips	73,108	15,995
Total Concession Fare Linked Trips	376,549	35,189
Total Regular Service Linked Trips	1,217,304	1,599,523
Regular Service Passenger-KMs	1,118,607	10,236,947
Auxiliary Service Passenger Trips	-	-

OPERATING EXPENSES		
Transportation Operations	$3,514,591	$3,413,738
Fuel/Energy for Vehicles	$1,018,588	$833,560
Vehicle Maintenance	$1,017,991	$1,037,551
Plant Maintenance	$360,568	$384,393
General/Administration	$1,056,761	$1,003,678
Total Direct Operating Expense	$6,968,499	$6,672,918
Debt Service Payment	-	-
Total Operating Expenses	$6,968,499	$6,672,918

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$1,533,516	$1,859,983
Total Operating Revenues	$1,668,236	$2,006,323
Total Revenues	$1,668,236	$2,006,323

Net Direct Operating Cost	$5,300,263	$4,666,595
Net Operating Cost	$5,300,263	$4,666,595
Federal Operating Contribution	$21,395	$52,752
Provincial Operating Contribution	$757,600	$214,455
Municipal Operating Contribution	$4,521,268	$75,356
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	$366,985	$132,730
Total Capital Disposals	$1,619,705	-
Total Capital Funding	$366,985	$132,730
Federal Capital Contribution	-	-
Provincial Capital Contribution	$366,985	$132,730
Municipal Capital Contribution	-	-
Other Capital Contribution	-	-

PERFORMANCE INDICATORS		
FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	24 %	30 %
Municipal Operating Contribution Per Capita	$82.10	$1.37
Net Direct Operating Cost Per Regular Service Passenger	$4.35	$2.92
Maintenance Expense / Total Direct Operating Expense	$0.15	$0.16
Fuel Expense / Total Direct Operating Expense	$0.15	$0.12
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	1.26	1.16
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$5.72	$4.17
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$98.31	$88.78
Maintenance Expense / Total Vehicle Hours	$14.36	$13.80
Fuel Expense / Total Vehicle Hours	$14.37	$11.09
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	22.1	29.0
Total Regular Service Linked Trips / Revenue Vehicle Hour	17.5	21.6
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	1.3	1.3
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	15.85	13.78
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	3.94	0.81
TOP WAGE RATES		
Operators	$27.46	$27.46
Mechanics	$33.02	$34.39

Bracebridge, ON

Contact Name: Scott Clayton
Contact Title: Manager of Operations

Statistical Contact: Jessica Stuart
Statistical Title: Administrative Assistant
Telephone: 705-645-5264 x 3602
Email: jstuart@bracebridge.ca

System Established:	2016-08-29
Municipal Population:	17,305
Service Area Population:	6,000
Service Area Size km²:	26.8
Service Provided by:	Hammond Transportation Ltd.

General/Adult Cash Fare:	$2.50
Ridership (Linked Trips):	28,132
Total Operating Revenues:	$54,181

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-
Saturday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-
Sunday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-

Number of Fixed Routes 1
Number of Accessible Routes -

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	07:30	07:30	07:30	07:30	07:30	08:30	
End	18:30	18:30	18:30	18:30	18:30	18:30	

Fare Structure In Effect Since: 2016-08-29

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$2.50	-	-	$50.00	18 to 65
Child/Youth	-	-	-	-	5 and under (Free with fare paying adult)
Student	$2.00	-	-	$40.00	6 to 18
Senior	$2.00	-	-	$40.00	65 +
Other Fare Type:	Blind/CNIB,				

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	1	-	7.0	-
Standard Buses:	-	-	-	-
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**1**	**-**	**7.0**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	1	1	-	69,520
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**1**	**1**	**-**	**69,520**

Percentage of Accessible Bus Fleet: 100.0 %
Percentage of Accessible Transit Fleet: 100.0 %

Total Low-Floor Buses (30'-60'): 1
Average Bus Age (Years): 7

Active Buses by Power Type

Diesel	1
Biodiesel	-
Natural Gas	-
Gasoline	-
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	1

Energy Consumption (All Modes)

Diesel	14,500	litres
Biodiesel	-	
Gasoline	-	
Natural Gas	-	
Electricity	-	

Employee Statistics	Full-time	Part-time
Operators	2	2
Other Transport Operations	-	-
Vehicle Mechanics	-	-
Other Vehicle Mechanics	-	-
Plant and Other Maintenance	-	-
General and Administration	-	-
Total Employees	**2**	**2**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	28,132	100 %	3,160	100 %	69,520	100 %	22.0
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**28,132**		**3,160**		**69,520**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	69,520	69,520
Total Vehicle Kilometres	75,094	75,094
Revenue Vehicle Hours	3,160	3,160
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	3,211	3,211
Operators Paid Hours	3,211	3,211
Vehicle Mechanics Paid Hours	-	-
Total Employee Paid Hours	3,211	3,211

PASSENGER DATA		
Adult/General Passenger Trips	8,542	13,223
Children/Youth Passenger Trips	126	216
Student Passenger Trips	4,171	7,595
Senior Passenger Trips	5,446	7,033
Total Concession Fare Linked Trips	10,111	14,909
Total Regular Service Linked Trips	18,653	28,132
Regular Service Passenger-KMs	-	-
Auxiliary Service Passenger Trips	-	-

OPERATING EXPENSES		
Transportation Operations	$268,102	$268,090
Fuel/Energy for Vehicles	-	-
Vehicle Maintenance	-	-
Plant Maintenance	-	-
General/Administration	-	-
Total Direct Operating Expense	$268,102	$268,090
Debt Service Payment	-	-
Total Operating Expenses	$268,102	$268,090

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$42,602	$54,181
Total Operating Revenues	$42,605	$54,181
Total Revenues	$42,605	$54,181

Net Direct Operating Cost	$225,497	$213,909
Net Operating Cost	$225,497	$213,909
Federal Operating Contribution	$18,138	-
Provincial Operating Contribution	$154,342	$154,309
Municipal Operating Contribution	$53,017	$59,600
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	-	-
Total Capital Disposals	-	-
Total Capital Funding	-	-
Federal Capital Contribution	-	-
Provincial Capital Contribution	-	-
Municipal Capital Contribution	-	-
Other Capital Contribution	-	-

PERFORMANCE INDICATORS

FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	16 %	20 %
Municipal Operating Contribution Per Capita	$8.84	$9.93
Net Direct Operating Cost Per Regular Service Passenger	$12.09	$7.60
Maintenance Expense / Total Direct Operating Expense	-	-
Fuel Expense / Total Direct Operating Expense	-	-

AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	2.28	1.93

COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$14.37	$9.53

COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$83.49	$83.49
Maintenance Expense / Total Vehicle Hours	-	-
Fuel Expense / Total Vehicle Hours	-	-

SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	3.1	4.7
Total Regular Service Linked Trips / Revenue Vehicle Hour	5.9	8.9

AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	0.5	0.5

AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	22.00	22.00

LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	0.98	0.98

TOP WAGE RATES		
Operators	-	-
Mechanics	-	-

Bradford West Gwillimbury, ON

Contact Name: Paul Dubniak
Contact Title: Transportation Technologist
Statistical Contact: Paul Dubniak
Statistical Title: Transportation Technologist
Telephone: 905-775-5369 x5206
Email: pdubniak@townofbwg.com

System Established:	2014-05-01
Municipal Population:	46,200
Service Area Population:	39,450
Service Area Size km²:	17.3
Service Provided by:	Voyago and Town Taxi

General/Adult Cash Fare:	$3.00
Ridership (Linked Trips):	44,585
Total Operating Revenues:	$71,574

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	-
	16 - 30 Minutes	1
	>30 Minutes	2
Saturday	< 16 Minutes	-
	16 - 30 Minutes	1
	>30 Minutes	1
Sunday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-
Number of Fixed Routes		3
Number of Accessible Routes		3

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	04:45	04:45	04:45	04:45	04:45	09:00	
End	00:30	00:30	00:30	00:30	00:30	17:00	

Fare Structure In Effect Since: 2022-06-13

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$3.00	$1.00	-	-	5 and up
Child/Youth	-	-	-	-	Under 5 rides free
Student	-	-	-	-	
Senior	-	-	-	-	
Other Fare Type:	Blind/CNIB,				

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	-	-	-	-
Standard Buses:	3	-	3.3	-
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**3**	**-**	**3.3**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	3	3	-	23,529
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**3**	**3**	**-**	**23,529**

Percentage of Accessible Bus Fleet:	100.0 %
Percentage of Accessible Transit Fleet:	100.0 %
Total Low-Floor Buses (30'-60'):	3
Average Bus Age (Years):	3

Active Buses by Power Type

Diesel	-
Biodiesel	-
Natural Gas	-
Gasoline	3
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	3

Energy Consumption (All Modes)

Diesel	-
Biodiesel	-
Gasoline	-
Natural Gas	-
Electricity	-

Employee Statistics	Full-time	Part-time
Operators	-	-
Other Transport Operations	-	-
Vehicle Mechanics	-	-
Other Vehicle Mechanics	-	-
Plant and Other Maintenance	-	-
General and Administration	-	-
Total Employees	**-**	**-**

Modal Statistics	Boardings		Revenue Vehicle Hours		Revenue Vehicle KMs		Average Speed (km/h)
Bus	46,932	100 %	-	-	70,586	100 %	-
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**46,932**		**-**		**70,586**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	70,586	70,586
Total Vehicle Kilometres	70,586	70,586
Revenue Vehicle Hours	-	-
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	-	4,868
Operators Paid Hours	-	-
Vehicle Mechanics Paid Hours	-	-
Total Employee Paid Hours	-	-

PASSENGER DATA		
Adult/General Passenger Trips	-	44,585
Children/Youth Passenger Trips	-	-
Student Passenger Trips	-	-
Senior Passenger Trips	-	-
Total Concession Fare Linked Trips	-	-
Total Regular Service Linked Trips	33,899	44,585
Regular Service Passenger-KMs	-	-
Auxiliary Service Passenger Trips	-	-

OPERATING EXPENSES		
Transportation Operations	$861,802	$828,167
Fuel/Energy for Vehicles	$101,081	$102,175
Vehicle Maintenance	-	-
Plant Maintenance	-	-
General/Administration	$112,682	$130,403
Total Direct Operating Expense	$1,075,565	$1,060,745
Debt Service Payment	-	-
Total Operating Expenses	$1,075,565	$1,060,745

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$65,382	$50,690
Total Operating Revenues	$65,382	$71,574
Total Revenues	$65,382	$71,574

Net Direct Operating Cost	$1,010,183	$989,171
Net Operating Cost	$1,010,183	$989,171
Federal Operating Contribution	-	-
Provincial Operating Contribution	$379,965	$380,170
Municipal Operating Contribution	$630,218	$609,001
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	-	-
Total Capital Disposals	-	-
Total Capital Funding	-	-
Federal Capital Contribution	-	-
Provincial Capital Contribution	-	-
Municipal Capital Contribution	-	-
Other Capital Contribution	-	-

PERFORMANCE INDICATORS		
FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	6 %	7 %
Municipal Operating Contribution Per Capita	$16.11	$15.44
Net Direct Operating Cost Per Regular Service Passenger	$29.80	$22.19
Maintenance Expense / Total Direct Operating Expense	-	-
Fuel Expense / Total Direct Operating Expense	$0.09	$0.10
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	1.93	1.14
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$31.73	$23.79
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	-	$217.90
Maintenance Expense / Total Vehicle Hours	-	-
Fuel Expense / Total Vehicle Hours	-	$20.99
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	0.9	1.1
Total Regular Service Linked Trips / Revenue Vehicle Hour	-	-
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	-	-
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	-	-
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	-	-
TOP WAGE RATES		
Operators	-	-
Mechanics	-	-

Brampton, ON

Contact Name: Heidi Dempster
Contact Title: Transit General Manager

Statistical Contact: Jarrid Jensen
Statistical Title: Supervisor of Transit Accounting and Employee Support Services
Telephone: 905-874-2750 x62345
Email: jarrid.jensen@brampton.ca

System Established:	1974-01-01
Municipal Population:	685,360
Service Area Population:	685,360
Service Area Size km²:	266.8
Service Provided by:	Municipal Department,

General/Adult Cash Fare:	$4.50
Ridership (Linked Trips):	40,907,483
Total Operating Revenues:	$112,425,015

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	18
	16 - 30 Minutes	13
	>30 Minutes	18
Saturday	< 16 Minutes	4
	16 - 30 Minutes	15
	>30 Minutes	20
Sunday	< 16 Minutes	2
	16 - 30 Minutes	-
	>30 Minutes	-

Number of Fixed Routes	72
Number of Accessible Routes	-

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	04:00	04:00	04:00	04:00	04:00	05:00	07:30
End	00:30	00:30	00:30	00:30	00:30	00:30	23:30

Fare Structure In Effect Since: 2023-05-01

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$4.50	$3.40	-	$141.25	20+, incl. College/University
Child/Youth	$4.50	$2.00	-	$84.00	6-12 Years of Age
Student	$4.50	$2.80	-	$118.00	13-19 including Students
Senior	$4.50	$1.75	-	-	65+ (non-resident)

Other Fare Type: Youth, Employer, Veteran, Blind/CNIB, Week Pass,

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	-	-	-	-
Standard Buses:	383	-	9.9	-
Articulated Buses:	90	-	7.5	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**473**	**-**	**9.5**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	473	366	29 %	53,127
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**473**	**366**	**29 %**	**53,127**

Percentage of Accessible Bus Fleet:	100.0 %
Percentage of Accessible Transit Fleet:	100.0 %
Total Low-Floor Buses (30'-60'):	473
Average Bus Age (Years):	9

Active Buses by Power Type

Diesel	133
Biodiesel	332
Natural Gas	-
Gasoline	-
Electric	
Trolley	-
Battery	8
Fuel Cell	-
Total	473

Energy Consumption (All Modes)

Diesel	6,374,808	litres
Biodiesel	9,323,957	litres
Gasoline	-	
Natural Gas	-	
Electricity	626,780	kilowatt-hours

Employee Statistics	Full-time	Part-time
Operators	1,037	-
Other Transport Operations	68	-
Vehicle Mechanics	110	-
Other Vehicle Mechanics	95	-
Plant and Other Maintenance	15	-
General and Administration	61	66
Total Employees	**1,386**	**66**

Modal Statistics	Boardings		Revenue Vehicle Hours		Revenue Vehicle KMs		Average Speed (km/h)
Bus	63,676,854	100 %	1,277,913	100 %	25,129,253	100 %	19.7
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**63,676,854**		**1,277,913**		**25,129,253**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	23,678,289	25,129,253
Total Vehicle Kilometres	27,289,247	28,680,362
Revenue Vehicle Hours	1,179,472	1,277,913
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	1,327,620	1,439,463
Operators Paid Hours	2,013,440	2,156,960
Vehicle Mechanics Paid Hours	210,080	228,800
Total Employee Paid Hours	2,742,168	2,949,388

PASSENGER DATA		
Adult/General Passenger Trips	25,541,524	31,344,381
Children/Youth Passenger Trips	102,179	122,361
Student Passenger Trips	3,974,446	7,260,168
Senior Passenger Trips	1,508,625	1,968,584
Total Concession Fare Linked Trips	5,773,416	9,563,102
Total Regular Service Linked Trips	31,314,940	40,907,483
Regular Service Passenger-KMs	-	-
Auxiliary Service Passenger Trips	-	-

OPERATING EXPENSES		
Transportation Operations	$112,882,533	$120,270,287
Fuel/Energy for Vehicles	$24,730,897	$22,160,562
Vehicle Maintenance	$38,190,144	$42,711,800
Plant Maintenance	$7,022,033	$6,460,568
General/Administration	$7,491,094	$7,978,936
Total Direct Operating Expense	$190,316,702	$199,582,154
Debt Service Payment	-	-
Total Operating Expenses	$190,316,702	$199,582,154

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$79,062,558	$109,417,219
Total Operating Revenues	$81,394,720	$112,425,015
Total Revenues	$81,394,720	$112,425,015
Net Direct Operating Cost	$108,921,982	$87,157,139
Net Operating Cost	$108,921,982	$87,157,139
Federal Operating Contribution	-	-
Provincial Operating Contribution	$19,119,780	$16,319,735
Municipal Operating Contribution	$89,802,202	$70,837,404
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	$16,319,735
Municipal Debt Service Contribution	-	$70,837,404

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	$28,289,522	$21,104,512
Total Capital Disposals	-	-
Total Capital Funding	$28,289,522	$21,104,512
Federal Capital Contribution	$9,317,221	$7,457,913
Provincial Capital Contribution	$8,784,918	$5,969,596
Municipal Capital Contribution	$10,187,383	$7,677,003
Other Capital Contribution	-	-

PERFORMANCE INDICATORS		
FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	43 %	56 %
Municipal Operating Contribution Per Capita	$133.25	$103.36
Net Direct Operating Cost Per Regular Service Passenger	$3.48	$2.13
Maintenance Expense / Total Direct Operating Expense	$0.20	$0.21
Fuel Expense / Total Direct Operating Expense	$0.13	$0.11
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	2.52	2.67
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$6.08	$4.88
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$143.35	$138.65
Maintenance Expense / Total Vehicle Hours	$28.77	$29.67
Fuel Expense / Total Vehicle Hours	$18.63	$15.40
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	46.5	59.7
Total Regular Service Linked Trips / Revenue Vehicle Hour	26.5	32.0
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	1.8	1.9
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	20.08	19.66
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	0.59	0.59
TOP WAGE RATES		
Operators	$37.30	$38.05
Mechanics	$44.40	$45.29

Brant County, ON

Contact Name: Danielle Tota
Contact Title: Strategic Initiatives Coordinator
Statistical Contact: Danielle Tota
Statistical Title: Strategic Initiatives Coordinator
Telephone: 519-751-8643
Email: danielle.tota@brant.ca

System Established:	2019-10-01	**General/Adult Cash Fare:**	$2.00
Municipal Population:	146,688	**Ridership (Linked Trips):**	23,980
Service Area Population:	146,688	**Total Operating Revenues:**	$98,369
Service Area Size km²:	843.2		
Service Provided by:	Municipal Department,		

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-
Saturday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-
Sunday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-
Number of Fixed Routes		-
Number of Accessible Routes		-

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	06:00	06:00	06:00	06:00	06:00	08:00	08:00
End	21:00	21:00	21:00	21:00	21:00	18:00	18:00

Fare Structure In Effect Since: 2021-07-01

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$2.00	-	-	-	12 years and above
Child/Youth	-	-	-	-	under 12 years old
Student	-	-	-	-	
Senior	$3.00	-	-	-	55+
Other Fare Type:	Blind/CNIB,				

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	-	-	-	-
Standard Buses:	-	-	-	-
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**-**	**-**	**-**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	-	10	-	-
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**-**	**10**	**-**	**-**

Percentage of Accessible Bus Fleet:

Percentage of Accessible Transit Fleet:

Total Low-Floor Buses (30'-60'): -

Average Bus Age (Years): -

Active Buses by Power Type

Diesel	-
Biodiesel	-
Natural Gas	-
Gasoline	-
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	-

Energy Consumption (All Modes)

Diesel	-	
Biodiesel	-	
Gasoline	148,719	litres
Natural Gas	-	
Electricity	-	

Employee Statistics	Full-time	Part-time
Operators	9	5
Other Transport Operations	3	2
Vehicle Mechanics	-	2
Other Vehicle Mechanics	-	1
Plant and Other Maintenance	-	-
General and Administration	1	3
Total Employees	**13**	**13**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	23,980	100 %	20,518	100 %	314,569	100 %	15.3
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**23,980**		**20,518**		**314,569**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	311,669	314,569
Total Vehicle Kilometres	617,102	602,103
Revenue Vehicle Hours	20,206	20,518
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	30,684	27,098
Operators Paid Hours	-	-
Vehicle Mechanics Paid Hours	-	-
Total Employee Paid Hours	-	-

PASSENGER DATA		
Adult/General Passenger Trips	13,704	14,356
Children/Youth Passenger Trips	565	486
Student Passenger Trips	-	-
Senior Passenger Trips	8,464	8,852
Total Concession Fare Linked Trips	9,029	9,624
Total Regular Service Linked Trips	22,733	23,980
Regular Service Passenger-KMs	-	-
Auxiliary Service Passenger Trips	15,421	14,657

OPERATING EXPENSES		
Transportation Operations	$764,923	$861,827
Fuel/Energy for Vehicles	-	-
Vehicle Maintenance	-	-
Plant Maintenance	-	-
General/Administration	$62,250	$34,262
Total Direct Operating Expense	$827,176	$896,089
Debt Service Payment	-	-
Total Operating Expenses	$827,176	$896,089

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$100,599	$98,369
Total Operating Revenues	$100,603	$98,369
Total Revenues	$100,603	$98,369

Net Direct Operating Cost	$726,573	$797,720
Net Operating Cost	$726,574	$797,720
Federal Operating Contribution	-	-
Provincial Operating Contribution	-	-
Municipal Operating Contribution	-	$797,720
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	-	-
Total Capital Disposals	-	-
Total Capital Funding	-	-
Federal Capital Contribution	-	-
Provincial Capital Contribution	-	-
Municipal Capital Contribution	-	-
Other Capital Contribution	-	-

PERFORMANCE INDICATORS

FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	12 %	11 %
Municipal Operating Contribution Per Capita	-	$5.44
Net Direct Operating Cost Per Regular Service Passenger	$31.96	$33.27
Maintenance Expense / Total Direct Operating Expense	-	-
Fuel Expense / Total Direct Operating Expense	-	-

AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	4.43	4.10

COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$36.39	$37.37

COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$26.96	$33.07
Maintenance Expense / Total Vehicle Hours	-	-
Fuel Expense / Total Vehicle Hours	-	-

SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	0.2	0.2
Total Regular Service Linked Trips / Revenue Vehicle Hour	1.1	1.2

AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	0.1	0.1

AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	15.42	15.33

LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	-	-

TOP WAGE RATES		
Operators	$23.00	$24.00
Mechanics	$36.50	$37.50

Remarks

Visually impaired participants can ride for a free with a CNIB card.
Support persons are able to ride for free.

Brantford, ON

Contact Name: Mike Spicer
Contact Title: Director of Fleet and Transit Services

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

System Established:	
Municipal Population:	104,688
Service Area Population:	104,688
Service Area Size km²:	98.7
Service Provided by:	Municipal Department,

General/Adult Cash Fare:	$3.00
Ridership (Linked Trips):	2,086,802
Total Operating Revenues:	$3,482,204

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	1
	16 - 30 Minutes	8
	>30 Minutes	-
Saturday	< 16 Minutes	1
	16 - 30 Minutes	8
	>30 Minutes	-
Sunday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	9

Number of Fixed Routes	15
Number of Accessible Routes	15

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	06:00	06:00	06:00	06:00	06:00	06:00	08:00
End	01:00	01:00	01:00	01:00	01:00	01:00	18:00

Fare Structure In Effect Since: 2016-01-04

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$3.00	$2.45	-	$73.50	
Child/Youth	-	-	-	-	12 and Under
Student	$3.00	$2.45	-	$55.50	
Senior	$3.00	$2.45	-	$55.50	

Other Fare Type: Youth, Low Income, Post Secondary, U-pass, Semester, Veteran, Blind/CNIB, Day Pass,

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	-	-	-	-
Standard Buses:	31	-	6.2	-
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**31**	**-**	**6.2**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	31	20	55 %	62,383
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**31**	**20**	**55 %**	**62,383**

Percentage of Accessible Bus Fleet:	100.0 %
Percentage of Accessible Transit Fleet:	100.0 %

Total Low-Floor Buses (30'-60'):	31
Average Bus Age (Years):	6

Active Buses by Power Type

Diesel	31
Biodiesel	-
Natural Gas	-
Gasoline	-
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	31

Energy Consumption (All Modes)

Diesel	1,068,122	litres
Biodiesel	-	
Gasoline	-	
Natural Gas	-	
Electricity	-	

Employee Statistics	Full-time	Part-time
Operators	48	9
Other Transport Operations	11	-
Vehicle Mechanics	7	-
Other Vehicle Mechanics	4	2
Plant and Other Maintenance	-	-
General and Administration	2	-
Total Employees	**72**	**11**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	2,583,801	100 %	82,937	100 %	1,933,860	100 %	23.3
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**2,583,801**		**82,937**		**1,933,860**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	1,869,532	1,933,860
Total Vehicle Kilometres	1,869,532	1,933,860
Revenue Vehicle Hours	76,303	82,937
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	76,303	82,937
Operators Paid Hours	109,824	113,880
Vehicle Mechanics Paid Hours	14,560	14,560
Total Employee Paid Hours	162,394	162,500

PASSENGER DATA		
Adult/General Passenger Trips	597,079	788,789
Children/Youth Passenger Trips	50,316	73,800
Student Passenger Trips	380,369	1,154,780
Senior Passenger Trips	36,732	58,898
Total Concession Fare Linked Trips	477,400	1,298,013
Total Regular Service Linked Trips	1,074,479	2,086,802
Regular Service Passenger-KMs	-	-
Auxiliary Service Passenger Trips	-	-

OPERATING EXPENSES		
Transportation Operations	$5,385,448	$5,769,442
Fuel/Energy for Vehicles	$1,699,942	$1,555,808
Vehicle Maintenance	$2,250,805	$2,211,921
Plant Maintenance	$721,819	$707,817
General/Administration	$592,803	$612,573
Total Direct Operating Expense	$10,650,817	$10,857,561
Debt Service Payment	-	-
Total Operating Expenses	$12,126,293	$12,328,060

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$2,516,398	$3,223,809
Total Operating Revenues	$2,703,422	$3,482,204
Total Revenues	$2,710,806	$3,483,396

Net Direct Operating Cost	$7,947,395	$7,375,357
Net Operating Cost	$9,415,487	$8,844,664
Federal Operating Contribution	-	-
Provincial Operating Contribution	$1,965,129	$1,498,898
Municipal Operating Contribution	$7,450,358	$7,345,766
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	$3,777,360	$2,531,021
Total Capital Disposals	$21,750	$11,945
Total Capital Funding	$3,872,159	$2,531,021
Federal Capital Contribution	$1,515,109	$992,546
Provincial Capital Contribution	$1,205,873	$772,547
Municipal Capital Contribution	$1,151,177	$765,928
Other Capital Contribution	-	-

PERFORMANCE INDICATORS

FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	25 %	32 %
Municipal Operating Contribution Per Capita	$71.17	$70.17
Net Direct Operating Cost Per Regular Service Passenger	$7.40	$3.53
Maintenance Expense / Total Direct Operating Expense	$0.21	$0.20
Fuel Expense / Total Direct Operating Expense	$0.16	$0.14

AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	2.34	1.54

COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$9.91	$5.20

COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$139.59	$130.91
Maintenance Expense / Total Vehicle Hours	$29.50	$26.67
Fuel Expense / Total Vehicle Hours	$22.28	$18.76

SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	10.3	19.9
Total Regular Service Linked Trips / Revenue Vehicle Hour	14.1	25.2

AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	0.7	0.8

AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	24.50	23.32

LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	0.69	0.73

TOP WAGE RATES		
Operators	$29.65	$30.27
Mechanics	$38.15	$39.60

Brockville, ON

Contact Name: Matthew Locke
Contact Title: Supervisor of Transportation & Fleet Services

Statistical Contact: Matthew Locke
Statistical Title: Supervisor of Transportation & Fleet Services
Telephone: 613-342-8772
Email: mlocke@brockville.com

System Established:	1982-01-05
Municipal Population:	22,293
Service Area Population:	22,293
Service Area Size km²:	20.7
Service Provided by:	Municipal Department,

General/Adult Cash Fare:	$2.50
Ridership (Linked Trips):	85,106
Total Operating Revenues:	$167,019

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	3
Saturday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	3
Sunday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-
Number of Fixed Routes		4
Number of Accessible Routes		4

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	06:45	06:45	06:45	06:45	06:45	08:45	
End	21:00	21:00	21:00	21:00	21:00	18:15	

Fare Structure In Effect Since: 2023-05-01

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$2.50	$2.18	-	$62.00	
Child/Youth	-	-	-	-	5 and Under Free
Student	-	-	-	-	Semester Pass - Unlimited rides for $150/semester
Senior	-	-	-	-	

Other Fare Type: Semester,

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	4	-	7.0	-
Standard Buses:	1	-	2.0	-
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**5**	**-**	**6.0**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	5	3	67 %	40,243
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**5**	**3**	**67 %**	**40,243**

Percentage of Accessible Bus Fleet: 100.0 %
Percentage of Accessible Transit Fleet: 100.0 %

Total Low-Floor Buses (30'-60'): -
Average Bus Age (Years): 6

Active Buses by Power Type

Diesel	-
Biodiesel	-
Natural Gas	-
Gasoline	5
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	5

Energy Consumption (All Modes)

Diesel	-	
Biodiesel	-	
Gasoline	101,013	litres
Natural Gas	-	
Electricity	-	

Employee Statistics	Full-time	Part-time
Operators	6	7
Other Transport Operations	-	-
Vehicle Mechanics	-	-
Other Vehicle Mechanics	-	-
Plant and Other Maintenance	-	-
General and Administration	-	-
Total Employees	**6**	**7**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	95,382	100 %	10,575	100 %	201,215	100 %	19.0
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**95,382**		**10,575**		**201,215**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	208,861	201,215
Total Vehicle Kilometres	211,111	203,465
Revenue Vehicle Hours	10,575	10,575
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	10,800	10,800
Operators Paid Hours	18,014	15,200
Vehicle Mechanics Paid Hours	523	549
Total Employee Paid Hours	21,143	18,838
PASSENGER DATA		
Adult/General Passenger Trips	64,043	82,606
Children/Youth Passenger Trips	2,974	2,500
Student Passenger Trips	-	-
Senior Passenger Trips	-	-
Total Concession Fare Linked Trips	2,974	2,500
Total Regular Service Linked Trips	67,017	85,106
Regular Service Passenger-KMs	-	-
Auxiliary Service Passenger Trips	-	-
OPERATING EXPENSES		
Transportation Operations	$549,464	$591,770
Fuel/Energy for Vehicles	$153,805	$124,924
Vehicle Maintenance	$121,603	$130,724
Plant Maintenance	$42,498	$43,446
General/Administration	$95,603	$99,978
Total Direct Operating Expense	$962,973	$990,842
Debt Service Payment	-	-
Total Operating Expenses	$962,973	$990,842
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$127,732	$152,533
Total Operating Revenues	$141,308	$167,019
Total Revenues	$141,308	$167,019
Net Direct Operating Cost	$821,665	$823,823
Net Operating Cost	$821,665	$823,823
Federal Operating Contribution	-	-
Provincial Operating Contribution	$180,650	$191,921
Municipal Operating Contribution	$641,015	$631,902
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	-	-
Total Capital Disposals	-	-
Total Capital Funding	-	-
Federal Capital Contribution	-	-
Provincial Capital Contribution	-	-
Municipal Capital Contribution	-	-
Other Capital Contribution	-	-
PERFORMANCE INDICATORS		
FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	15 %	17 %
Municipal Operating Contribution Per Capita	$28.75	$28.35
Net Direct Operating Cost Per Regular Service Passenger	$12.26	$9.68
Maintenance Expense / Total Direct Operating Expense	$0.13	$0.13
Fuel Expense / Total Direct Operating Expense	$0.16	$0.13
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	1.91	1.79
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$14.37	$11.64
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$89.16	$91.74
Maintenance Expense / Total Vehicle Hours	$11.26	$12.10
Fuel Expense / Total Vehicle Hours	$14.24	$11.57
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	3.0	3.8
Total Regular Service Linked Trips / Revenue Vehicle Hour	6.3	8.0
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	0.5	0.5
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	19.75	19.03
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	0.59	0.70
TOP WAGE RATES		
Operators	$23.26	$23.69
Mechanics	$34.57	$35.21

Events

2024-03-18	2024-12-31	Premature bus failure / lack of bus supply

Burlington, ON

Contact Name: Catherine Baldelli
Contact Title: Director of Transit

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

System Established:	1975-09-05
Municipal Population:	201,467
Service Area Population:	196,713
Service Area Size km²:	97.6
Service Provided by:	Municipal Department,

General/Adult Cash Fare:	$3.50
Ridership (Linked Trips):	2,977,826
Total Operating Revenues:	$6,633,366

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	4
	16 - 30 Minutes	7
	>30 Minutes	1
Saturday	< 16 Minutes	2
	16 - 30 Minutes	5
	>30 Minutes	2
Sunday	< 16 Minutes	2
	16 - 30 Minutes	-
	>30 Minutes	-

Number of Fixed Routes	16
Number of Accessible Routes	-

Hours of Service:

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

Fare Structure In Effect Since: 2023-08-01

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$3.50	$2.75	-	$110.00	
Child/Youth	-	-	-	-	12 and Under
Student	$3.50	$1.90	-	$76.00	13-19 (Youth)Weekday start of service to 5:59pm
Senior	-	-	-	-	65+

Other Fare Type: Youth, Low Income, Blind/CNIB, OffPeak

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	4	-	9.0	-
Standard Buses:	57	7	6.1	2.0
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**61**	**7**	**6.3**	**2.0**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	68	42	62 %	71,127
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**68**	**42**	**62 %**	**71,127**

Percentage of Accessible Bus Fleet:	89.1 %
Percentage of Accessible Transit Fleet:	89.1 %

Total Low-Floor Buses (30'-60'):	68
Average Bus Age (Years):	6

Active Buses by Power Type

Diesel	68
Biodiesel	-
Natural Gas	-
Gasoline	-
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	68

Energy Consumption (All Modes)

Diesel	1,738,563	litres
Biodiesel	-	
Gasoline	-	
Natural Gas	-	
Electricity	-	

Employee Statistics	Full-time	Part-time
Operators	132	6
Other Transport Operations	9	-
Vehicle Mechanics	10	-
Other Vehicle Mechanics	9	2
Plant and Other Maintenance	1	-
General and Administration	9	4
Total Employees	**170**	**12**

Modal Statistics	Boardings		Revenue Vehicle Hours		Revenue Vehicle KMs		Average Speed (km/h)
Bus	3,674,844	100 %	201,192	100 %	4,836,661	100 %	24.0
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**3,674,844**		**201,192**		**4,836,661**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres		4,836,661
Total Vehicle Kilometres		5,160,416
Revenue Vehicle Hours		201,192
Auxiliary Revenue Vehicle Hours		-
Total Vehicle Hours		215,499
Operators Paid Hours		329,680
Vehicle Mechanics Paid Hours		24,960
Total Employee Paid Hours		424,710

PASSENGER DATA	2022	2023
Adult/General Passenger Trips		2,177,736
Children/Youth Passenger Trips		65,455
Student Passenger Trips		429,322
Senior Passenger Trips		305,313
Total Concession Fare Linked Trips		800,090
Total Regular Service Linked Trips		2,977,826
Regular Service Passenger-KMs		-
Auxiliary Service Passenger Trips		-

OPERATING EXPENSES	2022	2023
Transportation Operations		$13,845,166
Fuel/Energy for Vehicles		$4,198,919
Vehicle Maintenance		$4,184,882
Plant Maintenance		$666,562
General/Administration		$1,943,682
Total Direct Operating Expense		$24,839,210
Debt Service Payment		-
Total Operating Expenses		$24,839,212

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS	2022	2023
Regular Service Passenger Revenues		$5,636,407
Total Operating Revenues		$6,633,366
Total Revenues		$6,650,022

	2022	2023
Net Direct Operating Cost	-	$18,205,844
Net Operating Cost		$18,189,189
Federal Operating Contribution		-
Provincial Operating Contribution		$139,117
Municipal Operating Contribution		$18,021,570
Other Operating Contribution		-
Federal Debt Service Contribution		-
Provincial Debt Service Contribution		-
Municipal Debt Service Contribution		-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures		$7,243,851
Total Capital Disposals		-
Total Capital Funding		$5,248,003
Federal Capital Contribution		$1,912,239
Provincial Capital Contribution		$1,962,980
Municipal Capital Contribution		$1,372,784
Other Capital Contribution		-

PERFORMANCE INDICATORS

FINANCIAL	
Revenue / Cost Ratio (R/C Ratio)	27 %
Municipal Operating Contribution Per Capita	$91.61
Net Direct Operating Cost Per Regular Service Passenger	$6.11
Maintenance Expense / Total Direct Operating Expense	$0.17
Fuel Expense / Total Direct Operating Expense	$0.17
AVERAGE FARE	
Regular Service Passenger Revenue / Total Regular Service Linked Trips	1.89
COST EFFECTIVENESS	
Total Direct Operating Expense / Total Regular Service Linked Trips	$8.34
COST EFFICIENCY	
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$115.26
Maintenance Expense / Total Vehicle Hours	$19.42
Fuel Expense / Total Vehicle Hours	$19.48
SERVICE UTILIZATION	
Total Regular Service Linked Trips Per Capita	15.1
Total Regular Service Linked Trips / Revenue Vehicle Hour	14.8
AMOUNT OF SERVICE	
Revenue Vehicle Hours Per Capita	1.0
AVERAGE SPEED	
Revenue Vehicle Kilometres / Revenue Vehicle Hour	24.04
LABOUR PRODUCTIVITY	
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	0.61
TOP WAGE RATES	
Operators	$32.64
Mechanics	$40.69

Events

2023-08-01	Senior Fare Free - full time
2023-08-01	Youth Free Fare - time of day

Remarks

Rates and Fees approved by Council annually effective January 1st, does not necessarily change approved fare value

Caledon, ON

Contact Name: Arash Olia
Contact Title: Manager, Transportation Engineering
Statistical Contact: Arash Olia
Statistical Title: Manager, Transportation Engineering
Telephone: 905-584-2272 x4073
Email: arash.olia@caledon.ca

System Established:	
Municipal Population:	72,900
Service Area Population:	38,260
Service Area Size km²:	31.8
Service Provided by:	Voyago and Brampton Transit
General/Adult Cash Fare:	$4.00
Ridership (Linked Trips):	39,906
Total Operating Revenues:	$114,106

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	-
	16 - 30 Minutes	1
	>30 Minutes	3
Saturday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	3
Sunday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-
Number of Fixed Routes		4
Number of Accessible Routes		4

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	05:01	05:01	05:01	05:01	05:01	05:25	
End	01:04	01:04	01:04	01:04	01:04	00:04	

Fare Structure In Effect Since:

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$4.00	-	$3.10	$128.00	
Child/Youth	$4.00	-	$2.00	$84.00	
Student	$4.00	-	$2.55	$107.00	
Senior	$1.00	-	$1.60	$52.00	

Other Fare Type: Youth, Day Care, Blind/CNIB, Day Pass, Week Pass, Weekend Pass, Annual Pass,

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	-	-	-	-
Standard Buses:	-	-	-	-
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**-**	**-**	**-**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	-	5	-	-
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**-**	**5**	**-**	**-**

Percentage of Accessible Bus Fleet:

Percentage of Accessible Transit Fleet:

Total Low-Floor Buses (30'-60'): -

Average Bus Age (Years): -

Active Buses by Power Type

Diesel	-
Biodiesel	-
Natural Gas	-
Gasoline	-
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	-

Energy Consumption (All Modes)

Diesel	-
Biodiesel	-
Gasoline	-
Natural Gas	-
Electricity	-

Employee Statistics	Full-time	Part-time
Operators	-	-
Other Transport Operations	-	-
Vehicle Mechanics	-	-
Other Vehicle Mechanics	-	-
Plant and Other Maintenance	-	-
General and Administration	-	-
Total Employees	**-**	**-**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	39,906	100 %	-	-	-	-	-
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**39,906**		**-**		**-**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	-	-
Revenue Vehicle Hours	4,473	-
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	4,473	5,039
Operators Paid Hours	-	-
Vehicle Mechanics Paid Hours	-	-
Total Employee Paid Hours	-	-

PASSENGER DATA		
Adult/General Passenger Trips	-	-
Children/Youth Passenger Trips	-	-
Student Passenger Trips	-	-
Senior Passenger Trips	-	-
Total Concession Fare Linked Trips	-	-
Total Regular Service Linked Trips	31,420	39,906
Regular Service Passenger-KMs	-	-
Auxiliary Service Passenger Trips	-	-

OPERATING EXPENSES		
Transportation Operations	$326,938	$401,408
Fuel/Energy for Vehicles	-	-
Vehicle Maintenance	-	-
Plant Maintenance	-	-
General/Administration	-	-
Total Direct Operating Expense	$326,938	$401,408
Debt Service Payment	-	-
Total Operating Expenses	$326,938	$401,408

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$86,679	$114,106
Total Operating Revenues	$86,679	$114,106
Total Revenues	$86,679	$114,106

Net Direct Operating Cost	$240,259	$287,302
Net Operating Cost	$240,259	$287,301
Federal Operating Contribution	-	-
Provincial Operating Contribution	-	$14,116
Municipal Operating Contribution	$240,259	$273,185
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	-	-
Total Capital Disposals	-	-
Total Capital Funding	-	-
Federal Capital Contribution	-	-
Provincial Capital Contribution	-	-
Municipal Capital Contribution	-	-
Other Capital Contribution	-	-

PERFORMANCE INDICATORS

FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	27 %	28 %
Municipal Operating Contribution Per Capita	$6.45	$7.14
Net Direct Operating Cost Per Regular Service Passenger	$7.65	$7.20
Maintenance Expense / Total Direct Operating Expense	-	-
Fuel Expense / Total Direct Operating Expense	-	-
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	2.76	2.86
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$10.41	$10.06
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$73.09	$79.66
Maintenance Expense / Total Vehicle Hours	-	-
Fuel Expense / Total Vehicle Hours	-	-
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	0.8	1.0
Total Regular Service Linked Trips / Revenue Vehicle Hour	7.0	-
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	0.1	-
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	-	-
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	-	-
TOP WAGE RATES		
Operators	-	-
Mechanics	-	-

Chatham-Kent, ON

Contact Name: Jeff Hagan
Contact Title: Manager, Engineering (Transportation)

Statistical Contact: Jan Metcalfe
Statistical Title: Program Manager
Telephone: 519-360-1998
Email: rideck@chatham-kent.ca

System Established:	1946-01-01
Municipal Population:	106,000
Service Area Population:	45,000
Service Area Size km²:	2,458.0
Service Provided by:	Intouch Connection

General/Adult Cash Fare:	$2.50
Ridership (Linked Trips):	233,912
Total Operating Revenues:	$463,031

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	-
	16 - 30 Minutes	4
	>30 Minutes	4
Saturday	< 16 Minutes	-
	16 - 30 Minutes	4
	>30 Minutes	4
Sunday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-
Number of Fixed Routes		8
Number of Accessible Routes		8

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	06:15	06:15	06:15	06:15	06:15	06:15	09:00
End	00:45	00:45	00:45	00:45	00:45	19:15	17:00

Fare Structure In Effect Since: 2023-07-01

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$2.50	$2.20	-	$77.23	18-64
Child/Youth	-	-	-	-	U5 - free
Student	$2.50	$2.20	-	$62.51	6 - 17
Senior	$2.50	$2.20	-	$62.51	+65

Other Fare Type: Youth, Low Income, Post Secondary, Semester, Peak, OffPeak

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	17	-	3.1	-
Standard Buses:	2	-	3.0	-
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**19**	**-**	**3.1**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	19	8	138 %	51,088
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**19**	**8**	**138 %**	**51,088**

Percentage of Accessible Bus Fleet: 100.0 %
Percentage of Accessible Transit Fleet: 100.0 %

Total Low-Floor Buses (30'-60'): 19
Average Bus Age (Years): 3

Active Buses by Power Type

Diesel	3
Biodiesel	-
Natural Gas	-
Gasoline	16
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	19

Energy Consumption (All Modes)

Diesel	-
Biodiesel	-
Gasoline	-
Natural Gas	-
Electricity	-

Employee Statistics	Full-time	Part-time
Operators	-	-
Other Transport Operations	-	-
Vehicle Mechanics	-	-
Other Vehicle Mechanics	-	-
Plant and Other Maintenance	-	-
General and Administration	-	-
Total Employees	**-**	**-**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	334,543	100 %	37,198	100 %	970,668	100 %	26.1
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**334,543**		**37,198**		**970,668**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	956,213	970,668
Total Vehicle Kilometres	999,766	1,016,452
Revenue Vehicle Hours	38,634	37,198
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	38,634	38,877
Operators Paid Hours	-	-
Vehicle Mechanics Paid Hours	-	-
Total Employee Paid Hours	-	-

PASSENGER DATA		
Adult/General Passenger Trips	104,032	112,108
Children/Youth Passenger Trips	-	105
Student Passenger Trips	38,897	90,046
Senior Passenger Trips	1,485	1,382
Total Concession Fare Linked Trips	65,701	121,804
Total Regular Service Linked Trips	169,733	233,912
Regular Service Passenger-KMs	-	-
Auxiliary Service Passenger Trips	-	-

OPERATING EXPENSES		
Transportation Operations	$2,833,519	$2,026,643
Fuel/Energy for Vehicles	$172,335	$82,455
Vehicle Maintenance	-	$289,501
Plant Maintenance	$7,372	$7,872
General/Administration	$308,986	$236,537
Total Direct Operating Expense	$3,322,212	$2,643,007
Debt Service Payment	-	-
Total Operating Expenses	$3,322,212	$2,643,007

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$513,228	$456,209
Total Operating Revenues	$553,461	$463,031
Total Revenues	$553,461	$463,031

Net Direct Operating Cost	$2,768,751	$2,179,976
Net Operating Cost	$2,768,751	$2,179,976
Federal Operating Contribution	-	-
Provincial Operating Contribution	$932,868	$584,984
Municipal Operating Contribution	$1,835,883	$1,382,238
Other Operating Contribution	-	$212,754
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	$86,681	$670,750
Total Capital Disposals	-	-
Total Capital Funding	$86,681	$670,750
Federal Capital Contribution	$28,890	$180,534
Provincial Capital Contribution	$51,816	$455,470
Municipal Capital Contribution	$5,975	$11,341
Other Capital Contribution	-	$23,406

PERFORMANCE INDICATORS

FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	17 %	18 %
Municipal Operating Contribution Per Capita	$40.80	$30.72
Net Direct Operating Cost Per Regular Service Passenger	$16.31	$9.32
Maintenance Expense / Total Direct Operating Expense	-	$0.11
Fuel Expense / Total Direct Operating Expense	$0.05	$0.03
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	3.02	1.95
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$19.57	$11.30
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$85.99	$67.98
Maintenance Expense / Total Vehicle Hours	-	$7.45
Fuel Expense / Total Vehicle Hours	$4.46	$2.12
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	3.8	5.2
Total Regular Service Linked Trips / Revenue Vehicle Hour	4.4	6.3
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	0.9	0.8
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	24.75	26.09
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	-	-
TOP WAGE RATES		
Operators	-	-
Mechanics	-	-

Clearview, ON

Contact Name: Dan Perreault
Contact Title: Director of Public Works

Statistical Contact: Kelly McDonald
Statistical Title: Director of Finance/Treasurer
Telephone: 705-428-6230 x236
Email: kmcdonald@clearview.ca

System Established:	2017-11-21
Municipal Population:	14,500
Service Area Population:	4,500
Service Area Size km²:	10.0
Service Provided by:	Municipal Department,

General/Adult Cash Fare:	$2.00
Ridership (Linked Trips):	13,300
Total Operating Revenues:	$24,500

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-
Saturday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-
Sunday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-
Number of Fixed Routes		1
Number of Accessible Routes		1

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	06:30	06:30	06:30	06:30	06:30	06:30	08:30
End	20:30	20:30	20:30	20:30	20:30	20:30	17:30

Fare Structure In Effect Since: 2024-01-01

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$2.00	-	-	$40.00	18
Child/Youth	$2.00	-	-	$30.00	< 4 = Free
Student	$2.00	-	-	$30.00	Student ID
Senior	$2.00	-	-	$40.00	65+
Other Fare Type:	Youth,				

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	-	-	-	-
Standard Buses:	-	-	-	-
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**1**	**-**	**6.0**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	1	1	-	148,000
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**1**	**1**	**-**	**148,000**

Percentage of Accessible Bus Fleet:	100.0 %
Percentage of Accessible Transit Fleet:	100.0 %

Total Low-Floor Buses (30'-60'):	-
Average Bus Age (Years):	6

Active Buses by Power Type

Diesel	-
Biodiesel	-
Natural Gas	-
Gasoline	1
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	1

Energy Consumption (All Modes)

Diesel	-
Biodiesel	-
Gasoline	-
Natural Gas	-
Electricity	-

Employee Statistics	Full-time	Part-time
Operators	-	-
Other Transport Operations	-	-
Vehicle Mechanics	-	-
Other Vehicle Mechanics	-	-
Plant and Other Maintenance	-	-
General and Administration	-	-
Total Employees	**-**	**-**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	13,300	100 %	-	-	148,000	100 %	-
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**13,300**		**-**		**148,000**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	113,164	148,000
Total Vehicle Kilometres	113,164	147,982
Revenue Vehicle Hours	5,508	-
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	5,508	-
Operators Paid Hours	-	-
Vehicle Mechanics Paid Hours	-	-
Total Employee Paid Hours	-	-

PASSENGER DATA		
Adult/General Passenger Trips	9,808	-
Children/Youth Passenger Trips	295	-
Student Passenger Trips	-	-
Senior Passenger Trips	-	-
Total Concession Fare Linked Trips	295	-
Total Regular Service Linked Trips	10,103	13,300
Regular Service Passenger-KMs	-	-
Auxiliary Service Passenger Trips	-	-

OPERATING EXPENSES		
Transportation Operations	$280,000	$168,000
Fuel/Energy for Vehicles	$65,000	$191,991
Vehicle Maintenance	$25,000	$20,000
Plant Maintenance	-	-
General/Administration	$15,000	-
Total Direct Operating Expense	$385,000	$379,991
Debt Service Payment	-	-
Total Operating Expenses	$385,000	$379,991

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$21,156	$24,500
Total Operating Revenues	$21,156	$24,500
Total Revenues	$21,156	$24,500

Net Direct Operating Cost	$363,844	$355,491
Net Operating Cost	$363,844	$355,491
Federal Operating Contribution	-	-
Provincial Operating Contribution	-	-
Municipal Operating Contribution	$363,844	$355,491
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	-	-
Total Capital Disposals	-	-
Total Capital Funding	-	-
Federal Capital Contribution	-	-
Provincial Capital Contribution	-	-
Municipal Capital Contribution	-	-
Other Capital Contribution	-	-

PERFORMANCE INDICATORS

FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	5 %	6 %
Municipal Operating Contribution Per Capita	$88.74	$79.00
Net Direct Operating Cost Per Regular Service Passenger	$36.01	$26.73
Maintenance Expense / Total Direct Operating Expense	$0.06	$0.05
Fuel Expense / Total Direct Operating Expense	$0.17	$0.51
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	2.09	1.84
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$38.11	$28.57
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$69.90	-
Maintenance Expense / Total Vehicle Hours	$4.54	-
Fuel Expense / Total Vehicle Hours	$11.80	-
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	2.5	3.0
Total Regular Service Linked Trips / Revenue Vehicle Hour	1.8	-
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	1.3	-
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	20.55	-
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	-	-
TOP WAGE RATES		
Operators	$30.00	-
Mechanics	$30.00	-

Cobourg, ON

Contact Name: Laurie Wills
Contact Title: Director of Public Works

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

System Established:	1976-01-01
Municipal Population:	20,500
Service Area Population:	20,500
Service Area Size km²:	26.0
Service Provided by:	Century Transportation

General/Adult Cash Fare:	$2.50
Ridership (Linked Trips):	39,555
Total Operating Revenues:	$78,076

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	3
	16 - 30 Minutes	-
	>30 Minutes	-
Saturday	< 16 Minutes	3
	16 - 30 Minutes	-
	>30 Minutes	-
Sunday	< 16 Minutes	2
	16 - 30 Minutes	-
	>30 Minutes	-

Number of Fixed Routes	3
Number of Accessible Routes	3

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	06:15	06:15	06:15	06:15	06:15	08:15	08:45
End	21:00	21:00	21:00	21:00	21:00	18:45	15:45

Fare Structure In Effect Since: 2024-01-01

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$2.50	$2.50	-	$65.00	
Child/Youth	$2.50	$2.50	-	$2.50	6-12 (passes) 5 & Under Free
Student	$2.50	$2.50	-	$48.75	Student ID
Senior	$2.50	$2.50	-	$48.75	
Other Fare Type:					

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	-	-	-	-
Standard Buses:	3	-	5.7	-
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**3**	**-**	**5.7**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	3	3	-	47,131
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**3**	**3**	**-**	**47,131**

Percentage of Accessible Bus Fleet:	100.0 %
Percentage of Accessible Transit Fleet:	100.0 %

Total Low-Floor Buses (30'-60'):	3
Average Bus Age (Years):	6

Active Buses by Power Type

Diesel	2
Biodiesel	-
Natural Gas	-
Gasoline	1
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	3

Energy Consumption (All Modes)

Diesel	5,746	litres
Biodiesel	-	
Gasoline	27,555	litres
Natural Gas	-	
Electricity	-	

Employee Statistics	Full-time	Part-time
Operators	-	-
Other Transport Operations	-	-
Vehicle Mechanics	-	-
Other Vehicle Mechanics	-	-
Plant and Other Maintenance	-	-
General and Administration	-	-
Total Employees	**-**	**-**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	79,110	100 %	6,012	100 %	141,392	100 %	23.5
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**79,110**		**6,012**		**141,392**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	152,781	141,392
Total Vehicle Kilometres	152,781	141,392
Revenue Vehicle Hours	7,503	6,012
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	7,503	6,012
Operators Paid Hours	-	-
Vehicle Mechanics Paid Hours	-	-
Total Employee Paid Hours	-	-

PASSENGER DATA		
Adult/General Passenger Trips	-	39,555
Children/Youth Passenger Trips	-	-
Student Passenger Trips	-	-
Senior Passenger Trips	-	-
Total Concession Fare Linked Trips	-	-
Total Regular Service Linked Trips	38,935	39,555
Regular Service Passenger-KMs	144,060	142,398
Auxiliary Service Passenger Trips	-	-

OPERATING EXPENSES		
Transportation Operations	$727,343	$581,410
Fuel/Energy for Vehicles	-	-
Vehicle Maintenance	$1,693	$2,500
Plant Maintenance	$38,836	$37,956
General/Administration	$3,327	$90,753
Total Direct Operating Expense	$771,199	$712,619
Debt Service Payment	-	-
Total Operating Expenses	$791,199	$712,619

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$59,681	$71,410
Total Operating Revenues	$67,681	$78,076
Total Revenues	$67,681	$78,076

Net Direct Operating Cost	$703,518	$634,543
Net Operating Cost	$723,518	$634,543
Federal Operating Contribution	-	-
Provincial Operating Contribution	$242,396	$203,000
Municipal Operating Contribution	$481,122	$634,543
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	-	-
Total Capital Disposals	-	$14,064
Total Capital Funding	-	$14,064
Federal Capital Contribution	-	-
Provincial Capital Contribution	-	-
Municipal Capital Contribution	-	$14,064
Other Capital Contribution	-	-

PERFORMANCE INDICATORS

FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	9 %	11 %
Municipal Operating Contribution Per Capita	$23.47	$30.95
Net Direct Operating Cost Per Regular Service Passenger	$18.07	$16.04
Maintenance Expense / Total Direct Operating Expense	$0.00	$0.00
Fuel Expense / Total Direct Operating Expense	-	-
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	1.53	1.81
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$19.81	$18.02
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$105.45	$118.53
Maintenance Expense / Total Vehicle Hours	$0.23	$0.42
Fuel Expense / Total Vehicle Hours	-	-
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	1.9	1.9
Total Regular Service Linked Trips / Revenue Vehicle Hour	5.2	6.6
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	0.4	0.3
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	20.36	23.52
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	-	-
TOP WAGE RATES		
Operators	-	-
Mechanics	-	-

Events

2024-01-01	2023-12-31	Driver Shortages

Remarks

Reduced service hours due to driver shortages by contractor, however, the Town saw a slight increase in ridership over last year, even with reduced service hours.

The Town of Cobourg will launch a one (1) year pilot of a limited fixed route in conjunction with On-Demand services in September 2024. KPI's will be reported back to Council; Council will then decide whether or not the limited fixed route will continue.

New Transit Operations Contract to commence in September 2024.

Collingwood, ON

Contact Name: Kristofer Wiszniak
Contact Title: Public Works and Transit Coordinator

Statistical Contact: Kristofer Wiszniak
Statistical Title: Public Works and Transit Coordinator
Telephone: 705-445-1292 x4204
Email: kwiszniak@collingwood.ca

System Established:	1982-10-10
Municipal Population:	34,201
Service Area Population:	21,000
Service Area Size km²:	27.1
Service Provided by:	Landmark Bus

General/Adult Cash Fare:	$2.00
Ridership (Linked Trips):	137,533
Total Operating Revenues:	$231,777

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	3
Saturday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	3
Sunday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-

Number of Fixed Routes	4
Number of Accessible Routes	-

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	07:00	07:00	07:00	07:00	07:00	07:00	07:00
End	21:00	21:00	21:00	21:00	21:00	21:00	21:00

Fare Structure In Effect Since: 2021-01-01

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$2.00	-	-	$40.00	
Child/Youth	-	-	-	-	Under 5
Student	$1.50	-	-	$30.00	
Senior	$1.50	-	-	$30.00	
Other Fare Type:	Blind/CNIB,				

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	-	-	-	-
Standard Buses:	4	-	4.5	-
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**4**	**-**	**4.5**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	4	3	33 %	67,793
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**4**	**3**	**33 %**	**67,793**

Percentage of Accessible Bus Fleet:	100.0 %
Percentage of Accessible Transit Fleet:	100.0 %
Total Low-Floor Buses (30'-60'):	-
Average Bus Age (Years):	5

Active Buses by Power Type

Diesel	-
Biodiesel	-
Natural Gas	-
Gasoline	4
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	4

Energy Consumption (All Modes)

Diesel	140,877	litres
Biodiesel	-	
Gasoline	-	
Natural Gas	-	
Electricity	-	

Employee Statistics	Full-time	Part-time
Operators	-	-
Other Transport Operations	-	-
Vehicle Mechanics	-	-
Other Vehicle Mechanics	-	-
Plant and Other Maintenance	-	-
General and Administration	-	-
Total Employees	**-**	**-**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	137,533	100 %	18,231	100 %	271,173	100 %	14.9
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**137,533**		**18,231**		**271,173**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	360,404	271,173
Total Vehicle Kilometres	361,168	271,173
Revenue Vehicle Hours	22,952	18,231
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	24,011	18,231
Operators Paid Hours	-	-
Vehicle Mechanics Paid Hours	-	-
Total Employee Paid Hours	-	-

PASSENGER DATA		
Adult/General Passenger Trips	110,786	137,533
Children/Youth Passenger Trips	-	-
Student Passenger Trips	-	-
Senior Passenger Trips	-	-
Total Concession Fare Linked Trips	-	-
Total Regular Service Linked Trips	110,786	137,533
Regular Service Passenger-KMs	-	-
Auxiliary Service Passenger Trips	-	-

OPERATING EXPENSES		
Transportation Operations	$832,385	$926,241
Fuel/Energy for Vehicles	$249,773	$197,229
Vehicle Maintenance	$121,455	$215,815
Plant Maintenance	$280,414	$136,309
General/Administration	$10,439	$25,462
Total Direct Operating Expense	$1,494,466	$1,501,056
Debt Service Payment	-	-
Total Operating Expenses	$1,494,466	$1,501,056

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$190,621	$231,777
Total Operating Revenues	$190,621	$231,777
Total Revenues	$230,621	$231,777

Net Direct Operating Cost	$1,303,845	$1,269,279
Net Operating Cost	$1,263,845	$1,269,279
Federal Operating Contribution	-	-
Provincial Operating Contribution	$380,144	$347,360
Municipal Operating Contribution	$785,484	$834,871
Other Operating Contribution	$98,220	$87,048
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	$41,536	$80,227
Total Capital Disposals	-	-
Total Capital Funding	$42,036	$80,227
Federal Capital Contribution	$33,200	$58,565
Provincial Capital Contribution	-	-
Municipal Capital Contribution	$8,836	$21,665
Other Capital Contribution	-	-

PERFORMANCE INDICATORS

FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	13 %	15 %
Municipal Operating Contribution Per Capita	$41.34	$39.76
Net Direct Operating Cost Per Regular Service Passenger	$11.77	-
Maintenance Expense / Total Direct Operating Expense	$0.08	$0.14
Fuel Expense / Total Direct Operating Expense	$0.17	$0.13

AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	1.72	-

COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$13.49	-

COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$62.24	-
Maintenance Expense / Total Vehicle Hours	$5.06	-
Fuel Expense / Total Vehicle Hours	$10.40	-

SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	5.8	-
Total Regular Service Linked Trips / Revenue Vehicle Hour	4.8	-

AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	1.2	-

AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	15.70	-

LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	-	-

TOP WAGE RATES		
Operators	-	-
Mechanics	-	-

Cornwall, ON

Contact Name: Jean Marcil
Contact Title: Manager

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

System Established:	1974-11-11
Municipal Population:	47,845
Service Area Population:	47,845
Service Area Size km²:	61.8
Service Provided by:	Municipal Department,

General/Adult Cash Fare:	$3.00
Ridership (Linked Trips):	863,227
Total Operating Revenues:	$1,522,543

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	-
	16 - 30 Minutes	10
	>30 Minutes	-
Saturday	< 16 Minutes	-
	16 - 30 Minutes	7
	>30 Minutes	-
Sunday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-

Number of Fixed Routes	10
Number of Accessible Routes	10

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	06:00	06:00	06:00	06:00	06:00	06:30	
End	23:30	23:30	23:30	23:30	23:30	23:30	

Fare Structure In Effect Since: 2023-05-01

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$3.00	$2.70	$27.00	$67.00	18 to 64
Child/Youth	-	-	-	-	under 6
Student	$3.00	$2.50	$25.00	$55.00	6 to 17 & adult students
Senior	$3.00	$2.50	$25.00	$48.00	65 and older

Other Fare Type: Low Income, Semester, Veteran, Blind/CNIB, Day Pass, Annual Pass,

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	-	-	-	-
Standard Buses:	15	-	3.5	-
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**15**	**-**	**3.5**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	15	10	50 %	52,922
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**15**	**10**	**50 %**	**52,922**

Percentage of Accessible Bus Fleet:	100.0 %
Percentage of Accessible Transit Fleet:	100.0 %

Total Low-Floor Buses (30'-60'):	1
Average Bus Age (Years):	4

Active Buses by Power Type

Diesel	15
Biodiesel	-
Natural Gas	-
Gasoline	-
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	15

Energy Consumption (All Modes)

Diesel	392,757	litres
Biodiesel	-	
Gasoline	47,875	litres
Natural Gas	-	
Electricity	-	

Employee Statistics	Full-time	Part-time
Operators	23	5
Other Transport Operations	7	-
Vehicle Mechanics	6	-
Other Vehicle Mechanics	3	1
Plant and Other Maintenance	1	-
General and Administration	4	-
Total Employees	**44**	**6**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	903,723	100 %	39,087	100 %	793,832	100 %	20.3
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**903,723**		**39,087**		**793,832**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	665,990	793,832
Total Vehicle Kilometres	666,980	798,440
Revenue Vehicle Hours	35,074	39,087
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	35,074	40,441
Operators Paid Hours	-	-
Vehicle Mechanics Paid Hours	-	-
Total Employee Paid Hours	-	-

PASSENGER DATA		
Adult/General Passenger Trips	364,006	522,118
Children/Youth Passenger Trips	-	4,287
Student Passenger Trips	145,030	236,140
Senior Passenger Trips	94,760	70,981
Total Concession Fare Linked Trips	254,638	341,109
Total Regular Service Linked Trips	618,644	863,227
Regular Service Passenger-KMs	-	-
Auxiliary Service Passenger Trips	2,931	5,395

OPERATING EXPENSES		
Transportation Operations	$1,456,662	$1,718,257
Fuel/Energy for Vehicles	$522,806	$475,328
Vehicle Maintenance	$779,967	$932,372
Plant Maintenance	$177,311	$170,815
General/Administration	$1,325,807	$1,664,246
Total Direct Operating Expense	$4,262,553	$5,036,033
Debt Service Payment	$599,406	$621,235
Total Operating Expenses	$5,595,404	$6,755,839

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$826,721	$1,445,147
Total Operating Revenues	$873,246	$1,522,543
Total Revenues	$973,246	$1,622,543
Net Direct Operating Cost	$3,389,307	$3,513,490
Net Operating Cost	$4,622,158	$5,133,296
Federal Operating Contribution	$147,941	-
Provincial Operating Contribution	$656,593	$594,828
Municipal Operating Contribution	$3,727,475	$4,538,468
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	$1,954,004	$1,152,847
Total Capital Disposals	$55,975	$22,390
Total Capital Funding	$1,929,112	$1,130,458
Federal Capital Contribution	$763,810	$326,965
Provincial Capital Contribution	$618,082	$272,444
Municipal Capital Contribution	$547,220	$531,049
Other Capital Contribution	-	-

PERFORMANCE INDICATORS		
FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	20 %	30 %
Municipal Operating Contribution Per Capita	$77.91	$94.86
Net Direct Operating Cost Per Regular Service Passenger	$5.48	$4.07
Maintenance Expense / Total Direct Operating Expense	$0.18	$0.19
Fuel Expense / Total Direct Operating Expense	$0.12	$0.09
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	1.34	1.67
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$6.89	$5.83
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$121.53	$124.53
Maintenance Expense / Total Vehicle Hours	$22.24	$23.06
Fuel Expense / Total Vehicle Hours	$14.91	$11.75
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	12.9	18.0
Total Regular Service Linked Trips / Revenue Vehicle Hour	17.6	22.1
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	0.7	0.8
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	18.99	20.31
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	-	-
TOP WAGE RATES		
Operators	$26.02	$27.31
Mechanics	$30.43	$32.61

Events

College Enrollment Increase 2023

Deseronto, ON

Contact Name: Bryan Brooks
Contact Title: Town manager

Statistical Contact: Mora Nicholls & Gail Maracle
Statistical Title: Treasurer & Clerk
Telephone: 613-396-2440
Email: mnicholls@deseronto.ca gmaracle@deseronto.ca

System Established:	2007-11-20
Municipal Population:	25,609
Service Area Population:	25,609
Service Area Size km²:	848.3
Service Provided by:	Municipal Department,

General/Adult Cash Fare:	$20.00
Ridership (Linked Trips):	6,082
Total Operating Revenues:	$33,608

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	1
	16 - 30 Minutes	1
	>30 Minutes	1
Saturday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-
Sunday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-

Number of Fixed Routes -
Number of Accessible Routes -

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	05:00	05:00	05:00	05:00	05:00		
End	18:00	18:00	18:00	18:00	18:00		

Fare Structure In Effect Since:

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$20.00	-	-	$205.00	Fare varies based on distance
Child/Youth	$6.00	-	-	-	Fare varies based on distance
Student	$18.00	-	-	-	Fare varies based on distance
Senior	$18.00	-	-	-	Fare varies based on distance

Other Fare Type: Youth, Post Secondary,

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	4	-	7.0	-
Standard Buses:	-	-	-	-
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**4**	**-**	**7.0**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	4	1	300 %	15,433
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**4**	**1**	**300 %**	**15,433**

Percentage of Accessible Bus Fleet: 100.0 %
Percentage of Accessible Transit Fleet: 100.0 %

Total Low-Floor Buses (30'-60'): -
Average Bus Age (Years): 7

Active Buses by Power Type

Diesel	-
Biodiesel	-
Natural Gas	-
Gasoline	4
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	4

Energy Consumption (All Modes)

Diesel	-	
Biodiesel	-	
Gasoline	31,951	litres
Natural Gas	-	
Electricity	-	

Employee Statistics	Full-time	Part-time
Operators	-	4
Other Transport Operations	-	-
Vehicle Mechanics	-	-
Other Vehicle Mechanics	-	-
Plant and Other Maintenance	-	-
General and Administration	-	-
Total Employees	**-**	**4**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	6,082	100 %	-	-	61,732	100 %	-
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**6,082**		**-**		**61,732**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	72,080	61,732
Total Vehicle Kilometres	72,080	61,732
Revenue Vehicle Hours	3,380	-
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	3,380	2,706
Operators Paid Hours	-	6,001
Vehicle Mechanics Paid Hours	-	-
Total Employee Paid Hours	-	6,001

PASSENGER DATA		
Adult/General Passenger Trips	4,810	4,253
Children/Youth Passenger Trips	8	-
Student Passenger Trips	19	40
Senior Passenger Trips	466	1,789
Total Concession Fare Linked Trips	493	1,829
Total Regular Service Linked Trips	5,303	6,082
Regular Service Passenger-KMs	16	121,640
Auxiliary Service Passenger Trips	-	-

OPERATING EXPENSES		
Transportation Operations	$127,936	$156,262
Fuel/Energy for Vehicles	$44,094	$41,067
Vehicle Maintenance	$42,261	$21,505
Plant Maintenance	$2,646	$4,691
General/Administration	$78,033	$2,857
Total Direct Operating Expense	$294,970	$226,110
Debt Service Payment	-	-
Total Operating Expenses	$294,970	$226,110

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$36,869	$32,733
Total Operating Revenues	$37,566	$33,608
Total Revenues	$37,566	$33,608

Net Direct Operating Cost	$257,404	$192,502
Net Operating Cost	$257,404	$192,502
Federal Operating Contribution	$148,417	-
Provincial Operating Contribution	$157,263	-
Municipal Operating Contribution	$27,200	$192,502
Other Operating Contribution	$19,500	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	-	-
Total Capital Disposals	-	-
Total Capital Funding	-	-
Federal Capital Contribution	-	-
Provincial Capital Contribution	-	-
Municipal Capital Contribution	-	-
Other Capital Contribution	-	-

PERFORMANCE INDICATORS

FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	13 %	15 %
Municipal Operating Contribution Per Capita	$0.53	$7.52
Net Direct Operating Cost Per Regular Service Passenger	$48.54	$31.65
Maintenance Expense / Total Direct Operating Expense	$0.14	$0.10
Fuel Expense / Total Direct Operating Expense	$0.15	$0.18

AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	6.95	5.38

COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$55.62	$37.18

COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$87.27	$83.56
Maintenance Expense / Total Vehicle Hours	$12.50	$7.95
Fuel Expense / Total Vehicle Hours	$13.05	$15.18

SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	0.1	0.2
Total Regular Service Linked Trips / Revenue Vehicle Hour	1.6	-

AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	0.1	-

AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	21.33	-

LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	-	-

TOP WAGE RATES		
Operators	$22.76	$21.99
Mechanics	-	-

Remarks

We have different rates for different areas:
Adult tickets are one of four prices $14/$7.50/$20/$5
Child tickets are one of three prices $5/$4/$6
Student tickets are one of four prices $10/$6.50/$18/$5
Senior tickets are on of four prices $10/$6.50/$18/$5

Durham Region, ON

Contact Name: Bill Holmes
Contact Title: General Manager

Statistical Contact: Karen Wesener
Statistical Title: Data Analyst
Telephone: 905-668-4113 x2133
Email: karen.wesener@durham.ca

System Established:	2006-01-01
Municipal Population:	753,090
Service Area Population:	753,090
Service Area Size km²:	2,537.0
Service Provided by:	Transit Commission,

General/Adult Cash Fare:	$4.35
Ridership (Linked Trips):	10,737,195
Total Operating Revenues:	$32,581,357

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	10
	16 - 30 Minutes	18
	>30 Minutes	1
Saturday	< 16 Minutes	3
	16 - 30 Minutes	15
	>30 Minutes	-
Sunday	< 16 Minutes	3
	16 - 30 Minutes	-
	>30 Minutes	-
Number of Fixed Routes		30
Number of Accessible Routes		30

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	05:00	05:00	05:00	05:00	05:00	05:00	05:00
End	04:59	04:59	04:59	04:59	04:59	04:59	04:59

Fare Structure In Effect Since: 2023-07-01

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$4.35	$3.35	$3.35	$120.60	
Child/Youth	-	-	-	-	to 12 inclusive
Student	$4.35	$3.00	$3.00	$96.50	Age 13 to 19 inclusive
Senior	$3.20	$2.20	$2.20	$48.25	Age 65 and over

Other Fare Type: Youth, Low Income, U-pass, Blind/CNIB,

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	-	-	-	-
Standard Buses:	150	-	7.6	-
Articulated Buses:	8	-	2.8	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**158**	**-**	**7.3**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	158	127	24 %	87,803
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**158**	**127**	**24 %**	**87,803**

Percentage of Accessible Bus Fleet: 100.0 %
Percentage of Accessible Transit Fleet: 100.0 %

Total Low-Floor Buses (30'-60'): 158
Average Bus Age (Years): 7

Active Buses by Power Type

Diesel	158
Biodiesel	-
Natural Gas	-
Gasoline	-
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	158

Energy Consumption (All Modes)

Diesel	5,973,632	litres
Biodiesel	-	
Gasoline	16,375	litres
Natural Gas	-	
Electricity	-	

Employee Statistics	Full-time	Part-time
Operators	334	98
Other Transport Operations	30	4
Vehicle Mechanics	34	3
Other Vehicle Mechanics	54	16
Plant and Other Maintenance	-	-
General and Administration	47	2
Total Employees	**499**	**123**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	12,913,779	100 %	563,650	100 %	13,872,847	100 %	24.6
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**12,913,779**		**563,650**		**13,872,847**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	12,705,935	13,872,847
Total Vehicle Kilometres	13,783,241	14,697,278
Revenue Vehicle Hours	452,431	563,650
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	490,244	595,683
Operators Paid Hours	758,770	858,095
Vehicle Mechanics Paid Hours	88,490	93,088
Total Employee Paid Hours	1,141,540	1,278,964

PASSENGER DATA		
Adult/General Passenger Trips	5,396,547	7,943,795
Children/Youth Passenger Trips	117,281	223,356
Student Passenger Trips	846,854	1,214,818
Senior Passenger Trips	409,950	505,724
Total Concession Fare Linked Trips	1,908,046	2,793,400
Total Regular Service Linked Trips	7,304,593	10,737,195
Regular Service Passenger-KMs	69,653,659	101,808,814
Auxiliary Service Passenger Trips	-	-

OPERATING EXPENSES		
Transportation Operations	$46,880,875	$52,267,932
Fuel/Energy for Vehicles	$10,410,528	$9,586,909
Vehicle Maintenance	$14,431,203	$16,430,695
Plant Maintenance	$6,759,337	$4,962,866
General/Administration	$13,202,436	$16,056,562
Total Direct Operating Expense	$91,684,379	$99,304,963
Debt Service Payment	$513,292	$513,292
Total Operating Expenses	$103,483,928	$111,585,150

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$22,624,759	$30,737,212
Total Operating Revenues	$23,418,619	$32,581,357
Total Revenues	$23,515,272	$32,595,144

Net Direct Operating Cost	$68,265,760	$66,723,606
Net Operating Cost	$79,968,656	$78,990,006
Federal Operating Contribution	-	-
Provincial Operating Contribution	$9,533,179	$2,111,111
Municipal Operating Contribution	$69,922,185	$76,365,603
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	$513,292	$513,292

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	$39,112,566	$15,902,766
Total Capital Disposals	-	-
Total Capital Funding	$39,112,566	$15,902,766
Federal Capital Contribution	-	$4,589,424
Provincial Capital Contribution	$5,055,289	$6,612,114
Municipal Capital Contribution	$34,057,277	$4,701,228
Other Capital Contribution	-	-

PERFORMANCE INDICATORS

FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	26 %	33 %
Municipal Operating Contribution Per Capita	$94.10	$101.40
Net Direct Operating Cost Per Regular Service Passenger	$9.35	$6.21
Maintenance Expense / Total Direct Operating Expense	$0.16	$0.17
Fuel Expense / Total Direct Operating Expense	$0.11	$0.10
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	3.10	2.86
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$12.55	$9.25
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$187.02	$166.71
Maintenance Expense / Total Vehicle Hours	$29.44	$27.58
Fuel Expense / Total Vehicle Hours	$21.24	$16.09
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	9.8	14.3
Total Regular Service Linked Trips / Revenue Vehicle Hour	16.1	19.0
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	0.6	0.7
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	28.08	24.61
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	0.60	0.66
TOP WAGE RATES		
Operators	$34.13	$34.90
Mechanics	$42.57	$43.53

Events

2023-08-16	2023-08-16	Fire at Deport

Remarks

Adjacent TA lent DRT 10 buses for use after fire at depot. DRT equipment not installed on buses and therefore, ridership, revenue hours and KM are estimated for external buses.

Elliot Lake, ON

Contact Name: Bart Doyle
Contact Title: Assistant Director of Public Works

Statistical Contact: Bart Doyle
Statistical Title: Assistant Director of Public Works
Telephone: 705-848-2287x2600
Email: splante@city.elliotlake.on.ca

System Established: 1991-01-01
Municipal Population: 11,372
Service Area Population: 11,372
Service Area Size km²: 16.0
Service Provided by: AJ Bus Lines

General/Adult Cash Fare: $2.50
Ridership (Linked Trips): 100,808
Total Operating Revenues: $181,861

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-
Saturday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-
Sunday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-

Number of Fixed Routes 4
Number of Accessible Routes 4

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	07:00	07:00	07:00	07:00	07:00	07:00	08:30
End	18:30	18:30	18:30	21:30	21:30	18:30	16:30

Fare Structure In Effect Since: 2014-08-01

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$2.50	$24.00	-	$62.00	18-64
Child/Youth	-	-	-	-	< 6 = free
Student	$2.25	$24.00	-	$52.00	6 - 17 with student card
Senior	$2.25	$24.00	-	$52.00	> 65

Other Fare Type: Low Income,

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	2	-	6.0	-
Standard Buses:	6	-	2.0	-
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**8**	**-**	**3.0**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	8	2	300 %	24,465
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**8**	**2**	**300 %**	**24,465**

Percentage of Accessible Bus Fleet: 100.0 %
Percentage of Accessible Transit Fleet: 100.0 %

Total Low-Floor Buses (30'-60'): 2
Average Bus Age (Years): 3

Active Buses by Power Type

Diesel	-
Biodiesel	-
Natural Gas	-
Gasoline	8
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	8

Energy Consumption (All Modes)

Diesel	-	
Biodiesel	-	
Gasoline	67,439	litres
Natural Gas	-	
Electricity	-	

Employee Statistics	Full-time	Part-time
Operators	4	3
Other Transport Operations	1	-
Vehicle Mechanics	3	-
Other Vehicle Mechanics	-	2
Plant and Other Maintenance	-	1
General and Administration	1	-
Total Employees	**9**	**6**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	100,808	100 %	8,403	100 %	195,716	100 %	23.3
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**100,808**		**8,403**		**195,716**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	199,921	195,716
Total Vehicle Kilometres	204,880	200,675
Revenue Vehicle Hours	8,390	8,403
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	8,390	8,403
Operators Paid Hours	8,390	8,419
Vehicle Mechanics Paid Hours	614	1,223
Total Employee Paid Hours	10,820	12,556

PASSENGER DATA		
Adult/General Passenger Trips	41,606	46,393
Children/Youth Passenger Trips	-	-
Student Passenger Trips	8,491	7,077
Senior Passenger Trips	34,813	25,162
Total Concession Fare Linked Trips	59,648	54,415
Total Regular Service Linked Trips	101,254	100,808
Regular Service Passenger-KMs	-	-
Auxiliary Service Passenger Trips	-	-

OPERATING EXPENSES		
Transportation Operations	$329,965	$335,311
Fuel/Energy for Vehicles	$105,284	$95,562
Vehicle Maintenance	$79,134	$135,784
Plant Maintenance	$40,710	$40,804
General/Administration	$24,907	$29,765
Total Direct Operating Expense	$580,000	$623,662
Debt Service Payment	-	-
Total Operating Expenses	$580,000	$623,662

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$121,956	$177,861
Total Operating Revenues	$125,956	$181,861
Total Revenues	$125,956	$181,861

Net Direct Operating Cost	$454,044	$441,801
Net Operating Cost	$454,044	$441,801
Federal Operating Contribution	-	-
Provincial Operating Contribution	$243,475	$43,797
Municipal Operating Contribution	$324,914	$398,004
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	-	$298,000
Total Capital Disposals	-	-
Total Capital Funding	-	-
Federal Capital Contribution	-	-
Provincial Capital Contribution	-	-
Municipal Capital Contribution	-	-
Other Capital Contribution	-	-

PERFORMANCE INDICATORS

FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	22 %	29 %
Municipal Operating Contribution Per Capita	$28.57	$35.00
Net Direct Operating Cost Per Regular Service Passenger	$4.48	$4.38
Maintenance Expense / Total Direct Operating Expense	$0.14	$0.22
Fuel Expense / Total Direct Operating Expense	$0.18	$0.15
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	1.20	1.76
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$5.73	$6.19
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$69.13	-
Maintenance Expense / Total Vehicle Hours	$9.43	-
Fuel Expense / Total Vehicle Hours	$12.55	-
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	8.9	8.9
Total Regular Service Linked Trips / Revenue Vehicle Hour	12.1	12.0
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	0.7	0.7
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	23.83	23.29
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	1.00	1.00
TOP WAGE RATES		
Operators	$19.50	$21.50
Mechanics	$33.24	$33.74

GO (Metrolinx), ON

Contact Name: Martin Gallagher
Contact Title: Chief Operating & Safety Officer

Statistical Contact: Anthony Smith
Statistical Title: Manager, Strategic Planning & Analysis
Telephone: 416-471-9463
Email: anthony.smith@metrolinx.com

System Established:	1967-05-23
Municipal Population:	9,479,704
Service Area Population:	9,479,704
Service Area Size km²:	25,309.0
Service Provided by:	Crown Corporation

General/Adult Cash Fare:	$4.40
Ridership (Linked Trips):	47,221,685
Total Operating Revenues:	$545,264,644

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	9
	16 - 30 Minutes	9
	>30 Minutes	22
Saturday	< 16 Minutes	1
	16 - 30 Minutes	5
	>30 Minutes	25
Sunday	< 16 Minutes	1
	16 - 30 Minutes	5
	>30 Minutes	25

Number of Fixed Routes	45
Number of Accessible Routes	-

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	00:00	00:00	00:00	00:00	00:00	00:00	00:00
End	23:59	23:59	23:59	23:59	23:59	23:59	23:59

Fare Structure In Effect Since: 2022-03-14

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$4.40	$4.40	$3.70	-	13-64 years of age
Child/Youth	-	-	-	-	0-12 years of age
Student	$4.40	$4.40	$2.64	-	13-19 years of age or full-time post-secondary students
Senior	$2.20	$2.20	$1.97	-	65 years or over

Other Fare Type: Youth, Low Income, Group Pass, Post Secondary, Day Pass, Weekend Pass,

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	-	-	-	-
Standard Buses:	-	-	-	-
Articulated Buses:	270	-	4.7	-
Double-Decker Buses:	105	-	9.2	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	18	-	8.0	-
Commuter Rail Car:	95	915	12.9	19.5
Commuter Rail Locomotive:	-	118	-	-
Other Rail:	-	-	-	-
Total	**660**	**1,033**	**8.2**	**18.8**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	547	438	25 %	64,418
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	18	155	-	72,965
Commuter Rail	1,010	781	29 %	5,573
Locomotive	118	-	-	47,699
Ferry	-	-	-	-
Total	**1,693**	**1,374**	**23 %**	**24,914**

Percentage of Accessible Bus Fleet:	100.0 %
Percentage of Accessible Transit Fleet:	39.0 %

Total Low-Floor Buses (30'-60'):	375
Average Bus Age (Years):	7

Active Buses by Power Type

Diesel	545
Biodiesel	-
Natural Gas	-
Gasoline	-
Electric	
Trolley	-
Battery	2
Fuel Cell	-
Total	547

Energy Consumption (All Modes)

Diesel	77,773,397	litres
Biodiesel	-	
Gasoline	-	
Natural Gas	-	
Electricity	-	

Employee Statistics	Full-time	Part-time
Operators	779	4
Other Transport Operations	1,057	78
Vehicle Mechanics	106	-
Other Vehicle Mechanics	22	-
Plant and Other Maintenance	487	26
General and Administration	4,039	26
Total Employees	**6,490**	**134**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	15,230,130	26 %	985,454	86 %	35,236,822	84 %	35.8
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	3,445,067	6 %	20,731	2 %	1,313,363	3 %	63.4
Commuter Rail	40,807,344	69 %	133,124	12 %	5,628,462	13 %	42.3
Ferry	-	-	-	-	-	-	-
Total	**59,482,541**		**1,139,309**		**42,178,647**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	36,495,475	42,178,647
Total Vehicle Kilometres	42,419,204	49,483,064
Revenue Vehicle Hours	911,257	1,139,309
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	1,072,564	1,486,671
Operators Paid Hours	995,891	1,114,851
Vehicle Mechanics Paid Hours	143,274	161,586
Total Employee Paid Hours	7,796,365	9,553,462

PASSENGER DATA		
Adult/General Passenger Trips	23,464,411	38,297,054
Children/Youth Passenger Trips	88,002	85,486
Student Passenger Trips	2,516,693	3,945,831
Senior Passenger Trips	1,239,880	1,795,834
Total Concession Fare Linked Trips	5,441,489	8,924,632
Total Regular Service Linked Trips	28,905,900	47,221,685
Regular Service Passenger-KMs	979,039,580	1,751,924,551
Auxiliary Service Passenger Trips	-	-

OPERATING EXPENSES		
Transportation Operations	$449,833,116	$508,620,170
Fuel/Energy for Vehicles	$119,290,473	$110,044,789
Vehicle Maintenance	$218,695,380	$268,960,289
Plant Maintenance	$290,870,185	$317,675,589
General/Administration	$455,976,824	$788,773,304
Total Direct Operating Expense	$1,534,665,978	$1,994,074,141
Debt Service Payment	-	-
Total Operating Expenses	$2,555,563,715	$3,064,073,734

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$309,579,474	$440,611,018
Total Operating Revenues	$399,330,555	$545,264,644
Total Revenues	$1,531,674,487	$1,812,762,661

Net Direct Operating Cost	$1,135,335,423	$1,448,809,497
Net Operating Cost	$1,023,889,228	$1,251,311,073
Federal Operating Contribution	-	-
Provincial Operating Contribution	$1,001,886,518	$1,213,295,938
Municipal Operating Contribution	-	-
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	$5,569,022,281	$6,459,449,461
Total Capital Disposals	$146,363,030	$1,137,788,113
Total Capital Funding	$5,247,296,414	$6,604,360,845
Federal Capital Contribution	-	$8,550,406
Provincial Capital Contribution	$5,227,524,719	$6,580,035,237
Municipal Capital Contribution	$14,769,916	$10,473,077
Other Capital Contribution	$5,001,779	$5,302,125

PERFORMANCE INDICATORS

FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	26 %	27 %
Municipal Operating Contribution Per Capita	-	-
Net Direct Operating Cost Per Regular Service Passenger	$39.28	$30.68
Maintenance Expense / Total Direct Operating Expense	$0.14	$0.13
Fuel Expense / Total Direct Operating Expense	$0.08	$0.06
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	10.71	9.33
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$53.09	$42.23
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$1,430.84	$1,341.30
Maintenance Expense / Total Vehicle Hours	$203.90	$180.91
Fuel Expense / Total Vehicle Hours	$111.22	$74.02
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	3.0	5.0
Total Regular Service Linked Trips / Revenue Vehicle Hour	31.7	41.4
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	0.1	0.1
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	40.05	37.02
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	0.92	1.02
TOP WAGE RATES		
Operators	$37.40	$37.77
Mechanics	$44.21	$44.65

Events

2023-10-03	2023-10-03	CN Rail network wide disruption

Greater Sudbury, ON

Contact Name: Brendan Adair
Contact Title: Director of Transit Services

Statistical Contact: Joel Moncion
Statistical Title: Transit Planner
Telephone: 705-674-4455 x3030
Email: joel.moncion@greatersudbury.ca

System Established:	1972-01-01
Municipal Population:	166,004
Service Area Population:	152,819
Service Area Size km²:	225.4
Service Provided by:	Municipal Department,

General/Adult Cash Fare:	$3.50
Ridership (Linked Trips):	5,220,997
Total Operating Revenues:	$9,143,740

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	4
	16 - 30 Minutes	11
	>30 Minutes	9
Saturday	< 16 Minutes	2
	16 - 30 Minutes	3
	>30 Minutes	18
Sunday	< 16 Minutes	2
	16 - 30 Minutes	3
	>30 Minutes	18
Number of Fixed Routes		24
Number of Accessible Routes		24

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	06:00	06:00	06:00	06:00	06:00	07:00	07:00
End	00:00	00:00	00:00	00:00	00:00	00:00	00:00

Fare Structure In Effect Since: 2019-07-01

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$3.50	$2.92	-	$88.00	
Child/Youth	$3.50	$2.50	-	$56.00	5-12 year
Student	$3.50	$2.50	-	$75.00	
Senior	$3.50	$2.50	-	$56.00	65 and up

Other Fare Type: Youth, U-pass, Employer, Day Pass,

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	-	-	-	-
Standard Buses:	59	-	6.6	-
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**59**	**-**	**6.6**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	59	42	40 %	71,980
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**59**	**42**	**40 %**	**71,980**

Percentage of Accessible Bus Fleet: 100.0 %
Percentage of Accessible Transit Fleet: 100.0 %

Total Low-Floor Buses (30'-60'): 36
Average Bus Age (Years): 7

Active Buses by Power Type

Diesel	59
Biodiesel	-
Natural Gas	-
Gasoline	-
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	59

Energy Consumption (All Modes)

Diesel	2,207,601	litres
Biodiesel	-	
Gasoline	-	
Natural Gas	-	
Electricity	-	

Employee Statistics	Full-time	Part-time
Operators	75	58
Other Transport Operations	5	-
Vehicle Mechanics	9	-
Other Vehicle Mechanics	9	7
Plant and Other Maintenance	-	-
General and Administration	15	4
Total Employees	**113**	**69**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	5,661,797	100 %	179,102	100 %	4,246,823	100 %	23.7
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**5,661,797**		**179,102**		**4,246,823**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	4,178,602	4,246,823
Total Vehicle Kilometres	4,308,894	4,392,371
Revenue Vehicle Hours	171,391	179,102
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	171,844	185,069
Operators Paid Hours	-	-
Vehicle Mechanics Paid Hours	-	-
Total Employee Paid Hours	-	-

PASSENGER DATA		
Adult/General Passenger Trips	1,565,544	1,953,981
Children/Youth Passenger Trips	-	-
Student Passenger Trips	1,228,682	2,440,298
Senior Passenger Trips	-	-
Total Concession Fare Linked Trips	1,897,684	3,267,016
Total Regular Service Linked Trips	3,463,228	5,220,997
Regular Service Passenger-KMs	-	-
Auxiliary Service Passenger Trips	-	-

OPERATING EXPENSES		
Transportation Operations	$12,664,380	$13,389,236
Fuel/Energy for Vehicles	$3,681,786	$3,299,995
Vehicle Maintenance	$5,239,413	$4,982,549
Plant Maintenance	$2,287,979	$2,488,390
General/Administration	$2,623,317	$2,782,704
Total Direct Operating Expense	$26,496,874	$26,942,873
Debt Service Payment	$658,110	$658,110
Total Operating Expenses	$27,154,984	$27,605,869

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$6,871,072	$8,662,738
Total Operating Revenues	$7,049,698	$9,143,740
Total Revenues	$7,297,716	$9,161,508
Net Direct Operating Cost	$19,447,176	$17,799,133
Net Operating Cost	$19,857,268	$18,444,361
Federal Operating Contribution	-	-
Provincial Operating Contribution	$1,695,274	$360,000
Municipal Operating Contribution	$17,805,904	$17,728,271
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	$356,090	$356,090
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	$5,329,980	$6,541,997
Total Capital Disposals	-	$35,000
Total Capital Funding	$5,329,879	$6,541,997
Federal Capital Contribution	$2,127,886	$2,637,779
Provincial Capital Contribution	$2,434,383	$2,886,637
Municipal Capital Contribution	$767,610	$1,017,580
Other Capital Contribution	-	-

PERFORMANCE INDICATORS		
FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	27 %	34 %
Municipal Operating Contribution Per Capita	$116.52	$116.01
Net Direct Operating Cost Per Regular Service Passenger	$5.62	$3.41
Maintenance Expense / Total Direct Operating Expense	$0.20	$0.18
Fuel Expense / Total Direct Operating Expense	$0.14	$0.12
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	1.98	1.66
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$7.65	$5.16
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$154.19	$145.58
Maintenance Expense / Total Vehicle Hours	$30.49	$26.92
Fuel Expense / Total Vehicle Hours	$21.43	$17.83
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	22.7	34.2
Total Regular Service Linked Trips / Revenue Vehicle Hour	20.2	29.2
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	1.1	1.2
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	24.38	23.71
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	-	-
TOP WAGE RATES		
Operators	$30.03	$30.93
Mechanics	$34.93	$36.49

Guelph, ON

Contact Name: Robin Gerus
Contact Title: General Manager

Statistical Contact: Ujjwal Verma
Statistical Title: Business Specialist, Business Services
Telephone: 519-822-1811 x3655
Email: Ujjwal.Verma@guelph.ca

System Established:	1929-01-01
Municipal Population:	144,356
Service Area Population:	144,356
Service Area Size km²:	87.0
Service Provided by:	Municipal Department,

General/Adult Cash Fare:	$3.25
Ridership (Linked Trips):	5,294,984
Total Operating Revenues:	$15,317,711

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	2
	16 - 30 Minutes	24
	>30 Minutes	-
Saturday	< 16 Minutes	1
	16 - 30 Minutes	20
	>30 Minutes	-
Sunday	< 16 Minutes	1
	16 - 30 Minutes	20
	>30 Minutes	-
Number of Fixed Routes		27
Number of Accessible Routes		27

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	05:45	05:45	05:45	05:45	05:45	05:45	09:15
End	00:45	00:45	00:45	00:45	00:45	00:45	19:15

Fare Structure In Effect Since: 2023-09-01

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$3.25	$2.80	$2.80	$89.60	18+
Child/Youth	-	-	-	-	under 12 years
Student	$3.25	$2.25	$2.25	$72.00	13-18
Senior	$3.25	$2.25	$2.25	$72.00	65 years of age

Other Fare Type: Youth, Low Income, Post Secondary, U-pass, Employer, Veteran, Blind/CNIB, Day Pass,

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	-	-	-	-
Standard Buses:	78	-	8.4	-
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**80**	**-**	**8.5**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	80	59	36 %	63,225
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**80**	**59**	**36 %**	**63,225**

Percentage of Accessible Bus Fleet:	100.0 %
Percentage of Accessible Transit Fleet:	100.0 %
Total Low-Floor Buses (30'-60'):	80
Average Bus Age (Years):	8

Active Buses by Power Type

Diesel	76
Biodiesel	-
Natural Gas	-
Gasoline	-
Electric	
Trolley	-
Battery	4
Fuel Cell	-
Total	80

Energy Consumption (All Modes)

Diesel	2,677,039	litres
Biodiesel	-	
Gasoline	-	
Natural Gas	-	
Electricity	57,481	kilowatt-hours

Employee Statistics	Full-time	Part-time
Operators	197	-
Other Transport Operations	22	-
Vehicle Mechanics	14	-
Other Vehicle Mechanics	3	-
Plant and Other Maintenance	2	-
General and Administration	9	2
Total Employees	**247**	**2**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	6,866,205	100 %	258,861	100 %	5,058,021	100 %	19.5
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**6,866,205**		**258,861**		**5,058,021**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	4,582,076	5,058,021
Total Vehicle Kilometres	4,863,509	5,330,823
Revenue Vehicle Hours	230,615	258,861
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	240,566	268,039
Operators Paid Hours	351,332	409,760
Vehicle Mechanics Paid Hours	28,392	30,576
Total Employee Paid Hours	464,744	509,028

PASSENGER DATA		
Adult/General Passenger Trips	1,459,039	1,690,642
Children/Youth Passenger Trips	169,955	209,870
Student Passenger Trips	1,545,681	2,653,592
Senior Passenger Trips	75,658	78,385
Total Concession Fare Linked Trips	2,257,062	3,604,342
Total Regular Service Linked Trips	3,716,101	5,294,984
Regular Service Passenger-KMs	-	-
Auxiliary Service Passenger Trips	-	-

OPERATING EXPENSES		
Transportation Operations	$21,092,211	$22,706,830
Fuel/Energy for Vehicles	$4,228,587	$3,837,766
Vehicle Maintenance	$5,550,600	$6,381,421
Plant Maintenance	$1,310,475	$1,342,145
General/Administration	$1,315,385	$1,516,847
Total Direct Operating Expense	$33,497,258	$35,785,009
Debt Service Payment	-	-
Total Operating Expenses	$33,497,258	$35,785,009

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$13,064,048	$14,309,949
Total Operating Revenues	$13,611,579	$15,317,711
Total Revenues	$13,611,579	$15,317,711

Net Direct Operating Cost	$19,885,679	$20,467,298
Net Operating Cost	$19,885,679	$20,467,298
Federal Operating Contribution	$77,931	-
Provincial Operating Contribution	$77,931	-
Municipal Operating Contribution	$19,729,817	$20,467,298
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	$20,467,298

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	$3,073,040	$4,595,000
Total Capital Disposals	-	-
Total Capital Funding	$3,073,040	$4,595,000
Federal Capital Contribution	$448,535	$2,003,716
Provincial Capital Contribution	$961,424	$1,977,681
Municipal Capital Contribution	$1,136,998	$575,705
Other Capital Contribution	$526,083	$37,898

PERFORMANCE INDICATORS

FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	41 %	43 %
Municipal Operating Contribution Per Capita	$137.26	$141.78
Net Direct Operating Cost Per Regular Service Passenger	$5.35	$3.87
Maintenance Expense / Total Direct Operating Expense	$0.17	$0.18
Fuel Expense / Total Direct Operating Expense	$0.13	$0.11
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	3.52	2.70
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$9.01	$6.76
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$139.24	$133.51
Maintenance Expense / Total Vehicle Hours	$23.07	$23.81
Fuel Expense / Total Vehicle Hours	$17.58	$14.32
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	25.9	36.7
Total Regular Service Linked Trips / Revenue Vehicle Hour	16.1	20.5
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	1.6	1.8
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	19.87	19.54
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	0.66	0.63
TOP WAGE RATES		
Operators	$31.37	$31.92
Mechanics	$37.47	$37.47

Halton Hills, ON

Contact Name: Deanna Locey
Contact Title: Transit Supervisor
Statistical Contact: Deanna Locey
Statistical Title: Transit Supervisor
Telephone: 9058732600
Email: deannal@haltonhills.ca

System Established:	2022-09-01
Municipal Population:	61,161
Service Area Population:	61,161
Service Area Size km²:	276.3
Service Provided by:	Milton Transit
General/Adult Cash Fare:	$4.25
Ridership (Linked Trips):	45,612
Total Operating Revenues:	-

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-
Saturday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-
Sunday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-

Number of Fixed Routes	-
Number of Accessible Routes	-

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	06:00	06:00	06:00	06:00	06:00	07:00	
End	22:00	22:00	22:00	22:00	22:00	19:00	

Fare Structure In Effect Since: 2024-01-01

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$4.25	-	-	$91.00	20-64
Child/Youth	-	-	-	-	12 and under
Student	$4.25	-	-	$68.00	13-19
Senior	$4.25	-	-	$57.00	65+
Other Fare Type:	Low Income,				

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	9	-	4.2	-
Standard Buses:	-	-	-	-
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**9**	**-**	**4.2**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	9	-	-	-
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**9**	**-**	**-**	**-**

Percentage of Accessible Bus Fleet:	100.0 %
Percentage of Accessible Transit Fleet:	100.0 %
Total Low-Floor Buses (30'-60'):	4
Average Bus Age (Years):	4

Active Buses by Power Type

Diesel	1
Biodiesel	-
Natural Gas	-
Gasoline	8
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	9

Energy Consumption (All Modes)

Diesel	-
Biodiesel	-
Gasoline	-
Natural Gas	-
Electricity	-

Employee Statistics	Full-time	Part-time
Operators	-	-
Other Transport Operations	-	-
Vehicle Mechanics	-	-
Other Vehicle Mechanics	-	-
Plant and Other Maintenance	-	-
General and Administration	-	-
Total Employees	**-**	**-**

Modal Statistics	Boardings		Revenue Vehicle Hours		Revenue Vehicle KMs		Average Speed (km/h)
Bus	53,167	100 %	-	-	-	-	-
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**53,167**		**-**		**-**		

VEHICLE KILOMETRES AND HOURS	2022	2023
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/General Passenger Trips	-	45,612
Children/Youth Passenger Trips	-	-
Student Passenger Trips	-	-
Senior Passenger Trips	-	-
Total Concession Fare Linked Trips	-	-
Total Regular Service Linked Trips	2,947	45,612
Regular Service Passenger-KMs	-	-
Auxiliary Service Passenger Trips	-	-
OPERATING EXPENSES		
Transportation Operations	$160,456	$489,328
Fuel/Energy for Vehicles	-	-
Vehicle Maintenance	$1,191	-
Plant Maintenance	-	$5,938
General/Administration	-	-
Total Direct Operating Expense	$161,647	$495,266
Debt Service Payment	-	-
Total Operating Expenses	$161,647	$495,266
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$2,423	-
Total Operating Revenues	$2,423	-
Total Revenues	$2,423	-
Net Direct Operating Cost	$159,224	$495,266
Net Operating Cost	$159,224	$495,266
Federal Operating Contribution	-	-
Provincial Operating Contribution	-	-
Municipal Operating Contribution	$159,224	$495,266
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	$159,224	$495,266

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	$133,905	$923
Total Capital Disposals	-	-
Total Capital Funding	$133,905	$923
Federal Capital Contribution	$53,562	$369
Provincial Capital Contribution	$44,630	$308
Municipal Capital Contribution	$35,713	$246
Other Capital Contribution	-	-
PERFORMANCE INDICATORS		
FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	1 %	-
Municipal Operating Contribution Per Capita	$2.60	$8.10
Net Direct Operating Cost Per Regular Service Passenger	$54.03	$10.86
Maintenance Expense / Total Direct Operating Expense	$0.01	-
Fuel Expense / Total Direct Operating Expense	-	-
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	0.82	-
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$54.85	$10.86
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	-	-
Maintenance Expense / Total Vehicle Hours	-	-
Fuel Expense / Total Vehicle Hours	-	-
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	0.0	0.7
Total Regular Service Linked Trips / Revenue Vehicle Hour	-	-
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	-	-
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	-	-
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	-	-
TOP WAGE RATES		
Operators	-	-
Mechanics	-	-

Hamilton, ON

Contact Name: Maureen Cosyn Heath
Contact Title: Director of Transit

Statistical Contact: Nancy Purser
Statistical Title: Manager, Transit Support Services
Telephone: 905-546-2424 x1876
Email: nancy.purser@hamilton.ca

System Established:	
Municipal Population:	600,000
Service Area Population:	557,000
Service Area Size km²:	243.0
Service Provided by:	Municipal Department,

General/Adult Cash Fare:	$3.50
Ridership (Linked Trips):	19,092,478
Total Operating Revenues:	$44,377,173

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	22
	16 - 30 Minutes	9
	>30 Minutes	1
Saturday	< 16 Minutes	4
	16 - 30 Minutes	22
	>30 Minutes	3
Sunday	< 16 Minutes	4
	16 - 30 Minutes	-
	>30 Minutes	-
Number of Fixed Routes		34
Number of Accessible Routes		-

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	05:00	05:00	05:00	05:00	05:00	05:00	06:00
End	02:00	02:00	02:00	02:00	02:00	02:00	01:00

Fare Structure In Effect Since: 2023-09-01

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$3.50	$2.70	$2.70	$118.80	
Child/Youth	$3.50	-	-	-	Under Age 6
Student	$3.50	$2.25	$2.25	$99.00	Age 6 -19 with valid student ID
Senior	$3.50	$2.25	$2.25	$41.50	Age 65-79

Other Fare Type: Youth, Low Income, U-pass, Employer, Annual Pass,

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	-	-	-	-
Standard Buses:	254	-	6.2	-
Articulated Buses:	49	-	4.2	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**305**	**-**	**6.0**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	305	239	28 %	53,604
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**305**	**239**	**28 %**	**53,604**

Percentage of Accessible Bus Fleet: 100.0 %
Percentage of Accessible Transit Fleet: 100.0 %

Total Low-Floor Buses (30'-60'): 305
Average Bus Age (Years): 6

Active Buses by Power Type

Diesel	69
Biodiesel	-
Natural Gas	236
Gasoline	-
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	305

Energy Consumption (All Modes)

Diesel	3,755,078	litres
Biodiesel	-	
Gasoline	58,119	litres
Natural Gas	9,207,447	cubic metres
Electricity	-	

Employee Statistics	Full-time	Part-time
Operators	658	28
Other Transport Operations	54	-
Vehicle Mechanics	46	3
Other Vehicle Mechanics	84	12
Plant and Other Maintenance	2	1
General and Administration	49	3
Total Employees	**893**	**47**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	25,418,447	100 %	943,431	100 %	16,349,101	100 %	17.3
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**25,418,447**		**943,431**		**16,349,101**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	15,498,300	16,349,101
Total Vehicle Kilometres	17,388,357	18,261,236
Revenue Vehicle Hours	909,017	943,431
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	957,759	1,000,605
Operators Paid Hours	1,469,635	-
Vehicle Mechanics Paid Hours	203,628	-
Total Employee Paid Hours	2,147,957	-

PASSENGER DATA		
Adult/General Passenger Trips	9,650,037	11,403,574
Children/Youth Passenger Trips	136,856	188,647
Student Passenger Trips	1,532,800	1,902,901
Senior Passenger Trips	997,377	1,114,686
Total Concession Fare Linked Trips	5,566,324	7,688,904
Total Regular Service Linked Trips	15,216,361	19,092,478
Regular Service Passenger-KMs	80,951,041	-
Auxiliary Service Passenger Trips	-	-

OPERATING EXPENSES		
Transportation Operations	$71,830,946	$78,222,976
Fuel/Energy for Vehicles	$10,545,721	$8,296,999
Vehicle Maintenance	$21,793,109	$23,626,450
Plant Maintenance	$3,897,890	$3,146,092
General/Administration	$17,748,367	$19,586,514
Total Direct Operating Expense	$125,816,032	$132,879,031
Debt Service Payment	-	-
Total Operating Expenses	$126,807,534	$134,107,293

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$36,115,698	$43,472,042
Total Operating Revenues	$37,018,270	$44,377,173
Total Revenues	$36,781,317	$44,380,763

Net Direct Operating Cost	$88,797,762	$88,501,858
Net Operating Cost	$90,026,217	$89,726,530
Federal Operating Contribution	-	-
Provincial Operating Contribution	$17,991,615	$9,888,480
Municipal Operating Contribution	$72,034,602	$79,838,050
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	$32,988,557	$99,285,081
Total Capital Disposals	$25,606	-
Total Capital Funding	$32,962,952	$99,285,081
Federal Capital Contribution	$1,341,633	$4,089,863
Provincial Capital Contribution	-	$2,502,652
Municipal Capital Contribution	$31,606,318	$92,692,566
Other Capital Contribution	$15,000	-

PERFORMANCE INDICATORS

FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	29 %	33 %
Municipal Operating Contribution Per Capita	$131.05	$143.34
Net Direct Operating Cost Per Regular Service Passenger	$5.84	$4.64
Maintenance Expense / Total Direct Operating Expense	$0.17	$0.18
Fuel Expense / Total Direct Operating Expense	$0.08	$0.06
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	2.37	2.28
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$8.27	$6.96
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$131.37	$132.80
Maintenance Expense / Total Vehicle Hours	$22.75	$23.61
Fuel Expense / Total Vehicle Hours	$11.01	$8.29
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	27.7	34.3
Total Regular Service Linked Trips / Revenue Vehicle Hour	16.7	20.2
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	1.7	1.7
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	17.05	17.33
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	0.62	-
TOP WAGE RATES		
Operators	$33.81	$36.13
Mechanics	$39.89	$42.63

Events

2020-03-08	2023-12-31	COVID
2023-11-09	2023-11-17	ATU Local 107 Strike

Remarks

In early 2024, the City of Hamilton experienced a cyber incident which has had an impact on our ability to report complete information for 2023. This impact will be felt again with the 2024 reporting as some information may not be fully recovered.

Huntsville, ON

Contact Name: Dean Campbell
Contact Title: Owner/Operator

Statistical Contact: Julia McKenzie
Statistical Title: Treasurer
Telephone: 705-789-1751
Email: julia.mckenzie@huntsville.ca

System Established:	1991-06-13
Municipal Population:	21,147
Service Area Population:	11,000
Service Area Size km²:	12.0
Service Provided by:	Campbell Bus Lines

General/Adult Cash Fare:	$2.50
Ridership (Linked Trips):	18,468
Total Operating Revenues:	$27,548

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	2
	16 - 30 Minutes	-
	>30 Minutes	-
Saturday	< 16 Minutes	1
	16 - 30 Minutes	-
	>30 Minutes	-4
Sunday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-

Number of Fixed Routes	2
Number of Accessible Routes	2

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	08:00	08:00	08:00	08:00	08:00	10:00	
End	18:00	18:00	18:00	18:00	18:00	18:00	

Fare Structure In Effect Since: 2023-01-01

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$2.50	$2.27	-	$55.00	14+ no student card
Child/Youth	$1.25	$1.14	-	$26.00	preschool free
Student	$1.25	$1.14	-	$26.00	less 14 or has student card0
Senior	$2.50	$2.27	-	$55.00	65+
Other Fare Type:					

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	-	-	-	-
Standard Buses:	3	-	3.7	-
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**3**	**-**	**3.7**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	3	2	50 %	27,980
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**3**	**2**	**50 %**	**27,980**

Percentage of Accessible Bus Fleet:	100.0 %
Percentage of Accessible Transit Fleet:	100.0 %

Total Low-Floor Buses (30'-60'):	-
Average Bus Age (Years):	4

Active Buses by Power Type

Diesel	-
Biodiesel	-
Natural Gas	-
Gasoline	3
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	3

Energy Consumption (All Modes)

Diesel	-	
Biodiesel	-	
Gasoline	33,221	litres
Natural Gas	-	
Electricity	-	

Employee Statistics	Full-time	Part-time
Operators	-	-
Other Transport Operations	-	-
Vehicle Mechanics	-	-
Other Vehicle Mechanics	-	-
Plant and Other Maintenance	-	-
General and Administration	-	-
Total Employees	**-**	**-**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	18,468	100 %	4,861	100 %	83,941	100 %	17.3
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**18,468**		**4,861**		**83,941**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	74,645	83,941
Total Vehicle Kilometres	74,645	83,941
Revenue Vehicle Hours	4,861	4,861
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	4,861	4,861
Operators Paid Hours	-	-
Vehicle Mechanics Paid Hours	-	-
Total Employee Paid Hours	-	-

PASSENGER DATA		
Adult/General Passenger Trips	-	-
Children/Youth Passenger Trips	-	-
Student Passenger Trips	-	-
Senior Passenger Trips	-	-
Total Concession Fare Linked Trips	-	-
Total Regular Service Linked Trips	15,715	18,468
Regular Service Passenger-KMs	-	-
Auxiliary Service Passenger Trips	-	-

OPERATING EXPENSES		
Transportation Operations	$340,073	$330,569
Fuel/Energy for Vehicles	-	-
Vehicle Maintenance	-	-
Plant Maintenance	-	-
General/Administration	-	-
Total Direct Operating Expense	$340,073	$330,569
Debt Service Payment	-	-
Total Operating Expenses	$340,073	$330,569

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$22,184	$27,548
Total Operating Revenues	$22,184	$27,548
Total Revenues	$22,184	$27,548

Net Direct Operating Cost	$317,889	$303,021
Net Operating Cost	$317,889	$303,021
Federal Operating Contribution	$18,040	-
Provincial Operating Contribution	$125,251	$176,865
Municipal Operating Contribution	$174,597	$126,156
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	-	-
Total Capital Disposals	-	-
Total Capital Funding	-	-
Federal Capital Contribution	-	-
Provincial Capital Contribution	-	-
Municipal Capital Contribution	-	-
Other Capital Contribution	-	-

PERFORMANCE INDICATORS		
FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	7 %	8 %
Municipal Operating Contribution Per Capita	$15.87	$11.47
Net Direct Operating Cost Per Regular Service Passenger	$20.23	$16.41
Maintenance Expense / Total Direct Operating Expense	-	-
Fuel Expense / Total Direct Operating Expense	-	-
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	1.41	1.49
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$21.64	$17.90
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$69.96	$68.00
Maintenance Expense / Total Vehicle Hours	-	-
Fuel Expense / Total Vehicle Hours	-	-
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	1.4	1.7
Total Regular Service Linked Trips / Revenue Vehicle Hour	3.2	3.8
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	0.4	0.4
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	15.36	17.27
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	-	-
TOP WAGE RATES		
Operators	-	-
Mechanics	-	-

Innisfil, ON

Contact Name: Andria Leigh
Contact Title: Director of Planning & Growth

Statistical Contact: Brandon Correia
Statistical Title: Manager of Planning
Telephone: 705-436-3710 x3301
Email: bcorreia@innisfil.ca

System Established:	2017-05-15
Municipal Population:	43,326
Service Area Population:	43,326
Service Area Size km²:	262.0
Service Provided by:	Uber, Barrie-Innsifil taxi, GoGo Parent

General/Adult Cash Fare:	-
Ridership (Linked Trips):	132,209
Total Operating Revenues:	$738,128

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-
Saturday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-
Sunday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-

Number of Fixed Routes	-
Number of Accessible Routes	-

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	00:00	00:00	00:00	00:00	00:00	00:00	00:00
End	00:00	00:00	00:00	00:00	00:00	00:00	00:00

Fare Structure In Effect Since: 2019-04-01

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	-	-	-	-	
Child/Youth	-	-	-	-	
Student	-	-	-	-	
Senior	-	-	-	-	
Other Fare Type:	Low Income,				

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	-	-	-	-
Standard Buses:	-	-	-	-
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**-**	**-**	**-**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	-	70	-	-
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**-**	**70**	**-**	**-**

Percentage of Accessible Bus Fleet:
Percentage of Accessible Transit Fleet:

Total Low-Floor Buses (30'-60'): -
Average Bus Age (Years): -

Active Buses by Power Type

Diesel	-
Biodiesel	-
Natural Gas	-
Gasoline	-
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	-

Energy Consumption (All Modes)

Diesel	-
Biodiesel	-
Gasoline	-
Natural Gas	-
Electricity	-

Employee Statistics	Full-time	Part-time
Operators	-	-
Other Transport Operations	1	-
Vehicle Mechanics	-	-
Other Vehicle Mechanics	-	-
Plant and Other Maintenance	-	-
General and Administration	4	-
Total Employees	**5**	**-**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	132,209	100 %	50,445	100 %	1,447,116	100 %	28.7
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**132,209**		**50,445**		**1,447,116**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	1,216,955	1,447,116
Total Vehicle Kilometres	1,216,955	1,447,116
Revenue Vehicle Hours	31,329	50,445
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	31,329	50,445
Operators Paid Hours	-	-
Vehicle Mechanics Paid Hours	-	-
Total Employee Paid Hours	9,100	9,100
PASSENGER DATA		
Adult/General Passenger Trips	73,871	132,209
Children/Youth Passenger Trips	-	-
Student Passenger Trips	-	-
Senior Passenger Trips	-	-
Total Concession Fare Linked Trips	-	-
Total Regular Service Linked Trips	73,871	132,209
Regular Service Passenger-KMs	930,775	1,421,247
Auxiliary Service Passenger Trips	-	-
OPERATING EXPENSES		
Transportation Operations	$657,464	$1,975,314
Fuel/Energy for Vehicles	-	-
Vehicle Maintenance	-	-
Plant Maintenance	-	-
General/Administration	-	-
Total Direct Operating Expense	$657,464	$1,975,314
Debt Service Payment	-	-
Total Operating Expenses	$657,464	$1,975,314
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$76,866	$738,128
Total Operating Revenues	$76,866	$738,128
Total Revenues	$76,866	$738,128
Net Direct Operating Cost	$580,598	$1,237,186
Net Operating Cost	$580,598	$1,237,186
Federal Operating Contribution	-	-
Provincial Operating Contribution	-	$384,153
Municipal Operating Contribution	$580,599	$853,033
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	-	-
Total Capital Disposals	-	-
Total Capital Funding	-	-
Federal Capital Contribution	-	-
Provincial Capital Contribution	-	-
Municipal Capital Contribution	-	-
Other Capital Contribution	-	-

PERFORMANCE INDICATORS	2022	2023
FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	12 %	37 %
Municipal Operating Contribution Per Capita	$13.40	$19.69
Net Direct Operating Cost Per Regular Service Passenger	$7.86	$9.36
Maintenance Expense / Total Direct Operating Expense	-	-
Fuel Expense / Total Direct Operating Expense	-	-
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	1.04	5.58
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$8.90	$14.94
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$20.99	$39.16
Maintenance Expense / Total Vehicle Hours	-	-
Fuel Expense / Total Vehicle Hours	-	-
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	1.7	3.1
Total Regular Service Linked Trips / Revenue Vehicle Hour	2.4	2.6
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	0.7	1.2
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	38.84	28.69
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	-	-
TOP WAGE RATES		
Operators	-	-
Mechanics	-	-

Remarks

Innisfil partners with Uber to provide passenger transportation. All bus related data is for Uber operated vehicles.
Fares for general trips (through Uber) and WAV trips (through Barrie Innisfil taxi) (fares were increased by $1 as of April 2019)
- $4 for any trip to/from Innisfil Recreational Complex/Town Hall area, Innisfil ideaLAB and Library (Lakeshore branch), Morgan Russel Memorial Arena & Community Centre, Innisfil Community Church/Innisfil Food Bank (1571 Innisfil Beach Road).
- $5 for any trip to/from closest GO bus stop along Yonge St and Innisfil ideaLAB & Library (Stroud branch)

- $6 for any trip to/from Barrie South GO train station, Innisfil Heights Employment Area and Highway 400 carpool lot
- When you travel anywhere else going within Innisfil boundaries you'll save $4 off your fare.
Fares for Eligible Low Income Households through Fair Transit Program (since Oct 2019)
- 50% off regular fares listed above +2 free return trips from Food Bank
- Uber Voucher

Kenora, ON

Contact Name: Kyle Attanasio
Contact Title: Chief Administration Officer

Statistical Contact: Michelle Saunders
Statistical Title: Municipal Accountant
Telephone: 807-467-2024
Email: msaunders@kenora.ca

System Established:	
Municipal Population:	7,000
Service Area Population:	7,000
Service Area Size km²:	15.0
Service Provided by:	First Canada ULC

General/Adult Cash Fare:	$2.50
Ridership (Linked Trips):	18,269
Total Operating Revenues:	$57,796

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-
Saturday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-
Sunday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-

Number of Fixed Routes	3
Number of Accessible Routes	-

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	07:00	07:00	07:00	07:00	07:00		
End	19:00	19:00	19:00	19:00	19:00		

Fare Structure In Effect Since: 2018-01-01

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$2.50	-	$2.50	-	
Child/Youth	$2.50	-	$2.50	-	Infants (under 1 year) free
Student	$2.50	-	$2.50	-	
Senior	$2.50	-	$2.50	-	
Other Fare Type:					

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	2	-	7.5	-
Standard Buses:	1	1	12.0	6.0
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**3**	**1**	**9.0**	**6.0**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	4	2	100 %	14,198
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**4**	**2**	**100 %**	**14,198**

Percentage of Accessible Bus Fleet:	75.0 %
Percentage of Accessible Transit Fleet:	75.0 %

Total Low-Floor Buses (30'-60'):	1
Average Bus Age (Years):	8

Active Buses by Power Type

Diesel	3
Biodiesel	-
Natural Gas	-
Gasoline	1
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	4

Energy Consumption (All Modes)

Diesel	21,652	litres
Biodiesel	-	
Gasoline	-	
Natural Gas	-	
Electricity	-	

Employee Statistics	Full-time	Part-time
Operators	-	-
Other Transport Operations	-	-
Vehicle Mechanics	-	-
Other Vehicle Mechanics	-	-
Plant and Other Maintenance	-	-
General and Administration	-	-
Total Employees	**-**	**-**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	18,269	100 %	3,050	100 %	56,792	100 %	18.6
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**18,269**		**3,050**		**56,792**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	62,357	56,792
Total Vehicle Kilometres	62,357	56,792
Revenue Vehicle Hours	2,938	3,050
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	2,938	3,050
Operators Paid Hours	-	-
Vehicle Mechanics Paid Hours	-	-
Total Employee Paid Hours	-	-

PASSENGER DATA		
Adult/General Passenger Trips	-	-
Children/Youth Passenger Trips	-	-
Student Passenger Trips	-	-
Senior Passenger Trips	-	-
Total Concession Fare Linked Trips	-	-
Total Regular Service Linked Trips	20,249	18,269
Regular Service Passenger-KMs	-	-
Auxiliary Service Passenger Trips	-	-

OPERATING EXPENSES		
Transportation Operations	$269,489	$307,080
Fuel/Energy for Vehicles	-	-
Vehicle Maintenance	$224	-
Plant Maintenance	-	-
General/Administration	$10,991	$3,771
Total Direct Operating Expense	$280,704	$310,851
Debt Service Payment	-	-
Total Operating Expenses	$368,954	$397,202

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$53,714	$56,206
Total Operating Revenues	$56,258	$57,796
Total Revenues	$56,258	$57,796

Net Direct Operating Cost	$224,446	$253,055
Net Operating Cost	$312,696	$339,406
Federal Operating Contribution	-	-
Provincial Operating Contribution	-	-
Municipal Operating Contribution	$312,696	$339,406
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	-	-
Total Capital Disposals	-	-
Total Capital Funding	-	-
Federal Capital Contribution	-	-
Provincial Capital Contribution	-	-
Municipal Capital Contribution	-	-
Other Capital Contribution	-	-

PERFORMANCE INDICATORS

FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	20 %	19 %
Municipal Operating Contribution Per Capita	$44.67	$48.49
Net Direct Operating Cost Per Regular Service Passenger	$11.08	$13.85
Maintenance Expense / Total Direct Operating Expense	$0.00	-
Fuel Expense / Total Direct Operating Expense	-	-

AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	2.65	3.08

COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$13.86	$17.02

COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$95.54	$101.92
Maintenance Expense / Total Vehicle Hours	$0.08	-
Fuel Expense / Total Vehicle Hours	-	-

SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	2.9	2.6
Total Regular Service Linked Trips / Revenue Vehicle Hour	6.9	6.0

AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	0.4	0.4

AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	21.22	18.62

LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	-	-

TOP WAGE RATES		
Operators	-	-
Mechanics	-	-

Events

2022-10-07	Saturday Closures
	Mechanical failures

Remarks

Unknown when the Saturday services will resume.
Percentage of estimated impact of mechanical failures was not tracked by the service provider (First Student)

Kingston, ON

Contact Name: Christopher Norris
Contact Title: General Manager, Transit Services

Statistical Contact: Andrew Morton
Statistical Title: Transit Service Project Manager
Telephone: (613) 546-4291 x2303
Email: amorton@cityofkingston.ca

System Established:	1962-01-01
Municipal Population:	133,893
Service Area Population:	130,483
Service Area Size km²:	131.7
Service Provided by:	Municipal Department,

General/Adult Cash Fare:	$3.25
Ridership (Linked Trips):	6,175,964
Total Operating Revenues:	$9,158,261

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	6
	16 - 30 Minutes	10
	>30 Minutes	5
Saturday	< 16 Minutes	-
	16 - 30 Minutes	16
	>30 Minutes	5
Sunday	< 16 Minutes	-
	16 - 30 Minutes	9
	>30 Minutes	11
Number of Fixed Routes		22
Number of Accessible Routes		22

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	06:00	06:00	06:00	06:00	06:00	06:00	06:00
End	23:30	23:30	23:30	23:30	23:30	23:30	23:30

Fare Structure In Effect Since: 2020-01-01

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$3.25	$2.75	-	$80.00	Ages 25-64
Child/Youth	-	-	-	-	Under 14 - free
Student	$3.25	$2.25	-	$59.50	Ages 15-24
Senior	$3.25	$2.25	-	$59.50	Age 65+

Other Fare Type: Youth, Low Income, Post Secondary, U-pass, Employer, Blind/CNIB, Day Pass,

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	-	-	-	-
Standard Buses:	82	-	7.7	-
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**82**	**-**	**7.7**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	82	63	30 %	62,497
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**82**	**63**	**30 %**	**62,497**

Percentage of Accessible Bus Fleet: 100.0 %
Percentage of Accessible Transit Fleet: 100.0 %

Total Low-Floor Buses (30'-60'): 82
Average Bus Age (Years): 8

Active Buses by Power Type

Diesel	80
Biodiesel	-
Natural Gas	-
Gasoline	-
Electric	
Trolley	-
Battery	2
Fuel Cell	-
Total	82

Energy Consumption (All Modes)

Diesel	-	
Biodiesel	2,889,216	litres
Gasoline	-	
Natural Gas	-	
Electricity	164,439	kilowatt-hours

Employee Statistics	Full-time	Part-time
Operators	114	55
Other Transport Operations	11	-
Vehicle Mechanics	11	-
Other Vehicle Mechanics	9	5
Plant and Other Maintenance	1	-
General and Administration	7	-
Total Employees	**153**	**60**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	6,828,664	100 %	235,277	100 %	5,124,766	100 %	21.8
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**6,828,664**		**235,277**		**5,124,766**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	5,109,512	5,124,766
Total Vehicle Kilometres	5,562,827	5,617,211
Revenue Vehicle Hours	230,796	235,277
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	249,597	253,679
Operators Paid Hours	390,575	405,269
Vehicle Mechanics Paid Hours	23,691	21,134
Total Employee Paid Hours	475,584	479,013

PASSENGER DATA		
Adult/General Passenger Trips	1,788,697	2,227,583
Children/Youth Passenger Trips	317,245	373,793
Student Passenger Trips	2,010,773	3,322,170
Senior Passenger Trips	196,270	252,418
Total Concession Fare Linked Trips	2,524,288	3,948,381
Total Regular Service Linked Trips	4,312,985	6,175,964
Regular Service Passenger-KMs	-	-
Auxiliary Service Passenger Trips	91,209	119,684

OPERATING EXPENSES		
Transportation Operations	$16,858,039	$17,450,504
Fuel/Energy for Vehicles	$4,789,077	$4,216,937
Vehicle Maintenance	$3,710,441	$3,847,133
Plant Maintenance	$1,037,266	$1,099,582
General/Administration	$619,464	$617,613
Total Direct Operating Expense	$27,014,287	$27,231,769
Debt Service Payment	$721,751	$721,751
Total Operating Expenses	$31,731,711	$31,861,236

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$6,983,959	$9,019,181
Total Operating Revenues	$7,122,409	$9,158,261
Total Revenues	$8,205,686	$10,715,900

Net Direct Operating Cost	$19,891,878	$18,073,508
Net Operating Cost	$23,526,025	$21,145,336
Federal Operating Contribution	-	$42,586
Provincial Operating Contribution	$4,150,385	$2,884,273
Municipal Operating Contribution	$19,375,640	$18,218,477
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	$807,112	$1,419,917
Total Capital Disposals	$9,686	$2,500
Total Capital Funding	$797,427	$1,417,417
Federal Capital Contribution	$378,707	-
Provincial Capital Contribution	$149,709	$503,291
Municipal Capital Contribution	$269,011	$914,126
Other Capital Contribution	-	-

PERFORMANCE INDICATORS		
FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	26 %	34 %
Municipal Operating Contribution Per Capita	$149.28	$139.62
Net Direct Operating Cost Per Regular Service Passenger	$4.61	$2.93
Maintenance Expense / Total Direct Operating Expense	$0.14	$0.14
Fuel Expense / Total Direct Operating Expense	$0.18	$0.15
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	1.62	1.46
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$6.26	$4.41
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$108.23	$107.35
Maintenance Expense / Total Vehicle Hours	$14.87	$15.17
Fuel Expense / Total Vehicle Hours	$19.19	$16.62
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	33.2	47.3
Total Regular Service Linked Trips / Revenue Vehicle Hour	18.7	26.2
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	1.8	1.8
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	22.14	21.78
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	0.59	0.58
TOP WAGE RATES		
Operators	$31.42	$31.42
Mechanics	$38.63	$39.21

Remarks

Kingston Transit now generates vehicle kilometres travelled directly from our scheduling software, resulting in an apparent 18.5% increase in kilometres travelled as compared to 2022.

LaSalle, ON

Contact Name: Dale Langlois
Contact Title: Director of Finance / Treasurer

Statistical Contact: Dale Langlois
Statistical Title: Director of Finance / Treasurer
Telephone: 519-969-7770
Email: dlanglois@lasalle.ca

System Established:	2017-09-01
Municipal Population:	32,721
Service Area Population:	18,000
Service Area Size km²:	25.0
Service Provided by:	Transit Windsor

General/Adult Cash Fare:	$3.25
Ridership (Linked Trips):	31,790
Total Operating Revenues:	$32,671

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	1
Saturday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	1
Sunday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-

Number of Fixed Routes	1
Number of Accessible Routes	1

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	07:00	07:00	07:00	07:00	07:00	07:00	
End	19:00	19:00	19:00	19:00	19:00	19:00	

Fare Structure In Effect Since: 2023-07-31

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$3.25	$2.73	-	$104.90	
Child/Youth	-	-	-	-	12 and younger ride free with a full paying passenger
Student	$3.25	$2.15	-	$71.40	13 to 19 years old with valid ID
Senior	$3.25	$2.15	-	$52.45	60+

Other Fare Type: Youth, Low Income, Group Pass, U-pass, Semester, Employer, Veteran, Blind/CNIB, Day Pass,

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	-	-	-	-
Standard Buses:	-	-	-	-
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**-**	**-**	**-**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	-	2	-	-
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**-**	**2**	**-**	**-**

Percentage of Accessible Bus Fleet:
Percentage of Accessible Transit Fleet:

Total Low-Floor Buses (30'-60'): -
Average Bus Age (Years): -

Active Buses by Power Type	
Diesel	-
Biodiesel	-
Natural Gas	-
Gasoline	-
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	-

Energy Consumption (All Modes)	
Diesel	-
Biodiesel	-
Gasoline	-
Natural Gas	-
Electricity	-

Employee Statistics	Full-time	Part-time
Operators	-	-
Other Transport Operations	-	-
Vehicle Mechanics	-	-
Other Vehicle Mechanics	-	-
Plant and Other Maintenance	-	-
General and Administration	-	-
Total Employees	**-**	**-**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	33,563	100 %	5,517	100 %	172,952	100 %	31.3
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**33,563**		**5,517**		**172,952**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	182,988	172,952
Total Vehicle Kilometres	199,420	189,332
Revenue Vehicle Hours	5,488	5,517
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	6,060	6,058
Operators Paid Hours	-	-
Vehicle Mechanics Paid Hours	-	-
Total Employee Paid Hours	-	-
PASSENGER DATA		
Adult/General Passenger Trips	4,605	6,679
Children/Youth Passenger Trips	2,466	3,138
Student Passenger Trips	7,051	20,526
Senior Passenger Trips	751	1,447
Total Concession Fare Linked Trips	10,268	25,111
Total Regular Service Linked Trips	14,873	31,790
Regular Service Passenger-KMs	-	-
Auxiliary Service Passenger Trips	-	-
OPERATING EXPENSES		
Transportation Operations	$498,076	$558,094
Fuel/Energy for Vehicles	$125,825	$132,836
Vehicle Maintenance	-	-
Plant Maintenance	-	-
General/Administration	$2,754	$6,989
Total Direct Operating Expense	$626,655	$697,919
Debt Service Payment	-	-
Total Operating Expenses	$626,655	$697,919
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$23,877	$29,913
Total Operating Revenues	$26,159	$32,671
Total Revenues	$26,159	$32,671
Net Direct Operating Cost	$600,496	$665,248
Net Operating Cost	$600,496	$665,248
Federal Operating Contribution	-	-
Provincial Operating Contribution	$313,531	$296,163
Municipal Operating Contribution	$286,965	$369,085
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	-	-
Total Capital Disposals	-	-
Total Capital Funding	-	-
Federal Capital Contribution	-	-
Provincial Capital Contribution	-	-
Municipal Capital Contribution	-	-
Other Capital Contribution	-	-
PERFORMANCE INDICATORS		
FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	4 %	5 %
Municipal Operating Contribution Per Capita	$15.94	$20.50
Net Direct Operating Cost Per Regular Service Passenger	$40.37	$20.93
Maintenance Expense / Total Direct Operating Expense	-	-
Fuel Expense / Total Direct Operating Expense	$0.20	$0.19
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	1.61	0.94
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$42.13	$21.95
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$103.41	$115.21
Maintenance Expense / Total Vehicle Hours	-	-
Fuel Expense / Total Vehicle Hours	$20.76	$21.93
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	0.8	1.8
Total Regular Service Linked Trips / Revenue Vehicle Hour	2.7	5.8
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	0.3	0.3
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	33.34	31.35
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	-	-
TOP WAGE RATES		
Operators	-	-
Mechanics	-	-

Leamington, ON

Contact Name: Andy Dowling
Contact Title: Engineering Project Manager
Statistical Contact: Andy Dowling
Statistical Title: Engineering Project Manager
Telephone: 519-326-5761
Email: adowling@leamington.ca

System Established:	1985-12-09
Municipal Population:	27,595
Service Area Population:	20,000
Service Area Size km²:	11.6
Service Provided by:	Switzer-Carty, Transit Windsor
General/Adult Cash Fare:	$3.00
Ridership (Linked Trips):	60,894
Total Operating Revenues:	$212,754

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	3
Saturday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	3
Sunday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-
Number of Fixed Routes		2
Number of Accessible Routes		2

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	06:00	06:00	06:00	06:00	06:00	07:00	08:00
End	21:00	21:00	21:00	21:00	21:00	21:00	19:00

Fare Structure In Effect Since: 2022-05-02

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$3.00	-	-	$65.00	
Child/Youth	-	-	-	-	12 and under
Student	$2.50	-	-	$55.00	13 to 19
Senior	$2.50	-	-	$55.00	60+
Other Fare Type:	Youth, Post Secondary,				

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	-	-	-	-
Standard Buses:	2	-	3.0	-
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**2**	**-**	**3.0**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	2	3	-	43,011
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**2**	**3**	**-**	**43,011**

Percentage of Accessible Bus Fleet:	100.0 %
Percentage of Accessible Transit Fleet:	100.0 %
Total Low-Floor Buses (30'-60'):	2
Average Bus Age (Years):	3

Active Buses by Power Type

Diesel	2
Biodiesel	-
Natural Gas	-
Gasoline	-
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	2

Energy Consumption (All Modes)

Diesel	-
Biodiesel	-
Gasoline	-
Natural Gas	-
Electricity	-

Employee Statistics	Full-time	Part-time
Operators	1	-
Other Transport Operations	-	-
Vehicle Mechanics	-	-
Other Vehicle Mechanics	-	-
Plant and Other Maintenance	-	-
General and Administration	-	-
Total Employees	**1**	**-**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	60,894	100 %	5,795	100 %	86,021	100 %	14.8
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**60,894**		**5,795**		**86,021**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	121,597	86,021
Total Vehicle Kilometres	166,069	133,047
Revenue Vehicle Hours	5,300	5,795
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	6,300	8,637
Operators Paid Hours	-	-
Vehicle Mechanics Paid Hours	-	-
Total Employee Paid Hours	-	-

PASSENGER DATA		
Adult/General Passenger Trips	18,965	33,226
Children/Youth Passenger Trips	1,031	7,633
Student Passenger Trips	1,635	14,503
Senior Passenger Trips	1,633	5,532
Total Concession Fare Linked Trips	4,299	27,668
Total Regular Service Linked Trips	23,264	60,894
Regular Service Passenger-KMs	-	-
Auxiliary Service Passenger Trips	4,488	11,894

OPERATING EXPENSES		
Transportation Operations	$854,899	$1,042,162
Fuel/Energy for Vehicles	-	-
Vehicle Maintenance	-	-
Plant Maintenance	$7,726	$4,167
General/Administration	$13,568	$25,143
Total Direct Operating Expense	$876,193	$1,071,472
Debt Service Payment	-	-
Total Operating Expenses	$876,193	$1,071,472

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$86,860	$167,446
Total Operating Revenues	$132,080	$212,754
Total Revenues	$132,080	$212,754

Net Direct Operating Cost	$744,113	$858,718
Net Operating Cost	$744,113	$105,612
Federal Operating Contribution	-	-
Provincial Operating Contribution	$465,114	$290,980
Municipal Operating Contribution	$278,999	$567,738
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	$50,494	$39,138
Total Capital Disposals	-	-
Total Capital Funding	$50,494	-
Federal Capital Contribution	-	-
Provincial Capital Contribution	$50,494	-
Municipal Capital Contribution	-	-
Other Capital Contribution	-	-

PERFORMANCE INDICATORS

FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	15 %	20 %
Municipal Operating Contribution Per Capita	$13.95	-
Net Direct Operating Cost Per Regular Service Passenger	$31.99	$14.10
Maintenance Expense / Total Direct Operating Expense	-	-
Fuel Expense / Total Direct Operating Expense	-	-

AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	3.73	2.75

COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$37.66	$17.60

COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$139.08	$124.06
Maintenance Expense / Total Vehicle Hours	-	-
Fuel Expense / Total Vehicle Hours	-	-

SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	1.2	-
Total Regular Service Linked Trips / Revenue Vehicle Hour	4.4	10.5

AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	0.3	-

AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	22.94	14.84

LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	-	-

TOP WAGE RATES		
Operators	-	-
Mechanics	-	-

Remarks

Went to completely to an On-Demand system with 2 buses running throughout the day and an intercommunity transit that runs 1 bus per day Monday - Saturday

London, ON

Contact Name: Kelly Paleczny
Contact Title: General Manager

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

System Established:	
Municipal Population:	429,700
Service Area Population:	429,700
Service Area Size km²:	169.6
Service Provided by:	Transit Commission,

General/Adult Cash Fare:	$3.00
Ridership (Linked Trips):	18,412,516
Total Operating Revenues:	$37,858,995

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	14
	16 - 30 Minutes	18
	>30 Minutes	3
Saturday	< 16 Minutes	3
	16 - 30 Minutes	19
	>30 Minutes	6
Sunday	< 16 Minutes	1
	16 - 30 Minutes	-
	>30 Minutes	-

Number of Fixed Routes	41
Number of Accessible Routes	-

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	06:00	06:00	06:00	06:00	06:00	06:00	06:30
End	01:00	01:00	01:00	01:00	01:00	01:00	23:00

Fare Structure In Effect Since: 2020-01-01

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$3.00	$2.25	-	$95.00	
Child/Youth	-	-	-	-	Under 12
Student	$3.00	$1.80	-	-	Grade 7-12
Senior	$3.00	$1.70	-	-	Over 65

Other Fare Type: Youth, Low Income, Post Secondary, U-pass, Blind/CNIB,

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	-	-	-	-
Standard Buses:	217	-	6.9	-
Articulated Buses:	14	-	8.6	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**231**	**-**	**7.0**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	231	178	30 %	58,079
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**231**	**178**	**30 %**	**58,079**

Percentage of Accessible Bus Fleet:	100.0 %
Percentage of Accessible Transit Fleet:	100.0 %

Total Low-Floor Buses (30'-60'):	231
Average Bus Age (Years):	7

Active Buses by Power Type

Diesel	231
Biodiesel	-
Natural Gas	-
Gasoline	-
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	231

Energy Consumption (All Modes)

Diesel	7,138,459	litres
Biodiesel	-	
Gasoline	-	
Natural Gas	-	
Electricity	-	

Employee Statistics	Full-time	Part-time
Operators	416	43
Other Transport Operations	27	-
Vehicle Mechanics	51	1
Other Vehicle Mechanics	47	-
Plant and Other Maintenance	7	-
General and Administration	31	6
Total Employees	**579**	**50**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	23,015,600	100 %	682,459	100 %	13,416,329	100 %	19.7
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**23,015,600**		**682,459**		**13,416,329**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	12,286,022	13,416,329
Total Vehicle Kilometres	13,126,157	14,333,757
Revenue Vehicle Hours	618,138	682,459
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	671,889	741,803
Operators Paid Hours	841,568	912,907
Vehicle Mechanics Paid Hours	97,331	97,548
Total Employee Paid Hours	1,178,846	1,250,986

PASSENGER DATA		
Adult/General Passenger Trips	5,556,937	6,392,202
Children/Youth Passenger Trips	373,802	547,044
Student Passenger Trips	6,945,724	10,903,434
Senior Passenger Trips	393,162	462,552
Total Concession Fare Linked Trips	7,809,480	12,020,314
Total Regular Service Linked Trips	13,366,417	18,412,516
Regular Service Passenger-KMs	-	-
Auxiliary Service Passenger Trips	-	-

OPERATING EXPENSES		
Transportation Operations	$41,502,065	$47,481,977
Fuel/Energy for Vehicles	$10,505,899	$9,819,653
Vehicle Maintenance	$17,106,972	$18,740,448
Plant Maintenance	$4,059,125	$4,243,447
General/Administration	$5,565,058	$6,333,363
Total Direct Operating Expense	$78,739,119	$86,618,888
Debt Service Payment	-	-
Total Operating Expenses	$80,839,842	$88,181,790

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$30,032,402	$36,150,816
Total Operating Revenues	$30,667,991	$37,858,995
Total Revenues	$33,954,740	$41,725,795

Net Direct Operating Cost	$48,071,128	$48,759,893
Net Operating Cost	$46,885,102	$46,455,995
Federal Operating Contribution	-	-
Provincial Operating Contribution	$13,006,702	$10,413,075
Municipal Operating Contribution	$33,878,400	$36,042,920
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	$17,545,982	$2,172,535
Total Capital Disposals	$31,400	$68,160
Total Capital Funding	$17,545,982	$2,172,535
Federal Capital Contribution	$1,630,248	$141,650
Provincial Capital Contribution	$5,530,358	$159,532
Municipal Capital Contribution	$9,737,099	$1,214,803
Other Capital Contribution	$648,277	$656,550

PERFORMANCE INDICATORS

FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	39 %	44 %
Municipal Operating Contribution Per Capita	$79.85	$83.88
Net Direct Operating Cost Per Regular Service Passenger	$3.60	$2.65
Maintenance Expense / Total Direct Operating Expense	$0.22	$0.22
Fuel Expense / Total Direct Operating Expense	$0.13	$0.11
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	2.25	1.96
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$5.89	$4.70
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$117.19	$116.77
Maintenance Expense / Total Vehicle Hours	$25.46	$25.26
Fuel Expense / Total Vehicle Hours	$15.64	$13.24
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	31.5	42.8
Total Regular Service Linked Trips / Revenue Vehicle Hour	21.6	27.0
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	1.5	1.6
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	19.88	19.66
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	0.73	0.75
TOP WAGE RATES		
Operators	$31.70	$34.96
Mechanics	$36.82	$39.22

Loyalist Township, ON

Contact Name: Gaurav Sharma
Contact Title: Public Transportation Manager

Statistical Contact: Gaurav Sharma
Statistical Title: Public Transportation Manager
Telephone: 613-386-7351 x 190
Email: gsharma@loyalist.ca

System Established:	1978-07-31
Municipal Population:	19,205
Service Area Population:	8,845
Service Area Size km²:	3.9
Service Provided by:	Municipal Department,

General/Adult Cash Fare:	$3.25
Ridership (Linked Trips):	138,158
Total Operating Revenues:	$73,621

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	1
Saturday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	1
Sunday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-
Number of Fixed Routes		1
Number of Accessible Routes		1

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	06:25	06:25	06:25	06:25	06:25	06:25	09:25
End	22:51	22:51	22:51	22:51	22:51	22:51	19:51

Fare Structure   In Effect Since:

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$3.25	-	-	$80.00	
Child/Youth	-	-	-	-	
Student	$3.25	-	-	$59.50	
Senior	$3.25	-	-	$59.50	

Other Fare Type: Youth, Employer, Blind/CNIB, Day Pass, Week Pass,

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	-	-	-	-
Standard Buses:	-	-	-	-
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**-**	**-**	**-**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	-	-	-	-
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**-**	**-**	**-**	**-**

Percentage of Accessible Bus Fleet:
Percentage of Accessible Transit Fleet:

Total Low-Floor Buses (30'-60'): -
Average Bus Age (Years): -

Active Buses by Power Type

Diesel	-
Biodiesel	-
Natural Gas	-
Gasoline	-
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	-

Energy Consumption (All Modes)

Diesel	-
Biodiesel	-
Gasoline	-
Natural Gas	-
Electricity	-

Employee Statistics	Full-time	Part-time
Operators	-	-
Other Transport Operations	-	-
Vehicle Mechanics	-	-
Other Vehicle Mechanics	-	-
Plant and Other Maintenance	-	-
General and Administration	-	-
Total Employees	**-**	**-**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	138,158	100 %	-	-	-	-	-
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**138,158**		**-**		**-**		

VEHICLE KILOMETRES AND HOURS	2022	2023
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/General Passenger Trips	38,309	46,584
Children/Youth Passenger Trips	22,788	33,862
Student Passenger Trips	26,808	34,062
Senior Passenger Trips	3,320	5,176
Total Concession Fare Linked Trips	52,916	91,574
Total Regular Service Linked Trips	91,225	138,158
Regular Service Passenger-KMs	-	-
Auxiliary Service Passenger Trips	-	-

OPERATING EXPENSES		
Transportation Operations	$718,477	$770,826
Fuel/Energy for Vehicles	-	-
Vehicle Maintenance	-	-
Plant Maintenance	-	-
General/Administration	$45,341	$47,227
Total Direct Operating Expense	$763,818	$818,054
Debt Service Payment	-	-
Total Operating Expenses	$763,818	$818,054

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$61,040	$73,439
Total Operating Revenues	$61,040	$73,621
Total Revenues	$136,154	$149,061

Net Direct Operating Cost	$702,778	$744,433
Net Operating Cost	$627,664	$668,993
Federal Operating Contribution	-	-
Provincial Operating Contribution	$95,032	$136,898
Municipal Operating Contribution	$532,632	$532,632
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	-	-
Total Capital Disposals	-	-
Total Capital Funding	-	-
Federal Capital Contribution	-	-
Provincial Capital Contribution	-	-
Municipal Capital Contribution	-	-
Other Capital Contribution	-	-

PERFORMANCE INDICATORS

FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	8 %	9 %
Municipal Operating Contribution Per Capita	$61.00	-
Net Direct Operating Cost Per Regular Service Passenger	$7.70	$5.39
Maintenance Expense / Total Direct Operating Expense	-	-
Fuel Expense / Total Direct Operating Expense	-	-
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	0.67	0.53
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$8.37	$5.92
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	-	-
Maintenance Expense / Total Vehicle Hours	-	-
Fuel Expense / Total Vehicle Hours	-	-
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	10.4	-
Total Regular Service Linked Trips / Revenue Vehicle Hour	-	-
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	-	-
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	-	-
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	-	-
TOP WAGE RATES		
Operators	-	-
Mechanics	-	-

Milton, ON

Contact Name: Marina Cajic
Contact Title: Service Design Planner, Transit

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

System Established:	1990-01-01
Municipal Population:	140,258
Service Area Population:	132,568
Service Area Size km²:	40.4
Service Provided by:	Diversified Transportation

General/Adult Cash Fare:	$4.00
Ridership (Linked Trips):	574,315
Total Operating Revenues:	$2,152,889

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	-
	16 - 30 Minutes	8
	>30 Minutes	1
Saturday	< 16 Minutes	-
	16 - 30 Minutes	8
	>30 Minutes	1
Sunday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-

Number of Fixed Routes	9
Number of Accessible Routes	9

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	05:20	05:20	05:20	05:20	05:20	07:10	
End	22:10	22:10	22:10	22:10	22:10	19:40	

Fare Structure In Effect Since: 2020-01-09

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$4.00	$3.20	$3.20	$85.00	19-64
Child/Youth	-	-	-	-	12 and under
Student	$4.00	$2.30	$2.30	$63.00	13-19
Senior	$4.00	$2.20	$2.20	$54.00	65+

Other Fare Type: Low Income, Blind/CNIB,

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	12	-	2.7	-
Standard Buses:	21	-	6.4	-
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**33**	**-**	**5.1**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	33	20	65 %	31,643
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**33**	**20**	**65 %**	**31,643**

Percentage of Accessible Bus Fleet:	100.0 %
Percentage of Accessible Transit Fleet:	100.0 %

Total Low-Floor Buses (30'-60'):	33
Average Bus Age (Years):	5

Active Buses by Power Type

Diesel	20
Biodiesel	-
Natural Gas	-
Gasoline	12
Electric	
Trolley	-
Battery	1
Fuel Cell	-
Total	33

Energy Consumption (All Modes)

Diesel	571,384	litres
Biodiesel	-	
Gasoline	-	
Natural Gas	-	
Electricity	-	

Employee Statistics	Full-time	Part-time
Operators	-	-
Other Transport Operations	-	-
Vehicle Mechanics	-	-
Other Vehicle Mechanics	-	-
Plant and Other Maintenance	-	-
General and Administration	3	1
Total Employees	**3**	**1**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	628,032	100 %	58,256	100 %	1,044,231	100 %	17.9
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**628,032**		**58,256**		**1,044,231**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	1,041,657	1,044,231
Total Vehicle Kilometres	1,041,657	1,044,231
Revenue Vehicle Hours	47,837	58,256
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	47,837	58,256
Operators Paid Hours	-	-
Vehicle Mechanics Paid Hours	-	-
Total Employee Paid Hours	-	-

PASSENGER DATA		
Adult/General Passenger Trips	-	-
Children/Youth Passenger Trips	-	-
Student Passenger Trips	-	-
Senior Passenger Trips	-	-
Total Concession Fare Linked Trips	-	-
Total Regular Service Linked Trips	325,795	574,315
Regular Service Passenger-KMs	-	-
Auxiliary Service Passenger Trips	-	-

OPERATING EXPENSES		
Transportation Operations	$3,420,230	$4,134,457
Fuel/Energy for Vehicles	$794,746	$865,866
Vehicle Maintenance	$471,956	$685,745
Plant Maintenance	$91,534	$110,319
General/Administration	$346,968	$458,612
Total Direct Operating Expense	$5,125,434	$6,254,999
Debt Service Payment	-	-
Total Operating Expenses	$6,498,593	$7,825,387

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$942,964	$2,018,398
Total Operating Revenues	$1,068,268	$2,152,889
Total Revenues	$1,068,268	$2,152,889

Net Direct Operating Cost	$4,057,166	$4,102,110
Net Operating Cost	$5,430,325	$5,672,498
Federal Operating Contribution	$501,272	-
Provincial Operating Contribution	-	-
Municipal Operating Contribution	$4,929,053	$4,694,366
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	$608,563	$437,876
Total Capital Disposals	-	-
Total Capital Funding	$608,563	$608,563
Federal Capital Contribution	-	-
Provincial Capital Contribution	-	-
Municipal Capital Contribution	$608,563	$608,563
Other Capital Contribution	-	-

PERFORMANCE INDICATORS

FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	21 %	34 %
Municipal Operating Contribution Per Capita	$38.67	$35.41
Net Direct Operating Cost Per Regular Service Passenger	$12.45	$7.14
Maintenance Expense / Total Direct Operating Expense	$0.09	$0.11
Fuel Expense / Total Direct Operating Expense	$0.16	$0.14
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	2.89	3.51
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$15.73	$10.89
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$107.14	$107.37
Maintenance Expense / Total Vehicle Hours	$9.87	$11.77
Fuel Expense / Total Vehicle Hours	$16.61	$14.86
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	2.6	4.3
Total Regular Service Linked Trips / Revenue Vehicle Hour	6.8	9.9
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	0.4	0.4
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	21.78	17.92
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	-	-
TOP WAGE RATES		
Operators	-	-
Mechanics	-	-

Mississauga, ON

Contact Name: Eve Wiggins
Contact Title: Director of Transit

Statistical Contact: Fatin Aljibouri
Statistical Title: Data Management Analyst
Telephone: 905-615-3200-4679
Email: fatin.aljibouri@mississauga.ca

System Established:	1969-01-01
Municipal Population:	-
Service Area Population:	756,453
Service Area Size km²:	178.6
Service Provided by:	Municipal Department,
General/Adult Cash Fare:	$4.00
Ridership (Linked Trips):	39,163,539
Total Operating Revenues:	$99,003,860

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	17
	16 - 30 Minutes	24
	>30 Minutes	16
Saturday	< 16 Minutes	3
	16 - 30 Minutes	22
	>30 Minutes	14
Sunday	< 16 Minutes	2
	16 - 30 Minutes	15
	>30 Minutes	16
Number of Fixed Routes		65
Number of Accessible Routes		-

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	02:00	02:00	02:00	02:00	02:00	02:00	04:45
End	02:00	02:00	02:00	02:00	02:00	03:19	02:18

Fare Structure In Effect Since: 2023-01-01

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$4.00	$3.20	-	$131.00	
Child/Youth	$4.00	-	-	-	
Student	$4.00	$2.45	-	-	
Senior	$1.00	$1.00	-	$65.00	

Other Fare Type: Youth, Low Income, U-pass, Blind/CNIB,

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	-	-	-	-
Standard Buses:	403	-	13.0	-
Articulated Buses:	77	-	7.8	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**480**	**-**	**12.1**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	480	319	50 %	61,569
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**480**	**319**	**50 %**	**61,569**

Percentage of Accessible Bus Fleet: 100.0 %
Percentage of Accessible Transit Fleet: 100.0 %

Total Low-Floor Buses (30'-60'): 480
Average Bus Age (Years): 12

Active Buses by Power Type

Diesel	480
Biodiesel	-
Natural Gas	-
Gasoline	-
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	480

Energy Consumption (All Modes)

Diesel	8,217,516	litres
Biodiesel	9,200,638	litres
Gasoline	-	
Natural Gas	-	
Electricity	-	

Employee Statistics	Full-time	Part-time
Operators	1,050	-
Other Transport Operations	79	-
Vehicle Mechanics	93	-
Other Vehicle Mechanics	87	-
Plant and Other Maintenance	12	-
General and Administration	90	20
Total Employees	**1,411**	**21**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	55,223,982	100 %	1,385,231	100 %	29,553,024	100 %	21.3
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**55,223,982**		**1,385,231**		**29,553,024**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	29,664,342	29,553,024
Total Vehicle Kilometres	32,005,339	32,071,494
Revenue Vehicle Hours	1,329,119	1,385,231
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	1,411,891	1,474,753
Operators Paid Hours	2,014,622	-
Vehicle Mechanics Paid Hours	219,120	-
Total Employee Paid Hours	2,876,434	-

PASSENGER DATA		
Adult/General Passenger Trips	25,521,742	30,557,465
Children/Youth Passenger Trips	115,127	152,171
Student Passenger Trips	6,195,626	9,469,620
Senior Passenger Trips	1,940,731	2,316,707
Total Concession Fare Linked Trips	10,151,240	14,517,677
Total Regular Service Linked Trips	35,672,982	39,163,539
Regular Service Passenger-KMs	325,716,064	356,349,792
Auxiliary Service Passenger Trips	-	-

OPERATING EXPENSES		
Transportation Operations	$116,342,515	$124,028,893
Fuel/Energy for Vehicles	$28,411,376	$23,111,926
Vehicle Maintenance	$33,499,727	$35,354,987
Plant Maintenance	$9,067,676	$8,199,307
General/Administration	$27,675,782	$28,966,664
Total Direct Operating Expense	$214,997,077	$219,661,778
Debt Service Payment	-	-
Total Operating Expenses	$215,478,951	$220,024,156

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$74,231,135	$95,523,977
Total Operating Revenues	$77,642,326	$99,003,860
Total Revenues	$78,000,482	$99,415,233

Net Direct Operating Cost	$137,354,751	$120,657,918
Net Operating Cost	$137,478,469	$120,608,923
Federal Operating Contribution	-	-
Provincial Operating Contribution	$4,215,675	$18,500,000
Municipal Operating Contribution	$103,551,265	$102,108,923
Other Operating Contribution	$29,711,529	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	$21,073,603	$193,332,178
Total Capital Disposals	$323,579	$645,664
Total Capital Funding	$21,073,602	$193,332,178
Federal Capital Contribution	$12,213,182	$78,999,566
Provincial Capital Contribution	$2,324,809	$60,703,855
Municipal Capital Contribution	$6,535,611	$53,628,757
Other Capital Contribution	-	-

PERFORMANCE INDICATORS

FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	36 %	45 %
Municipal Operating Contribution Per Capita	$134.15	$134.98
Net Direct Operating Cost Per Regular Service Passenger	$3.85	$3.08
Maintenance Expense / Total Direct Operating Expense	$0.16	$0.16
Fuel Expense / Total Direct Operating Expense	$0.13	$0.11
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	2.08	2.44
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$6.03	$5.61
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$152.28	$148.95
Maintenance Expense / Total Vehicle Hours	$23.73	$23.97
Fuel Expense / Total Vehicle Hours	$20.12	$15.67
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	46.2	51.8
Total Regular Service Linked Trips / Revenue Vehicle Hour	26.8	28.3
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	1.7	1.8
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	22.32	21.33
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	0.66	-
TOP WAGE RATES		
Operators	$37.46	$37.46
Mechanics	$44.48	$44.48

Muskoka, ON

Contact Name: Lisa Marden
Contact Title: Director of Planning

Statistical Contact: Sydney Piatkowski
Statistical Title: Muskoka Transportation Network Coordinator
Telephone: 705-645-2100 x 4419
Email: sydney.piatkowski@muskoka.on.ca

System Established:	2012-11-01
Municipal Population:	66,674
Service Area Population:	66,674
Service Area Size km²:	4,765.0
Service Provided by:	Hammond Transportation Ltd

General/Adult Cash Fare:	$5.00
Ridership (Linked Trips):	3,114
Total Operating Revenues:	$55,147

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	2
Saturday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-
Sunday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-
Number of Fixed Routes		3
Number of Accessible Routes		3

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	06:10	06:10	06:10	06:10	06:10		
End	19:15	19:15	19:15	19:15	19:15		

Fare Structure In Effect Since: 2021-11-01

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$5.00	-	-	-	Fares vary by distance - over 12 years old
Child/Youth	$2.50	-	-	-	Fares vary by distance - 12 years and under
Student	-	-	-	-	
Senior	-	-	-	-	

Other Fare Type: Low Income, Blind/CNIB,

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	-	-	-	-
Standard Buses:	-	-	-	-
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**-**	**-**	**-**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	-	2	-	-
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**-**	**2**	**-**	**-**

Percentage of Accessible Bus Fleet:

Percentage of Accessible Transit Fleet:

Total Low-Floor Buses (30'-60'): -

Average Bus Age (Years): -

Active Buses by Power Type	
Diesel	-
Biodiesel	-
Natural Gas	-
Gasoline	-
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	-

Energy Consumption (All Modes)		
Diesel	-	
Biodiesel	-	
Gasoline	19,680	litres
Natural Gas	-	
Electricity	-	

Employee Statistics	Full-time	Part-time
Operators	1	1
Other Transport Operations	-	-
Vehicle Mechanics	1	-
Other Vehicle Mechanics	-	-
Plant and Other Maintenance	-	-
General and Administration	1	2
Total Employees	**3**	**3**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	3,114	100 %	3,904	100 %	176,262	100 %	45.1
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**3,114**		**3,904**		**176,262**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	192,636	176,262
Total Vehicle Kilometres	225,238	205,164
Revenue Vehicle Hours	4,336	3,904
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	4,743	4,258
Operators Paid Hours	-	-
Vehicle Mechanics Paid Hours	-	-
Total Employee Paid Hours	-	-

PASSENGER DATA		
Adult/General Passenger Trips	1,149	787
Children/Youth Passenger Trips	-	-
Student Passenger Trips	-	-
Senior Passenger Trips	-	-
Total Concession Fare Linked Trips	1,665	2,327
Total Regular Service Linked Trips	2,814	3,114
Regular Service Passenger-KMs	192,636	176,262
Auxiliary Service Passenger Trips	-	-

OPERATING EXPENSES		
Transportation Operations	$210,837	$232,226
Fuel/Energy for Vehicles	$35,565	$17,195
Vehicle Maintenance	-	-
Plant Maintenance	-	-
General/Administration	$82,910	$93,936
Total Direct Operating Expense	$329,312	$343,357
Debt Service Payment	-	-
Total Operating Expenses	$329,312	$343,357

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$44,334	$55,147
Total Operating Revenues	$44,334	$55,147
Total Revenues	$44,334	$55,147

Net Direct Operating Cost	$284,978	$288,210
Net Operating Cost	$284,978	$288,210
Federal Operating Contribution	-	-
Provincial Operating Contribution	$214,784	$216,066
Municipal Operating Contribution	$70,194	$72,144
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	-	-
Total Capital Disposals	-	-
Total Capital Funding	-	-
Federal Capital Contribution	-	-
Provincial Capital Contribution	-	-
Municipal Capital Contribution	-	-
Other Capital Contribution	-	-

PERFORMANCE INDICATORS

FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	13 %	16 %
Municipal Operating Contribution Per Capita	$1.05	$1.08
Net Direct Operating Cost Per Regular Service Passenger	$101.27	$92.55
Maintenance Expense / Total Direct Operating Expense	-	-
Fuel Expense / Total Direct Operating Expense	$0.11	$0.05
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	15.75	17.71
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$117.03	$110.26
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$69.43	$80.64
Maintenance Expense / Total Vehicle Hours	-	-
Fuel Expense / Total Vehicle Hours	$7.50	$4.04
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	0.0	0.0
Total Regular Service Linked Trips / Revenue Vehicle Hour	0.6	0.8
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	0.1	0.1
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	44.43	45.15
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	-	-
TOP WAGE RATES		
Operators	$16.75	$18.75
Mechanics	$33.25	$35.00

Remarks

Our typical fare structure is based on distance and there is not sufficient cells above to include the full picture. The longest distance trip is $20. Fares can be found on page 2 of the following: www.muskoka.on.ca/en/community-services-and-support/Transit-Documents-and-Forms/Corridor-11-Bus-Schedule---Sept-1-2023---RGB.pdf

Niagara Region, ON

Contact Name: Carla Stout
Contact Title: General Manager

Statistical Contact: Brad Griffin
Statistical Title: Manager of Strategy & Performance
Telephone: 905-685-4228 x227
Email: brad.griffin@nrtransit.ca

System Established:	2023-01-01	**General/Adult Cash Fare:**	$3.00
Municipal Population:	496,059	**Ridership (Linked Trips):**	7,138,622
Service Area Population:	496,059	**Total Operating Revenues:**	$22,846,177
Service Area Size km²:	1,852.0		

Service Provided by: Transit Commission, City of Welland, City of Niagara Falls, St. Catharines Transit Commission

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	2
	16 - 30 Minutes	46
	>30 Minutes	13
Saturday	< 16 Minutes	-
	16 - 30 Minutes	35
	>30 Minutes	14
Sunday	< 16 Minutes	-
	16 - 30 Minutes	21
	>30 Minutes	14

Number of Fixed Routes	97
Number of Accessible Routes	97

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	06:00	06:00	06:00	06:00	06:00	06:00	08:30
End	00:00	00:00	00:00	00:00	00:00	00:00	22:00

Fare Structure In Effect Since: 2023-01-01

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$3.00	$2.65	$3.00	$85.50	Ages 18 - 64
Child/Youth	-	-	-	-	Ages 12 and under
Student	$3.00	$2.20	$3.00	$63.00	Ages 13-17
Senior	$3.00	$2.20	$3.00	$63.00	Ages 65+

Other Fare Type: Youth, U-pass, Employer, Veteran, Blind/CNIB, Day Pass,

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	-	-	-	-
Standard Buses:	-	-	-	-
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**-**	**-**	**-**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	-	140	-	-
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**-**	**140**	**-**	**-**

Percentage of Accessible Bus Fleet:
Percentage of Accessible Transit Fleet:

Total Low-Floor Buses (30'-60'): -
Average Bus Age (Years): -

Active Buses by Power Type

Diesel	-
Biodiesel	-
Natural Gas	-
Gasoline	-
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	-

Energy Consumption (All Modes)

Diesel	5,299,542	litres
Biodiesel	-	
Gasoline	201,293	litres
Natural Gas	-	
Electricity	-	

Employee Statistics	Full-time	Part-time
Operators	293	-
Other Transport Operations	21	-
Vehicle Mechanics	27	-
Other Vehicle Mechanics	34	-
Plant and Other Maintenance	6	-
General and Administration	41	-
Total Employees	**422**	**-**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	9,379,969	100 %	512,912	100 %	9,187,218	100 %	17.9
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**9,379,969**		**512,912**		**9,187,218**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	-	9,187,218
Total Vehicle Kilometres	-	9,727,699
Revenue Vehicle Hours	-	512,912
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	-	534,123
Operators Paid Hours	-	614,383
Vehicle Mechanics Paid Hours	-	63,163
Total Employee Paid Hours	-	867,316

PASSENGER DATA		
Adult/General Passenger Trips	506,441	3,302,669
Children/Youth Passenger Trips	429	175,093
Student Passenger Trips	56,704	3,401,707
Senior Passenger Trips	11,813	259,153
Total Concession Fare Linked Trips	68,946	3,835,953
Total Regular Service Linked Trips	575,387	7,138,622
Regular Service Passenger-KMs	-	-
Auxiliary Service Passenger Trips	44,659	-

OPERATING EXPENSES		
Transportation Operations	-	$37,196,804
Fuel/Energy for Vehicles	-	$7,469,640
Vehicle Maintenance	-	$11,648,509
Plant Maintenance	-	$3,168,762
General/Administration	-	$5,879,092
Total Direct Operating Expense	-	$65,362,807
Debt Service Payment	-	$2,230,808
Total Operating Expenses	-	$72,797,729

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	-	$21,801,754
Total Operating Revenues	-	$22,846,177
Total Revenues	-	$23,590,824

Net Direct Operating Cost	-	$42,516,630
Net Operating Cost	-	$49,206,905
Federal Operating Contribution	-	-
Provincial Operating Contribution	-	$400
Municipal Operating Contribution	-	$51,900,062
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	-	$13,990,811
Total Capital Disposals	-	-
Total Capital Funding	-	$13,990,811
Federal Capital Contribution	-	$4,286,450
Provincial Capital Contribution	-	$7,354,839
Municipal Capital Contribution	-	$2,349,522
Other Capital Contribution	-	-

PERFORMANCE INDICATORS

FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	-	35 %
Municipal Operating Contribution Per Capita	-	$104.62
Net Direct Operating Cost Per Regular Service Passenger	-	$5.96
Maintenance Expense / Total Direct Operating Expense	-	$0.18
Fuel Expense / Total Direct Operating Expense	-	$0.11
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	-	3.05
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	-	$9.16
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	-	$122.37
Maintenance Expense / Total Vehicle Hours	-	$21.81
Fuel Expense / Total Vehicle Hours	-	$13.98
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	1.3	14.4
Total Regular Service Linked Trips / Revenue Vehicle Hour	-	13.9
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	-	1.0
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	-	17.91
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	-	0.83
TOP WAGE RATES		
Operators	-	$32.55
Mechanics	-	$39.69

Events

2023-01-01	Creation of Niagara Transit Commission

Norfolk County, ON

Contact Name: Blaire Sylvester
Contact Title: Public Transportation and Business Development Coordinator

Statistical Contact: John Regan
Statistical Title: Director, Strategic Innovation and Economic Development
Telephone: 519-426-5870 x1174
Email: john.regan@norfolkcounty.ca

System Established:	2011-10-11
Municipal Population:	67,490
Service Area Population:	33,500
Service Area Size km²:	1,648.0
Service Provided by:	947465 Ontario Ltd

General/Adult Cash Fare:	$2.50
Ridership (Linked Trips):	16,752
Total Operating Revenues:	$65,003

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	2
Saturday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-
Sunday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-

Number of Fixed Routes	2
Number of Accessible Routes	2

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	07:30	07:30	07:30	07:30	07:30		
End	18:00	18:00	18:00	18:00	18:00		

Fare Structure In Effect Since: 2023-01-01

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$2.50	$2.00	$2.50	$68.00	17 years & up
Child/Youth	-	-	-	-	5 years & under
Student	$2.00	-	-	-	Ages 6-16
Senior	$2.00	-	-	-	55+

Other Fare Type: Semester, Day Pass,

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	5	-	10.0	-
Standard Buses:	-	-	-	-
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**5**	**-**	**10.0**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	5	3	67 %	35,995
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**5**	**3**	**67 %**	**35,995**

Percentage of Accessible Bus Fleet:	100.0 %
Percentage of Accessible Transit Fleet:	100.0 %
Total Low-Floor Buses (30'-60'):	2
Average Bus Age (Years):	10

Active Buses by Power Type

Diesel	3
Biodiesel	-
Natural Gas	-
Gasoline	2
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	5

Energy Consumption (All Modes)

Diesel	-
Biodiesel	-
Gasoline	-
Natural Gas	-
Electricity	-

Employee Statistics	Full-time	Part-time
Operators	-	-
Other Transport Operations	-	-
Vehicle Mechanics	-	-
Other Vehicle Mechanics	-	-
Plant and Other Maintenance	-	-
General and Administration	1	-
Total Employees	**1**	**-**

Modal Statistics	Boardings		Revenue Vehicle Hours		Revenue Vehicle KMs		Average Speed (km/h)
Bus	16,752	100 %	5,875	100 %	179,975	100 %	30.6
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**16,752**		**5,875**		**179,975**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	179,898	179,975
Total Vehicle Kilometres	186,208	202,475
Revenue Vehicle Hours	5,899	5,875
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	6,150	6,139
Operators Paid Hours	-	-
Vehicle Mechanics Paid Hours	-	-
Total Employee Paid Hours	1,820	1,820
PASSENGER DATA		
Adult/General Passenger Trips	6,062	6,724
Children/Youth Passenger Trips	37	162
Student Passenger Trips	-	6,526
Senior Passenger Trips	4,168	2,948
Total Concession Fare Linked Trips	4,205	10,028
Total Regular Service Linked Trips	10,267	16,752
Regular Service Passenger-KMs	205,340	184,272
Auxiliary Service Passenger Trips	-	-
OPERATING EXPENSES		
Transportation Operations	$345,309	$458,484
Fuel/Energy for Vehicles	-	-
Vehicle Maintenance	-	-$10,577
Plant Maintenance	$651	$778
General/Administration	$66,515	$106,062
Total Direct Operating Expense	$412,475	$554,747
Debt Service Payment	-	-
Total Operating Expenses	$412,475	$554,747
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$43,406	$59,935
Total Operating Revenues	$44,274	$65,003
Total Revenues	$44,274	$65,000
Net Direct Operating Cost	$368,201	$489,744
Net Operating Cost	$368,201	$489,744
Federal Operating Contribution	-	-
Provincial Operating Contribution	$268,984	$354,621
Municipal Operating Contribution	$143,491	$135,123
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	-	-
Total Capital Disposals	-	-
Total Capital Funding	-	-
Federal Capital Contribution	-	-
Provincial Capital Contribution	-	-
Municipal Capital Contribution	-	-
Other Capital Contribution	-	-
PERFORMANCE INDICATORS		
FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	11 %	12 %
Municipal Operating Contribution Per Capita	$4.42	$4.03
Net Direct Operating Cost Per Regular Service Passenger	$35.86	$29.23
Maintenance Expense / Total Direct Operating Expense	-	-$0.02
Fuel Expense / Total Direct Operating Expense	-	-
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	4.23	3.58
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$40.17	$33.12
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$67.07	$90.36
Maintenance Expense / Total Vehicle Hours	-	-$1.72
Fuel Expense / Total Vehicle Hours	-	-
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	0.3	0.5
Total Regular Service Linked Trips / Revenue Vehicle Hour	1.7	2.9
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	0.2	0.2
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	30.50	30.63
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	-	-
TOP WAGE RATES		
Operators	-	-
Mechanics	-	-

Events

2023-07-17	Launch of on-demand booking service

Remarks

Ride Norfolk changed to an on-demand/by-request service model on July 17th within the existing population areas of Norfolk County. The service continued to offer 2 fixed route services between Simcoe and Brantford. The by-request model has also offered more comprehensive ridership data which is included in our 2023 reporting.

North Bay, ON

Contact Name: Drew Poeta
Contact Title: Transit Manager

Statistical Contact: Luc Lirette
Statistical Title: Transit Planner
Telephone: 705-474-0626 x2167
Email: luc.lirette@cityofnorthbay.ca

System Established:	1972-05-25
Municipal Population:	52,662
Service Area Population:	47,864
Service Area Size km²:	53.0
Service Provided by:	Municipal Department,

General/Adult Cash Fare:	$3.00
Ridership (Linked Trips):	1,082,893
Total Operating Revenues:	$2,756,383

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	-
	16 - 30 Minutes	5
	>30 Minutes	4
Saturday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	8
Sunday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-
Number of Fixed Routes		10
Number of Accessible Routes		10

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	06:05	06:05	06:05	06:05	06:05	06:45	08:00
End	00:26	00:26	00:26	00:26	00:26	23:26	19:50

Fare Structure In Effect Since: 2020-01-01

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$3.00	$2.70	-	$86.00	18 & older
Child/Youth	$3.00	$2.70	-	$61.00	5-12 yrs, 4 & under ride for free
Student	$3.00	$2.70	-	$71.00	13-18 with valid ID
Senior	$3.00	$2.70	-	$61.00	65 & older

Other Fare Type: Family, Day Care, U-pass, Employer, Blind/CNIB, Day Pass,

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	-	-	-	-
Standard Buses:	20	-	8.2	-
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**20**	**-**	**8.2**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	20	11	82 %	63,197
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**20**	**11**	**82 %**	**63,197**

Percentage of Accessible Bus Fleet: 100.0 %
Percentage of Accessible Transit Fleet: 100.0 %

Total Low-Floor Buses (30'-60'): 19
Average Bus Age (Years): 8

Active Buses by Power Type

Diesel	20
Biodiesel	-
Natural Gas	-
Gasoline	-
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	20

Energy Consumption (All Modes)

Diesel	582,966	litres
Biodiesel	-	
Gasoline	1,211	litres
Natural Gas	-	
Electricity	-	

Employee Statistics	Full-time	Part-time
Operators	40	-
Other Transport Operations	3	-
Vehicle Mechanics	5	-
Other Vehicle Mechanics	-	-
Plant and Other Maintenance	-	-
General and Administration	2	-
Total Employees	**50**	**-**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	1,116,494	100 %	41,470	100 %	1,263,937	100 %	30.5
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**1,116,494**		**41,470**		**1,263,937**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	727,701	1,263,937
Total Vehicle Kilometres	746,125	1,295,438
Revenue Vehicle Hours	55,142	41,470
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	55,887	42,100
Operators Paid Hours	71,693	713,185
Vehicle Mechanics Paid Hours	10,400	10,400
Total Employee Paid Hours	92,503	733,939

PASSENGER DATA		
Adult/General Passenger Trips	172,290	206,312
Children/Youth Passenger Trips	-	-
Student Passenger Trips	346,084	672,545
Senior Passenger Trips	76,792	107,072
Total Concession Fare Linked Trips	498,460	876,581
Total Regular Service Linked Trips	670,750	1,082,893
Regular Service Passenger-KMs	-	-
Auxiliary Service Passenger Trips	-	-

OPERATING EXPENSES		
Transportation Operations	$3,369,604	$3,607,956
Fuel/Energy for Vehicles	$862,481	$896,551
Vehicle Maintenance	$1,520,744	$1,148,320
Plant Maintenance	$192,948	$193,297
General/Administration	$264,063	$285,213
Total Direct Operating Expense	$6,209,840	$6,131,337
Debt Service Payment	-	-
Total Operating Expenses	$6,209,840	$6,132,153

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$1,833,225	$2,723,291
Total Operating Revenues	$1,873,301	$2,756,383
Total Revenues	$1,894,506	$2,781,899

Net Direct Operating Cost	$4,336,539	$3,374,954
Net Operating Cost	$4,315,334	$3,350,254
Federal Operating Contribution	-	-
Provincial Operating Contribution	$1,198,676	$490,000
Municipal Operating Contribution	$3,118,561	$2,860,254
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	$3,187,522	$3,677,965
Total Capital Disposals	$542,113	-
Total Capital Funding	$3,187,522	$3,677,965
Federal Capital Contribution	$1,103,389	$1,230,277
Provincial Capital Contribution	$1,004,162	$2,041,571
Municipal Capital Contribution	$1,071,741	$406,167
Other Capital Contribution	$8,230	-

PERFORMANCE INDICATORS

FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	30 %	45 %
Municipal Operating Contribution Per Capita	$65.15	$59.76
Net Direct Operating Cost Per Regular Service Passenger	$6.47	$3.12
Maintenance Expense / Total Direct Operating Expense	$0.24	$0.19
Fuel Expense / Total Direct Operating Expense	$0.14	$0.15
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	2.73	2.51
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$9.26	$5.66
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$111.11	$145.64
Maintenance Expense / Total Vehicle Hours	$27.21	$27.28
Fuel Expense / Total Vehicle Hours	$15.43	$21.30
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	14.0	22.6
Total Regular Service Linked Trips / Revenue Vehicle Hour	12.2	26.1
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	1.2	0.9
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	13.20	30.48
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	0.77	0.06
TOP WAGE RATES		
Operators	$27.97	$28.39
Mechanics	$31.20	$31.66

Oakville, ON

Contact Name: Adrian Kawun
Contact Title: Director

Statistical Contact: Yuqi Cai
Statistical Title: Transit Analyst
Telephone: 905 845 6601 x3937
Email: yuqi.cai@oakville.ca

System Established:	1972-09-05
Municipal Population:	230,900
Service Area Population:	230,190
Service Area Size km²:	139.6
Service Provided by:	Municipal Department, Town of Oakville

General/Adult Cash Fare:	$4.00
Ridership (Linked Trips):	2,832,847
Total Operating Revenues:	$7,025,764

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	3
	16 - 30 Minutes	15
	>30 Minutes	1
Saturday	< 16 Minutes	-
	16 - 30 Minutes	3
	>30 Minutes	9
Sunday	< 16 Minutes	-
	16 - 30 Minutes	3
	>30 Minutes	9
Number of Fixed Routes		30
Number of Accessible Routes		-

Hours of Service:

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

Fare Structure In Effect Since: 2023-07-01

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$4.00	$3.25	$3.25	$139.00	20 to 64 years
Child/Youth	-	-	-	-	0 to 12 years
Student	$4.00	-	-	-	Youth - 13 to 19 years
Senior	$4.00	-	-	-	65 years and over

Other Fare Type: Youth, Low Income, Blind/CNIB,

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	-	-	-	-
Standard Buses:	115	-	9.9	-
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**115**	**-**	**9.9**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	115	68	69 %	40,950
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**115**	**68**	**69 %**	**40,950**

Percentage of Accessible Bus Fleet:	100.0 %
Percentage of Accessible Transit Fleet:	100.0 %
Total Low-Floor Buses (30'-60'):	115
Average Bus Age (Years):	10

Active Buses by Power Type

Diesel	115
Biodiesel	-
Natural Gas	-
Gasoline	-
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	115

Energy Consumption (All Modes)

Diesel	2,614,053	litres
Biodiesel	-	
Gasoline	127,296	litres
Natural Gas	-	
Electricity	34,609	kilowatt-hours

Employee Statistics	Full-time	Part-time
Operators	148	20
Other Transport Operations	17	1
Vehicle Mechanics	14	-
Other Vehicle Mechanics	19	2
Plant and Other Maintenance	-	-
General and Administration	7	1
Total Employees	**205**	**24**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	3,955,896	100 %	218,095	100 %	4,709,278	100 %	21.6
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**3,955,896**		**218,095**		**4,709,278**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	4,257,613	4,709,278
Total Vehicle Kilometres	4,638,629	5,032,406
Revenue Vehicle Hours	166,428	218,095
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	209,474	261,095
Operators Paid Hours	260,904	281,324
Vehicle Mechanics Paid Hours	24,001	30,066
Total Employee Paid Hours	365,143	389,526

PASSENGER DATA		
Adult/General Passenger Trips	1,584,561	1,919,270
Children/Youth Passenger Trips	31,062	47,788
Student Passenger Trips	319,923	259,168
Senior Passenger Trips	195,262	606,621
Total Concession Fare Linked Trips	546,247	913,577
Total Regular Service Linked Trips	2,130,808	2,832,847
Regular Service Passenger-KMs	-	-
Auxiliary Service Passenger Trips	-	1,977

OPERATING EXPENSES		
Transportation Operations	$14,643,849	$16,741,353
Fuel/Energy for Vehicles	$3,724,908	$3,549,799
Vehicle Maintenance	$5,287,682	$6,126,937
Plant Maintenance	$1,809,882	$2,033,334
General/Administration	$1,052,108	$1,053,529
Total Direct Operating Expense	$26,518,430	$29,504,952
Debt Service Payment	-	-
Total Operating Expenses	$26,518,430	$29,504,952

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$4,598,646	$6,231,252
Total Operating Revenues	$5,398,857	$7,025,764
Total Revenues	$5,427,776	$7,025,764

Net Direct Operating Cost	$21,119,573	$22,479,188
Net Operating Cost	$21,090,654	$22,479,188
Federal Operating Contribution	-	-
Provincial Operating Contribution	$3,581,895	$1,080,000
Municipal Operating Contribution	$17,508,759	$21,399,188
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	$1,111,981	$5,984,480
Total Capital Disposals	$2,600	-
Total Capital Funding	$5,393,101	$6,974,605
Federal Capital Contribution	$489,846	$188,528
Provincial Capital Contribution	$2,992,208	$331,521
Municipal Capital Contribution	$1,243,500	$874,900
Other Capital Contribution	$667,547	$5,579,656

PERFORMANCE INDICATORS		
FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	20 %	24 %
Municipal Operating Contribution Per Capita	$77.82	$92.96
Net Direct Operating Cost Per Regular Service Passenger	$9.91	$7.94
Maintenance Expense / Total Direct Operating Expense	$0.20	$0.21
Fuel Expense / Total Direct Operating Expense	$0.14	$0.12
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	2.16	2.20
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$12.45	$10.42
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$126.60	$113.00
Maintenance Expense / Total Vehicle Hours	$25.24	$23.47
Fuel Expense / Total Vehicle Hours	$17.78	$13.60
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	9.5	12.3
Total Regular Service Linked Trips / Revenue Vehicle Hour	12.8	13.0
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	0.7	0.9
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	25.58	21.59
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	0.64	0.78
TOP WAGE RATES		
Operators	$32.49	$33.14
Mechanics	$40.79	$41.60

Events

2023-05-01	Free Transit for Seniors and Youth

Remarks

Youth and Senior can ride free with a valid PRESTO card- implemented May 2023, Customers without a PRESTO card pay $4 Cash Fare

Orangeville, ON

Contact Name: Tony Dulisse
Contact Title: Manager, Transportation and Development

Statistical Contact: Sarah Pihel
Statistical Title: Project Manager
Telephone: 519-941-0440
Email: spihel@orangeville.ca

System Established:	1991-12-02
Municipal Population:	31,009
Service Area Population:	20,466
Service Area Size km²:	10.3
Service Provided by:	First Student Canada

General/Adult Cash Fare:	-
Ridership (Linked Trips):	225,705
Total Operating Revenues:	$12,145

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	-
	16 - 30 Minutes	4
	>30 Minutes	-
Saturday	< 16 Minutes	-
	16 - 30 Minutes	3
	>30 Minutes	-
Sunday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-

Number of Fixed Routes 4
Number of Accessible Routes 3

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	07:15	07:15	07:15	07:15	07:15	07:15	
End	20:45	20:45	20:45	20:45	20:45	18:15	

Fare Structure In Effect Since: 2023-01-01

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	-	-	-	$55.00	
Child/Youth	-	-	-	-	5 and under ride free
Student	-	-	-	$45.00	up to 18 years of age or valid student card
Senior	-	-	-	$45.00	55 plus
Other Fare Type:					

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	3	-	1.0	-
Standard Buses:	4	-	6.3	-
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**7**	**-**	**4.0**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	7	4	75 %	40,252
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**7**	**4**	**75 %**	**40,252**

Percentage of Accessible Bus Fleet: 100.0 %
Percentage of Accessible Transit Fleet: 100.0 %

Total Low-Floor Buses (30'-60'): 7
Average Bus Age (Years): 4

Active Buses by Power Type

Diesel	4
Biodiesel	-
Natural Gas	-
Gasoline	3
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	7

Energy Consumption (All Modes)

Diesel	102,267	litres
Biodiesel	-	
Gasoline	2,844	litres
Natural Gas	-	
Electricity	-	

Employee Statistics	Full-time	Part-time
Operators	-	-
Other Transport Operations	-	-
Vehicle Mechanics	-	-
Other Vehicle Mechanics	-	-
Plant and Other Maintenance	-	-
General and Administration	-	-
Total Employees	**-**	**-**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	225,705	100 %	12,304	100 %	281,762	100 %	22.9
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**225,705**		**12,304**		**281,762**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	295,075	281,762
Total Vehicle Kilometres	304,225	300,002
Revenue Vehicle Hours	12,157	12,304
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	12,711	12,760
Operators Paid Hours	-	-
Vehicle Mechanics Paid Hours	-	-
Total Employee Paid Hours	440	-

PASSENGER DATA		
Adult/General Passenger Trips	-	123,263
Children/Youth Passenger Trips	-	-
Student Passenger Trips	-	64,923
Senior Passenger Trips	-	37,519
Total Concession Fare Linked Trips	-	102,442
Total Regular Service Linked Trips	85,986	225,705
Regular Service Passenger-KMs	533,113	1,399,371
Auxiliary Service Passenger Trips	-	-

OPERATING EXPENSES		
Transportation Operations	$595,309	$766,632
Fuel/Energy for Vehicles	$191,517	$177,183
Vehicle Maintenance	$194,104	$241,283
Plant Maintenance	$97,259	-
General/Administration	$78,306	$99,988
Total Direct Operating Expense	$1,156,495	$1,285,086
Debt Service Payment	-	-
Total Operating Expenses	$1,156,495	$1,444,189

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$122,936	$2,005
Total Operating Revenues	$139,976	$12,145
Total Revenues	$139,976	$14,046

Net Direct Operating Cost	$1,016,519	$1,272,941
Net Operating Cost	$1,016,519	$1,430,143
Federal Operating Contribution	-	-
Provincial Operating Contribution	$286,631	$299,290
Municipal Operating Contribution	$675,888	$1,130,853
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	$55,484	$885,515
Total Capital Disposals	-	-
Total Capital Funding	$55,484	$885,515
Federal Capital Contribution	-	$322,462
Provincial Capital Contribution	-	$268,691
Municipal Capital Contribution	$55,484	$294,362
Other Capital Contribution	-	-

PERFORMANCE INDICATORS

FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	12 %	1 %
Municipal Operating Contribution Per Capita	$33.63	$55.26
Net Direct Operating Cost Per Regular Service Passenger	$11.82	$5.64
Maintenance Expense / Total Direct Operating Expense	$0.17	$0.19
Fuel Expense / Total Direct Operating Expense	$0.17	$0.14
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	1.43	0.01
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$13.45	$5.69
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$90.98	$100.71
Maintenance Expense / Total Vehicle Hours	$15.27	$18.91
Fuel Expense / Total Vehicle Hours	$15.07	$13.89
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	4.3	11.0
Total Regular Service Linked Trips / Revenue Vehicle Hour	7.1	18.3
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	0.6	0.6
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	24.27	22.90
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	-	-
TOP WAGE RATES		
Operators	-	-
Mechanics	-	-

Remarks

Orangeville Transit initiated a 2-year fare free pilot program in January 2023 which increased ridership dramatically

A new transit hub was completed as a new location for bus transfers

3 leased vehicles were added to the fleet to enable upcoming on demand services

Orillia, ON

Contact Name: Shawn Crawford
Contact Title: Director of Legislative Building Parking and Transit Services

Statistical Contact: Shawn Crawford
Statistical Title: Director of Legislative Building Parking and Transit Services
Telephone: 705-558-9539
Email: scrawford@orillia.ca

System Established:
Municipal Population: 36,502
Service Area Population: 36,502
Service Area Size km²: 28.8
Service Provided by: TOK Transit

General/Adult Cash Fare: $2.90
Ridership (Linked Trips): 603,542
Total Operating Revenues: $1,126,059

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-
Saturday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-
Sunday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-

Number of Fixed Routes 6
Number of Accessible Routes 6

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	06:15	06:15	06:15	06:15	06:15	08:45	08:45
End	22:45	22:45	22:45	22:45	22:45	20:15	16:45

Fare Structure In Effect Since: 2023-01-01

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$2.90	-	-	$65.20	
Child/Youth	-	-	-	-	free with paying guardian
Student	$2.90	-	-	$65.20	
Senior	$2.90	-	-	$65.20	

Other Fare Type: Group Pass, U-pass, Blind/CNIB,

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	1	-	4.0	-
Standard Buses:	11	-	10.1	-
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**12**	**-**	**9.6**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	12	6	100 %	53,331
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**12**	**6**	**100 %**	**53,331**

Percentage of Accessible Bus Fleet: 100.0 %
Percentage of Accessible Transit Fleet: 100.0 %

Total Low-Floor Buses (30'-60'): 11
Average Bus Age (Years): 10

Active Buses by Power Type

Diesel	11
Biodiesel	-
Natural Gas	-
Gasoline	-
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	12

Energy Consumption (All Modes)

Diesel	-
Biodiesel	-
Gasoline	-
Natural Gas	-
Electricity	-

Employee Statistics	Full-time	Part-time
Operators	-	-
Other Transport Operations	-	-
Vehicle Mechanics	-	-
Other Vehicle Mechanics	-	-
Plant and Other Maintenance	-	-
General and Administration	-	-
Total Employees	**-**	**-**

Modal Statistics	Boardings		Revenue Vehicle Hours		Revenue Vehicle KMs		Average Speed (km/h)
Bus	603,542	100 %	-	-	639,976	100 %	-
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**603,542**		**-**		**639,976**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	639,976	639,976
Total Vehicle Kilometres	639,976	639,976
Revenue Vehicle Hours	30,936	-
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	30,936	30,975
Operators Paid Hours	-	-
Vehicle Mechanics Paid Hours	-	-
Total Employee Paid Hours	-	-

PASSENGER DATA		
Adult/General Passenger Trips	-	-
Children/Youth Passenger Trips	-	-
Student Passenger Trips	-	-
Senior Passenger Trips	-	-
Total Concession Fare Linked Trips	-	-
Total Regular Service Linked Trips	638,079	603,542
Regular Service Passenger-KMs	-	-
Auxiliary Service Passenger Trips	-	-

OPERATING EXPENSES		
Transportation Operations	$3,038,035	$2,999,638
Fuel/Energy for Vehicles	-	-
Vehicle Maintenance	$40,509	$35,718
Plant Maintenance	$47,005	$51,399
General/Administration	$97,271	$106,883
Total Direct Operating Expense	$3,222,820	$3,193,578
Debt Service Payment	-	-
Total Operating Expenses	$3,222,820	$3,193,578

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$877,586	$1,088,671
Total Operating Revenues	$908,402	$1,126,059
Total Revenues	$908,402	$1,126,059

Net Direct Operating Cost	$2,314,418	$2,067,519
Net Operating Cost	$2,314,418	$2,067,519
Federal Operating Contribution	-	-
Provincial Operating Contribution	$601,178	$596,647
Municipal Operating Contribution	$1,713,240	$1,470,872
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	$200,000	$41,805
Total Capital Disposals	-	-
Total Capital Funding	$543,980	-
Federal Capital Contribution	$543,980	-
Provincial Capital Contribution	-	-
Municipal Capital Contribution	-	-
Other Capital Contribution	-	-

PERFORMANCE INDICATORS

FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	28 %	35 %
Municipal Operating Contribution Per Capita	$47.71	$40.30
Net Direct Operating Cost Per Regular Service Passenger	$3.63	$3.43
Maintenance Expense / Total Direct Operating Expense	$0.01	$0.01
Fuel Expense / Total Direct Operating Expense	-	-
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	1.38	1.80
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$5.05	$5.29
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$104.18	$103.10
Maintenance Expense / Total Vehicle Hours	$1.31	$1.15
Fuel Expense / Total Vehicle Hours	-	-
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	17.8	16.5
Total Regular Service Linked Trips / Revenue Vehicle Hour	20.6	-
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	0.9	-
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	20.69	-
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	-	-
TOP WAGE RATES		
Operators	-	-
Mechanics	-	-

Ottawa, ON

Contact Name: Renée Amilcar
Contact Title: General Manager

Statistical Contact: François Quirouette
Statistical Title: Program Manager, Service Strategy
Telephone: 613-580-2424 x52188
Email: francois.quirouette@ottawa.ca

System Established:	1972-08-01
Municipal Population:	1,083,550
Service Area Population:	981,190
Service Area Size km²:	603.0
Service Provided by:	Municipal Department,

General/Adult Cash Fare:	$3.75
Ridership (Linked Trips):	64,184,983
Total Operating Revenues:	$140,989,311

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	44
	16 - 30 Minutes	79
	>30 Minutes	34
Saturday	< 16 Minutes	19
	16 - 30 Minutes	48
	>30 Minutes	4
Sunday	< 16 Minutes	14
	16 - 30 Minutes	-
	>30 Minutes	-
Number of Fixed Routes		189
Number of Accessible Routes		189

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	04:00	04:00	04:00	16:00	04:00	05:00	05:30
End	02:00	02:00	02:00	02:00	02:00	02:00	01:30

Fare Structure In Effect Since: 2023-01-01

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$3.75	$3.70	-	$125.50	
Child/Youth	$1.90	$1.85	-	-	8 to 12
Student	$3.75	$3.70	-	$96.75	13 to 19
Senior	$2.85	$2.80	-	$47.75	65+

Other Fare Type: Youth, Low Income, Family, U-pass, Blind/CNIB, Day Pass, Week Pass,

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	-	-	-	-
Standard Buses:	344	-	7.3	-
Articulated Buses:	356	-	13.3	-
Double-Decker Buses:	151	-	8.6	-
Light Rail Vehicles:	48	-	7.4	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**899**	**-**	**9.9**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	851	559	52 %	47,284
Streetcar	-	-	-	-
Light Rail	48	26	85 %	31,843
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**899**	**585**	**54 %**	**46,460**

Percentage of Accessible Bus Fleet: 100.0 %
Percentage of Accessible Transit Fleet: 100.0 %

Total Low-Floor Buses (30'-60'): 832
Average Bus Age (Years): 10

Active Buses by Power Type

Diesel	851
Biodiesel	-
Natural Gas	-
Gasoline	-
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	851

Energy Consumption (All Modes)

Diesel	34,489,347	litres
Biodiesel	-	
Gasoline	-	
Natural Gas	-	
Electricity	9,581,748	kilowatt-hours

Employee Statistics	Full-time	Part-time
Operators	1,766	-
Other Transport Operations	208	1
Vehicle Mechanics	185	-
Other Vehicle Mechanics	365	-
Plant and Other Maintenance	208	-
General and Administration	308	-
Total Employees	**3,034**	**3**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	70,410,000	78 %	1,968,810	97 %	40,238,707	96 %	20.4
Streetcar	-	-	-	-	-	-	-
Light Rail	19,451,831	22 %	66,752	3 %	1,528,453	4 %	22.9
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**89,861,831**		**2,035,562**		**41,767,160**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	40,541,990	41,767,160
Total Vehicle Kilometres	51,873,557	51,880,719
Revenue Vehicle Hours	2,025,415	2,035,562
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	2,316,015	2,414,889
Operators Paid Hours	-	3,709,608
Vehicle Mechanics Paid Hours	-	544,637
Total Employee Paid Hours	-	6,833,221

PASSENGER DATA		
Adult/General Passenger Trips	17,287,578	-
Children/Youth Passenger Trips	11,049,102	-
Student Passenger Trips	13,845,329	-
Senior Passenger Trips	2,963,225	-
Total Concession Fare Linked Trips	32,906,054	-
Total Regular Service Linked Trips	50,193,632	64,184,983
Regular Service Passenger-KMs	361,661,157	500,642,866
Auxiliary Service Passenger Trips	-	-

OPERATING EXPENSES		
Transportation Operations	$201,529,082	$204,721,447
Fuel/Energy for Vehicles	$45,584,179	$48,669,573
Vehicle Maintenance	$121,694,927	$119,899,482
Plant Maintenance	$47,380,358	$36,498,876
General/Administration	$63,584,684	$71,176,002
Total Direct Operating Expense	$479,773,231	$480,965,380
Debt Service Payment	-	-
Total Operating Expenses	$569,701,171	$542,962,449

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$108,428,827	$136,943,519
Total Operating Revenues	$112,179,207	$140,989,311
Total Revenues	$112,179,207	$140,989,311

Net Direct Operating Cost	$367,594,024	$339,976,069
Net Operating Cost	$457,521,963	$401,973,138
Federal Operating Contribution	$89,871	$112,135
Provincial Operating Contribution	$36,963,476	$36,913,476
Municipal Operating Contribution	$346,683,283	$357,475,209
Other Operating Contribution	$73,785,333	$7,472,318
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	$854,393,006	$754,046,954
Total Capital Disposals	-	-
Total Capital Funding	$854,393,006	$754,046,954
Federal Capital Contribution	$189,905,744	$170,210,908
Provincial Capital Contribution	$293,843,118	$156,201,582
Municipal Capital Contribution	$370,644,144	$427,634,464
Other Capital Contribution	-	-

PERFORMANCE INDICATORS

FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	23 %	29 %
Municipal Operating Contribution Per Capita	$358.61	$364.33
Net Direct Operating Cost Per Regular Service Passenger	$7.32	$5.30
Maintenance Expense / Total Direct Operating Expense	$0.25	$0.25
Fuel Expense / Total Direct Operating Expense	$0.10	$0.10
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	2.16	2.13
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$9.56	$7.49
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$207.15	$199.17
Maintenance Expense / Total Vehicle Hours	$52.54	$49.65
Fuel Expense / Total Vehicle Hours	$19.68	$20.15
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	51.9	65.4
Total Regular Service Linked Trips / Revenue Vehicle Hour	24.8	31.5
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	2.1	2.1
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	20.02	20.52
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	-	0.55
TOP WAGE RATES		
Operators	$33.09	$33.68
Mechanics	$39.26	$41.15

Events

2020-03-16		Recovery from Covid-19 Pandemic
2020-05-03		Line 2 Closure
2023-07-17	2023-08-07	Line 1 Closure

Owen Sound, ON

Contact Name: Heidi Jennen
Contact Title: Supervisor of Environmental Services

Statistical Contact: Heidi Jennen
Statistical Title: Supervisor of Environmental Services
Telephone: 519-376-4440 X 3223
Email: hjennen@owensound.ca

System Established:	1944-12-01
Municipal Population:	21,612
Service Area Population:	21,612
Service Area Size km²:	24.2
Service Provided by:	947465 Ontario Ltd & Voyageur
General/Adult Cash Fare:	$3.00
Ridership (Linked Trips):	179,669
Total Operating Revenues:	$379,703

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-
Saturday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-
Sunday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-
Number of Fixed Routes		4
Number of Accessible Routes		4

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	06:30	06:30	06:30	06:30	06:30	09:00	
End	18:00	18:00	18:00	18:00	18:00	16:00	

Fare Structure In Effect Since: 2014-01-01

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$3.00	-	-	$70.00	
Child/Youth	$2.50	-	-	$35.00	Elementary, under 6 Are free
Student	$2.50	-	-	$35.00	High school, college, mature
Senior	$3.00	-	-	$55.00	Over 65

Other Fare Type: Youth, Low Income, Post Secondary,

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	-	-	-	-
Standard Buses:	6	-	1.0	-
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**6**	**-**	**1.0**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	6	4	50 %	50,492
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**6**	**4**	**50 %**	**50,492**

Percentage of Accessible Bus Fleet: 100.0 %
Percentage of Accessible Transit Fleet: 100.0 %
Total Low-Floor Buses (30'-60'): 6
Average Bus Age (Years): 1

Active Buses by Power Type

Diesel	-
Biodiesel	-
Natural Gas	-
Gasoline	6
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	6

Energy Consumption (All Modes)

Diesel	-
Biodiesel	-
Gasoline	-
Natural Gas	-
Electricity	-

Employee Statistics	Full-time	Part-time
Operators	8	5
Other Transport Operations	-	-
Vehicle Mechanics	-	-
Other Vehicle Mechanics	-	-
Plant and Other Maintenance	-	-
General and Administration	-	-
Total Employees	**8**	**5**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	179,669	100 %	13,752	100 %	302,952	100 %	22.0
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**179,669**		**13,752**		**302,952**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	302,952	302,952
Total Vehicle Kilometres	317,679	324,162
Revenue Vehicle Hours	13,752	13,752
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	14,470	15,271
Operators Paid Hours	14,470	14,470
Vehicle Mechanics Paid Hours	-	-
Total Employee Paid Hours	14,470	14,470

PASSENGER DATA		
Adult/General Passenger Trips	41,515	59,291
Children/Youth Passenger Trips	-	-
Student Passenger Trips	5,032	7,186
Senior Passenger Trips	79,255	113,192
Total Concession Fare Linked Trips	84,288	120,378
Total Regular Service Linked Trips	125,802	179,669
Regular Service Passenger-KMs	880,614	1,257,683
Auxiliary Service Passenger Trips	-	-

OPERATING EXPENSES		
Transportation Operations	$1,170,119	$1,061,834
Fuel/Energy for Vehicles	$144,858	$125,079
Vehicle Maintenance	-	-
Plant Maintenance	$178,869	$77,985
General/Administration	$129,993	$128,902
Total Direct Operating Expense	$1,623,839	$1,393,802
Debt Service Payment	-	-
Total Operating Expenses	$1,623,839	$1,393,802

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$249,456	$350,540
Total Operating Revenues	$288,287	$379,703
Total Revenues	$288,287	$379,703

Net Direct Operating Cost	$1,335,552	$1,014,099
Net Operating Cost	$1,335,552	$1,014,099
Federal Operating Contribution	$54,160	$106,068
Provincial Operating Contribution	$251,642	$259,379
Municipal Operating Contribution	$1,141,122	$648,652
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	-	-
Total Capital Disposals	-	-
Total Capital Funding	-	-
Federal Capital Contribution	-	-
Provincial Capital Contribution	-	-
Municipal Capital Contribution	-	-
Other Capital Contribution	-	-

PERFORMANCE INDICATORS

FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	18 %	27 %
Municipal Operating Contribution Per Capita	$52.80	$30.01
Net Direct Operating Cost Per Regular Service Passenger	$10.62	$5.64
Maintenance Expense / Total Direct Operating Expense	-	-
Fuel Expense / Total Direct Operating Expense	$0.09	$0.09
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	1.98	1.95
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$12.91	$7.76
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$112.22	$91.27
Maintenance Expense / Total Vehicle Hours	-	-
Fuel Expense / Total Vehicle Hours	$10.01	$8.19
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	5.8	8.3
Total Regular Service Linked Trips / Revenue Vehicle Hour	9.1	13.1
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	0.6	0.6
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	22.03	22.03
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	0.95	0.95
TOP WAGE RATES		
Operators	$20.25	$20.25
Mechanics	-	-

Remarks

Fare structure date is approximate

2023 Owen Sound population and service area population is based on Stats Canada information from 2021.

November 2023, the City introduced a pilot program for an Affordability pass (Low Income), proof of Ontario Disability Support Program or Ontario Works is required

Penetanguishene, ON

Contact Name: Bryan Murray
Contact Title: Director of Public Works

Statistical Contact: Carmen Gignac
Statistical Title: Public Works Administrative Support
Telephone: 705-549-7992
Email: bmurray@penetanguishene.ca

System Established:	2016-02-02
Municipal Population:	10,078
Service Area Population:	10,000
Service Area Size km²:	14.0
Service Provided by:	Town of Midland

General/Adult Cash Fare:	$2.50
Ridership (Linked Trips):	11,699
Total Operating Revenues:	$20,541

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	1
Saturday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	1
Sunday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-
Number of Fixed Routes		1
Number of Accessible Routes		-

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	06:30	06:30	06:30	06:30	06:30	08:30	
End	17:30	17:30	17:30	17:30	17:30	16:30	

Fare Structure In Effect Since: 2023-12-31

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$2.50	$1.25	-	$100.00	12-64
Child/Youth	-	-	-	-	6 and under-FREE
Student	$2.25	$1.00	-	$100.00	12-64 with valid student card
Senior	-	-	-	-	65 AND UP
Other Fare Type:	Day Pass,				

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	-	-	-	-
Standard Buses:	1	-	8.0	-
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**1**	**-**	**8.0**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	1	1	-	93,894
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**1**	**1**	**-**	**93,894**

Percentage of Accessible Bus Fleet: 100.0 %
Percentage of Accessible Transit Fleet: 100.0 %

Total Low-Floor Buses (30'-60'): -
Average Bus Age (Years): 8

Active Buses by Power Type

Diesel	1
Biodiesel	-
Natural Gas	-
Gasoline	-
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	1

Energy Consumption (All Modes)

Diesel	34,757	litres
Biodiesel	-	
Gasoline	-	
Natural Gas	-	
Electricity	-	

Employee Statistics	Full-time	Part-time
Operators	2	-
Other Transport Operations	-	-
Vehicle Mechanics	-	1
Other Vehicle Mechanics	-	-
Plant and Other Maintenance	-	-
General and Administration	-	-
Total Employees	**2**	**1**

Modal Statistics	Boardings		Revenue Vehicle Hours		Revenue Vehicle KMs		Average Speed (km/h)
Bus	25,308	100 %	3,679	100 %	93,894	100 %	25.5
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**25,308**		**3,679**		**93,894**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	99,082	93,894
Total Vehicle Kilometres	99,082	93,894
Revenue Vehicle Hours	3,276	3,679
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	3,741	3,679
Operators Paid Hours	-	-
Vehicle Mechanics Paid Hours	-	-
Total Employee Paid Hours	-	-

PASSENGER DATA		
Adult/General Passenger Trips	10,255	7,098
Children/Youth Passenger Trips	515	275
Student Passenger Trips	6,721	1,832
Senior Passenger Trips	6,721	2,494
Total Concession Fare Linked Trips	13,957	4,601
Total Regular Service Linked Trips	24,212	11,699
Regular Service Passenger-KMs	99,082	93,894
Auxiliary Service Passenger Trips	-	-

OPERATING EXPENSES		
Transportation Operations	$165,200	$176,268
Fuel/Energy for Vehicles	$44,382	$49,109
Vehicle Maintenance	$69,539	$73,592
Plant Maintenance	$33,600	$22,600
General/Administration	$44,128	$38,192
Total Direct Operating Expense	$356,850	$370,761
Debt Service Payment	-	-
Total Operating Expenses	$356,850	$370,761

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$31,131	$19,550
Total Operating Revenues	$33,120	$20,541
Total Revenues	$33,120	$20,541

Net Direct Operating Cost	$323,730	$350,220
Net Operating Cost	$323,730	$350,220
Federal Operating Contribution	-	-
Provincial Operating Contribution	$170,223	$88,960
Municipal Operating Contribution	$138,004	$261,260
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	-	-
Total Capital Disposals	-	-
Total Capital Funding	-	-
Federal Capital Contribution	-	-
Provincial Capital Contribution	-	-
Municipal Capital Contribution	-	-
Other Capital Contribution	-	-

PERFORMANCE INDICATORS

FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	9 %	6 %
Municipal Operating Contribution Per Capita	$13.80	$26.13
Net Direct Operating Cost Per Regular Service Passenger	$13.37	$29.94
Maintenance Expense / Total Direct Operating Expense	$0.19	$0.20
Fuel Expense / Total Direct Operating Expense	$0.12	$0.13
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	1.29	1.67
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$14.74	$31.69
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$95.39	$100.78
Maintenance Expense / Total Vehicle Hours	$18.59	$20.00
Fuel Expense / Total Vehicle Hours	$11.86	$13.35
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	2.4	1.2
Total Regular Service Linked Trips / Revenue Vehicle Hour	7.4	3.2
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	0.3	0.4
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	30.24	25.52
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	-	-
TOP WAGE RATES		
Operators	$26.22	$28.62
Mechanics	$137.32	$32.48

Remarks

To clarify the fare structure reported above the following is a summary of the Penetanguishene Transit Fare Structure. FARES AND TRANSITFARE PASS, Adults: $2.50 per ticket or 20 tickets for $30.00 (though Transitfare Pass), Students: $2.25/each or 20 for $25.00, Seniors (65+) and Children - 6 and under are free, Unlimited Monthly Pass: $100. NOTE: Drivers cannot provide change - exact fare only. There is a $3.50 charge for the transit fare cards and they can be continually loaded with different ride options of 5, 10, 15 20 to a maximum of 50 rides. In August 2023 a Free Rides for Senior Program started. The seniors need to register to participate in the program. This program allows seniors to ride for free on the transit.

Peterborough, ON

Contact Name: Barry Wakeford
Contact Title: Director Transit Operations

Statistical Contact: Andrew Burdett
Statistical Title: Operations Supervisor Fleet & Facilities
Telephone: 705-742-7777 x2889
Email: aburdett@peterborough.ca

System Established:	1979-01-01
Municipal Population:	83,651
Service Area Population:	83,651
Service Area Size km²:	67.3
Service Provided by:	Municipal Department,

General/Adult Cash Fare:	$2.75
Ridership (Linked Trips):	3,094,064
Total Operating Revenues:	$5,937,150

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	1
	16 - 30 Minutes	6
	>30 Minutes	5
Saturday	< 16 Minutes	-
	16 - 30 Minutes	3
	>30 Minutes	8
Sunday	< 16 Minutes	-
	16 - 30 Minutes	3
	>30 Minutes	8

Number of Fixed Routes	13
Number of Accessible Routes	13

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	05:23	05:23	05:23	05:23	05:23	06:23	07:23
End	23:55	23:55	23:55	23:55	23:55	00:00	00:30

Fare Structure In Effect Since: 2021-01-31

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$2.75	$2.50	-	$66.00	
Child/Youth	$2.75	$2.50	-	$45.00	Under 12
Student	$2.75	$2.50	-	$60.00	To Grade 12
Senior	$2.75	$2.50	-	$45.00	65 +

Other Fare Type: Low Income, Post Secondary, U-pass, Veteran, Blind/CNIB, Day Pass, Annual Pass,

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	-	-	-	-
Standard Buses:	70	-	10.1	-
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**70**	**-**	**10.1**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	70	42	67 %	43,570
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**70**	**42**	**67 %**	**43,570**

Percentage of Accessible Bus Fleet:	100.0 %
Percentage of Accessible Transit Fleet:	100.0 %

Total Low-Floor Buses (30'-60'):	70
Average Bus Age (Years):	10

Active Buses by Power Type

Diesel	61
Biodiesel	-
Natural Gas	-
Gasoline	9
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	70

Energy Consumption (All Modes)

Diesel	1,600,525	litres
Biodiesel	-	
Gasoline	21,445	litres
Natural Gas	-	
Electricity	-	

Employee Statistics	Full-time	Part-time
Operators	88	25
Other Transport Operations	5	6
Vehicle Mechanics	7	-
Other Vehicle Mechanics	7	1
Plant and Other Maintenance	1	-
General and Administration	5	2
Total Employees	**113**	**34**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	3,208,534	100 %	-	-	3,049,877	100 %	-
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**3,208,534**		**-**		**3,049,877**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	3,242,730	3,049,877
Total Vehicle Kilometres	3,377,559	3,173,921
Revenue Vehicle Hours	147,449	-
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	154,948	163,221
Operators Paid Hours	-	-
Vehicle Mechanics Paid Hours	-	-
Total Employee Paid Hours	-	-

PASSENGER DATA		
Adult/General Passenger Trips	538,965	370,256
Children/Youth Passenger Trips	17,614	31,999
Student Passenger Trips	42,597	48,838
Senior Passenger Trips	98,280	98,461
Total Concession Fare Linked Trips	1,555,886	2,723,808
Total Regular Service Linked Trips	2,094,851	3,094,064
Regular Service Passenger-KMs	12,569,106	21,630,448
Auxiliary Service Passenger Trips	-	-

OPERATING EXPENSES		
Transportation Operations	$10,898,655	$10,403,404
Fuel/Energy for Vehicles	$2,823,063	$2,325,844
Vehicle Maintenance	$2,832,054	$4,077,222
Plant Maintenance	$884,011	$790,285
General/Administration	$557,285	$626,779
Total Direct Operating Expense	$17,995,068	$18,223,534
Debt Service Payment	-	-
Total Operating Expenses	$17,995,068	$18,223,534

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$5,170,438	$5,795,187
Total Operating Revenues	$5,276,021	$5,937,150
Total Revenues	$5,372,193	$5,953,059

Net Direct Operating Cost	$12,719,047	$12,286,384
Net Operating Cost	$12,622,875	$12,270,475
Federal Operating Contribution	$2,217,022	-
Provincial Operating Contribution	$1,600,000	$1,600,000
Municipal Operating Contribution	$8,893,711	$10,645,475
Other Operating Contribution	-	$25,000
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	-	-
Total Capital Disposals	$35,956	-
Total Capital Funding	-	-
Federal Capital Contribution	-	-
Provincial Capital Contribution	-	-
Municipal Capital Contribution	-	-
Other Capital Contribution	-	-

PERFORMANCE INDICATORS

FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	29 %	33 %
Municipal Operating Contribution Per Capita	$106.32	$127.26
Net Direct Operating Cost Per Regular Service Passenger	$6.07	$3.97
Maintenance Expense / Total Direct Operating Expense	$0.16	$0.22
Fuel Expense / Total Direct Operating Expense	$0.16	$0.13
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	2.47	1.87
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$8.59	$5.89
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$116.14	$111.65
Maintenance Expense / Total Vehicle Hours	$18.28	$24.98
Fuel Expense / Total Vehicle Hours	$18.22	$14.25
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	25.0	37.0
Total Regular Service Linked Trips / Revenue Vehicle Hour	14.2	-
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	1.8	-
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	21.99	-
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	-	-
TOP WAGE RATES		
Operators	$31.01	$31.94
Mechanics	$37.74	$39.74

Remarks

Hiring of new drivers seems to be back on par with pre covid numbers which translates to less dropped trips and also huge increase in international students at College has driven up ridership.

Port Hope, ON

Contact Name: Todd Davis
Contact Title: Planning Director

Statistical Contact: Jerry Siebarth
Statistical Title: Transit Coordinator
Telephone: 905-885-9891
Email: jsiebarth@porthope.ca

System Established:	1969-04-14
Municipal Population:	38,269
Service Area Population:	38,269
Service Area Size km²:	278.8
Service Provided by:	Municipal Department,

General/Adult Cash Fare:	$2.50
Ridership (Linked Trips):	43,366
Total Operating Revenues:	$79,127

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	-
	16 - 30 Minutes	2
	>30 Minutes	-
Saturday	< 16 Minutes	-
	16 - 30 Minutes	2
	>30 Minutes	-
Sunday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-

Number of Fixed Routes	2
Number of Accessible Routes	2

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	07:00	07:00	07:00	07:00	07:00	09:00	
End	20:00	20:00	20:00	20:00	20:00	16:00	

Fare Structure In Effect Since: 2023-01-01

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$2.50	$2.50	-	$60.00	18-55 years
Child/Youth	-	-	-	-	under 4 years
Student	$2.00	$2.00	-	$30.00	4-17 years
Senior	$2.00	$2.00	-	$30.00	55+ years
Other Fare Type:					

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	4	-	4.0	-
Standard Buses:	-	-	-	-
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**4**	**-**	**4.0**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	4	2	100 %	58,682
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**4**	**2**	**100 %**	**58,682**

Percentage of Accessible Bus Fleet:	100.0 %
Percentage of Accessible Transit Fleet:	100.0 %

Total Low-Floor Buses (30'-60'):	-
Average Bus Age (Years):	4

Active Buses by Power Type

Diesel	-
Biodiesel	-
Natural Gas	-
Gasoline	3
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	4

Energy Consumption (All Modes)

Diesel	-	
Biodiesel	-	
Gasoline	59,054	litres
Natural Gas	-	
Electricity	-	

Employee Statistics	Full-time	Part-time
Operators	2	5
Other Transport Operations	-	-
Vehicle Mechanics	-	-
Other Vehicle Mechanics	-	-
Plant and Other Maintenance	-	-
General and Administration	-	-
Total Employees	**2**	**5**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	43,366	100 %	7,345	100 %	234,727	100 %	32.0
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**43,366**		**7,345**		**234,727**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	-	234,727
Total Vehicle Kilometres	201,134	234,727
Revenue Vehicle Hours	7,202	7,345
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	7,202	7,345
Operators Paid Hours	-	-
Vehicle Mechanics Paid Hours	-	-
Total Employee Paid Hours	-	-

PASSENGER DATA		
Adult/General Passenger Trips	24,250	23,166
Children/Youth Passenger Trips	399	548
Student Passenger Trips	2,832	3,262
Senior Passenger Trips	11,973	16,390
Total Concession Fare Linked Trips	15,204	20,200
Total Regular Service Linked Trips	39,454	43,366
Regular Service Passenger-KMs	-	-
Auxiliary Service Passenger Trips	-	-

OPERATING EXPENSES		
Transportation Operations	$372,268	$421,516
Fuel/Energy for Vehicles	$63,078	$59,054
Vehicle Maintenance	$47,174	$85,923
Plant Maintenance	$39,292	$12,966
General/Administration	-	$828
Total Direct Operating Expense	$521,812	$580,287
Debt Service Payment	-	-
Total Operating Expenses	$541,812	$580,287

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$64,620	$79,127
Total Operating Revenues	$64,620	$79,127
Total Revenues	$64,620	$99,127

Net Direct Operating Cost	$457,192	$501,160
Net Operating Cost	$477,192	$481,160
Federal Operating Contribution	$18,431	-
Provincial Operating Contribution	$100,000	$100,000
Municipal Operating Contribution	$309,108	$381,160
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	-	-
Total Capital Disposals	-	-
Total Capital Funding	-	-
Federal Capital Contribution	-	-
Provincial Capital Contribution	-	-
Municipal Capital Contribution	-	-
Other Capital Contribution	-	-

PERFORMANCE INDICATORS

FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	12 %	14 %
Municipal Operating Contribution Per Capita	$17.63	$9.96
Net Direct Operating Cost Per Regular Service Passenger	$11.59	$11.56
Maintenance Expense / Total Direct Operating Expense	$0.09	$0.15
Fuel Expense / Total Direct Operating Expense	$0.12	$0.10
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	1.64	1.82
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$13.23	$13.38
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$75.23	$79.00
Maintenance Expense / Total Vehicle Hours	$6.55	$11.70
Fuel Expense / Total Vehicle Hours	$8.76	$8.04
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	2.2	1.1
Total Regular Service Linked Trips / Revenue Vehicle Hour	5.5	5.9
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	0.4	0.2
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	-	31.96
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	-	-
TOP WAGE RATES		
Operators	$22.22	$27.76
Mechanics	-	-

Events

2023-01-01	2023-04-30	COVID-19

Prescott, ON

Contact Name: Matthew Armstrong
Contact Title: Chief Administrative Officer & Treasurer

Statistical Contact: Matthew Armstrong
Statistical Title: Chief Administrative Officer & Treasurer
Telephone: 613-925-2812
Email: marmstrong@prescott.ca

System Established:	2021-08-30
Municipal Population:	18,969
Service Area Population:	18,969
Service Area Size km²:	628.6
Service Provided by:	City of Brockville

General/Adult Cash Fare:	$5.00
Ridership (Linked Trips):	5,694
Total Operating Revenues:	$25,239

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	1
Saturday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-
Sunday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-

Number of Fixed Routes	1
Number of Accessible Routes	1

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	05:30	05:30	05:30	05:30	05:30		
End	17:30	17:30	17:30	17:30	17:30		

Fare Structure In Effect Since: 2021-08-30

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$5.00	$4.00	-	-	All Users
Child/Youth	-	-	-	-	
Student	-	-	-	-	
Senior	-	-	-	-	
Other Fare Type:					

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	-	-	-	-
Standard Buses:	-	-	-	-
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**-**	**-**	**-**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	-	1	-100 %	-
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**-**	**1**	**-100 %**	**-**

Percentage of Accessible Bus Fleet:

Percentage of Accessible Transit Fleet:

Total Low-Floor Buses (30'-60'): -

Average Bus Age (Years): -

Active Buses by Power Type

Diesel	-
Biodiesel	-
Natural Gas	-
Gasoline	-
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	-

Energy Consumption (All Modes)

Diesel	25,089	litres
Biodiesel	-	
Gasoline	-	
Natural Gas	-	
Electricity	-	

Employee Statistics	Full-time	Part-time
Operators	-	-
Other Transport Operations	-	-
Vehicle Mechanics	-	-
Other Vehicle Mechanics	-	-
Plant and Other Maintenance	-	-
General and Administration	-	-
Total Employees	**-**	**-**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	5,694	100 %	2,902	100 %	120,974	100 %	41.7
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**5,694**		**2,902**		**120,974**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	122,514	120,974
Total Vehicle Kilometres	122,658	121,604
Revenue Vehicle Hours	-	2,902
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	-	2,953
Operators Paid Hours	-	-
Vehicle Mechanics Paid Hours	-	-
Total Employee Paid Hours	-	-

PASSENGER DATA		
Adult/General Passenger Trips	-	-
Children/Youth Passenger Trips	-	-
Student Passenger Trips	-	-
Senior Passenger Trips	-	-
Total Concession Fare Linked Trips	-	-
Total Regular Service Linked Trips	3,865	5,694
Regular Service Passenger-KMs	-	-
Auxiliary Service Passenger Trips	-	-

OPERATING EXPENSES		
Transportation Operations	$114,206	$115,196
Fuel/Energy for Vehicles	$38,090	$37,162
Vehicle Maintenance	$14,660	$17,904
Plant Maintenance	-	-
General/Administration	-	-
Total Direct Operating Expense	$166,956	$170,262
Debt Service Payment	-	-
Total Operating Expenses	$166,956	$170,262

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$19,258	$25,239
Total Operating Revenues	$19,258	$25,239
Total Revenues	$19,258	$25,239

Net Direct Operating Cost	$147,698	$145,023
Net Operating Cost	$147,698	$145,023
Federal Operating Contribution	-	-
Provincial Operating Contribution	$71,553	$53,523
Municipal Operating Contribution	$76,146	$91,500
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	-	-
Total Capital Disposals	-	-
Total Capital Funding	-	-
Federal Capital Contribution	-	-
Provincial Capital Contribution	-	-
Municipal Capital Contribution	-	-
Other Capital Contribution	-	-

PERFORMANCE INDICATORS		
FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	12 %	15 %
Municipal Operating Contribution Per Capita	$4.01	$4.82
Net Direct Operating Cost Per Regular Service Passenger	$38.21	$25.47
Maintenance Expense / Total Direct Operating Expense	$0.09	$0.11
Fuel Expense / Total Direct Operating Expense	$0.23	$0.22
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	4.98	4.43
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$43.20	$29.90
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	-	$57.66
Maintenance Expense / Total Vehicle Hours	-	$6.06
Fuel Expense / Total Vehicle Hours	-	$12.58
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	0.2	0.3
Total Regular Service Linked Trips / Revenue Vehicle Hour	-	2.0
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	-	0.2
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	-	41.69
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	-	-
TOP WAGE RATES		
Operators	-	-
Mechanics	-	-

Remarks

This was a new transit service that started August 30, 2021. As such ridership has taken a while to build.

Prince Edward County, ON

Contact Name: Shelly Ackers
Contact Title: Executive Director

Statistical Contact: Shelly Ackers
Statistical Title: Executive Director
Telephone: 613-392-9640
Email: shelly.ackers@quintetransit.ca

System Established:	2021-01-03
Municipal Population:	25,704
Service Area Population:	7,000
Service Area Size km²:	50.0
Service Provided by:	Quinte Access Transportation (Quinte Transit)

General/Adult Cash Fare:	$11.00
Ridership (Linked Trips):	5,870
Total Operating Revenues:	-

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	1
	16 - 30 Minutes	-
	>30 Minutes	-
Saturday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-
Sunday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-
Number of Fixed Routes		1
Number of Accessible Routes		1

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	06:30	06:30	06:30	06:30	06:30		
End	18:30	18:30	18:30	18:30	18:30		

Fare Structure In Effect Since: 2021-01-03

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$11.00	$11.00	-	$180.00	
Child/Youth	-	-	-	-	5 & under
Student	$7.00	$7.00	-	$135.00	all students
Senior	$7.00	$7.00	-	$135.00	55+ and persons with disabilities
Other Fare Type:	Youth,				

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	-	-	-	-
Standard Buses:	-	-	-	-
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**-**	**-**	**-**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	-	1	-	-
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**-**	**1**	**-**	**-**

Percentage of Accessible Bus Fleet:

Percentage of Accessible Transit Fleet:

Total Low-Floor Buses (30'-60'): -

Average Bus Age (Years): -

Active Buses by Power Type

Diesel	-
Biodiesel	-
Natural Gas	-
Gasoline	-
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	-

Energy Consumption (All Modes)

Diesel	-	
Biodiesel	-	
Gasoline	40,200	litres
Natural Gas	-	
Electricity	-	

Employee Statistics	Full-time	Part-time
Operators	-	-
Other Transport Operations	-	-
Vehicle Mechanics	-	-
Other Vehicle Mechanics	-	-
Plant and Other Maintenance	-	-
General and Administration	-	-
Total Employees	**-**	**-**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	5,870	100 %	3,685	100 %	121,000	100 %	32.8
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**5,870**		**3,685**		**121,000**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	130,571	121,000
Total Vehicle Kilometres	137,336	122,200
Revenue Vehicle Hours	4,105	3,685
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	4,591	4,110
Operators Paid Hours	-	-
Vehicle Mechanics Paid Hours	-	-
Total Employee Paid Hours	-	-

PASSENGER DATA		
Adult/General Passenger Trips	5,026	5,870
Children/Youth Passenger Trips	-	-
Student Passenger Trips	-	-
Senior Passenger Trips	-	-
Total Concession Fare Linked Trips	-	-
Total Regular Service Linked Trips	5,026	5,870
Regular Service Passenger-KMs	179,428	209,559
Auxiliary Service Passenger Trips	-	-

OPERATING EXPENSES		
Transportation Operations	$203,879	$170,250
Fuel/Energy for Vehicles	-	-
Vehicle Maintenance	-	-
Plant Maintenance	-	-
General/Administration	$54,996	-
Total Direct Operating Expense	$258,875	$170,250
Debt Service Payment	-	-
Total Operating Expenses	$258,875	$170,251

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$21,596	$23,954
Total Operating Revenues	$21,596	-
Total Revenues	$21,596	$23,954

Net Direct Operating Cost	$237,279	$170,250
Net Operating Cost	$237,279	$146,296
Federal Operating Contribution	-	-
Provincial Operating Contribution	$98,315	$146,296
Municipal Operating Contribution	$138,964	-
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	-	-
Total Capital Disposals	-	-
Total Capital Funding	-	-
Federal Capital Contribution	-	-
Provincial Capital Contribution	-	-
Municipal Capital Contribution	-	-
Other Capital Contribution	-	-

PERFORMANCE INDICATORS		
FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	8 %	-
Municipal Operating Contribution Per Capita	$19.85	-
Net Direct Operating Cost Per Regular Service Passenger	$47.21	$29.00
Maintenance Expense / Total Direct Operating Expense	-	-
Fuel Expense / Total Direct Operating Expense	-	-
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	4.30	4.08
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$51.51	$29.00
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$56.39	$41.42
Maintenance Expense / Total Vehicle Hours	-	-
Fuel Expense / Total Vehicle Hours	-	-
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	0.7	0.8
Total Regular Service Linked Trips / Revenue Vehicle Hour	1.2	1.6
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	0.6	0.5
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	31.81	32.84
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	-	-
TOP WAGE RATES		
Operators	-	-
Mechanics	-	-

Quinte West, ON

Contact Name: Shelly Ackers
Contact Title: Executive Director

Statistical Contact: Shelly Ackers
Statistical Title: Executive Director
Telephone: 613-392-9664
Email: shelly.ackers@quinteaccess.org

System Established:	2019-09-15
Municipal Population:	47,464
Service Area Population:	21,972
Service Area Size km²:	48.0
Service Provided by:	Contracted w/Non Profit

General/Adult Cash Fare:	$2.00
Ridership (Linked Trips):	83,800
Total Operating Revenues:	$169,690

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	-
	16 - 30 Minutes	1
	>30 Minutes	4
Saturday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	2
Sunday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-
Number of Fixed Routes		5
Number of Accessible Routes		5

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	05:00	05:00	05:00	05:00	05:00	09:00	
End	20:00	20:00	20:00	20:00	20:00	17:00	

Fare Structure In Effect Since: 2023-04-01

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$2.00	$2.00	-	$45.00	
Child/Youth	-	-	-	-	Under 10
Student	$1.50	$1.50	-	$20.00	
Senior	$1.50	$1.50	-	$35.00	55+ or person w/disability

Other Fare Type: Youth, Low Income, Annual Pass,

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	3	-	5.0	-
Standard Buses:	4	-	4.0	-
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**7**	**-**	**4.4**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	7	4	75 %	47,896
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**7**	**4**	**75 %**	**47,896**

Percentage of Accessible Bus Fleet:	100.0 %
Percentage of Accessible Transit Fleet:	100.0 %
Total Low-Floor Buses (30'-60'):	7
Average Bus Age (Years):	4

Active Buses by Power Type

Diesel	-
Biodiesel	-
Natural Gas	-
Gasoline	7
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	7

Energy Consumption (All Modes)

Diesel	-	
Biodiesel	-	
Gasoline	118,310	litres
Natural Gas	-	
Electricity	-	

Employee Statistics	Full-time	Part-time
Operators	11	3
Other Transport Operations	-	-
Vehicle Mechanics	-	-
Other Vehicle Mechanics	-	-
Plant and Other Maintenance	2	1
General and Administration	5	1
Total Employees	**18**	**5**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	3,200	100 %	14,775	100 %	335,271	100 %	22.7
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**3,200**		**14,775**		**335,271**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	328,000	335,271
Total Vehicle Kilometres	345,550	352,391
Revenue Vehicle Hours	14,815	14,775
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	16,565	15,791
Operators Paid Hours	47,795	16,511
Vehicle Mechanics Paid Hours	-	-
Total Employee Paid Hours	71,755	30,886

PASSENGER DATA		
Adult/General Passenger Trips	70,523	83,800
Children/Youth Passenger Trips	-	-
Student Passenger Trips	-	-
Senior Passenger Trips	-	-
Total Concession Fare Linked Trips	-	-
Total Regular Service Linked Trips	70,523	83,800
Regular Service Passenger-KMs	507,765	603,360
Auxiliary Service Passenger Trips	-	-

OPERATING EXPENSES		
Transportation Operations	$620,755	$636,585
Fuel/Energy for Vehicles	$190,149	$129,109
Vehicle Maintenance	$196,547	$236,213
Plant Maintenance	$66,776	$63,749
General/Administration	$135,031	$146,105
Total Direct Operating Expense	$1,209,258	$1,211,761
Debt Service Payment	-	-
Total Operating Expenses	$1,209,258	$1,211,761

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$110,097	$165,071
Total Operating Revenues	$130,071	$169,690
Total Revenues	$128,047	$169,690

Net Direct Operating Cost	$1,079,187	$1,042,071
Net Operating Cost	$1,079,187	$1,042,071
Federal Operating Contribution	-	-
Provincial Operating Contribution	$416,805	$157,418
Municipal Operating Contribution	$662,382	$884,650
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	-	-
Total Capital Disposals	-	-
Total Capital Funding	-	-
Federal Capital Contribution	-	-
Provincial Capital Contribution	-	-
Municipal Capital Contribution	-	-
Other Capital Contribution	-	-

PERFORMANCE INDICATORS

FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	11 %	14 %
Municipal Operating Contribution Per Capita	$30.15	$40.26
Net Direct Operating Cost Per Regular Service Passenger	$15.30	$12.44
Maintenance Expense / Total Direct Operating Expense	$0.16	$0.19
Fuel Expense / Total Direct Operating Expense	$0.16	$0.11
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	1.56	1.97
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$17.15	$14.46
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$73.00	$76.74
Maintenance Expense / Total Vehicle Hours	$11.87	$14.96
Fuel Expense / Total Vehicle Hours	$11.48	$8.18
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	3.2	3.8
Total Regular Service Linked Trips / Revenue Vehicle Hour	4.8	5.7
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	0.7	0.7
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	22.14	22.69
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	0.31	0.89
TOP WAGE RATES		
Operators	$23.50	$23.97
Mechanics	-	-

Sarnia, ON

Contact Name: Michelle Carter
Contact Title: Transit Manager

Statistical Contact: Michelle Carter
Statistical Title: Transit Manager
Telephone: 519-336-3271
Email: michelle.carter@sarnia.ca

System Established:	1974-01-04
Municipal Population:	72,320
Service Area Population:	72,320
Service Area Size km²:	169.0
Service Provided by:	Municipal Department,

General/Adult Cash Fare:	$3.00
Ridership (Linked Trips):	1,766,314
Total Operating Revenues:	$2,215,591

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	4
	16 - 30 Minutes	9
	>30 Minutes	6
Saturday	< 16 Minutes	2
	16 - 30 Minutes	8
	>30 Minutes	5
Sunday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-

Number of Fixed Routes	19
Number of Accessible Routes	-

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	06:30	06:30	06:30	06:30	06:30	08:00	08:00
End	22:30	22:30	22:30	22:30	22:30	22:30	18:30

Fare Structure In Effect Since: 2023-01-01

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$3.00	$2.50	-	$79.50	over age 12
Child/Youth	-	-	-	-	free under 12
Student	$3.00	$2.50	-	$179.00	over age 12
Senior	$3.00	$2.50	-	$62.50	over age 60

Other Fare Type: Youth, Low Income, Family, Post Secondary, Semester, Veteran, Blind/CNIB, Week Pass, Annual Pass,

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	-	-	-	-
Standard Buses:	20	2	9.1	3.0
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**20**	**2**	**9.1**	**3.0**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	22	22	-	-
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**22**	**22**	**-**	**-**

Percentage of Accessible Bus Fleet:	90.9 %
Percentage of Accessible Transit Fleet:	90.9 %

Total Low-Floor Buses (30'-60'):	18
Average Bus Age (Years):	9

Active Buses by Power Type

Diesel	20
Biodiesel	-
Natural Gas	-
Gasoline	2
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	22

Energy Consumption (All Modes)

Diesel	282,141	litres
Biodiesel	-	
Gasoline	90,233	litres
Natural Gas	-	
Electricity	-	

Employee Statistics	Full-time	Part-time
Operators	33	9
Other Transport Operations	-	-
Vehicle Mechanics	3	-
Other Vehicle Mechanics	1	-
Plant and Other Maintenance	3	-
General and Administration	7	1
Total Employees	**47**	**10**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	1,766,314	100 %	-	-	-	-	-
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**1,766,314**		**-**		**-**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	1,522,855	-
Total Vehicle Kilometres	1,522,855	-
Revenue Vehicle Hours	57,293	-
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	57,293	57,241
Operators Paid Hours	-	-
Vehicle Mechanics Paid Hours	-	-
Total Employee Paid Hours	-	-

PASSENGER DATA		
Adult/General Passenger Trips	677,556	717,662
Children/Youth Passenger Trips	-	25,272
Student Passenger Trips	442,478	963,853
Senior Passenger Trips	28,825	35,253
Total Concession Fare Linked Trips	599,704	1,048,652
Total Regular Service Linked Trips	1,277,260	1,766,314
Regular Service Passenger-KMs	-	1,123,016
Auxiliary Service Passenger Trips	-	-

OPERATING EXPENSES		
Transportation Operations	$2,678,590	$3,154,166
Fuel/Energy for Vehicles	$852,164	$682,270
Vehicle Maintenance	$991,119	$998,275
Plant Maintenance	$196,134	$263,381
General/Administration	$918,845	$763,724
Total Direct Operating Expense	$5,636,852	$5,861,826
Debt Service Payment	-	-
Total Operating Expenses	$5,636,852	$5,861,826

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$1,374,641	$2,165,952
Total Operating Revenues	$1,408,743	$2,215,591
Total Revenues	$1,408,743	$2,440,560

Net Direct Operating Cost	$4,228,109	$3,646,235
Net Operating Cost	$4,228,109	$3,429,514
Federal Operating Contribution	-	-
Provincial Operating Contribution	$350,295	$727,237
Municipal Operating Contribution	$4,469,104	$2,702,277
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	$1,935,812	-
Total Capital Disposals	-	-
Total Capital Funding	$1,935,812	$3,035,497
Federal Capital Contribution	$774,324	$1,214,199
Provincial Capital Contribution	$645,206	$1,011,731
Municipal Capital Contribution	$516,281	$809,567
Other Capital Contribution	-	-

PERFORMANCE INDICATORS		
FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	25 %	38 %
Municipal Operating Contribution Per Capita	$59.59	$37.37
Net Direct Operating Cost Per Regular Service Passenger	$3.31	$2.06
Maintenance Expense / Total Direct Operating Expense	$0.18	$0.17
Fuel Expense / Total Direct Operating Expense	$0.15	$0.12
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	1.08	1.23
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$4.41	$3.32
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$98.39	$102.41
Maintenance Expense / Total Vehicle Hours	$17.30	$17.44
Fuel Expense / Total Vehicle Hours	$14.87	$11.92
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	17.0	24.4
Total Regular Service Linked Trips / Revenue Vehicle Hour	22.3	-
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	0.8	-
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	26.58	-
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	-	-
TOP WAGE RATES		
Operators	$29.04	$29.56
Mechanics	$34.54	$35.67

Sault Ste. Marie, ON

Contact Name: Nicole Maione
Contact Title: Manager Transit & Parking

Statistical Contact: Nicole Maione
Statistical Title: Manager Transit & Parking
Telephone: 705-759-5434
Email: n.maione@cityssm.on.ca

System Established:	1941-11-01
Municipal Population:	76,731
Service Area Population:	71,100
Service Area Size km²:	223.5
Service Provided by:	Municipal Department,

General/Adult Cash Fare:	$3.20
Ridership (Linked Trips):	1,872,904
Total Operating Revenues:	$2,598,193

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	-
	16 - 30 Minutes	7
	>30 Minutes	7
Saturday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	7
Sunday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	7
Number of Fixed Routes		8
Number of Accessible Routes		8

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	06:00	06:00	06:00	06:00	06:00	06:15	07:15
End	00:05	00:05	00:05	00:05	00:05	00:05	00:05

Fare Structure In Effect Since: 2023-01-01

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$3.20	-	$3.20	$74.25	
Child/Youth	-	-	-	-	Children under 12 ride FREE
Student	$3.20	-	$3.20	$32.30	Youth (18 & under)
Senior	$3.20	-	$3.20	$63.50	60 & Over

Other Fare Type: Youth, Low Income, U-pass, Semester, Blind/CNIB,

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	3	-	1.7	-
Standard Buses:	27	-	6.2	-
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**30**	**-**	**5.7**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	30	18	67 %	65,119
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**30**	**18**	**67 %**	**65,119**

Percentage of Accessible Bus Fleet: 100.0 %
Percentage of Accessible Transit Fleet: 100.0 %

Total Low-Floor Buses (30'-60'): 30
Average Bus Age (Years): 6

Active Buses by Power Type

Diesel	27
Biodiesel	-
Natural Gas	-
Gasoline	3
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	30

Energy Consumption (All Modes)

Diesel	971,200	litres
Biodiesel	-	
Gasoline	55,217	litres
Natural Gas	-	
Electricity	-	

Employee Statistics	Full-time	Part-time
Operators	52	19
Other Transport Operations	6	-
Vehicle Mechanics	8	-
Other Vehicle Mechanics	1	-
Plant and Other Maintenance	3	-
General and Administration	4	1
Total Employees	**74**	**20**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	1,872,904	100 %	82,716	100 %	1,953,564	100 %	23.6
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**1,872,904**		**82,716**		**1,953,564**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	1,945,639	1,953,564
Total Vehicle Kilometres	2,167,156	2,167,164
Revenue Vehicle Hours	82,379	82,716
Auxiliary Revenue Vehicle Hours	348	120
Total Vehicle Hours	83,958	84,328
Operators Paid Hours	-	-
Vehicle Mechanics Paid Hours	-	-
Total Employee Paid Hours	-	-

PASSENGER DATA		
Adult/General Passenger Trips	-	1,872,904
Children/Youth Passenger Trips	-	-
Student Passenger Trips	-	-
Senior Passenger Trips	-	-
Total Concession Fare Linked Trips	-	1,872,904
Total Regular Service Linked Trips	1,281,796	1,872,904
Regular Service Passenger-KMs	5,537,359	-
Auxiliary Service Passenger Trips	2,447	1,063

OPERATING EXPENSES		
Transportation Operations	$5,503,062	$5,457,096
Fuel/Energy for Vehicles	$1,617,449	$1,505,565
Vehicle Maintenance	$1,849,327	$1,710,603
Plant Maintenance	$859,169	$950,642
General/Administration	$659,742	$724,920
Total Direct Operating Expense	$10,488,749	$10,348,826
Debt Service Payment	-	-
Total Operating Expenses	$10,488,749	$10,348,826

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$2,178,395	$2,511,960
Total Operating Revenues	$2,255,029	$2,598,193
Total Revenues	$2,255,029	$2,598,193

Net Direct Operating Cost	$8,233,720	$7,750,633
Net Operating Cost	$8,233,720	$7,750,633
Federal Operating Contribution	-	-
Provincial Operating Contribution	$2,065,844	$3,349,982
Municipal Operating Contribution	$6,167,876	$4,400,651
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	$2,254,025	$1,425,720
Total Capital Disposals	-	-
Total Capital Funding	$2,253,924	$1,425,618
Federal Capital Contribution	$979,926	$574,878
Provincial Capital Contribution	$801,757	$470,355
Municipal Capital Contribution	$472,241	$380,385
Other Capital Contribution	-	-

PERFORMANCE INDICATORS

FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	21 %	25 %
Municipal Operating Contribution Per Capita	$88.24	$61.89
Net Direct Operating Cost Per Regular Service Passenger	$6.42	$4.14
Maintenance Expense / Total Direct Operating Expense	$0.18	$0.17
Fuel Expense / Total Direct Operating Expense	$0.15	$0.15
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	1.70	1.34
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$8.18	$5.53
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$124.93	$122.72
Maintenance Expense / Total Vehicle Hours	$22.03	$20.29
Fuel Expense / Total Vehicle Hours	$19.26	$17.85
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	18.3	26.3
Total Regular Service Linked Trips / Revenue Vehicle Hour	15.6	22.6
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	1.2	1.2
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	23.62	23.62
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	-	-
TOP WAGE RATES		
Operators	$28.67	$29.67
Mechanics	$31.75	$34.89

Events

2023-09-01	2023-12-31	Increase in post-ssecondary enrollment

Simcoe County, ON

Contact Name: Dennis Childs
Contact Title: Transit Manager

Statistical Contact: Dennis Childs
Statistical Title: Transit Manager
Telephone: 705 726 9300 x1003
Email: dennis.childs@simcoe.ca

System Established: 2018-08-07
Municipal Population: 307,050
Service Area Population: 307,050
Service Area Size km²: 4,841.0
Service Provided by: First Canada

General/Adult Cash Fare: $2.00
Ridership (Linked Trips): 401,369
Total Operating Revenues: $385,967

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-
Saturday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-
Sunday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-

Number of Fixed Routes 6
Number of Accessible Routes 6

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	05:30	05:30	05:30	05:30	05:30	06:00	07:00
End	21:00	21:00	21:00	21:00	21:00	21:00	21:00

Fare Structure In Effect Since: 2018-08-06

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$2.00	-	$1.80	-	Zone Fare
Child/Youth	-	-	-	-	
Student	$2.00	-	-	-	Zone Fare Must be attending elementary school, secondary school, community college or university and must valid ID when boarding the bus
Senior	$2.00	-	$1.70	-	Zone Fare - 65 plus

Other Fare Type:

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	2	-	5.0	-
Standard Buses:	14	-	4.2	-
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**16**	**-**	**4.3**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	16	12	33 %	110,597
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**16**	**12**	**33 %**	**110,597**

Percentage of Accessible Bus Fleet: 100.0 %
Percentage of Accessible Transit Fleet: 100.0 %

Total Low-Floor Buses (30'-60'): 14
Average Bus Age (Years): 4

Active Buses by Power Type

Diesel	11
Biodiesel	-
Natural Gas	-
Gasoline	5
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	16

Energy Consumption (All Modes)

Diesel	498,655	litres
Biodiesel	-	
Gasoline	-	
Natural Gas	-	
Electricity	-	

Employee Statistics	Full-time	Part-time
Operators	33	12
Other Transport Operations	-	-
Vehicle Mechanics	-	-
Other Vehicle Mechanics	-	-
Plant and Other Maintenance	-	-
General and Administration	-	-
Total Employees	**33**	**12**

Modal Statistics	Boardings		Revenue Vehicle Hours		Revenue Vehicle KMs		Average Speed (km/h)
Bus	258,948	100 %	41,985	100 %	1,769,551	100 %	42.1
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**258,948**		**41,985**		**1,769,551**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	1,769,551	1,769,551
Total Vehicle Kilometres	1,966,168	1,966,168
Revenue Vehicle Hours	-	41,985
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	48,283	48,283
Operators Paid Hours	-	-
Vehicle Mechanics Paid Hours	-	-
Total Employee Paid Hours	-	-

PASSENGER DATA		
Adult/General Passenger Trips	152,983	116,527
Children/Youth Passenger Trips	-	-
Student Passenger Trips	19,664	64,737
Senior Passenger Trips	22,331	77,684
Total Concession Fare Linked Trips	41,995	284,842
Total Regular Service Linked Trips	194,978	401,369
Regular Service Passenger-KMs	7,799,120	-
Auxiliary Service Passenger Trips	-	-

OPERATING EXPENSES		
Transportation Operations	$3,986,818	$5,112,253
Fuel/Energy for Vehicles	$757,289	$823,730
Vehicle Maintenance	-	-
Plant Maintenance	-	-
General/Administration	$516,114	-
Total Direct Operating Expense	$5,260,221	$5,935,983
Debt Service Payment	-	-
Total Operating Expenses	$5,260,221	$5,935,983

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$163,728	$385,917
Total Operating Revenues	$163,728	$385,967
Total Revenues	$163,728	$385,967

Net Direct Operating Cost	$5,096,493	$5,550,016
Net Operating Cost	$5,096,493	$5,550,016
Federal Operating Contribution	-	-
Provincial Operating Contribution	$1,683,728	$1,419,710
Municipal Operating Contribution	$3,412,765	$4,130,306
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	-	-
Total Capital Disposals	-	-
Total Capital Funding	-	-
Federal Capital Contribution	-	-
Provincial Capital Contribution	-	-
Municipal Capital Contribution	-	-
Other Capital Contribution	-	-

PERFORMANCE INDICATORS

FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	3 %	7 %
Municipal Operating Contribution Per Capita	$11.11	$13.45
Net Direct Operating Cost Per Regular Service Passenger	$26.14	$13.83
Maintenance Expense / Total Direct Operating Expense	-	-
Fuel Expense / Total Direct Operating Expense	$0.14	$0.14
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	0.84	0.96
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$26.98	$14.79
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$108.95	$122.94
Maintenance Expense / Total Vehicle Hours	-	-
Fuel Expense / Total Vehicle Hours	$15.68	$17.06
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	0.6	1.3
Total Regular Service Linked Trips / Revenue Vehicle Hour	-	9.6
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	-	0.1
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	-	42.15
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	-	-
TOP WAGE RATES		
Operators	$20.25	$20.25
Mechanics	$37.00	$37.00

St. Thomas, ON

Contact Name: Matthew Vriens
Contact Title: Manager of Transportation and Bylaw

Statistical Contact: Rose Patrick
Statistical Title: Transportation Technician
Telephone: 519-631-0368 x5133
Email: hpatrick@stthomas.ca

System Established:	
Municipal Population:	42,840
Service Area Population:	42,840
Service Area Size km²:	35.6
Service Provided by:	Voyago

General/Adult Cash Fare:	$2.75
Ridership (Linked Trips):	130,090
Total Operating Revenues:	$280,315

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	-
	16 - 30 Minutes	2
	>30 Minutes	2
Saturday	< 16 Minutes	-
	16 - 30 Minutes	1
	>30 Minutes	2
Sunday	< 16 Minutes	-
	16 - 30 Minutes	1
	>30 Minutes	2
Number of Fixed Routes		5
Number of Accessible Routes		5

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	06:15	06:15	06:15	06:15	06:15	09:15	09:15
End	21:45	21:45	21:45	21:45	21:45	21:45	17:45

Fare Structure In Effect Since: 2018-03-01

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$2.75	$2.25	$2.25	$70.00	
Child/Youth	$2.75	$1.65	$1.65	$60.00	
Student	$2.75	$1.65	$1.65	$60.00	
Senior	$2.75	$1.65	$1.65	$60.00	
Other Fare Type:					

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	10	-	2.4	-
Standard Buses:	-	-	-	-
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**10**	**-**	**2.4**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	10	4	150 %	37,614
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**10**	**4**	**150 %**	**37,614**

Percentage of Accessible Bus Fleet: 100.0 %
Percentage of Accessible Transit Fleet: 100.0 %

Total Low-Floor Buses (30'-60'): 6
Average Bus Age (Years): 2

Active Buses by Power Type

Diesel	-
Biodiesel	-
Natural Gas	-
Gasoline	10
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	10

Energy Consumption (All Modes)

Diesel	-
Biodiesel	-
Gasoline	-
Natural Gas	-
Electricity	-

Employee Statistics	Full-time	Part-time
Operators	-	-
Other Transport Operations	-	-
Vehicle Mechanics	-	-
Other Vehicle Mechanics	-	-
Plant and Other Maintenance	-	-
General and Administration	-	-
Total Employees	**-**	**-**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	130,090	100 %	19,989	100 %	376,144	100 %	18.8
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**130,090**		**19,989**		**376,144**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	358,207	376,144
Total Vehicle Kilometres	358,207	376,144
Revenue Vehicle Hours	19,489	19,989
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	19,489	19,989
Operators Paid Hours	-	-
Vehicle Mechanics Paid Hours	-	-
Total Employee Paid Hours	-	-

PASSENGER DATA	2022	2023
Adult/General Passenger Trips	-	130,090
Children/Youth Passenger Trips	-	-
Student Passenger Trips	-	-
Senior Passenger Trips	-	-
Total Concession Fare Linked Trips	-	-
Total Regular Service Linked Trips	97,782	130,090
Regular Service Passenger-KMs	-	-
Auxiliary Service Passenger Trips	-	-

OPERATING EXPENSES	2022	2023
Transportation Operations	$1,613,129	$1,363,492
Fuel/Energy for Vehicles	-	-
Vehicle Maintenance	-	-
Plant Maintenance	-	-
General/Administration	-	-
Total Direct Operating Expense	$1,613,129	$1,363,492
Debt Service Payment	-	-
Total Operating Expenses	$1,613,129	$1,363,492

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS	2022	2023
Regular Service Passenger Revenues	$172,714	$280,315
Total Operating Revenues	$172,714	$280,315
Total Revenues	$184,811	$371,848
Net Direct Operating Cost	$1,440,415	$1,083,177
Net Operating Cost	$1,428,318	$991,644
Federal Operating Contribution	-	-
Provincial Operating Contribution	$206,011	$206,011
Municipal Operating Contribution	$410,552	$785,633
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	-	$563,993
Total Capital Disposals	-	-
Total Capital Funding	-	-
Federal Capital Contribution	-	-
Provincial Capital Contribution	-	-
Municipal Capital Contribution	-	-
Other Capital Contribution	-	-

PERFORMANCE INDICATORS	2022	2023
FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	11 %	21 %
Municipal Operating Contribution Per Capita	$9.58	$18.34
Net Direct Operating Cost Per Regular Service Passenger	$14.73	$8.33
Maintenance Expense / Total Direct Operating Expense	-	-
Fuel Expense / Total Direct Operating Expense	-	-
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	1.77	2.15
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$16.50	$10.48
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$82.77	$68.21
Maintenance Expense / Total Vehicle Hours	-	-
Fuel Expense / Total Vehicle Hours	-	-
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	2.3	3.0
Total Regular Service Linked Trips / Revenue Vehicle Hour	5.0	6.5
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	0.5	0.5
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	18.38	18.82
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	-	-
TOP WAGE RATES		
Operators	-	-
Mechanics	-	-

Stratford, ON

Contact Name: Mike Mousley
Contact Title: Manager of Transit

Statistical Contact: Mike Mousley
Statistical Title: Manager of Transit
Telephone: 519-271-0250 x347
Email: mmousley@stratford.ca

System Established:	1956-09-09	**General/Adult Cash Fare:**	$3.00
Municipal Population:	33,000	**Ridership (Linked Trips):**	551,160
Service Area Population:	33,000	**Total Operating Revenues:**	$806,647
Service Area Size km²:	28.0		
Service Provided by:	Municipal Department,		

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-
Saturday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-
Sunday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-
Number of Fixed Routes		7
Number of Accessible Routes		7

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	06:00	06:00	06:00	06:00	06:00	06:00	09:30
End	22:00	22:00	22:00	22:00	22:00	20:00	18:00

Fare Structure   In Effect Since: 2023-01-01

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$3.00	$2.75	-	$70.00	18+ years
Child/Youth	-	-	-	-	under 5 free
Student	$2.75	$2.50	-	$60.00	5-18 years
Senior	$2.75	$2.50	-	$60.00	65+ years

Other Fare Type: Low Income, Family, Veteran, Blind/CNIB, Day Pass,

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	5	-	5.0	-
Standard Buses:	12	-	7.6	-
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**17**	**-**	**6.8**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	17	10	70 %	50,441
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**17**	**10**	**70 %**	**50,441**

Percentage of Accessible Bus Fleet:	100.0 %
Percentage of Accessible Transit Fleet:	100.0 %
Total Low-Floor Buses (30'-60'):	6
Average Bus Age (Years):	7

Active Buses by Power Type

Diesel	14
Biodiesel	-
Natural Gas	-
Gasoline	3
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	17

Energy Consumption (All Modes)

Diesel	401,520	litres
Biodiesel	-	
Gasoline	12,300	litres
Natural Gas	-	
Electricity	-	

Employee Statistics	Full-time	Part-time
Operators	17	11
Other Transport Operations	-	-
Vehicle Mechanics	3	-
Other Vehicle Mechanics	2	-
Plant and Other Maintenance	-	-
General and Administration	2	1
Total Employees	**24**	**12**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	551,160	100 %	41,750	100 %	857,500	100 %	20.5
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**551,160**		**41,750**		**857,500**		

VEHICLE KILOMETRES AND HOURS	**2022**	**2023**
Revenue Vehicle Kilometres	817,360	857,500
Total Vehicle Kilometres	817,360	857,500
Revenue Vehicle Hours	37,500	41,750
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	37,500	41,750
Operators Paid Hours	1,719,593	1,774,902
Vehicle Mechanics Paid Hours	218,555	215,000
Total Employee Paid Hours	2,344,988	2,411,902

PASSENGER DATA		
Adult/General Passenger Trips	-	-
Children/Youth Passenger Trips	-	-
Student Passenger Trips	-	-
Senior Passenger Trips	-	-
Total Concession Fare Linked Trips	-	-
Total Regular Service Linked Trips	472,486	551,160
Regular Service Passenger-KMs	3,661,766	-
Auxiliary Service Passenger Trips	-	-

OPERATING EXPENSES		
Transportation Operations	$1,743,718	$1,809,090
Fuel/Energy for Vehicles	$726,819	$601,202
Vehicle Maintenance	$515,975	$343,000
Plant Maintenance	$72,001	$228,583
General/Administration	$300,760	$259,414
Total Direct Operating Expense	$3,359,273	$3,241,289
Debt Service Payment	$104,545	-
Total Operating Expenses	$3,463,818	$3,241,289

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$700,750	$806,647
Total Operating Revenues	$717,939	$806,647
Total Revenues	$717,939	$835,843

Net Direct Operating Cost	$2,641,334	$2,434,642
Net Operating Cost	$2,745,879	$2,405,446
Federal Operating Contribution	-	-
Provincial Operating Contribution	$414,175	-
Municipal Operating Contribution	$2,331,704	$2,405,446
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	**2022**	**2023**
Total Capital Expenditures	$350,000	$151,527
Total Capital Disposals	-	$5,000
Total Capital Funding	$350,000	$151,527
Federal Capital Contribution	$140,000	$60,610
Provincial Capital Contribution	$116,655	$50,505
Municipal Capital Contribution	$93,345	$40,412
Other Capital Contribution	-	-

PERFORMANCE INDICATORS

FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	21 %	25 %
Municipal Operating Contribution Per Capita	$68.84	$72.89
Net Direct Operating Cost Per Regular Service Passenger	$5.59	$4.42
Maintenance Expense / Total Direct Operating Expense	$0.15	$0.11
Fuel Expense / Total Direct Operating Expense	$0.22	$0.19
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	1.48	1.46
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$7.11	$5.88
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$89.58	$77.64
Maintenance Expense / Total Vehicle Hours	$13.76	$8.22
Fuel Expense / Total Vehicle Hours	$19.38	$14.40
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	13.9	16.7
Total Regular Service Linked Trips / Revenue Vehicle Hour	12.6	13.2
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	1.1	1.3
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	21.80	20.54
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	0.02	0.02
TOP WAGE RATES		
Operators	$29.36	$29.92
Mechanics	$36.68	$37.42

Tecumseh, ON

Contact Name: Chad Jeffery
Contact Title: Manager Development Services & Local Economic Development
Statistical Contact: Enrico De Cecco
Statistical Title: Senior Planner
Telephone: 519-735-2184
Email: edececco@tecumseh.ca

System Established:	2009-12-21
Municipal Population:	23,229
Service Area Population:	14,099
Service Area Size km²:	14.0
Service Provided by:	First Student Canada
General/Adult Cash Fare:	$2.50
Ridership (Linked Trips):	17,330
Total Operating Revenues:	$19,069

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	1
Saturday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	1
Sunday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-

Number of Fixed Routes 1
Number of Accessible Routes 1

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	06:00	06:00	06:00	06:00	06:00	06:00	
End	18:00	18:00	18:00	18:00	18:00	18:00	

Fare Structure In Effect Since: 2023-01-01

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$2.50	-	-	$40.00	
Child/Youth	-	-	-	-	Under 5
Student	$1.50	-	-	$30.00	Valid Student ID
Senior	$2.00	-	-	$35.00	Over 55

Other Fare Type: Veteran, Blind/CNIB, Annual Pass,

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	1	-	6.0	-
Standard Buses:	1	-	4.0	-
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**2**	**-**	**5.0**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	2	1	100 %	50,274
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**2**	**1**	**100 %**	**50,274**

Percentage of Accessible Bus Fleet: 100.0 %
Percentage of Accessible Transit Fleet: 100.0 %
Total Low-Floor Buses (30'-60'): 2
Average Bus Age (Years): 5

Active Buses by Power Type

Diesel	-
Biodiesel	-
Natural Gas	-
Gasoline	2
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	2

Energy Consumption (All Modes)

Diesel	-	
Biodiesel	-	
Gasoline	27,718	litres
Natural Gas	-	
Electricity	-	

Employee Statistics	Full-time	Part-time
Operators	-	-
Other Transport Operations	-	-
Vehicle Mechanics	-	-
Other Vehicle Mechanics	-	-
Plant and Other Maintenance	-	-
General and Administration	-	-
Total Employees	**-**	**-**

Modal Statistics	Boardings		Revenue Vehicle Hours		Revenue Vehicle KMs		Average Speed (km/h)
Bus	17,330	100 %	3,600	100 %	100,548	100 %	27.9
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**17,330**		**3,600**		**100,548**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	77,695	100,548
Total Vehicle Kilometres	77,695	100,548
Revenue Vehicle Hours	-	3,600
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	-	3,600
Operators Paid Hours	-	-
Vehicle Mechanics Paid Hours	-	-
Total Employee Paid Hours	-	-

PASSENGER DATA		
Adult/General Passenger Trips	6,677	7,747
Children/Youth Passenger Trips	238	831
Student Passenger Trips	3,623	5,407
Senior Passenger Trips	2,485	3,345
Total Concession Fare Linked Trips	6,346	9,583
Total Regular Service Linked Trips	13,023	17,330
Regular Service Passenger-KMs	-	-
Auxiliary Service Passenger Trips	-	-

OPERATING EXPENSES		
Transportation Operations	$290,326	$283,703
Fuel/Energy for Vehicles	-	$42,079
Vehicle Maintenance	$1,714	$151
Plant Maintenance	$3,567	$3,817
General/Administration	$61,334	$64,422
Total Direct Operating Expense	$356,941	$394,172
Debt Service Payment	-	-
Total Operating Expenses	$356,941	$394,172

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$7,940	$17,963
Total Operating Revenues	$7,996	$19,069
Total Revenues	$7,996	$19,069

Net Direct Operating Cost	$348,945	$375,103
Net Operating Cost	$348,945	$375,103
Federal Operating Contribution	$17,177	-
Provincial Operating Contribution	$171,226	$191,016
Municipal Operating Contribution	$175,710	$184,087
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	-	-
Total Capital Disposals	-	-
Total Capital Funding	-	-
Federal Capital Contribution	-	-
Provincial Capital Contribution	-	-
Municipal Capital Contribution	-	-
Other Capital Contribution	-	-

PERFORMANCE INDICATORS

FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	2 %	5 %
Municipal Operating Contribution Per Capita	$12.46	$13.06
Net Direct Operating Cost Per Regular Service Passenger	$26.79	$21.64
Maintenance Expense / Total Direct Operating Expense	$0.00	$0.00
Fuel Expense / Total Direct Operating Expense	-	$0.11
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	0.61	1.04
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$27.41	$22.75
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	-	$109.49
Maintenance Expense / Total Vehicle Hours	-	$0.04
Fuel Expense / Total Vehicle Hours	-	$11.69
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	0.9	1.2
Total Regular Service Linked Trips / Revenue Vehicle Hour	-	4.8
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	-	0.3
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	-	27.93
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	-	-
TOP WAGE RATES		
Operators	-	-
Mechanics	-	-

Remarks

The TTS operates as a fixed-route service from Monday to Friday and as an On-Demand service on Saturdays.

Temiskaming Shores, ON

Contact Name: Mitch McCrank
Contact Title: Manager of Transportation Services

Statistical Contact: Mitch McCrank
Statistical Title: Manager of Transportation Services
Telephone: 705-672-3363
Email: mmccrank@temiskamingshores.ca

System Established:	1970-06-24
Municipal Population:	10,623
Service Area Population:	10,623
Service Area Size km²:	182.0
Service Provided by:	Voyago

General/Adult Cash Fare:	$3.50
Ridership (Linked Trips):	89,437
Total Operating Revenues:	$337,769

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	2
Saturday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	1
Sunday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	1
Number of Fixed Routes		2
Number of Accessible Routes		2

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	06:00	06:00	06:00	06:00	06:00	06:00	06:00
End	23:00	23:00	23:00	23:00	23:00	23:00	23:00

Fare Structure In Effect Since: 2021-01-01

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$3.50	-	-	$90.00	18 to 54
Child/Youth	-	-	-	-	0 to 5
Student	$3.25	-	-	$70.00	6 to 17
Senior	$3.25	-	-	$70.00	55 and over

Other Fare Type: Post Secondary, Blind/CNIB,

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	-	-	-	-
Standard Buses:	4	-	7.0	-
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**4**	**-**	**7.0**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	4	2	100 %	69,160
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**4**	**2**	**100 %**	**69,160**

Percentage of Accessible Bus Fleet:	100.0 %
Percentage of Accessible Transit Fleet:	100.0 %
Total Low-Floor Buses (30'-60'):	4
Average Bus Age (Years):	7

Active Buses by Power Type

Diesel	4
Biodiesel	-
Natural Gas	-
Gasoline	-
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	4

Energy Consumption (All Modes)

Diesel	82,623	litres
Biodiesel	-	
Gasoline	-	
Natural Gas	-	
Electricity	-	

Employee Statistics	Full-time	Part-time
Operators	4	2
Other Transport Operations	-	-
Vehicle Mechanics	1	-
Other Vehicle Mechanics	1	-
Plant and Other Maintenance	-	-
General and Administration	2	-
Total Employees	**8**	**2**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	89,437	100 %	-	-	276,640	100 %	-
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**89,437**		**-**		**276,640**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	375,000	276,640
Total Vehicle Kilometres	375,000	276,640
Revenue Vehicle Hours	12,000	-
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	-	8,268
Operators Paid Hours	-	-
Vehicle Mechanics Paid Hours	-	-
Total Employee Paid Hours	-	-

PASSENGER DATA		
Adult/General Passenger Trips	-	-
Children/Youth Passenger Trips	-	-
Student Passenger Trips	-	-
Senior Passenger Trips	-	-
Total Concession Fare Linked Trips	-	-
Total Regular Service Linked Trips	122,923	89,437
Regular Service Passenger-KMs	-	-
Auxiliary Service Passenger Trips	-	-

OPERATING EXPENSES		
Transportation Operations	$893,289	$793,976
Fuel/Energy for Vehicles	-	$94,713
Vehicle Maintenance	-	$224,841
Plant Maintenance	-	$51,898
General/Administration	-	-
Total Direct Operating Expense	$893,289	$1,165,428
Debt Service Payment	-	-
Total Operating Expenses	$893,289	$1,165,428

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$347,310	$314,344
Total Operating Revenues	$375,610	$337,769
Total Revenues	$433,689	$337,769

Net Direct Operating Cost	$517,679	$827,659
Net Operating Cost	$459,595	$827,659
Federal Operating Contribution	-	-
Provincial Operating Contribution	$237,005	$144,275
Municipal Operating Contribution	$222,590	$683,384
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

Events

2023-01-01	2023-03-01	Contractor Switchover

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	-	-
Total Capital Disposals	-	-
Total Capital Funding	-	-
Federal Capital Contribution	-	-
Provincial Capital Contribution	-	-
Municipal Capital Contribution	-	-
Other Capital Contribution	-	-

PERFORMANCE INDICATORS

FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	42 %	29 %
Municipal Operating Contribution Per Capita	$20.95	$64.33
Net Direct Operating Cost Per Regular Service Passenger	$4.21	$9.25
Maintenance Expense / Total Direct Operating Expense	-	$0.19
Fuel Expense / Total Direct Operating Expense	-	$0.08
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	2.83	3.51
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$7.27	$13.03
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	-	$140.96
Maintenance Expense / Total Vehicle Hours	-	$27.19
Fuel Expense / Total Vehicle Hours	-	$11.46
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	11.6	8.4
Total Regular Service Linked Trips / Revenue Vehicle Hour	10.2	-
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	1.1	-
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	31.25	-
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	-	-
TOP WAGE RATES		
Operators	-	-
Mechanics	-	-

Remarks

We had a two month disruption in service from January 1 to March 1st as we were bring on a new operations contractor, Voyago.

This greatly hindered ridership during those times.

Due to rise in contract costs, reduction in service during weekend and non-peak hours were implemented. reducing the overall number of hours the buses were on the road.

We also had some issues with our auto counter on two buses.

It has been a challenge to get ridership back to pre covid levels especially with the disruption.

Thunder Bay, ON

Contact Name: Brad Loroff
Contact Title: Manager, Transit Services

Statistical Contact: Laura Daniels
Statistical Title: Supervisor, Customer Care and Administrative Services
Telephone: 807-684-3191
Email: laura.daniels@thunderbay.ca

System Established:	
Municipal Population:	109,807
Service Area Population:	109,807
Service Area Size km²:	328.0
Service Provided by:	Municipal Department,

General/Adult Cash Fare:	$3.00
Ridership (Linked Trips):	3,519,479
Total Operating Revenues:	$5,812,936

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	2
	16 - 30 Minutes	12
	>30 Minutes	2
Saturday	< 16 Minutes	1
	16 - 30 Minutes	13
	>30 Minutes	1
Sunday	< 16 Minutes	-
	16 - 30 Minutes	1
	>30 Minutes	10
Number of Fixed Routes		17
Number of Accessible Routes		-

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	06:00	06:00	06:00	06:00	06:00	06:00	08:00
End	23:00	23:00	23:00	23:00	23:00	23:00	23:00

Fare Structure In Effect Since: 2023-01-04

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$3.00	$2.55	-	$82.00	25-59
Child/Youth	-	-	-	-	0-12
Student	$3.00	$2.55	-	$57.00	13-24
Senior	$3.00	$2.55	-	$57.00	60 and over

Other Fare Type: Youth, Low Income, Family, Group Pass, Day Care, U-pass, Blind/CNIB, Day Pass, Annual Pass,

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	-	-	-	-
Standard Buses:	46	-	9.5	-
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**46**	**-**	**9.5**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	46	31	48 %	61,446
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**46**	**31**	**48 %**	**61,446**

Percentage of Accessible Bus Fleet: 100.0 %
Percentage of Accessible Transit Fleet: 100.0 %

Total Low-Floor Buses (30'-60'): 46
Average Bus Age (Years): 10

Active Buses by Power Type

Diesel	-
Biodiesel	46
Natural Gas	-
Gasoline	-
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	46

Energy Consumption (All Modes)

Diesel	1,162,032	litres
Biodiesel	489,137	litres
Gasoline	-	
Natural Gas	-	
Electricity	-	

Employee Statistics	Full-time	Part-time
Operators	99	16
Other Transport Operations	9	-
Vehicle Mechanics	6	-
Other Vehicle Mechanics	15	-
Plant and Other Maintenance	1	-
General and Administration	8	-
Total Employees	**138**	**16**

Modal Statistics	Boardings		Revenue Vehicle Hours		Revenue Vehicle KMs		Average Speed (km/h)
Bus	3,965,571	100 %	138,766	100 %	2,826,498	100 %	20.4
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**3,965,571**		**138,766**		**2,826,498**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	2,718,847	2,826,498
Total Vehicle Kilometres	2,762,553	2,867,500
Revenue Vehicle Hours	136,782	138,766
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	139,964	141,989
Operators Paid Hours	-	-
Vehicle Mechanics Paid Hours	-	-
Total Employee Paid Hours	-	-

PASSENGER DATA		
Adult/General Passenger Trips	1,238,718	1,329,635
Children/Youth Passenger Trips	208,358	341,516
Student Passenger Trips	971,024	1,610,924
Senior Passenger Trips	165,933	198,750
Total Concession Fare Linked Trips	1,375,899	2,189,844
Total Regular Service Linked Trips	2,614,617	3,519,479
Regular Service Passenger-KMs	-	-
Auxiliary Service Passenger Trips	-	-

OPERATING EXPENSES		
Transportation Operations	$8,327,471	$7,893,944
Fuel/Energy for Vehicles	$2,707,774	$2,456,651
Vehicle Maintenance	$3,507,843	$4,503,529
Plant Maintenance	$1,221,966	$1,509,143
General/Administration	$2,908,775	$3,121,282
Total Direct Operating Expense	$18,673,829	$19,484,549
Debt Service Payment	-	-
Total Operating Expenses	$18,673,829	$19,484,549

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$4,951,261	$5,731,847
Total Operating Revenues	$5,045,633	$5,812,936
Total Revenues	$5,046,790	$5,816,442

Net Direct Operating Cost	$13,628,196	$13,671,613
Net Operating Cost	$13,627,039	$13,668,107
Federal Operating Contribution	-	-
Provincial Operating Contribution	$702,500	$702,500
Municipal Operating Contribution	$12,767,108	$12,105,888
Other Operating Contribution	$157,431	-$33,099
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	$1,743,283	$1,314,943
Total Capital Disposals	-	-
Total Capital Funding	$1,743,283	$1,314,943
Federal Capital Contribution	$1,578,009	$1,219,022
Provincial Capital Contribution	$131,832	$95,921
Municipal Capital Contribution	$33,442	-
Other Capital Contribution	-	-

PERFORMANCE INDICATORS

FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	27 %	30 %
Municipal Operating Contribution Per Capita	$117.30	$110.25
Net Direct Operating Cost Per Regular Service Passenger	$5.21	$3.88
Maintenance Expense / Total Direct Operating Expense	$0.19	$0.23
Fuel Expense / Total Direct Operating Expense	$0.15	$0.13
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	1.89	1.63
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$7.14	$5.54
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$133.42	$137.23
Maintenance Expense / Total Vehicle Hours	$25.06	$31.72
Fuel Expense / Total Vehicle Hours	$19.35	$17.30
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	24.0	32.1
Total Regular Service Linked Trips / Revenue Vehicle Hour	19.1	25.4
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	1.3	1.3
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	19.88	20.37
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	-	-
TOP WAGE RATES		
Operators	$29.04	$30.36
Mechanics	$35.18	$40.44

Remarks

2023 reporting now includes the census population of Fort William First Nation; Route 6 Mission is part of our service area therefore the population has now been added. This was previously an oversight.

Tillsonburg, ON

Contact Name: Jonathon Graham
Contact Title: Director of Operations and Development

Statistical Contact: Landon Chan
Statistical Title: Transit Coordinator / GIS Technician
Telephone: 519-688-3009 x4470
Email: lchan@tillsonburg.ca

System Established:	2016-03-15
Municipal Population:	20,483
Service Area Population:	18,435
Service Area Size km²:	20.0
Service Provided by:	Voyago

General/Adult Cash Fare:	$2.75
Ridership (Linked Trips):	12,396
Total Operating Revenues:	$26,528

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	2
Saturday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-
Sunday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-
Number of Fixed Routes		2
Number of Accessible Routes		-

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	05:55	05:55	05:55	05:55	05:55		
End	17:55	17:55	17:55	17:55	17:55		

Fare Structure In Effect Since: 2024-04-29

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$2.75	-	-	$63.25	18 to 60
Child/Youth	-	-	-	-	5 and under
Student	$2.25	-	-	$50.75	5 and older, enrolled in school
Senior	$2.25	-	-	$50.75	60 and older
Other Fare Type:	Veteran, Day Pass,				

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	-	-	-	-
Standard Buses:	-	-	-	-
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**-**	**-**	**-**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	-	1	-	-
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**-**	**1**	**-**	**-**

Percentage of Accessible Bus Fleet:
Percentage of Accessible Transit Fleet:

Total Low-Floor Buses (30'-60'): -
Average Bus Age (Years): -

Active Buses by Power Type	
Diesel	-
Biodiesel	-
Natural Gas	-
Gasoline	-
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	-

Energy Consumption (All Modes)	
Diesel	-
Biodiesel	-
Gasoline	-
Natural Gas	-
Electricity	-

Employee Statistics	Full-time	Part-time
Operators	-	-
Other Transport Operations	-	-
Vehicle Mechanics	-	-
Other Vehicle Mechanics	-	-
Plant and Other Maintenance	-	-
General and Administration	-	-
Total Employees	**-**	**-**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	12,396	100 %	3,053	100 %	90,068	100 %	29.5
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**12,396**		**3,053**		**90,068**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	88,644	90,068
Total Vehicle Kilometres	88,644	90,068
Revenue Vehicle Hours	3,036	3,053
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	3,036	3,053
Operators Paid Hours	-	-
Vehicle Mechanics Paid Hours	-	-
Total Employee Paid Hours	-	-

PASSENGER DATA		
Adult/General Passenger Trips	8,022	8,260
Children/Youth Passenger Trips	230	268
Student Passenger Trips	442	760
Senior Passenger Trips	1,942	3,101
Total Concession Fare Linked Trips	2,618	4,136
Total Regular Service Linked Trips	10,640	12,396
Regular Service Passenger-KMs	148,960	173,544
Auxiliary Service Passenger Trips	-	-

OPERATING EXPENSES		
Transportation Operations	$228,130	$231,754
Fuel/Energy for Vehicles	-	-
Vehicle Maintenance	-	-
Plant Maintenance	-	-
General/Administration	$44,890	$31,145
Total Direct Operating Expense	$273,020	$262,899
Debt Service Payment	-	-
Total Operating Expenses	$273,020	$262,899

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$25,064	$23,151
Total Operating Revenues	$27,673	$26,528
Total Revenues	$27,673	$26,528

Net Direct Operating Cost	$245,347	$236,371
Net Operating Cost	$245,347	$246,405
Federal Operating Contribution	-	-
Provincial Operating Contribution	$106,488	$135,190
Municipal Operating Contribution	$138,859	$111,215
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	-	-
Total Capital Disposals	-	-
Total Capital Funding	-	-
Federal Capital Contribution	-	-
Provincial Capital Contribution	-	-
Municipal Capital Contribution	-	-
Other Capital Contribution	-	-

PERFORMANCE INDICATORS

FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	10 %	10 %
Municipal Operating Contribution Per Capita	$8.29	$6.03
Net Direct Operating Cost Per Regular Service Passenger	$23.06	$19.07
Maintenance Expense / Total Direct Operating Expense	-	-
Fuel Expense / Total Direct Operating Expense	-	-
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	2.36	1.87
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$25.66	$21.21
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$89.93	$86.11
Maintenance Expense / Total Vehicle Hours	-	-
Fuel Expense / Total Vehicle Hours	-	-
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	0.6	0.7
Total Regular Service Linked Trips / Revenue Vehicle Hour	3.5	4.1
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	0.2	0.2
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	29.20	29.50
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	-	-
TOP WAGE RATES		
Operators	-	-
Mechanics	-	-

Events

		Construction (ex. road closure)
		Holidays
2024-05-13	2024-05-15	Driver shortage (Inter-Community)
2024-06-14	2024-06-15	Bus broke down (Inter-Community)
2024-06-18	2024-06-19	AC broke down (Inter-Community)
2024-07-05	2024-07-06	Driver shortage (Inter-Community)

Remarks

For Service Impacting Events and Fare Structure, there's a few entries from 2024. It's to give CUTA an idea as to what service impacts we're currently facing, as well as our current fare structure.

Fare structure prior to 2024-04-29:
Adult/General ($2.50 / $60.00)
Student/Senior ($2.00 / $48.00)

Timmins, ON

Contact Name: Marcel Cote
Contact Title: Manager of Transit Operation

Statistical Contact: Ryan Banks
Statistical Title: Deputy Director of Finance & Deputy Tresurer
Telephone: 705-360-2600 x3122
Email: ryan.banks@timmins.ca

System Established:	1975-02-01
Municipal Population:	41,788
Service Area Population:	38,000
Service Area Size km²:	28.5
Service Provided by:	Municipal Department,

General/Adult Cash Fare:	$3.50
Ridership (Linked Trips):	855,055
Total Operating Revenues:	$1,964,572

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	3
Saturday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	2
Sunday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	1

Number of Fixed Routes	12
Number of Accessible Routes	12

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	06:00	06:00	06:00	06:00	06:00	06:30	07:30
End	23:30	23:30	23:30	23:30	23:30	23:30	20:30

Fare Structure In Effect Since: 2024-01-01

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$3.50	$33.50	-	$82.50	18-64
Child/Youth	-	-	-	-	under 4 free
Student	$3.25	$31.00	-	$67.00	5 to 17
Senior	$3.25	$31.00	-	$58.75	65+

Other Fare Type: Low Income, Annual Pass,

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	-	-	-	-
Standard Buses:	19	-	10.3	-
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**19**	**-**	**10.3**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	19	9	111 %	47,195
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**19**	**9**	**111 %**	**47,195**

Percentage of Accessible Bus Fleet:	100.0 %
Percentage of Accessible Transit Fleet:	100.0 %

Total Low-Floor Buses (30'-60'):	19
Average Bus Age (Years):	10

Active Buses by Power Type

Diesel	19
Biodiesel	-
Natural Gas	-
Gasoline	-
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	19

Energy Consumption (All Modes)

Diesel	490,337	litres
Biodiesel	-	
Gasoline	-	
Natural Gas	-	
Electricity	-	

Employee Statistics	Full-time	Part-time
Operators	16	7
Other Transport Operations	3	-
Vehicle Mechanics	4	-
Other Vehicle Mechanics	3	-
Plant and Other Maintenance	-	-
General and Administration	5	-
Total Employees	**31**	**7**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	1,103,175	100 %	6,019	100 %	896,696	100 %	149.0
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**1,103,175**		**6,019**		**896,696**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	775,486	896,696
Total Vehicle Kilometres	817,666	907,560
Revenue Vehicle Hours	824,309	6,019
Auxiliary Revenue Vehicle Hours	-	37
Total Vehicle Hours	824,309	6,758
Operators Paid Hours	-	-
Vehicle Mechanics Paid Hours	-	-
Total Employee Paid Hours	-	-

PASSENGER DATA		
Adult/General Passenger Trips	203,370	191,440
Children/Youth Passenger Trips	4,831	-
Student Passenger Trips	178,827	569,470
Senior Passenger Trips	44,259	16,970
Total Concession Fare Linked Trips	284,086	663,615
Total Regular Service Linked Trips	487,456	855,055
Regular Service Passenger-KMs	3,412,192	816,629
Auxiliary Service Passenger Trips	-	5

OPERATING EXPENSES		
Transportation Operations	$2,031,491	$2,822,498
Fuel/Energy for Vehicles	$471,539	$758,414
Vehicle Maintenance	$795,695	$1,324,028
Plant Maintenance	$251,143	$451,937
General/Administration	$291,465	$64,051
Total Direct Operating Expense	$3,841,333	$5,421,110
Debt Service Payment	-	-
Total Operating Expenses	$3,841,333	$5,421,110

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$1,358,361	$1,889,617
Total Operating Revenues	$1,458,436	$1,964,572
Total Revenues	$1,458,436	$1,964,572

Net Direct Operating Cost	$2,382,897	$3,456,538
Net Operating Cost	$2,382,897	$3,456,538
Federal Operating Contribution	-	-
Provincial Operating Contribution	$98,927	-
Municipal Operating Contribution	$2,283,970	$3,456,538
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	$170,990	$2,755,077
Total Capital Disposals	-	$914,908
Total Capital Funding	$170,989	$2,663,985
Federal Capital Contribution	$9,249	$520,035
Provincial Capital Contribution	$21,740	$2,143,950
Municipal Capital Contribution	$140,000	-
Other Capital Contribution	-	-

PERFORMANCE INDICATORS

FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	38 %	36 %
Municipal Operating Contribution Per Capita	$60.10	$90.96
Net Direct Operating Cost Per Regular Service Passenger	$4.89	$4.04
Maintenance Expense / Total Direct Operating Expense	$0.21	$0.24
Fuel Expense / Total Direct Operating Expense	$0.12	$0.14

AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	2.79	2.21

COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$7.88	$6.34

COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$4.66	$802.18
Maintenance Expense / Total Vehicle Hours	$0.97	$195.92
Fuel Expense / Total Vehicle Hours	$0.57	$112.22

SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	12.8	22.5
Total Regular Service Linked Trips / Revenue Vehicle Hour	0.6	142.1

AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	21.7	0.2

AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	0.94	148.98

LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	-	-

TOP WAGE RATES		
Operators	$27.13	$27.54
Mechanics	$33.16	$33.66

Toronto, ON

Contact Name: Josie La Vita
Contact Title: Chief Financial Officer

Statistical Contact: Joanne Sims
Statistical Title: Research Analyst
Telephone: 416-393-3642
Email: joanne.sims@ttc.ca

System Established:	1921-09-01
Municipal Population:	4,384,232
Service Area Population:	3,142,709
Service Area Size km²:	659.9
Service Provided by:	Transit Commission,

General/Adult Cash Fare:	$3.35
Ridership (Linked Trips):	396,330,758
Total Operating Revenues:	$1,000,577,810

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	128
	16 - 30 Minutes	48
	>30 Minutes	-
Saturday	< 16 Minutes	96
	16 - 30 Minutes	56
	>30 Minutes	2
Sunday	< 16 Minutes	90
	16 - 30 Minutes	62
	>30 Minutes	1
Number of Fixed Routes		211
Number of Accessible Routes		211

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	06:00	06:00	06:00	06:00	06:00	06:00	08:00
End	01:00	01:00	01:00	01:00	01:00	01:00	01:00

Fare Structure In Effect Since: 2023-04-03

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$3.35	$3.30	$3.30	$156.00	
Child/Youth	-	-	-	-	12 years and under ride free
Student	$2.40	$2.35	$2.35	$128.15	Between 13 and 19; youths between 16 and 19 need to carry valid identification
Senior	$2.30	$2.25	$2.25	$128.15	65 years or older; need to carry valid identification

Other Fare Type: Youth, Low Income, Post Secondary, Blind/CNIB, Day Pass, Annual Pass,

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	-	-	-	-
Standard Buses:	1,918	-	7.3	-
Articulated Buses:	166	-	8.4	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	822	-	16.2	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	206	-	5.1	-
Total	**3,112**	**-**	**9.6**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	2,084	1,600	30 %	60,624
Streetcar	206	152	36 %	43,230
Light Rail	-	-	-	-
Heavy Rail	822	582	41 %	95,832
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**3,112**	**2,334**	**33 %**	**69,406**

Percentage of Accessible Bus Fleet: 100.0 %
Percentage of Accessible Transit Fleet: 100.0 %

Total Low-Floor Buses (30'-60'): 1,652
Average Bus Age (Years): 7

Active Buses by Power Type

Diesel	2,024
Biodiesel	-
Natural Gas	-
Gasoline	-
Electric	
Trolley	-
Battery	60
Fuel Cell	-
Total	2,084

Energy Consumption (All Modes)

Diesel	74,040,934	litres
Biodiesel	-	
Gasoline	-	
Natural Gas	-	
Electricity	365,152,059	kilowatt-hours

Employee Statistics	Full-time	Part-time
Operators	6,104	-
Other Transport Operations	1,206	-
Vehicle Mechanics	689	-
Other Vehicle Mechanics	1,914	-
Plant and Other Maintenance	2,233	-
General and Administration	3,086	-
Total Employees	**15,232**	**-**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	362,081,000	50 %	7,377,324	60 %	126,339,380	58 %	17.1
Streetcar	71,619,000	10 %	868,211	7 %	8,905,350	4 %	10.3
Light Rail	4,269,000	1 %	77,519	1 %	1,972,696	1 %	25.4
Heavy Rail	293,185,000	40 %	4,019,594	33 %	78,774,111	36 %	19.6
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**731,154,000**		**12,342,648**		**215,991,537**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	217,192,069	215,991,537
Total Vehicle Kilometres	231,420,012	230,561,945
Revenue Vehicle Hours	10,706,590	12,342,648
Auxiliary Revenue Vehicle Hours	53,835	55,731
Total Vehicle Hours	11,269,388	12,943,044
Operators Paid Hours	15,120,000	14,440,000
Vehicle Mechanics Paid Hours	5,260,000	5,100,000
Total Employee Paid Hours	31,670,000	32,960,000

PASSENGER DATA		
Adult/General Passenger Trips	252,671,297	314,370,128
Children/Youth Passenger Trips	15,267,300	18,362,842
Student Passenger Trips	26,556,176	34,019,005
Senior Passenger Trips	23,522,045	28,697,989
Total Concession Fare Linked Trips	66,081,700	81,960,630
Total Regular Service Linked Trips	318,752,997	396,330,758
Regular Service Passenger-KMs	3,028,153,472	3,765,142,201
Auxiliary Service Passenger Trips	539,774	-

OPERATING EXPENSES		
Transportation Operations	$815,597,347	$843,995,417
Fuel/Energy for Vehicles	$156,643,774	$146,729,601
Vehicle Maintenance	$407,294,865	$436,722,471
Plant Maintenance	$299,729,663	$317,087,086
General/Administration	$370,386,940	$391,067,408
Total Direct Operating Expense	$2,049,652,589	$2,135,601,983
Debt Service Payment	-	-
Total Operating Expenses	$2,094,696,000	$2,186,554,000

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$737,778,588	$935,784,000
Total Operating Revenues	$773,154,152	$1,000,577,810
Total Revenues	$790,117,000	$1,019,271,298

Net Direct Operating Cost	$1,276,498,437	$1,135,024,173
Net Operating Cost	$1,304,579,000	$1,167,282,702
Federal Operating Contribution	-	-
Provincial Operating Contribution	$91,600,000	$91,600,000
Municipal Operating Contribution	$1,212,979,000	$1,075,682,702
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	$1,150,857,668	$1,268,354,364
Total Capital Disposals	$339,291	$726,002
Total Capital Funding	$1,174,516,265	$1,268,354,364
Federal Capital Contribution	$354,584,851	$287,556,061
Provincial Capital Contribution	$105,743,979	$115,996,403
Municipal Capital Contribution	$680,785,813	$826,337,189
Other Capital Contribution	$33,401,622	$38,464,711

PERFORMANCE INDICATORS

FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	38 %	47 %
Municipal Operating Contribution Per Capita	$399.91	$342.28
Net Direct Operating Cost Per Regular Service Passenger	$4.00	$2.86
Maintenance Expense / Total Direct Operating Expense	$0.20	$0.20
Fuel Expense / Total Direct Operating Expense	$0.08	$0.07
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	2.31	2.36
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$6.43	$5.39
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$182.58	$165.72
Maintenance Expense / Total Vehicle Hours	$36.14	$33.74
Fuel Expense / Total Vehicle Hours	$13.90	$11.34
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	105.1	126.1
Total Regular Service Linked Trips / Revenue Vehicle Hour	29.8	32.1
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	3.5	3.9
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	20.29	17.50
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	0.71	0.86
TOP WAGE RATES		
Operators	$37.68	$38.43
Mechanics	$43.76	$44.64

Waterloo Region, ON

Contact Name: Doug Spooner
Contact Title: Director, Transit Services

Statistical Contact: Jeremy Turner
Statistical Title: Transit Analyst
Telephone: 226-752-4211
Email: Jeturner@regionofwaterloo.ca

System Established:	2000-01-01
Municipal Population:	634,395
Service Area Population:	522,921
Service Area Size km²:	231.1
Service Provided by:	Municipal Department,

General/Adult Cash Fare:	$3.75
Ridership (Linked Trips):	26,380,521
Total Operating Revenues:	$53,896,130

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	21
	16 - 30 Minutes	30
	>30 Minutes	1
Saturday	< 16 Minutes	4
	16 - 30 Minutes	39
	>30 Minutes	1
Sunday	< 16 Minutes	3
	16 - 30 Minutes	30
	>30 Minutes	6

Number of Fixed Routes	57
Number of Accessible Routes	57

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	05:30	05:30	05:30	05:30	05:30	06:00	07:00
End	00:30	00:30	00:30	00:30	00:30	00:30	00:30

Fare Structure   In Effect Since: 2023-07-01

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$3.75	$2.98	-	$92.00	All riders, not age based
Child/Youth	-	-	-	-	
Student	-	-	-	-	
Senior	-	-	-	-	

Other Fare Type: Low Income, Family, Post Secondary, U-pass, Semester, Employer, Veteran, Blind/CNIB, Day Pass, Weekend Pass,

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	-	-	-	-
Standard Buses:	277	-	7.4	-
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	15	-	5.7	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**292**	**-**	**7.3**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	277	197	41 %	58,485
Streetcar	-	-	-	-
Light Rail	15	10	50 %	63,954
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**292**	**207**	**41 %**	**58,766**

Percentage of Accessible Bus Fleet:	100.0 %
Percentage of Accessible Transit Fleet:	100.0 %
Total Low-Floor Buses (30'-60'):	277
Average Bus Age (Years):	7

Active Buses by Power Type

Diesel	272
Biodiesel	-
Natural Gas	4
Gasoline	-
Electric	
Trolley	-
Battery	1
Fuel Cell	-
Total	277

Energy Consumption (All Modes)

Diesel	8,832,765	litres
Biodiesel	-	
Gasoline	-	
Natural Gas	-	
Electricity	4,641,735	kilowatt-hours

Employee Statistics	Full-time	Part-time
Operators	484	101
Other Transport Operations	45	-
Vehicle Mechanics	61	-
Other Vehicle Mechanics	56	13
Plant and Other Maintenance	-	-
General and Administration	69	16
Total Employees	**715**	**130**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	29,535,271	84 %	786,941	94 %	16,200,462	94 %	20.6
Streetcar	-	-	-	-	-	-	-
Light Rail	5,666,872	16 %	51,274	6 %	959,316	6 %	18.7
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**35,202,143**		**838,215**		**17,159,778**		

VEHICLE KILOMETRES AND HOURS	**2022**	**2023**
Revenue Vehicle Kilometres	17,161,072	17,159,778
Total Vehicle Kilometres	18,303,811	18,307,030
Revenue Vehicle Hours	825,232	838,215
Auxiliary Revenue Vehicle Hours	21	4
Total Vehicle Hours	859,469	876,035
Operators Paid Hours	1,162,327	1,182,942
Vehicle Mechanics Paid Hours	133,336	135,531
Total Employee Paid Hours	1,619,395	1,663,753

PASSENGER DATA		
Adult/General Passenger Trips	1,403,232	1,790,167
Children/Youth Passenger Trips	246,825	-
Student Passenger Trips	296,565	-
Senior Passenger Trips	108,205	-
Total Concession Fare Linked Trips	16,380,682	24,590,354
Total Regular Service Linked Trips	17,783,913	26,380,521
Regular Service Passenger-KMs	-	160,589,706
Auxiliary Service Passenger Trips	180	16

OPERATING EXPENSES		
Transportation Operations	$81,665,873	$86,221,472
Fuel/Energy for Vehicles	$15,066,218	$13,244,900
Vehicle Maintenance	$19,968,036	$21,451,699
Plant Maintenance	$11,453,015	$13,887,003
General/Administration	$14,533,487	$18,107,053
Total Direct Operating Expense	$142,686,629	$152,912,127
Debt Service Payment	$27,734,227	$26,717,493
Total Operating Expenses	$170,423,034	$179,630,042

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$40,865,457	$52,054,942
Total Operating Revenues	$42,571,898	$53,896,130
Total Revenues	$42,621,391	$53,915,063

Net Direct Operating Cost	$100,114,731	$99,015,997
Net Operating Cost	$127,801,643	$125,714,978
Federal Operating Contribution	-	-
Provincial Operating Contribution	$14,587,557	$10,551,880
Municipal Operating Contribution	$85,479,859	$98,993,919
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	$27,734,227	$26,717,493

CAPITAL EXPENSES AND FUNDING SOURCES	**2022**	**2023**
Total Capital Expenditures	$28,314,373	$35,831,495
Total Capital Disposals	$3,385,748	$9,371,580
Total Capital Funding	$28,314,373	$35,831,495
Federal Capital Contribution	$9,410,072	$10,698,825
Provincial Capital Contribution	$6,546,131	$8,826,530
Municipal Capital Contribution	$9,475,855	$13,369,000
Other Capital Contribution	$2,882,315	$2,937,140

PERFORMANCE INDICATORS

FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	30 %	35 %
Municipal Operating Contribution Per Capita	$167.26	$189.31
Net Direct Operating Cost Per Regular Service Passenger	$5.63	$3.75
Maintenance Expense / Total Direct Operating Expense	$0.14	$0.14
Fuel Expense / Total Direct Operating Expense	$0.11	$0.09
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	2.30	1.97
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$8.02	$5.80
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$166.02	$174.55
Maintenance Expense / Total Vehicle Hours	$23.23	$24.49
Fuel Expense / Total Vehicle Hours	$17.53	$15.12
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	34.8	50.4
Total Regular Service Linked Trips / Revenue Vehicle Hour	21.6	31.5
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	1.6	1.6
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	20.80	20.47
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	0.71	0.71
TOP WAGE RATES		
Operators	$32.56	$34.57
Mechanics	$40.66	$42.23

Events

2023-05-01	2023-05-10	Operator Strike
2023-05-11	2023-05-22	Free ridership period

Remarks

A new collective agreement signed with Unifor (May 2023). Grand River Transit experienced record ridership throughout 2023 with a total of 26.4 million boardings, with increases beginning in January. In May 2023, there was a 10-day labour disruption, which was followed by a 12-day free service period on all GRT buses and trains. In September, GRT experienced its busiest month ever with 2.9 million customer trips. At the same time, a revised network in Cambridge was launched, providing more direct service to major destinations and expanded service hours. GRT added service in the fall to help with overcrowding, getting all available buses on the road. Throughout 2023, GRT prepared for the launch of its first electric bus and worked to have chargers installed in the Northfield Drive Maintenance Facility in Waterloo.

Wawa, ON

Contact Name: Manuela Batovanja
Contact Title: Treasurer

Statistical Contact: Cindy Godson
Statistical Title: Asset Management Coordinator
Telephone: 705-856-2244
Email: cgodson@wawa.cc

System Established:	2006-02-13
Municipal Population:	2,705
Service Area Population:	2,705
Service Area Size km²:	3.5
Service Provided by:	Lloyds of Wawa

General/Adult Cash Fare:	$4.00
Ridership (Linked Trips):	1,399
Total Operating Revenues:	$4,559

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-
Saturday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-
Sunday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-

Number of Fixed Routes	-
Number of Accessible Routes	-

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	08:45	08:45	08:45	08:45	08:45		
End	14:45	14:45	14:45	14:45	14:45		

Fare Structure In Effect Since: 2023-02-07

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$4.00	$3.64	-	$70.00	
Child/Youth	$2.00	$1.82	-	$30.00	2 years to 10 years (under 2 years ride free)
Student	-	-	-	$40.00	require letter from school or student card
Senior	$3.00	$2.73	-	$50.00	55 years and over / or Disabled Persons
Other Fare Type:					

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	1	-	9.0	-
Standard Buses:	-	-	-	-
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**1**	**-**	**9.0**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	1	1	-	6,316
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**1**	**1**	**-**	**6,316**

Percentage of Accessible Bus Fleet:	100.0 %
Percentage of Accessible Transit Fleet:	100.0 %

Total Low-Floor Buses (30'-60'):	1
Average Bus Age (Years):	9

Active Buses by Power Type

Diesel	-
Biodiesel	-
Natural Gas	-
Gasoline	1
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	1

Energy Consumption (All Modes)

Diesel	-	
Biodiesel	-	
Gasoline	2,237	litres
Natural Gas	-	
Electricity	-	

Employee Statistics	Full-time	Part-time
Operators	-	-
Other Transport Operations	-	-
Vehicle Mechanics	-	-
Other Vehicle Mechanics	-	-
Plant and Other Maintenance	-	-
General and Administration	-	-
Total Employees	**-**	**-**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	1,399	100 %	1,494	100 %	6,316	100 %	4.2
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**1,399**		**1,494**		**6,316**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	7,474	6,316
Total Vehicle Kilometres	7,536	6,316
Revenue Vehicle Hours	1,494	1,494
Auxiliary Revenue Vehicle Hours	7	-
Total Vehicle Hours	1,501	1,494
Operators Paid Hours	-	-
Vehicle Mechanics Paid Hours	-	-
Total Employee Paid Hours	-	-

PASSENGER DATA		
Adult/General Passenger Trips	141	46
Children/Youth Passenger Trips	-	1
Student Passenger Trips	-	-
Senior Passenger Trips	1,290	1,352
Total Concession Fare Linked Trips	1,290	1,353
Total Regular Service Linked Trips	1,431	1,399
Regular Service Passenger-KMs	-	-
Auxiliary Service Passenger Trips	86	26

OPERATING EXPENSES		
Transportation Operations	$57,126	$57,416
Fuel/Energy for Vehicles	$3,890	$3,155
Vehicle Maintenance	$1,377	$3,728
Plant Maintenance	-	-
General/Administration	$293	$254
Total Direct Operating Expense	$62,686	$64,553
Debt Service Payment	-	-
Total Operating Expenses	$62,889	$64,553

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$4,713	$4,196
Total Operating Revenues	$4,993	$4,559
Total Revenues	$4,993	$4,559

Net Direct Operating Cost	$57,693	$59,994
Net Operating Cost	$57,896	$59,994
Federal Operating Contribution	-	-
Provincial Operating Contribution	$15,718	$15,752
Municipal Operating Contribution	$42,178	$44,242
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	-	-
Total Capital Disposals	-	-
Total Capital Funding	-	-
Federal Capital Contribution	-	-
Provincial Capital Contribution	-	-
Municipal Capital Contribution	-	-
Other Capital Contribution	-	-

PERFORMANCE INDICATORS

FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	8 %	7 %
Municipal Operating Contribution Per Capita	$15.59	$16.36
Net Direct Operating Cost Per Regular Service Passenger	$40.32	$42.88
Maintenance Expense / Total Direct Operating Expense	$0.02	$0.06
Fuel Expense / Total Direct Operating Expense	$0.06	$0.05

AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	3.29	3.00

COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$43.81	$46.14

COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$41.76	$43.21
Maintenance Expense / Total Vehicle Hours	$0.92	$2.50
Fuel Expense / Total Vehicle Hours	$2.59	$2.11

SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	0.5	0.5
Total Regular Service Linked Trips / Revenue Vehicle Hour	1.0	0.9

AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	0.6	0.6

AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	5.00	4.23

LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	-	-

TOP WAGE RATES		
Operators	-	-
Mechanics	-	-

Windsor, ON

Contact Name: Tyson Cragg
Contact Title: Executive Director

Statistical Contact: Joy Williams
Statistical Title: ITS Coordinator
Telephone: 519-944-4141 x2255
Email: jowilliams@citywindsor.ca

System Established:	1977-01-01
Municipal Population:	229,660
Service Area Population:	229,660
Service Area Size km²:	146.9
Service Provided by:	

General/Adult Cash Fare:	$3.25
Ridership (Linked Trips):	9,487,527
Total Operating Revenues:	$15,097,391

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	2
	16 - 30 Minutes	6
	>30 Minutes	6
Saturday	< 16 Minutes	-
	16 - 30 Minutes	6
	>30 Minutes	7
Sunday	< 16 Minutes	-
	16 - 30 Minutes	1
	>30 Minutes	9

Number of Fixed Routes	14
Number of Accessible Routes	-

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	05:00	05:00	05:00	05:00	05:00	05:00	06:00
End	02:00	02:00	02:00	02:00	02:00	02:00	21:00

Fare Structure In Effect Since: 2023-07-01

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$3.25	$2.73	-	$104.90	
Child/Youth	-	-	-	-	12 and younger free with full paying passenger
Student	$3.25	$2.15	-	$71.40	Youth age 13-19
Senior	$3.25	$2.15	-	$52.45	60+

Other Fare Type: Youth, Low Income, Group Pass, U-pass, Semester, Employer, Veteran, Blind/CNIB, Day Pass,

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	-	-	-	-
Standard Buses:	117	-	6.6	-
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**117**	**-**	**6.6**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	117	80	46 %	48,591
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**117**	**80**	**46 %**	**48,591**

Percentage of Accessible Bus Fleet:	100.0 %
Percentage of Accessible Transit Fleet:	100.0 %

Total Low-Floor Buses (30'-60'):	117
Average Bus Age (Years):	7

Active Buses by Power Type

Diesel	117
Biodiesel	-
Natural Gas	-
Gasoline	-
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	117

Energy Consumption (All Modes)

Diesel	3,349,084	litres
Biodiesel	-	
Gasoline	-	
Natural Gas	-	
Electricity	-	

Employee Statistics	Full-time	Part-time
Operators	219	-
Other Transport Operations	15	-
Vehicle Mechanics	20	-
Other Vehicle Mechanics	21	-
Plant and Other Maintenance	6	-
General and Administration	17	7
Total Employees	**298**	**7**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	10,218,976	100 %	276,146	100 %	5,685,108	100 %	20.6
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**10,218,976**		**276,146**		**5,685,108**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	5,539,448	5,685,108
Total Vehicle Kilometres	5,955,168	6,093,636
Revenue Vehicle Hours	266,968	276,146
Auxiliary Revenue Vehicle Hours	4,792	4,290
Total Vehicle Hours	281,250	290,368
Operators Paid Hours	451,183	528,030
Vehicle Mechanics Paid Hours	93,411	90,886
Total Employee Paid Hours	711,206	783,663

PASSENGER DATA		
Adult/General Passenger Trips	1,757,778	2,667,958
Children/Youth Passenger Trips	968,057	903,476
Student Passenger Trips	2,092,236	5,354,760
Senior Passenger Trips	445,013	561,333
Total Concession Fare Linked Trips	3,505,306	6,819,569
Total Regular Service Linked Trips	5,263,084	9,487,527
Regular Service Passenger-KMs	-	-
Auxiliary Service Passenger Trips	38	59

OPERATING EXPENSES		
Transportation Operations	$18,404,971	$22,030,180
Fuel/Energy for Vehicles	$4,382,527	$4,691,513
Vehicle Maintenance	$7,782,755	$7,373,908
Plant Maintenance	$1,593,542	$1,489,671
General/Administration	$2,498,800	$2,600,195
Total Direct Operating Expense	$34,662,595	$38,185,469
Debt Service Payment	-	-
Total Operating Expenses	$39,766,088	$43,885,818

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$9,805,068	$14,718,204
Total Operating Revenues	$10,205,893	$15,097,391
Total Revenues	$10,205,893	$15,097,391

Net Direct Operating Cost	$24,456,702	$23,088,078
Net Operating Cost	$29,560,191	$28,788,425
Federal Operating Contribution	$4,695,180	-
Provincial Operating Contribution	$3,596,567	$4,324,919
Municipal Operating Contribution	$16,700,897	$24,463,506
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	$18,160,089	$4,451,930
Total Capital Disposals	$31,875	$25,660
Total Capital Funding	$14,535,644	$1,178,924
Federal Capital Contribution	$4,804,872	$386,051
Provincial Capital Contribution	$4,003,660	$292,243
Municipal Capital Contribution	$5,727,113	$500,630
Other Capital Contribution	-	-

PERFORMANCE INDICATORS		
FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	29 %	40 %
Municipal Operating Contribution Per Capita	$65.96	$106.52
Net Direct Operating Cost Per Regular Service Passenger	$4.65	$2.43
Maintenance Expense / Total Direct Operating Expense	$0.22	$0.19
Fuel Expense / Total Direct Operating Expense	$0.13	$0.12
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	1.86	1.55
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$6.59	$4.02
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$123.24	$131.51
Maintenance Expense / Total Vehicle Hours	$27.67	$25.40
Fuel Expense / Total Vehicle Hours	$15.58	$16.16
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	20.8	41.3
Total Regular Service Linked Trips / Revenue Vehicle Hour	19.7	34.4
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	1.1	1.2
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	20.75	20.59
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	0.60	0.53
TOP WAGE RATES		
Operators	$32.57	$32.57
Mechanics	$39.01	$39.01

Events

2023-07-24	2023-12-22	Dominion Road Construction
2023-04-03	2023-12-23	Cabana Road Construction
2023-03-13	2023-12-20	Provincial Construction (Cabana to Legacy Park)
2023-05-08	2023-09-11	Walker Road Watermain Construction
2023-06-12	2023-12-31	Lauzon Parkway Construction

Woodstock, ON

Contact Name: Jeffrey Springsted
Contact Title: Transit Supervisor

Statistical Contact: Harold deHaan
Statistical Title: City Engineer
Telephone: 519-539-2382 x3112
Email: hdehaan@cityofwoodstock.ca

System Established:	1962-01-01
Municipal Population:	49,000
Service Area Population:	49,000
Service Area Size km²:	39.0
Service Provided by:	Municipal Department,

General/Adult Cash Fare:	$2.75
Ridership (Linked Trips):	552,402
Total Operating Revenues:	$891,417

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	-
	16 - 30 Minutes	7
	>30 Minutes	-
Saturday	< 16 Minutes	-
	16 - 30 Minutes	7
	>30 Minutes	-
Sunday	< 16 Minutes	-
	16 - 30 Minutes	-
	>30 Minutes	-

Number of Fixed Routes 7
Number of Accessible Routes -

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	06:00	06:00	06:00	06:00	06:00	08:00	
End	22:00	22:00	22:00	22:00	22:00	22:00	

Fare Structure In Effect Since: 2022-09-06

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$2.75	-	-	$66.00	
Child/Youth	-	-	-	-	under 5 years
Student	$2.75	-	-	$53.00	attending
Senior	$2.75	-	-	$53.00	over 60

Other Fare Type: Group Pass, Post Secondary, Veteran,

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	-	-	-	-
Standard Buses:	11	2	12.7	1.0
Articulated Buses:	-	-	-	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**13**	**2**	**11.7**	**1.0**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	15	7	114 %	54,072
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**15**	**7**	**114 %**	**54,072**

Percentage of Accessible Bus Fleet: 86.7 %
Percentage of Accessible Transit Fleet: 86.7 %

Total Low-Floor Buses (30'-60'): 13
Average Bus Age (Years): 10

Active Buses by Power Type

Diesel	15
Biodiesel	-
Natural Gas	-
Gasoline	-
Electric	
Trolley	-
Battery	-
Fuel Cell	-
Total	15

Energy Consumption (All Modes)

Diesel	439,256	litres
Biodiesel	-	
Gasoline	-	
Natural Gas	-	
Electricity	-	

Employee Statistics	Full-time	Part-time
Operators	6	22
Other Transport Operations	-	-
Vehicle Mechanics	1	1
Other Vehicle Mechanics	-	-
Plant and Other Maintenance	1	2
General and Administration	3	-
Total Employees	**11**	**25**

Modal Statistics	Boardings		Revenue Vehicle Hours		Revenue Vehicle KMs		Average Speed (km/h)
Bus	552,402	100 %	39,381	100 %	811,075	100 %	20.6
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**552,402**		**39,381**		**811,075**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	806,976	811,075
Total Vehicle Kilometres	839,381	845,800
Revenue Vehicle Hours	39,381	39,381
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	39,881	44,631
Operators Paid Hours	45,110	47,144
Vehicle Mechanics Paid Hours	2,040	2,782
Total Employee Paid Hours	56,580	60,400

PASSENGER DATA	2022	2023
Adult/General Passenger Trips	216,780	33,822
Children/Youth Passenger Trips	3,379	-
Student Passenger Trips	95,991	-
Senior Passenger Trips	52,641	-
Total Concession Fare Linked Trips	199,417	96,586
Total Regular Service Linked Trips	416,197	552,402
Regular Service Passenger-KMs	3,745,773	1,931,720
Auxiliary Service Passenger Trips	188	4,880

OPERATING EXPENSES	2022	2023
Transportation Operations	$1,870,439	$2,052,468
Fuel/Energy for Vehicles	$731,011	$610,239
Vehicle Maintenance	$556,749	$540,958
Plant Maintenance	$147,841	$234,387
General/Administration	$337,198	$320,654
Total Direct Operating Expense	$3,643,238	$3,758,706
Debt Service Payment	-	-
Total Operating Expenses	$3,643,238	$3,758,706

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS	2022	2023
Regular Service Passenger Revenues	$564,546	$805,812
Total Operating Revenues	$612,848	$891,417
Total Revenues	$612,848	$891,417

	2022	2023
Net Direct Operating Cost	$3,030,390	$2,867,289
Net Operating Cost	$3,030,390	$2,867,288
Federal Operating Contribution	-	-
Provincial Operating Contribution	$615,591	$150,000
Municipal Operating Contribution	$2,414,799	$2,717,288
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	-

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	$2,000,044	$264,615
Total Capital Disposals	-	-
Total Capital Funding	$2,073,671	$264,615
Federal Capital Contribution	$825,174	$10,069
Provincial Capital Contribution	$1,237,760	$225,287
Municipal Capital Contribution	$10,737	$29,259
Other Capital Contribution	-	-

PERFORMANCE INDICATORS

FINANCIAL	2022	2023
Revenue / Cost Ratio (R/C Ratio)	17 %	24 %
Municipal Operating Contribution Per Capita	$49.28	$55.45
Net Direct Operating Cost Per Regular Service Passenger	$7.28	$5.19
Maintenance Expense / Total Direct Operating Expense	$0.15	$0.14
Fuel Expense / Total Direct Operating Expense	$0.20	$0.16
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	1.36	1.46
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$8.75	$6.80
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$91.35	$84.22
Maintenance Expense / Total Vehicle Hours	$13.96	$12.12
Fuel Expense / Total Vehicle Hours	$18.33	$13.67
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	8.5	11.3
Total Regular Service Linked Trips / Revenue Vehicle Hour	10.6	14.0
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	0.8	0.8
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	20.49	20.60
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	0.87	0.84
TOP WAGE RATES		
Operators	$30.00	$31.00
Mechanics	$33.00	$34.50

Remarks

No fare increases in 2023

York Region, ON

Contact Name: Richard Montoya
Contact Title: Director (Acting), Transit

Statistical Contact: Tamas Hertel
Statistical Title: Manager, Service Planning
Telephone: 1-877-464-9675x76047
Email: Tamas.Hertel@york.ca

System Established:	2001-01-01
Municipal Population:	1,258,161
Service Area Population:	1,218,906
Service Area Size km²:	1,776.0
Service Provided by:	Miller Transit, TOK Transit, TTC
General/Adult Cash Fare:	$4.25
Ridership (Linked Trips):	21,523,707
Total Operating Revenues:	$74,465,136

Number of Routes by Headway During Peak Time Periods

	Headway	Routes
Weekday	< 16 Minutes	12
	16 - 30 Minutes	24
	>30 Minutes	77
Saturday	< 16 Minutes	1
	16 - 30 Minutes	7
	>30 Minutes	29
Sunday	< 16 Minutes	1
	16 - 30 Minutes	6
	>30 Minutes	24
Number of Fixed Routes		115
Number of Accessible Routes		-

Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	03:45	03:45	03:45	03:45	03:45	04:00	05:00
End	03:30	03:30	03:30	03:30	03:30	03:45	04:00

Fare Structure In Effect Since: 2021-06-27

	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	$4.25	$3.88	$3.88	$154.00	20-64 years
Child/Youth	$4.25	$2.40	$2.40	$65.00	6-12 years; all children under the age of 5 ride free
Student	$4.25	$3.03	$3.03	$118.00	Youth (13-19)
Senior	$4.25	$2.40	$2.40	$65.00	65 years and over must show proof of age

Other Fare Type: Youth, Low Income, Employer, Blind/CNIB,

Vehicles by Mode

	Active Acc.	Active Non Acc.	Average Age Acc.	Average Age Non Acc.
Small Community Buses:	30	-	4.6	-
Standard Buses:	426	-	11.4	-
Articulated Buses:	109	-	5.9	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
Total	**565**	**-**	**10.0**	**-**

Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	565	357	58 %	42,420
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
Total	**565**	**357**	**58 %**	**42,420**

Percentage of Accessible Bus Fleet: 100.0 %
Percentage of Accessible Transit Fleet: 100.0 %

Total Low-Floor Buses (30'-60'): 565
Average Bus Age (Years): 10

Active Buses by Power Type

Diesel	391
Biodiesel	132
Natural Gas	-
Gasoline	30
Electric	
Trolley	-
Battery	12
Fuel Cell	-
Total	565

Energy Consumption (All Modes)

Diesel	10,200,700	litres
Biodiesel	3,812,465	litres
Gasoline	52,599	litres
Natural Gas	-	
Electricity	509,313	kilowatt-hours

Employee Statistics	Full-time	Part-time
Operators	-	-
Other Transport Operations	-	-
Vehicle Mechanics	-	-
Other Vehicle Mechanics	-	-
Plant and Other Maintenance	-	-
General and Administration	-	-
Total Employees	**-**	**-**

Modal Statistics	**Boardings**		**Revenue Vehicle Hours**		**Revenue Vehicle KMs**		**Average Speed (km/h)**
Bus	29,892,532	1,000 %	1,207,375	100 %	23,967,129	100 %	19.9
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
Total	**2,989,532**		**1,207,375**		**23,967,129**		

VEHICLE KILOMETRES AND HOURS	2022	2023
Revenue Vehicle Kilometres	22,645,894	23,967,129
Total Vehicle Kilometres	26,335,426	27,894,433
Revenue Vehicle Hours	1,138,008	1,207,375
Auxiliary Revenue Vehicle Hours	-	-
Total Vehicle Hours	1,236,748	1,314,261
Operators Paid Hours	-	-
Vehicle Mechanics Paid Hours	-	-
Total Employee Paid Hours	-	-

PASSENGER DATA		
Adult/General Passenger Trips	12,659,564	16,798,720
Children/Youth Passenger Trips	52,149	71,088
Student Passenger Trips	2,346,784	3,432,858
Senior Passenger Trips	968,853	1,221,041
Total Concession Fare Linked Trips	3,367,786	4,724,987
Total Regular Service Linked Trips	16,027,350	21,523,707
Regular Service Passenger-KMs	-	-
Auxiliary Service Passenger Trips	-	-

OPERATING EXPENSES		
Transportation Operations	$135,265,181	$150,044,215
Fuel/Energy for Vehicles	$19,307,480	$16,786,247
Vehicle Maintenance	$2,424,818	$4,174,558
Plant Maintenance	$21,349,353	$20,662,172
General/Administration	$11,516,503	$12,873,804
Total Direct Operating Expense	$189,863,335	$204,540,996
Debt Service Payment	$114,722	$114,580
Total Operating Expenses	$203,795,837	$207,297,757

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Regular Service Passenger Revenues	$52,300,684	$70,851,607
Total Operating Revenues	$54,855,430	$74,465,136
Total Revenues	$63,710,422	$74,465,136

Net Direct Operating Cost	$135,007,905	$130,075,860
Net Operating Cost	$140,085,415	$132,832,621
Federal Operating Contribution	-	-
Provincial Operating Contribution	$25,901,468	$15,322,877
Municipal Operating Contribution	$114,183,947	$117,392,782
Other Operating Contribution	-	-
Federal Debt Service Contribution	-	-
Provincial Debt Service Contribution	-	-
Municipal Debt Service Contribution	-	$116,962

CAPITAL EXPENSES AND FUNDING SOURCES	2022	2023
Total Capital Expenditures	$112,282,161	$96,792,525
Total Capital Disposals	$224,381	$263,122
Total Capital Funding	$112,282,161	$96,792,525
Federal Capital Contribution	$29,443,888	$42,534,462
Provincial Capital Contribution	$4,947,576	$1,535,987
Municipal Capital Contribution	$77,890,697	$52,717,316
Other Capital Contribution	-	$4,760

PERFORMANCE INDICATORS

FINANCIAL		
Revenue / Cost Ratio (R/C Ratio)	29 %	36 %
Municipal Operating Contribution Per Capita	$97.94	$96.31
Net Direct Operating Cost Per Regular Service Passenger	$8.42	$6.04
Maintenance Expense / Total Direct Operating Expense	$0.01	$0.02
Fuel Expense / Total Direct Operating Expense	$0.10	$0.08
AVERAGE FARE		
Regular Service Passenger Revenue / Total Regular Service Linked Trips	3.26	3.29
COST EFFECTIVENESS		
Total Direct Operating Expense / Total Regular Service Linked Trips	$11.85	$9.50
COST EFFICIENCY		
Total Direct and Auxiliary Operating Expense / Total Vehicle Hours	$153.52	$155.63
Maintenance Expense / Total Vehicle Hours	$1.96	$3.18
Fuel Expense / Total Vehicle Hours	$15.61	$12.77
SERVICE UTILIZATION		
Total Regular Service Linked Trips Per Capita	13.7	17.7
Total Regular Service Linked Trips / Revenue Vehicle Hour	14.1	17.8
AMOUNT OF SERVICE		
Revenue Vehicle Hours Per Capita	1.0	1.0
AVERAGE SPEED		
Revenue Vehicle Kilometres / Revenue Vehicle Hour	19.90	19.85
LABOUR PRODUCTIVITY		
Revenue and Auxiliary Revenue Vehicle Hours / Operator Paid Hour	-	-
TOP WAGE RATES		
Operators	-	-
Mechanics	-	-

Events

2023-01-01	2023-12-31	Ridership Recovery

Remarks

Passenger trips is calculated by applying an estimated linked trips factor on top of revenue ridership.
Ontario Works (OW) and Ontario Disability Support Program (ODSP) fare discounts are included as part of the Low-income fare type category.
Riders meeting an income threshold may be eligible for the Transit Assistance Program by applying through Access York.
A support person with a York Region Transit Support Person ID Card can travel free-of-charge on York Region Transit when accompanying someone with a disability who has an identified medical requirement for support.

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.