

# **Ontario Specialized Transit Services Fact Book 2014 Operating Data**

prepared for  
The Ontario Ministry of Transportation

by  
The Canadian Urban Transit Association

## Abstract

The ***Ontario Specialized Transit Services Fact Book*** is a summary of operating and financial statistics and performance indicators, collected from information submitted by organizations providing specialized transit services in Ontario, through a survey administered by the Canadian Urban Transit Association (CUTA). The report was prepared through a cooperative agreement between CUTA and the Ontario Ministry of Transportation (MTO).

This report contains detailed data for 2013 and 2014, along with key performance indicators, for each of the Ontario specialized transit systems. It also provides a provincial summary, as well as a summary comparing the performance indicators by population group.

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License Administrator  
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Phone: 416-365-9800; extension 113  
E-mail: [techservices@cutaactu.ca](mailto:techservices@cutaactu.ca)

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<p>Prepared By</p> <p>Tammy Siu Industry Data Coordinator</p>		<p>Performing Agency <b>Canadian Urban Transit Association</b> 55 York Street, Suite 1401 Toronto, CANADA M5J 1R7 Telephone: 416-365-9800 E-mail: techservices@cutaactu.ca Website: www.cutaactu.ca</p>
<p>Project Manager</p> <p>Wendy Reuter Vice President, Member Value</p>		<p>Sponsoring Agency <b>Ontario Ministry of Transportation</b> Division Services and Program Management Office Suite 2702 777 Bay Street Toronto, ON M7A 2J8 Telephone: 416-585-7141 E-mail: rita.debartolo@ontario.ca Website: www.mto.gov.on.ca</p>
<p>Supplementary Notes</p> <p>Please contact CUTA's Research, Technical and Member Services Department for any corrections or comments.</p> <p>Copyright © 2015 Canadian Urban Transit Association (CUTA) - Association canadienne du transport urbain (ACTU)</p>		
<p>Abstract</p> <p>The <b>Ontario Specialized Transit Services Fact Book – 2014 Operating Data</b> contains operating statistics collected from <b>79</b> Ontario specialized transit systems which provide transit services for persons with disabilities.</p> <p>The Fact Book provides detailed data for 2013 and 2014, along with key performance indicators, for each of the specialized transit systems. The report also provides summary information for the province and population groups.</p>		
<p>Key Words</p> <p>Specialized Transit; Paratransit; Handi Transit; Transit Services for the Disabled; Operating and Financial Statistics; Performance Indicators</p>		<p>Language</p> <p>RTS-15-21: English</p>
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## LIST OF SPECIALIZED TRANSIT SYSTEMS

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Belleville .....	4	Niagara Region.....	44
Blind River (Liberty Express Liberté) .....	5	North Bay .....	45
Brantford (Brantford Lift) .....	6	North Perth .....	46
Brockville .....	7	Oakville .....	47
Burlington .....	8	Orillia .....	48
Caledon .....	9	Ottawa .....	49
Chapleau .....	10	Owen Sound.....	50
Chatham .....	11	Parry Sound.....	51
Cobourg .....	12	Peel Region (TransHelp) .....	52
Cochrane .....	13	Pembroke .....	53
Collingwood .....	14	Perth East.....	54
Cornwall.....	15	Peterborough.....	55
Cramahe.....	16	Peterborough County (Caremobile).....	56
Dryden .....	17	Port Hope .....	57
Durham Region.....	18	Prince Edward County.....	58
Dysart et Al .....	19	Quinte West.....	59
Elliot Lake .....	20	Renfrew (Sunshine Coach Service).....	60
Espanola .....	21	Sarnia .....	61
Fort Erie .....	22	Sault Ste Marie .....	62
Fort Frances .....	23	Schreiber .....	63
Greater Sudbury .....	24	St. Catharines .....	64
Greenstone .....	25	St. Marys .....	65
Guelph .....	26	St. Thomas .....	66
Halton Hills .....	27	Stratford.....	67
Hamilton .....	28	Thunder Bay (Thunder Bay Lift+) .....	68
Hanover (Saugeen Mobility and Regional Transit) .....	29	Timmins .....	69
Hearst .....	30	Toronto (Wheel-Trans) .....	70
Ingersoll .....	31	Trent Hills (Campbellford) (Venture Van) .....	71
Kapuskasing .....	32	Wallaceburg.....	72
Kawartha Lakes (Urban).....	33	Waterloo Region - Rural .....	73
Kenora .....	34	Waterloo Region - Urban .....	74
Kingston (Kingston Access Bus).....	35	Welland .....	75
Lanark County .....	36	West Elgin (Four Counties Transportation) .....	76
Leamington (Erie Shore Community Transit).....	37	West Perth (Mitchell and Area Mobility Bus) .....	77
London.....	38	Windsor (Handi-Transit Windsor) .....	78
Machin .....	39	Woodstock.....	79
Meaford (Georgian Handivan) .....	40	York Region (YRT - Mobility PLUS).....	80
Midland .....	41		

## **Notes on 2014 Data**

Please note that some transit systems update the previous year's data when responding to the survey for the current year, and, as a result, there are some changes in the data in the annual Fact Book publications.

The completion and submission of the annual questionnaire is required from all Ontario municipalities wishing to receive Ontario gas tax funding as part of the 2015 Dedicated Gas Tax allocation.



## **I. ONTARIO SUMMARY**

# Ontario Summary

Number of Systems Reporting:	79	Systems with Dedicated Service:	76	96%	<b>REGISTRANTS</b>	<b>Active</b>	<b>Total</b>
Population served:	11,981,398	Operated by:			Wheelchair/Scooter Users:	56,372	71,940
Service area (km²):	616,223.3	Transit System/Municipality:	36	46%	Ambulatory:	76,298	100,765
Communities served:	169	Private Contractor:	24	30%	Attendants:	4,972	6,016
<b>Eligibility Criteria:</b>		Private Non-Profit Organization:	30	38%	Companions:	638	653
Unable to Board:	65%	Systems with Non-Dedicated Service:	31	39%	Other:	4,051	4,267
Unable to Use:	67%	Systems with a Taxi Scrip Program:	9	11%	<b>Total:</b>	<b>143,852</b>	<b>185,590</b>
Other Criteria:	46%						

## OPERATING DATA

	2013	2014
Number of transit systems reporting	79	79
Rev. Veh. Km. - Dedicated Service	44,913,903	44,674,705
Tot. Veh. Km. - Dedicated Service	50,797,662	49,940,370
Rev. Veh. Hrs. - Dedicated Service	2,293,383	2,272,623
Tot. Veh. Hrs. - Dedicated Service	2,544,945	2,500,868
Non-Dedicated Service - Veh. Km.	5,682,733	6,988,112
Non-Dedicated Service - Veh. Hrs.	192,533	269,206

## PASSENGER DATA

Dedicated Service	5,874,115	5,952,986
Non-Dedicated Service	1,684,548	1,959,057
<b>TOTAL PASSENGERS</b>	<b>7,558,663</b>	<b>7,912,043</b>
Subscription / Pre-booked	44%	48%
Reservation	45%	43%
On-Demand / Day of trip	11%	10%
Cancelled in advance	1,686,405	1,881,472
No-shows / Cancelled at door	177,493	194,550
Unaccommodated trips	199,465	174,948
Number of complaints	8,717	12,399

## OPERATING EXPENSES

Administration	\$27,301,445	\$29,458,210
Operations:		
Internal - Dedicated Service	\$87,642,054	\$95,420,276
Contract - Dedicated Service	\$49,887,727	\$49,475,523
Contract - Non-Dedicated Service	\$32,056,625	\$37,583,673
Contract - Taxi Scrip	\$2,307,159	\$2,631,760
Maintenance (Vehicles & Facilities)	\$25,202,779	\$28,376,445
Fuel	\$9,776,064	\$10,036,941
<b>TOTAL OPERATING EXPENSES</b>	<b>\$236,458,851</b>	<b>\$253,642,283</b>

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$17,522,992	\$17,893,115
Other Operating Revenue	\$764,780	\$865,349
Total Operating Revenue	\$18,287,772	\$18,758,464
Federal Contributions	\$9,095	
Provincial Contributions	\$8,250,622	\$9,609,701
Municipal Contributions	\$209,259,925	\$225,341,515
Other / Donations	\$685,980	\$582,109
<b>TOTAL</b>	<b>\$236,493,395</b>	<b>\$254,291,789</b>

## CAPITAL EXPENSES

Vehicles Purchased	\$9,430,160	\$3,579,891
Debt Servicing	\$7,418	\$1,192
Other Capital Expenses	\$3,781,575	\$1,816,332
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$13,219,154</b>	<b>\$5,397,415</b>

## CAPITAL FUNDING SOURCE

Transit System	\$4,420,513	\$39,161
Federal Contributions	\$1,503,290	\$762,131
Provincial Contributions	\$2,671,492	\$2,514,338
Municipal Contributions	\$4,542,465	\$1,927,689
Other / Donations	\$88,373	\$154,095
<b>TOTAL CAPITAL FUNDING</b>	<b>\$13,226,133</b>	<b>\$5,397,414</b>

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

## SCHEDULING

Advanced booking notice:	32 day(s)
Minimum notice for reservation:	23.6 hour(s)

## FARE STRUCTURE (Average)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.39	\$2.80	\$75.99
Child	\$2.99	\$2.65	\$54.05
Student	\$3.29	\$2.64	\$62.54
Senior	\$3.24	\$2.56	\$52.46
Attendant	\$3.25	\$2.82	\$60.00
Companion	\$2.99	\$2.70	\$72.21

## EMPLOYEE DATA

	Full-time	Part-time
Operators	946	282
Other Operations	205	61
Vehicle Mechanics	124	11
General and Administration	122	32
Other	24	10

**TOTAL NUMBER OF EMPLOYEES** 1,421 396

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

Average Top Operator Wage Rate: \$20.95

Average Top Mechanic Wage Rate: \$30.21

## PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	8%	7%
Net Operating Cost / Capita	\$18.33	\$19.64
Total Exp. / Passenger	\$31.33	\$32.11
Total Exp. / Eligible Passenger	\$34.09	\$34.97
Transportation Exp. / Passenger		
Dedicated Service	\$29.80	\$31.02
Non-Dedicated Service	\$20.54	\$20.66
Transportation Exp. / Hour (Dedicated Service)	\$68.02	\$72.06
<b>OPERATING</b>		
Registrants / Capita	0.0148	0.0155
Passengers / Capita	0.6341	0.6604
Passengers / Registrant	42.96	42.61
Passengers / Hour (Dedicated Service)	2.51	2.53
Kms / Passenger (Dedicated Service)	8.14	7.96
Average Speed (Dedicated Service)	20.47	20.19

## PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	3,536,114	1,630,853
Wheelchair/Scooter Users	1,938,957	157,069
Attendants	274,679	29,391
Companions	130,591	22,187
Other (specified)	72,645	119,557
<b>TOTAL</b>	<b>5,952,986</b>	<b>1,959,057</b>

## VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	379	274	N/A	
Accessible Vans / Minivans	415	362		1
Small Buses	731	591	3	7
Other	34	33		
<b>TOTAL DED. VEHICLES</b>	<b>1,559</b>	<b>1,260</b>	N/A	N/A
Accessible taxis:	340			

## II. POPULATION GROUP SUMMARIES

Municipality	Page #	Municipality	Page #
<b>Population Group 1 (population &gt; 150,000)</b>		Chapleau .....	10
Burlington .....	8	Chatham .....	11
Durham Region .....	18	Cobourg .....	12
Hamilton .....	28	Cochrane .....	13
London .....	38	Collingwood .....	14
Niagara Region .....	44	Cornwall .....	15
Oakville .....	47	Cramahe .....	16
Ottawa .....	49	Dryden .....	17
Peel Region (TransHelp) .....	52	Dysart et Al .....	19
Toronto (Wheel-Trans) .....	70	Elliot Lake .....	20
Waterloo Region - Urban .....	74	Espanola .....	21
Windsor (Handi-Transit Windsor) .....	78	Fort Erie .....	22
York Region (YRT - Mobility PLUS) .....	80	Fort Frances .....	23
		Greenstone .....	25
<b>Population Group 2 (50,000 - 150,000)</b>		Hearst .....	30
Barrie .....	3	Ingersoll .....	31
Brantford (Brantford Lift) .....	6	Kapuskasing .....	32
Caledon .....	9	Kawartha Lakes (Urban) .....	33
Greater Sudbury .....	24	Kenora .....	34
Guelph .....	26	Machin .....	39
Halton Hills .....	27	Meaford (Georgian Handivan) .....	40
Hanover (Saugeen Mobility and Regional Transit) .....	29	Midland .....	41
Kingston (Kingston Access Bus) .....	35	North Perth .....	46
Lanark County .....	36	Orillia .....	48
Leamington (Erie Shore Community Transit) .....	37	Owen Sound .....	50
Milton .....	42	Parry Sound .....	51
Niagara Falls .....	43	Pembroke .....	53
North Bay .....	45	Perth East .....	54
Peterborough .....	55	Port Hope .....	57
Peterborough County (Caremobile) .....	56	Prince Edward County .....	58
Quinte West .....	59	Renfrew (Sunshine Coach Service) .....	60
Sarnia .....	61	Schreiber .....	63
Sault Ste Marie .....	62	St. Marys .....	65
St. Catharines .....	64	St. Thomas .....	66
Thunder Bay (Thunder Bay Lift+) .....	68	Stratford .....	67
Waterloo Region - Rural .....	73	Timmins .....	69
Welland .....	75	Trent Hills (Campbellford) (Venture Van) .....	71
		Wallaceburg .....	72
<b>Population Group 3 (population &lt;50,000)</b>		West Elgin (Four Counties Transportation) .....	76
Belleville .....	4	West Perth (Mitchell and Area Mobility Bus) .....	77
Blind River (Liberty Express Liberté) .....	5	Woodstock .....	79
Brockville .....	7		

# Population Group 1 (>150,000)

Number of Systems Reporting:	12	Systems with Dedicated Service:	12	100%	<b>REGISTRANTS</b>	<b>Active</b>	<b>Total</b>
Population served:	9,302,746	Operated by:			Wheelchair/Scooter Users:	36,562	47,737
Service area (km²):	12,819.8	Transit System/Municipality:	8	67%	Ambulatory:	48,423	63,971
Communities served:	44	Private Contractor:	5	42%	Attendants:	1,362	1,362
<b>Eligibility Criteria:</b>		Private Non-Profit Organization:	4	33%	Companions:	98	98
Unable to Board:	67%	Systems with Non-Dedicated Service:	9	75%	Other:	3,725	3,939
Unable to Use:	67%	Systems with a Taxi Scrip Program:	5	42%	<b>Total:</b>	<b>90,170</b>	<b>117,107</b>
Other Criteria:	75%						

## OPERATING DATA

	2013	2014
Number of transit systems reporting	12	12
Rev. Veh. Km. - Dedicated Service	36,005,092	35,199,975
Tot. Veh. Km. - Dedicated Service	41,230,371	39,436,991
Rev. Veh. Hrs. - Dedicated Service	1,848,538	1,850,544
Tot. Veh. Hrs. - Dedicated Service	2,074,403	2,053,732
Non-Dedicated Service - Veh. Km.	5,513,577	6,795,095
Non-Dedicated Service - Veh. Hrs.	186,602	263,346

## PASSENGER DATA

Dedicated Service	4,686,800	4,743,919
Non-Dedicated Service	1,526,761	1,803,155
<b>TOTAL PASSENGERS</b>	<b>6,213,561</b>	<b>6,547,074</b>
Subscription / Pre-booked	46%	47%
Reservation	49%	49%
On-Demand / Day of trip	4%	4%
Cancelled in advance	1,530,749	1,709,047
No-shows / Cancelled at door	159,896	174,585
Unaccommodated trips	186,688	159,966
Number of complaints	8,418	12,036

## OPERATING EXPENSES

Administration	\$24,371,437	\$26,115,611
Operations:		
Internal - Dedicated Service	\$77,394,408	\$81,674,066
Contract - Dedicated Service	\$39,046,073	\$40,990,889
Contract - Non-Dedicated Service	\$30,372,339	\$36,002,151
Contract - Taxi Scrip	\$2,307,100	\$2,384,013
Maintenance (Vehicles & Facilities)	\$22,762,402	\$24,872,996
Fuel	\$7,952,773	\$8,043,350
<b>TOTAL OPERATING EXPENSES</b>	<b>\$204,206,532</b>	<b>\$220,083,077</b>

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$13,236,713	\$13,731,984
Other Operating Revenue	\$519,214	\$497,234
Total Operating Revenue	\$13,755,927	\$14,229,218
Federal Contributions		
Provincial Contributions	\$3,577,705	\$4,452,432
Municipal Contributions	\$186,861,173	\$201,389,687
Other / Donations	\$23,623	\$23,740
<b>TOTAL</b>	<b>\$204,218,428</b>	<b>\$220,095,076</b>

## CAPITAL EXPENSES

Vehicles Purchased	\$7,344,297	\$1,131,317
Debt Servicing		
Other Capital Expenses	\$3,608,175	\$1,432,979
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$10,952,472</b>	<b>\$2,564,296</b>

## CAPITAL FUNDING SOURCE

Transit System	\$4,417,213	\$39,161
Federal Contributions	\$1,357,760	\$568,241
Provincial Contributions	\$1,434,845	\$1,290,329
Municipal Contributions	\$3,733,056	\$666,565
Other / Donations	\$9,601	
<b>TOTAL CAPITAL FUNDING</b>	<b>\$10,952,475</b>	<b>\$2,564,296</b>

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

## SCHEDULING

Advanced booking notice:	10 day(s)
Minimum notice for reservation:	19.4 hour(s)

## FARE STRUCTURE (Average)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.12	\$2.95	\$102.85
Child	\$2.32	\$2.35	\$73.25
Student	\$3.03	\$2.56	\$84.42
Senior	\$2.86	\$2.40	\$60.85
Attendant	\$2.75	\$2.75	
Companion	\$3.12	\$3.42	\$109.50

## EMPLOYEE DATA

	Full-time	Part-time
Operators	777	63
Other Operations	168	37
Vehicle Mechanics	113	
General and Administration	91	
Other	19	8

## TOTAL NUMBER OF EMPLOYEES

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

Average Top Operator Wage Rate:	\$25.94
Average Top Mechanic Wage Rate:	\$33.25

## PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	7%	6%
Net Operating Cost / Capita	\$20.58	\$22.13
Total Exp. / Passenger	\$32.86	\$33.62
Total Exp. / Eligible Passenger	\$35.65	\$36.39
Transportation Exp. / Passenger		
Dedicated Service	\$31.40	\$32.80
Non-Dedicated Service	\$21.40	\$21.29
Transportation Exp. / Hour (Dedicated Service)	\$70.94	\$75.76
<b>OPERATING</b>		
Registrants / Capita	0.0117	0.0126
Passengers / Capita	0.6714	0.7038
Passengers / Registrant	57.49	55.91
Passengers / Hour (Dedicated Service)	2.54	2.56
Kms / Passenger (Dedicated Service)	8.12	7.85
Average Speed (Dedicated Service)	20.63	20.20

## PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	2,808,966	1,524,335
Wheelchair/Scooter Users	1,569,613	144,900
Attendants	185,005	27,684
Companions	110,209	20,950
Other (specified)	70,126	85,286
<b>TOTAL</b>	<b>4,743,919</b>	<b>1,803,155</b>

## VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	361	256	N/A	1
Accessible Vans / Minivans	297	272	1	2
Small Buses	529	423	3	6
Other	29	29		
<b>TOTAL DED. VEHICLES</b>	<b>1,216</b>	<b>980</b>	N/A	N/A
Accessible taxis:	326			

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

Number of Systems Reporting:	22	Systems with Dedicated Service:	21	95%	<b>REGISTRANTS</b>	<b>Active</b>	<b>Total</b>
Population served:	1,870,813	Operated by:			Wheelchair/Scooter Users:	13,660	17,715
Service area (km²):	16,506.5	Transit System/Municipality:	10	45%	Ambulatory:	18,039	25,961
Communities served:	58	Private Contractor:	3	14%	Attendants:	870	1,826
<b>Eligibility Criteria:</b>		Private Non-Profit Organization:	9	41%	Companions:	461	461
Unable to Board:	68%	Systems with Non-Dedicated Service:	14	64%	Other:	31	31
Unable to Use:	73%	Systems with a Taxi Scrip Program:	3	14%	<b>Total:</b>	<b>33,924</b>	<b>47,285</b>
Other Criteria:	32%						

## OPERATING DATA

	2013	2014
Number of transit systems reporting	22	22
Rev. Veh. Km. - Dedicated Service	6,892,240	7,225,134
Tot. Veh. Km. - Dedicated Service	7,273,061	7,903,885
Rev. Veh. Hrs. - Dedicated Service	322,376	292,642
Tot. Veh. Hrs. - Dedicated Service	329,884	301,449
Non-Dedicated Service - Veh. Km.	106,078	118,653
Non-Dedicated Service - Veh. Hrs.	2,926	3,000

## PASSENGER DATA

Dedicated Service	773,170	785,055
Non-Dedicated Service	125,057	125,106
<b>TOTAL PASSENGERS</b>	<b>898,227</b>	<b>910,161</b>
Subscription / Pre-booked	35%	40%
Reservation	56%	56%
On-Demand / Day of trip	9%	4%
Cancelled in advance	118,278	130,936
No-shows / Cancelled at door	14,269	15,162
Unaccommodated trips	10,538	13,054
Number of complaints	93	182

## OPERATING EXPENSES

Administration	\$1,756,761	\$2,262,702
Operations:		
Internal - Dedicated Service	\$7,315,122	\$10,828,886
Contract - Dedicated Service	\$7,303,369	\$4,761,782
Contract - Non-Dedicated Service	\$1,379,305	\$1,255,257
Contract - Taxi Scrip	\$28	\$247,747
Maintenance (Vehicles & Facilities)	\$1,601,020	\$2,608,387
Fuel	\$1,327,400	\$1,502,034
<b>TOTAL OPERATING EXPENSES</b>	<b>\$22,968,004</b>	<b>\$24,126,250</b>

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$2,712,893	\$2,519,003
Other Operating Revenue	\$108,321	\$229,054
Total Operating Revenue	\$2,821,214	\$2,748,057
Federal Contributions		
Provincial Contributions	\$2,675,260	\$3,431,552
Municipal Contributions	\$17,250,514	\$18,403,622
Other / Donations	\$282,546	\$204,947
<b>TOTAL</b>	<b>\$23,029,534</b>	<b>\$24,788,177</b>

## CAPITAL EXPENSES

Vehicles Purchased	\$1,536,948	\$2,032,736
Debt Servicing	\$7,418	\$1,192
Other Capital Expenses	\$147,993	\$342,175
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$1,692,359</b>	<b>\$2,376,103</b>

## CAPITAL FUNDING SOURCE

Transit System	\$3,300	
Federal Contributions	\$145,530	\$193,890
Provincial Contributions	\$748,764	\$921,561
Municipal Contributions	\$722,878	\$1,205,633
Other / Donations	\$71,887	\$55,018
<b>TOTAL CAPITAL FUNDING</b>	<b>\$1,692,359</b>	<b>\$2,376,102</b>

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

## SCHEDULING

Advanced booking notice:	26 day(s)
Minimum notice for reservation:	27.6 hour(s)

## FARE STRUCTURE (Average)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.38	\$2.34	\$73.22
Child	\$3.36	\$2.08	\$51.50
Student	\$3.31	\$2.21	\$60.44
Senior	\$3.36	\$2.10	\$53.91
Attendant	\$2.80	\$2.29	\$60.00
Companion	\$2.76	\$2.33	\$74.48

## EMPLOYEE DATA

	Full-time	Part-time
Operators	137	124
Other Operations	30	13
Vehicle Mechanics	5	5
General and Administration	19	16
Other	4	2

## TOTAL NUMBER OF EMPLOYEES

<b>195</b>	<b>160</b>
------------	------------

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

Average Top Operator Wage Rate: \$21.96

Average Top Mechanic Wage Rate: \$30.84

## PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	12%	11%
Net Operating Cost / Capita	\$10.79	\$11.43
Total Exp. / Passenger	\$25.57	\$26.51
Total Exp. / Eligible Passenger	\$28.31	\$29.95
Transportation Exp. / Passenger		
Dedicated Service	\$25.08	\$26.11
Non-Dedicated Service	\$12.23	\$13.40
Transportation Exp. / Hour (Dedicated Service)	\$56.95	\$58.02
<b>OPERATING</b>		
Registrants / Capita	0.0254	0.0253
Passengers / Capita	0.4812	0.4865
Passengers / Registrant	18.92	19.25
Passengers / Hour (Dedicated Service)	2.33	2.32
Kms / Passenger (Dedicated Service)	8.91	9.20
Average Speed (Dedicated Service)	20.82	21.36

## PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	456,097	86,909
Wheelchair/Scooter Users	253,228	9,272
Attendants	60,605	1,066
Companions	15,125	1,237
Other (specified)		26,622
<b>TOTAL</b>	<b>785,055</b>	<b>125,106</b>

## VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	10	10	N/A	
Accessible Vans / Minivans	87	61	1	2
Small Buses	125	102	2	6
Other	3	3		1
<b>TOTAL DED. VEHICLES</b>	<b>225</b>	<b>176</b>	<b>N/A</b>	<b>N/A</b>
Accessible taxis:	10			

# Population Group 3 (<50,000)

Number of Systems Reporting:	45	Systems with Dedicated Service:	43	96%	<b>REGISTRANTS</b>	<b>Active</b>	<b>Total</b>
Population served:	807,839	Operated by:			Wheelchair/Scooter Users:	6,150	6,488
Service area (km²):	586,897.1	Transit System/Municipality:	18	40%	Ambulatory:	9,836	10,833
Communities served:	67	Private Contractor:	16	36%	Attendants:	2,740	2,828
<b>Eligibility Criteria:</b>		Private Non-Profit Organization:	17	38%	Companions:	79	94
Unable to Board:	62%	Systems with Non-Dedicated Service:	8	18%	Other:	295	297
Unable to Use:	64%	Systems with a Taxi Scrip Program:	1	2%	<b>Total:</b>	<b>19,758</b>	<b>21,198</b>
Other Criteria:	44%						

## OPERATING DATA

	2013	2014
Number of transit systems reporting	45	45
Rev. Veh. Km. - Dedicated Service	2,016,571	2,249,596
Tot. Veh. Km. - Dedicated Service	2,294,230	2,599,494
Rev. Veh. Hrs. - Dedicated Service	122,469	129,437
Tot. Veh. Hrs. - Dedicated Service	140,658	145,687
Non-Dedicated Service - Veh. Km.	63,078	74,364
Non-Dedicated Service - Veh. Hrs.	3,005	2,860

## PASSENGER DATA

Dedicated Service	414,145	424,012
Non-Dedicated Service	32,730	30,796
<b>TOTAL PASSENGERS</b>	<b>446,875</b>	<b>454,808</b>
Subscription / Pre-booked	47%	52%
Reservation	39%	33%
On-Demand / Day of trip	14%	15%
Cancelled in advance	37,378	41,489
No-shows / Cancelled at door	3,328	4,803
Unaccommodated trips	2,239	1,928
Number of complaints	206	181

## OPERATING EXPENSES

Administration	\$1,173,247	\$1,079,896
Operations:		
Internal - Dedicated Service	\$2,932,525	\$2,917,324
Contract - Dedicated Service	\$3,538,285	\$3,722,852
Contract - Non-Dedicated Service	\$304,981	\$326,265
Contract - Taxi Scrip	\$31	
Maintenance (Vehicles & Facilities)	\$839,356	\$895,062
Fuel	\$495,891	\$491,557
<b>TOTAL OPERATING EXPENSES</b>	<b>\$9,284,315</b>	<b>\$9,432,956</b>

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,573,386	\$1,642,128
Other Operating Revenue	\$137,245	\$139,061
Total Operating Revenue	\$1,710,631	\$1,781,189
Federal Contributions	\$9,095	
Provincial Contributions	\$1,997,657	\$1,725,717
Municipal Contributions	\$5,148,239	\$5,548,207
Other / Donations	\$379,811	\$353,422
<b>TOTAL</b>	<b>\$9,245,433</b>	<b>\$9,408,535</b>

## CAPITAL EXPENSES

Vehicles Purchased	\$548,915	\$415,838
Debt Servicing		
Other Capital Expenses	\$25,408	\$41,178
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$574,322</b>	<b>\$457,016</b>

## CAPITAL FUNDING SOURCE

Transit System		
Federal Contributions		
Provincial Contributions	\$487,883	\$302,448
Municipal Contributions	\$86,531	\$55,491
Other / Donations	\$6,885	\$99,077
<b>TOTAL CAPITAL FUNDING</b>	<b>\$581,299</b>	<b>\$457,016</b>

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

## SCHEDULING

Advanced booking notice:	41 day(s)
Minimum notice for reservation:	22.5 hour(s)

## FARE STRUCTURE (Average)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.46	\$3.00	\$52.17
Child	\$3.02	\$3.11	\$42.94
Student	\$3.35	\$2.94	\$45.17
Senior	\$3.29	\$2.88	\$42.47
Attendant	\$3.80	\$3.64	
Companion	\$3.08	\$2.67	\$43.55

## EMPLOYEE DATA

	Full-time	Part-time
Operators	32	95
Other Operations	7	11
Vehicle Mechanics	6	6
General and Administration	12	16
Other	1	

## TOTAL NUMBER OF EMPLOYEES

<b>58</b>	<b>128</b>
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\* Contract employees are not necessarily included in the Employee Statistics

Average Top Operator Wage Rate: \$18.56

Average Top Mechanic Wage Rate: \$27.45

## PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	18%	19%
Net Operating Cost / Capita	\$9.71	\$9.72
Total Exp. / Passenger	\$21.31	\$21.38
Total Exp. / Eligible Passenger	\$23.41	\$23.64
Transportation Exp. / Passenger		
Dedicated Service	\$19.38	\$19.56
Non-Dedicated Service	\$8.61	\$10.40
Transportation Exp. / Hour (Dedicated Service)	\$48.35	\$48.01
OPERATING		
Registrants / Capita	0.0255	0.0263
Passengers / Capita	0.5583	0.5630
Passengers / Registrant	21.86	21.29
Passengers / Hour (Dedicated Service)	2.63	2.54
Kms / Passenger (Dedicated Service)	6.47	6.53
Average Speed (Dedicated Service)	16.71	17.09

## PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	271,051	19,609
Wheelchair/Scooter Users	116,116	2,897
Attendants	29,069	641
Companions	5,257	
Other (specified)	2,519	7,649
<b>TOTAL</b>	<b>424,012</b>	<b>30,796</b>

## VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	8	8	N/A	
Accessible Vans / Minivans	31	29		1
Small Buses	77	66	2	7
Other	2	1		
<b>TOTAL DED. VEHICLES</b>	<b>118</b>	<b>104</b>	<b>N/A</b>	<b>N/A</b>
Accessible taxis:	4			

### **III. INDIVIDUAL TRANSIT SYSTEM DATA**

# Bancroft

## Community Care North Hastings

Contact: Gord MacDonald  
 Title: Executive Director  
 Telephone: 613 332-4700 x222  
 Fax: 613 332-0432  
 Email: gmacdonald@comcarenh.org

Population served: 15,303  
 Service area (km²): 3,388.0  
 Communities served: 8  
 Service began: 03/05/2010  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	13	13
Ambulatory:	232	232
Attendants:	5	5
Companions:		
Other:		
<b>Total:</b>	<b>250</b>	<b>250</b>

Dedicated Serv. Operated by: ☐ Transit System/Municipality  
☐ Private Contractor(s), number:  
☒ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:  
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☐ Unable to Board  
☐ Unable to Use  
☒ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	39,470	36,810
Tot. Veh. Km. - Dedicated Service	39,697	37,026
Rev. Veh. Hrs. - Dedicated Service	1,550	1,275
Tot. Veh. Hrs. - Dedicated Service	1,584	1,303
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

	2013	2014
Dedicated Service	7,653	7,990
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>7,653</b>	<b>7,990</b>
Subscription / Pre-booked	87%	84%
Reservation	0%	0%
On-Demand / Day of trip	13%	16%
Cancelled in advance	73	142
No-shows / Cancelled at door	14	28
Unaccommodated trips	4	8
Number of complaints	6	4

### OPERATING EXPENSES

	2013	2014
Administration	\$20,586	\$16,340
Operations:		
Internal - Dedicated Service	\$77,471	\$58,103
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$29,546	\$9,375
Fuel	\$9,640	\$8,042
<b>TOTAL OPERATING EXPENSES</b>	<b>\$137,243</b>	<b>\$91,860</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2013	2014
Passenger Revenue	\$17,930	\$10,717
Other Operating Revenue	\$8,965	\$4,577
<b>Total Operating Revenue</b>	<b>\$26,895</b>	<b>\$15,294</b>
Federal Contributions	\$9,095	
Provincial Contributions	\$57,840	\$29,039
Municipal Contributions	\$18,828	\$18,750
Other / Donations	\$24,585	\$28,777
<b>TOTAL</b>	<b>\$137,243</b>	<b>\$91,860</b>

### CAPITAL EXPENSES

	2013	2014
Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>		

### CAPITAL FUNDING SOURCES

	2013	2014
Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>		

\* Opened to adults aged 55 years old and to individuals aged 18 and over who have physical challenges.

### SERVICE HOURS / SCHEDULING

Weekday:	0730 to 1630	Sunday:	0900 to 1300
Saturday:	to	Holiday:	to
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Manual		

### FARE STRUCTURE

Effective Date:	03/05/2010	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$10.00	\$5.50		<input checked="" type="checkbox"/>
Child				<input type="checkbox"/>
Student	\$9.00	\$5.50		<input type="checkbox"/>
Senior	\$9.00	\$5.50		<input checked="" type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion				<input type="checkbox"/>
Other	varies by distance			

### EMPLOYEE DATA

	Full-time	Part-time
Operators		6
Other Operations		
Vehicle Mechanics		
General and Administration		1
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>		<b>7</b>

Union Affiliations: Operators:  
 Mechanics:  
 Other (specify):

Top Operator Wage Rate: \$15.00

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

	2013	2014
<b>FINANCIAL</b>		
R/C Ratio	20%	17%
Net Operating Cost / Capita	\$7.21	\$5.00
Total Exp. / Passenger	\$17.93	\$11.50
Total Exp. / Eligible Passenger	\$17.94	\$11.50
Transportation Exp. / Passenger		
Dedicated Service	\$15.24	\$9.45
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$73.65	\$57.96
<b>OPERATING</b>		
Registrants / Capita	0.0158	0.0163
Passengers / Capita	0.5001	0.5221
Passengers / Registrant	31.76	31.96
Passengers / Hour (Dedicated Service)	4.94	6.27
Kms / Passenger (Dedicated Service)	5.16	4.61
Average Speed (Dedicated Service)	25.46	28.87

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	7,990	
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
<b>TOTAL</b>	<b>7,990</b>	

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	4	1	2	16
Other				
<b>TOTAL DED. VEHICLES</b>	<b>4</b>	<b>1</b>	N/A	N/A
Vehicle ownership:		Non-Profit Organization		
Vehicle maintenance responsibility:		Non-Profit Organization		
Accessible taxis:				



# Barrie

## Barrie Accessible Community Transportation Service

Contact: Brent Forsyth  
 Title: Supervisor of Transit Business Services  
 Telephone: 705-739-4220 x4521  
 Fax: 705-739-4238  
 Email: brent.forsyth@barrie.ca

Population served: 142,000  
 Service area (km²): 100.0  
 Communities served: 2  
 Service began: 01/02/1980  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

**REGISTRANTS**  
 Wheelchair/Scooter Users: 2,290  
 Ambulatory: 2,872  
 Attendants:  
 Companions:  
 Other:  
**Total: 5,162**

Dedicated Serv. Operated by: ☐ Transit System/Municipality  
☒ Private Contractor(s), number: 1  
☐ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 1  
 Taxi Scrip Program Available: ☐

**Eligibility Criteria:** ☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	317,941	339,756
Tot. Veh. Km. - Dedicated Service	317,941	339,756
Rev. Veh. Hrs. - Dedicated Service	22,971	23,032
Tot. Veh. Hrs. - Dedicated Service	22,971	23,032
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	46,310	44,150
Non-Dedicated Service	1,586	1,537
<b>TOTAL PASSENGERS</b>	<b>47,896</b>	<b>45,687</b>
Subscription / Pre-booked	18%	18%
Reservation	79%	79%
On-Demand / Day of trip	3%	3%
Cancelled in advance	11,009	10,884
No-shows / Cancelled at door	1,150	1,064
Unaccommodated trips	1,403	1,461
Number of complaints	20	50

### OPERATING EXPENSES

Administration	\$81,240	\$80,950
Operations:		
Internal - Dedicated Service		\$1,338,372
Contract - Dedicated Service	\$1,307,127	
Contract - Non-Dedicated Service	\$21,684	\$13,772
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$9,467	
Fuel	\$47,386	\$49,263
<b>TOTAL OPERATING EXPENSES</b>	<b>\$1,466,904</b>	<b>\$1,482,357</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$41,011	\$57,159
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$41,011</b>	<b>\$57,159</b>
Federal Contributions		
Provincial Contributions	\$275,000	\$275,000
Municipal Contributions	\$1,150,893	\$1,150,198
Other / Donations		
<b>TOTAL</b>	<b>\$1,466,904</b>	<b>\$1,482,357</b>

### CAPITAL EXPENSES

Vehicles Purchased	\$90,220	
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$90,220</b>	

### CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$56,364	
Municipal Contributions	\$33,856	
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$90,220</b>	

### SERVICE HOURS / SCHEDULING

Weekday:	0730 to 2300	Sunday:	0900 to 1800
Saturday:	0900 to 2300	Holiday:	to
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

### FARE STRUCTURE

Effective Date:	01/05/2013	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$3.00	\$2.60	\$82.40	<input type="checkbox"/>
Child	\$3.00	\$2.30	\$54.00	<input type="checkbox"/>
Student	\$3.00	\$2.60	\$63.85	<input type="checkbox"/>
Senior	\$2.60	\$2.30	\$54.00	<input type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion	\$3.00	\$2.60	\$82.40	<input type="checkbox"/>
Other				

### EMPLOYEE DATA

	Full-time	Part-time
Operators	11	2
Other Operations	2	
Vehicle Mechanics	1	
General and Administration	2	
Other	2	1
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>18</b>	<b>3</b>

**Union Affiliations:** Operators: ATU local 1415  
 Mechanics: ATU local 1415  
 Other (specify):

Top Operator Wage Rate: \$21.73  
 Top Mechanic Wage Rate: \$29.94

### PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	3%	4%
Net Operating Cost / Capita	\$9.47	\$10.04
Total Exp. / Passenger	\$30.63	\$32.45
Total Exp. / Eligible Passenger	\$34.74	\$35.99
Transportation Exp. / Passenger		
Dedicated Service	\$29.45	\$31.43
Non-Dedicated Service	\$13.67	\$8.96
Transportation Exp. / Hour (Dedicated Service)	\$59.38	\$60.25
<b>OPERATING</b>		
Registrants / Capita	0.0305	0.0364
Passengers / Capita	0.3180	0.3217
Passengers / Registrant	10.43	8.85
Passengers / Hour (Dedicated Service)	2.02	1.92
Kms / Passenger (Dedicated Service)	6.87	7.70
Average Speed (Dedicated Service)	13.84	14.75

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	29,108	1,061
Wheelchair/Scooter Users	10,700	315
Attendants	2,718	161
Companions	1,624	
Other (specified)		
<b>TOTAL</b>	<b>44,150</b>	<b>1,537</b>

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	2	2		
Small Buses	11	11		
Other				
<b>TOTAL DED. VEHICLES</b>	<b>13</b>	<b>13</b>	N/A	N/A

Vehicle ownership: Municipal Transit System  
 Vehicle maintenance responsibility: Contracted Operator  
 Accessible taxis: 1

# Belleville

## Belleville Transit

Contact: Matt Coffey  
Title: Manager  
Telephone: 613-962-4344  
Fax: 613-967-4721  
Email: mcoffey@city.belleville.on.ca

Population served: 49,454  
Service area (km²): 247.0  
Communities served: 1  
Service began:  
Advisory Committee members: 7  
Eligibility Committee members: 7

**REGISTRANTS**  
Wheelchair/Scooter Users: 285  
Ambulatory: 351  
Attendants: 413  
Companions:  
Other:  
**Total: 1,049**

Dedicated Serv. Operated by: ☐ Transit System/Municipality  
☒ Private Contractor(s), number: 2  
☐ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 1  
Taxi Scrip Program Available: ☐

**Eligibility Criteria:** ☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	52,055	53,466
Tot. Veh. Km. - Dedicated Service	52,055	53,466
Rev. Veh. Hrs. - Dedicated Service	4,935	4,964
Tot. Veh. Hrs. - Dedicated Service	4,935	4,964
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	12,043	12,327
Non-Dedicated Service	1,753	2,079
<b>TOTAL PASSENGERS</b>	<b>13,796</b>	<b>14,406</b>
Subscription / Pre-booked	100%	100%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%

Cancelled in advance  
No-shows / Cancelled at door  
Unaccommodated trips  
Number of complaints

### OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$258,536	\$231,395
Contract - Non-Dedicated Service	\$32,945	\$37,141
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
<b>TOTAL OPERATING EXPENSES</b>	<b>\$291,481</b>	<b>\$268,536</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$20,101	\$16,586
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$20,101</b>	<b>\$16,586</b>
Federal Contributions		
Provincial Contributions	\$32,945	\$37,141
Municipal Contributions	\$238,435	\$177,668
Other / Donations		
<b>TOTAL</b>	<b>\$291,481</b>	<b>\$231,395</b>

### CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>		

### CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>		

### SERVICE HOURS / SCHEDULING

Weekday:	0500 to 2230	Sunday:	0900 to 1800
Saturday:	0700 to 1900	Holiday:	to
Advanced booking notice:	day(s)		
Minimum notice for reservation:	0.0 hour(s)		
Reservations / Scheduling:	Manual		

### FARE STRUCTURE

Effective Date: 03/09/2013	<b>Tickets/Cards</b>	<b>Monthly Pass</b>	<b>Free</b>
<b>Cash</b>	<b>(unit price)</b>		
Adult	\$2.05	\$1.83	\$57.00
Child			
Student	\$2.05	\$1.83	\$57.00
Senior	\$2.05	\$1.83	\$50.00
Attendant			
Companion			
Other			

### EMPLOYEE DATA

Operators	Full-time	Part-time
Other Operations		
Vehicle Mechanics		
General and Administration		
Other		

### TOTAL NUMBER OF EMPLOYEES

**Union Affiliations:** Operators:  
Mechanics:  
Other (specify):

Top Operator Wage Rate:  
Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	7%	6%
Net Operating Cost / Capita	\$5.49	\$5.09
Total Exp. / Passenger	\$21.13	\$18.64
Total Exp. / Eligible Passenger	\$21.66	\$19.37
Transportation Exp. / Passenger		
Dedicated Service	\$21.47	\$18.77
Non-Dedicated Service	\$18.79	\$17.86
Transportation Exp. / Hour (Dedicated Service)	\$52.39	\$46.61
<b>OPERATING</b>		
Registrants / Capita	0.0100	0.0212
Passengers / Capita	0.2790	0.2913
Passengers / Registrant	27.93	13.73
Passengers / Hour (Dedicated Service)	2.44	2.48
Kms / Passenger (Dedicated Service)	4.32	4.34
Average Speed (Dedicated Service)	10.55	10.77

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory		
Wheelchair/Scooter Users	11,783	2,079
Attendants	544	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>12,327</b>	<b>2,079</b>

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			Wheelchair
Accessible Vans / Minivans			N/A
Small Buses	2	2	4
Other			
<b>TOTAL DED. VEHICLES</b>	<b>2</b>	<b>2</b>	N/A

Vehicle ownership: Contracted Operator/Municipal Transit System  
Vehicle maintenance responsibility: Contracted Operator/Municipal Transit System  
Accessible taxis: 1

# Blind River

## Liberty Express Liberte

Contact: Gerard Rainville  
 Title: Clerk-Treasurer  
 Telephone: 705-356-2251 X 207  
 Fax: 705-356-7343  
 Email: gerard.rainville@blindriver.ca

Population served: 3,549  
 Service area (km²): 330.0  
 Communities served: 1  
 Service began: 01/01/1995  
 Advisory Committee members: 2  
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	19	19
Ambulatory:	51	51
Attendants:	22	22
Companions:		
Other:		
<b>Total:</b>	<b>92</b>	<b>92</b>

Dedicated Serv. Operated by: ☒ Transit System/Municipality  
☐ Private Contractor(s), number:  
☐ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:  
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	19,706	17,125
Tot. Veh. Km. - Dedicated Service	19,706	17,125
Rev. Veh. Hrs. - Dedicated Service	1,892	1,864
Tot. Veh. Hrs. - Dedicated Service	1,892	1,864
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

	2013	2014
Dedicated Service	1,545	1,411
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>1,545</b>	<b>1,411</b>
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%

Cancelled in advance  
 No-shows / Cancelled at door  
 Unaccommodated trips  
 Number of complaints

### OPERATING EXPENSES

	2013	2014
Administration	\$11,000	\$6,441
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$21,321	\$19,354
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$3,009	\$2,697
Fuel	\$6,336	\$5,600
<b>TOTAL OPERATING EXPENSES</b>	<b>\$41,666</b>	<b>\$34,092</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2013	2014
Passenger Revenue	\$10,412	\$8,445
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$10,412</b>	<b>\$8,445</b>
Federal Contributions		
Provincial Contributions	\$19,538	\$12,447
Municipal Contributions	\$11,716	\$13,200
Other / Donations		
<b>TOTAL</b>	<b>\$41,666</b>	<b>\$34,092</b>

### CAPITAL EXPENSES

Vehicles Purchased  
 Debt Servicing  
 Other Capital Expenses  
**TOTAL CAPITAL EXPENSES**

### CAPITAL FUNDING SOURCES

Transit System  
 Federal Contributions  
 Provincial Contributions  
 Municipal Contributions  
 Other / Donations  
**TOTAL CAPITAL FUNDING**

### SERVICE HOURS / SCHEDULING

Weekday:	0830 to 1600	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	0.0 hour(s)		
Reservations / Scheduling:	Manual		

### FARE STRUCTURE

Effective Date:	01/12/2011	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$3.50			<input type="checkbox"/>
Child	\$3.50			<input type="checkbox"/>
Student	\$3.50			<input type="checkbox"/>
Senior	\$3.50			<input type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion				<input type="checkbox"/>
Other				<input type="checkbox"/>

### EMPLOYEE DATA

	Full-time	Part-time
Operators		1
Other Operations		1
Vehicle Mechanics		1
General and Administration		
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>		<b>3</b>

Union Affiliations: Operators:  
 Mechanics:  
 Other (specify):

Top Operator Wage Rate: \$18.96  
 Top Mechanic Wage Rate: \$25.17

### PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	25%	25%
Net Operating Cost / Capita	\$8.81	\$7.23
Total Exp. / Passenger	\$26.97	\$24.16
Total Exp. / Eligible Passenger	\$31.23	\$27.97
Transportation Exp. / Passenger		
Dedicated Service	\$19.85	\$19.60
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$16.21	\$14.83
<b>OPERATING</b>		
Registrants / Capita	0.0352	0.0259
Passengers / Capita	0.4353	0.3976
Passengers / Registrant	12.36	15.34
Passengers / Hour (Dedicated Service)	0.82	0.76
Kms / Passenger (Dedicated Service)	12.75	12.14
Average Speed (Dedicated Service)	10.42	9.19

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	878	
Wheelchair/Scooter Users	341	
Attendants	192	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>1,411</b>	

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	1	1	5	15
Other				
<b>TOTAL DED. VEHICLES</b>	<b>1</b>	<b>1</b>	N/A	N/A
Vehicle ownership:		Municipality		
Vehicle maintenance responsibility:		Municipality		
Accessible taxis:				

# Brantford

## Brantford Lift

Contact: Elisabeth van der Made  
 Title: Manager of Transit  
 Telephone: 519-752-4444 x4504  
 Fax: 519-754-0724  
 Email: EvanderMade@brantford.ca

Population served: 97,499  
 Service area (km²): 75.1  
 Communities served: 1  
 Service began: 04/11/2013  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

**REGISTRANTS**  
 Wheelchair/Scooter Users: 552  
 Ambulatory: 1,114  
 Attendants:  
 Companions:  
 Other:  
**Total: 1,666**

Dedicated Serv. Operated by: ☒ Transit System/Municipality  
☐ Private Contractor(s), number:  
☐ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:  
 Taxi Scrip Program Available: ☐

**Eligibility Criteria:** ☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

## VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	406,611	401,767
Tot. Veh. Km. - Dedicated Service	406,611	401,767
Rev. Veh. Hrs. - Dedicated Service	25,414	26,403
Tot. Veh. Hrs. - Dedicated Service	25,414	26,403
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

## PASSENGER DATA

Dedicated Service	73,583	66,140
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>73,583</b>	<b>66,140</b>
Subscription / Pre-booked	20%	20%
Reservation	70%	70%
On-Demand / Day of trip	10%	10%
Cancelled in advance	2,627	14,742
No-shows / Cancelled at door	983	2,107
Unaccommodated trips	25	200
Number of complaints		

## OPERATING EXPENSES

Administration	\$12,490	\$28,744
Operations:		
Internal - Dedicated Service	\$168,171	\$1,312,771
Contract - Dedicated Service	\$1,179,711	
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$192,145	\$262,348
Fuel	\$143,574	\$137,084
<b>TOTAL OPERATING EXPENSES</b>	<b>\$1,696,091</b>	<b>\$1,740,947</b>

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$212,398	\$120,956
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$212,398</b>	<b>\$120,956</b>
Federal Contributions		
Provincial Contributions	\$71,922	\$71,920
Municipal Contributions	\$1,533,932	\$1,548,071
Other / Donations		
<b>TOTAL</b>	<b>\$1,818,252</b>	<b>\$1,740,947</b>

## CAPITAL EXPENSES

Vehicles Purchased		\$151,642
Debt Servicing		
Other Capital Expenses	\$145,530	\$92,832
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$145,530</b>	<b>\$244,474</b>

## CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions	\$145,530	\$193,890
Provincial Contributions		
Municipal Contributions		\$50,584
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$145,530</b>	<b>\$244,474</b>

## SERVICE HOURS / SCHEDULING

Weekday:	0600 to 0100	Sunday:	0800 to 2000
Saturday:	0600 to 0100	Holiday:	0800 to 2000
Advanced booking notice:	60 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

## FARE STRUCTURE

Effective Date:	01/04/2014	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$3.00	\$2.30	\$70.00	<input type="checkbox"/>
Child	\$1.75	\$1.65		<input type="checkbox"/>
Student	\$3.00	\$2.30	\$53.00	<input type="checkbox"/>
Senior	\$3.00	\$2.30	\$53.00	<input checked="" type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion	\$3.00	\$2.30	\$70.00	<input type="checkbox"/>
Other	CNIB - \$37/3 months			

## EMPLOYEE DATA

	Full-time	Part-time
Operators	10	7
Other Operations	2	2
Vehicle Mechanics		
General and Administration	1	
Other	1	
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>14</b>	<b>9</b>

**Union Affiliations:** Operators: ATU Local 685  
 Mechanics: ATU Local 685  
 Other (specify):

Top Operator Wage Rate: \$21.72  
 Top Mechanic Wage Rate: \$30.48

## PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	13%	7%
Net Operating Cost / Capita	\$15.69	\$16.62
Total Exp. / Passenger	\$23.05	\$26.32
Total Exp. / Eligible Passenger	\$23.24	\$27.79
Transportation Exp. / Passenger		
Dedicated Service	\$22.88	\$25.89
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$66.25	\$64.85
<b>OPERATING</b>		
Registrants / Capita	0.0130	0.0171
Passengers / Capita	0.7780	0.6784
Passengers / Registrant	60.02	39.70
Passengers / Hour (Dedicated Service)	2.90	2.51
Kms / Passenger (Dedicated Service)	5.53	6.07
Average Speed (Dedicated Service)	16.00	15.22

## PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	51,561	
Wheelchair/Scooter Users	11,094	
Attendants	1,863	
Companions	1,622	
Other (specified)		
<b>TOTAL</b>	<b>66,140</b>	

## VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	16	12	4	
Small Buses				
Other				
<b>TOTAL DED. VEHICLES</b>	<b>16</b>	<b>12</b>	<b>N/A</b>	<b>N/A</b>
Vehicle ownership:	Municipality			
Vehicle maintenance responsibility:	Municipality			
Accessible taxis:				

# Brockville

## Brockville Para Transit

Contact: Paul McMunn C.E.T.  
 Title: Supervisor of Transportation Services  
 Telephone: 613-342-8772 x8225  
 Fax: 613-342-5035  
 Email: pmcmunn@brockville.com

Population served: 21,870  
 Service area (km²): 20.3  
 Communities served: 1  
 Service began: 08/02/1988  
 Advisory Committee members: 8  
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	388	388
Ambulatory:	311	311
Attendants:	365	365
Companions:		
Other:		
<b>Total:</b>	<b>1,064</b>	<b>1,064</b>

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

Eligibility Criteria: ☐ Unable to Board

☒ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☐

☒ Unable to Use

☐ Private Non-Profit Org.

☐ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	52,529	49,669
Tot. Veh. Km. - Dedicated Service	52,832	49,802
Rev. Veh. Hrs. - Dedicated Service	5,100	5,128
Tot. Veh. Hrs. - Dedicated Service	5,139	5,180
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

	2013	2014
Dedicated Service	11,498	10,674
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>11,498</b>	<b>10,674</b>
Subscription / Pre-booked	61%	62%
Reservation	37%	36%
On-Demand / Day of trip	2%	2%
Cancelled in advance	1,522	1,355
No-shows / Cancelled at door	113	53
Unaccommodated trips	30	8
Number of complaints	13	9

### OPERATING EXPENSES

	2013	2014
Administration	\$14,037	\$17,097
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$300,831	\$304,162
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$21,097	\$21,265
Fuel	\$30,285	\$31,596
<b>TOTAL OPERATING EXPENSES</b>	<b>\$366,250</b>	<b>\$374,120</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2013	2014
Passenger Revenue	\$17,573	\$15,869
Other Operating Revenue	\$25,038	\$30,544
<b>Total Operating Revenue</b>	<b>\$42,611</b>	<b>\$46,413</b>
Federal Contributions		
Provincial Contributions	\$43,564	\$43,564
Municipal Contributions	\$280,075	\$284,143
Other / Donations		
<b>TOTAL</b>	<b>\$366,250</b>	<b>\$374,120</b>

### CAPITAL EXPENSES

	2013	2014
Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>		

### CAPITAL FUNDING SOURCES

	2013	2014
Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>		

### SERVICE HOURS / SCHEDULING

Weekday:	0645 to 1815	Sunday:	to
Saturday:	0845 to 1815	Holiday:	to
Advanced booking notice:	day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

### FARE STRUCTURE

Effective Date:	01/04/2014	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$2.25	\$1.80	\$64.00	<input type="checkbox"/>
Child	\$2.25	\$1.80	\$64.00	<input type="checkbox"/>
Student	\$2.25	\$1.80	\$64.00	<input type="checkbox"/>
Senior	\$2.25	\$1.80	\$64.00	<input checked="" type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion	\$2.25	\$1.80	\$64.00	<input type="checkbox"/>
Other	40 Ride Pass for \$64, children under 5 are free			

### EMPLOYEE DATA

	Full-time	Part-time
Operators		
Other Operations		
Vehicle Mechanics		1
General and Administration		2
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>		<b>3</b>

### Union Affiliations:

Operators:   
 Mechanics: CUPE Local 115  
 Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate: \$30.12

### PERFORMANCE INDICATORS

	2013	2014
<b>FINANCIAL</b>		
R/C Ratio	12%	12%
Net Operating Cost / Capita	\$14.80	\$14.98
Total Exp. / Passenger	\$31.85	\$35.05
Total Exp. / Eligible Passenger	\$35.96	\$39.01
Transportation Exp. / Passenger		
Dedicated Service	\$30.63	\$33.45
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$68.54	\$68.92
<b>OPERATING</b>		
Registrants / Capita	0.0449	0.0487
Passengers / Capita	0.5257	0.4881
Passengers / Registrant	11.71	10.03
Passengers / Hour (Dedicated Service)	2.25	2.08
Kms / Passenger (Dedicated Service)	4.57	4.65
Average Speed (Dedicated Service)	10.30	9.69

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	5,308	
Wheelchair/Scooter Users	4,282	
Attendants	1,084	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>10,674</b>	

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	2	2	4	10
Other	1		4	10
<b>TOTAL DED. VEHICLES</b>	<b>3</b>	<b>2</b>	N/A	N/A
Vehicle ownership:	Municipality			
Vehicle maintenance responsibility:	Municipality			
Accessible taxis:				

# Burlington

## Handi-Van

Contact: Charlene Sharpe  
 Title: Supervisor of Transit Business Services  
 Telephone: 905-335-7869 x7526  
 Fax: 905-335-7878  
 Email: charlene.sharpe@burlington.ca

Population served: 180,000  
 Service area (km²): 98.0  
 Communities served: 1  
 Service began: 01/01/1975  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

**REGISTRANTS**  
 Wheelchair/Scooter Users: 1,274  
 Ambulatory: 2,194  
 Attendants:  
 Companions:  
 Other:  
**Total: 3,468**

Dedicated Serv. Operated by: ☒ Transit System/Municipality  
☐ Private Contractor(s), number:  
☐ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 1  
 Taxi Scrip Program Available: ☐

**Eligibility Criteria:** ☒ Unable to Board  
☒ Unable to Use  
☒ Other Criteria

## VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	317,860	347,568
Tot. Veh. Km. - Dedicated Service	319,160	348,818
Rev. Veh. Hrs. - Dedicated Service	16,912	18,375
Tot. Veh. Hrs. - Dedicated Service	17,447	18,475
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

## PASSENGER DATA

Dedicated Service	44,341	47,895
Non-Dedicated Service	7,071	1,349
<b>TOTAL PASSENGERS</b>	<b>51,412</b>	<b>49,244</b>
Subscription / Pre-booked	50%	50%
Reservation	49%	49%
On-Demand / Day of trip	1%	1%
Cancelled in advance	3,829	4,621
No-shows / Cancelled at door	450	493
Unaccommodated trips	88	333
Number of complaints		

## OPERATING EXPENSES

Administration	\$31,704	\$136,085
Operations:		
Internal - Dedicated Service	\$858,980	\$846,896
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$58,862	\$20,202
Contract - Taxi Scrip	\$23,634	
Maintenance (Vehicles & Facilities)	\$134,090	\$215,384
Fuel	\$111,655	\$104,607
<b>TOTAL OPERATING EXPENSES</b>	<b>\$1,218,925</b>	<b>\$1,323,174</b>

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$80,420	\$72,601
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$80,420</b>	<b>\$72,601</b>

Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$1,138,505	\$1,250,573
Other / Donations		
<b>TOTAL</b>	<b>\$1,218,925</b>	<b>\$1,323,174</b>

## CAPITAL EXPENSES

Vehicles Purchased	\$275,842	\$353,487
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$275,842</b>	<b>\$353,487</b>

## CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$353,487
Municipal Contributions	\$275,842	
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$275,842</b>	<b>\$353,487</b>

## SERVICE HOURS / SCHEDULING

Weekday:	0500 to 0100	Sunday:	0700 to 2100
Saturday:	0700 to 0100	Holiday:	0700 to 1900
Advanced booking notice:	30 day(s)		
Minimum notice for reservation:	48.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

## FARE STRUCTURE

Effective Date:	01/05/2013	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$3.25	\$2.70	\$95.00	<input type="checkbox"/>
Child	\$1.90	\$1.55		<input type="checkbox"/>
Student	\$3.25	\$1.85	\$69.00	<input type="checkbox"/>
Senior	\$3.25	\$1.85	\$58.50	<input checked="" type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion	\$3.25			
Other	GO Cofare \$0.70			

## EMPLOYEE DATA

	Full-time	Part-time
Operators	8	3
Other Operations	2	1
Vehicle Mechanics	1	
General and Administration		
Other		1
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>11</b>	<b>5</b>

**Union Affiliations:** Operators: CUPE 2723  
 Mechanics: CUPE 2723  
 Other (specify):

Top Operator Wage Rate: \$25.29  
 Top Mechanic Wage Rate: \$31.41

## PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	7%	5%
Net Operating Cost / Capita	\$6.59	\$6.95
Total Exp. / Passenger	\$23.71	\$26.87
Total Exp. / Eligible Passenger	\$24.65	\$28.33
Transportation Exp. / Passenger		
Dedicated Service	\$24.91	\$24.36
Non-Dedicated Service	\$11.67	\$14.98
Transportation Exp. / Hour (Dedicated Service)	\$63.32	\$63.16
<b>OPERATING</b>		
Registrants / Capita	0.0155	0.0193
Passengers / Capita	0.2976	0.2736
Passengers / Registrant	19.20	14.20
Passengers / Hour (Dedicated Service)	2.62	2.61
Kms / Passenger (Dedicated Service)	7.17	7.26
Average Speed (Dedicated Service)	18.79	18.92

## PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	31,796	162
Wheelchair/Scooter Users	13,569	1,187
Attendants	2,530	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>47,895</b>	<b>1,349</b>

## VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	1	1	1	2
Small Buses	9	9	5	5
Other				
<b>TOTAL DED. VEHICLES</b>	<b>10</b>	<b>10</b>	N/A	N/A

Vehicle ownership: Municipal Transit System  
 Vehicle maintenance responsibility: Municipal Transit System  
 Accessible taxis:

# Caledon

## Caledon Community Services

Contact: Fay Davy  
 Title: Transportation Manager  
 Telephone: 905-951-2300 x204  
 Fax: 905-951-7911  
 Email: fdavy@CCS4U.org

Population served: 59,400  
 Service area (km²): 647.0  
 Communities served: 1  
 Service began: 01/01/1988  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

**REGISTRANTS**  
 Wheelchair/Scooter Users:  
 Ambulatory: 313  
 Attendants:  
 Companions:  
 Other:  
**Total: 313**

Dedicated Serv. Operated by: ☐ Transit System/Municipality  
☐ Private Contractor(s), number:  
☒ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:  
 Taxi Scrip Program Available: ☐

**Eligibility Criteria:** ☐ Unable to Board  
☐ Unable to Use  
☒ Other Criteria

VEHICLE KILOMETRES & HOURS		2013	2014
Rev. Veh. Km. - Dedicated Service		355,951	355,951
Tot. Veh. Km. - Dedicated Service		355,951	355,951
Rev. Veh. Hrs. - Dedicated Service		12,691	15,894
Tot. Veh. Hrs. - Dedicated Service		12,691	15,894
Non-Dedicated Service - Veh. Km.			
Non-Dedicated Service - Veh. Hrs.			
PASSENGER DATA			
Dedicated Service		20,888	21,638
Non-Dedicated Service			
TOTAL PASSENGERS		20,888	21,638
Subscription / Pre-booked		35%	31%
Reservation		64%	68%
On-Demand / Day of trip		1%	1%
Cancelled in advance		2,477	2,520
No-shows / Cancelled at door		384	569
Unaccommodated trips		663	639
Number of complaints			
OPERATING EXPENSES			
Administration		\$61,885	\$79,728
Operations:			
Internal - Dedicated Service		\$412,145	\$441,381
Contract - Dedicated Service			
Contract - Non-Dedicated Service			
Contract - Taxi Scrip		\$28	\$6
Maintenance (Vehicles & Facilities)		\$14,831	\$61,440
Fuel		\$54,655	\$60,466
<b>TOTAL OPERATING EXPENSES</b>		<b>\$543,543</b>	<b>\$643,021</b>
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS			
Passenger Revenue		\$103,968	\$101,766
Other Operating Revenue			
<b>Total Operating Revenue</b>		<b>\$103,968</b>	<b>\$101,766</b>
Federal Contributions			
Provincial Contributions		\$446,388	\$486,974
Municipal Contributions		\$26,879	\$26,928
Other / Donations			
<b>TOTAL</b>		<b>\$577,235</b>	<b>\$615,668</b>
CAPITAL EXPENSES			
Vehicles Purchased			\$87,762
Debt Servicing			
Other Capital Expenses			
<b>TOTAL CAPITAL EXPENSES</b>			<b>\$87,762</b>
CAPITAL FUNDING SOURCES			
Transit System			
Federal Contributions			
Provincial Contributions			\$87,762
Municipal Contributions			
Other / Donations			
<b>TOTAL CAPITAL FUNDING</b>			<b>\$87,762</b>

Other Eligibility Criteria: Caledon residents 60 years of age and older, unable to drive due to a long or short term disability, with cognitive impairments attending community programs and medical appointments. \* Fare Structure: One way fare is \$4.00 anywhere within the Town of Caledon, \$10.00 to Brampton, \$20.00 to Mississauga, Georgetown, Woodbridge and Newmarket, \$30.00 to Oakville and Toronto. \* We have 7 buses with ramps; five Ford 450 and two Ford 350; 6 buses out daily on weekdays, 1 bus out daily on weekends and holidays.

SERVICE HOURS / SCHEDULING			
Weekday:	0600 to 1800	Sunday:	0600 to 1400
Saturday:	0600 to 1800	Holiday:	0600 to 1800
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	48.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		
FARE STRUCTURE			
Effective Date:	01/05/2009	<b>Tickets/Cards</b>	
	<b>Cash</b>	<b>(unit price)</b>	<b>Monthly Pass</b>
Adult	\$4.00		<b>Free</b>
Child			<input type="checkbox"/>
Student			<input type="checkbox"/>
Senior	\$4.00		<input type="checkbox"/>
Attendant			<input checked="" type="checkbox"/>
Companion			<input type="checkbox"/>
Other	fare varies by distance		
EMPLOYEE DATA		<b>Full-time</b>	<b>Part-time</b>
Operators			7
Other Operations			3
Vehicle Mechanics			
General and Administration			3
Other			
<b>TOTAL NUMBER OF EMPLOYEES</b>			<b>13</b>
<b>Union Affiliations:</b>			
Operators:			
Mechanics:			
Other (specify):			
Top Operator Wage Rate:			
Top Mechanic Wage Rate:			
PERFORMANCE INDICATORS			
FINANCIAL		2013	2014
R/C Ratio		19%	16%
Net Operating Cost / Capita		\$7.39	\$9.11
Total Exp. / Passenger		\$26.02	\$29.72
Total Exp. / Eligible Passenger		\$28.25	\$33.20
Transportation Exp. / Passenger			
Dedicated Service		\$23.06	\$26.03
Non-Dedicated Service			
Transportation Exp. / Hour (Dedicated Service)		\$37.95	\$35.44
OPERATING			
Registrants / Capita		0.0050	0.0053
Passengers / Capita		0.3513	0.3643
Passengers / Registrant		70.81	69.13
Passengers / Hour (Dedicated Service)		1.65	1.36
Kms / Passenger (Dedicated Service)		17.04	16.45
Average Speed (Dedicated Service)		28.05	22.40

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	19,366	
Wheelchair/Scooter Users		
Attendants	2,272	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>21,638</b>	

VEHICLE DATA		Veh. Peak	Avg. Capacity per Veh.	
Number			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	7	6	3	10
Other				
<b>TOTAL DED. VEHICLES</b>	<b>7</b>	<b>6</b>	N/A	N/A
Vehicle ownership:	Non-Profit Organization			
Vehicle maintenance responsibility:	Non-Profit Organization			
Accessible taxis:				

# Chapleau

## Chapleau Handi Transit

Contact: Les Jones  
 Title: Treasurer  
 Telephone: 705-864-1330  
 Fax: 705-864-1824  
 Email: jonesl@chapleau.ca

Population served: 2,072  
 Service area (km²): 13.5  
 Communities served: 1  
 Service began: 01-01-1973  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

### REGISTRANTS

Wheelchair/Scooter Users:  
 Ambulatory:  
 Attendants:  
 Companions:  
 Other:  
**Total:**

### Active

### Total

Dedicated Serv. Operated by: ☒ Transit System/Municipality  
☐ Private Contractor(s), number:  
☐ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:  
 Taxi Scrip Program Available: ☐

**Eligibility Criteria:** ☐ Unable to Board  
☐ Unable to Use  
☒ Other Criteria

### VEHICLE KILOMETRES & HOURS

Rev. Veh. Km. - Dedicated Service  
 Tot. Veh. Km. - Dedicated Service  
 Rev. Veh. Hrs. - Dedicated Service  
 Tot. Veh. Hrs. - Dedicated Service  
 Non-Dedicated Service - Veh. Km.  
 Non-Dedicated Service - Veh. Hrs.

2013

2014

1,313

1,313

1,313

1,313

### PASSENGER DATA

Dedicated Service  
 Non-Dedicated Service

2,379

2,553

### TOTAL PASSENGERS

2,379

2,553

Subscription / Pre-booked  
 Reservation  
 On-Demand / Day of trip

0%

0%

0%

0%

0%

0%

Cancelled in advance

No-shows / Cancelled at door

Unaccommodated trips

Number of complaints

### OPERATING EXPENSES

Administration

Operations:

Internal - Dedicated Service

Contract - Dedicated Service

\$40,280

\$40,160

Contract - Non-Dedicated Service

Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)

\$26,726

\$26,438

Fuel

**TOTAL OPERATING EXPENSES**

**\$67,006**

**\$66,598**

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue

\$5,554

\$8,411

Other Operating Revenue

**Total Operating Revenue**

**\$5,554**

**\$8,411**

Federal Contributions

Provincial Contributions

\$18,614

\$17,515

Municipal Contributions

\$42,838

\$40,672

Other / Donations

**TOTAL**

**\$67,006**

**\$66,598**

### CAPITAL EXPENSES

Vehicles Purchased

\$70,616

Debt Servicing

Other Capital Expenses

**TOTAL CAPITAL EXPENSES**

**\$70,616**

### CAPITAL FUNDING SOURCES

Transit System

Federal Contributions

Provincial Contributions

\$70,616

Municipal Contributions

Other / Donations

**TOTAL CAPITAL FUNDING**

**\$70,616**

\* Other Eligibility Criteria: Seniors and persons with disabilities.

### SERVICE HOURS / SCHEDULING

Weekday: 0845 to 1445 Sunday: to to  
 Saturday: to Holiday: to

Advanced booking notice: day(s)

Minimum notice for reservation: 0.0 hour(s)

Reservations / Scheduling: Manual

### FARE STRUCTURE

Effective Date: 01-01-2004

**Cash**

**Tickets/Cards**  
 (unit price)

**Monthly Pass**

**Free**

Adult \$3.50

Child \$1.00

Student \$3.50

Senior \$2.50

Attendant \$3.50

Companion \$3.50

Other

### EMPLOYEE DATA

Operators

Other Operations

Vehicle Mechanics

General and Administration

Other

**Full-time**

**Part-time**

### TOTAL NUMBER OF EMPLOYEES

**Union Affiliations:** Operators:

Mechanics: CUPE LOCAL 887

Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate: \$30.88

### PERFORMANCE INDICATORS

#### FINANCIAL

R/C Ratio 8% 13%

Net Operating Cost / Capita \$29.66 \$28.08

Total Exp. / Passenger \$28.17 \$26.09

Total Exp. / Eligible Passenger \$28.17 \$26.09

Transportation Exp. / Passenger \$28.17 \$26.09

Dedicated Service \$28.17 \$26.09

Non-Dedicated Service \$28.17 \$26.09

Transportation Exp. / Hour (Dedicated Service) \$51.03 \$50.72

#### OPERATING

Registrants / Capita

Passengers / Capita 1.1482 1.2321

Passengers / Registrant

Passengers / Hour (Dedicated Service) 1.81 1.94

Kms / Passenger (Dedicated Service)

Average Speed (Dedicated Service)

#### PASSENGER DATA

**Ded. Service**

**Non-Ded. Service**

Ambulatory

2,553

Wheelchair/Scooter Users

Attendants

Companions

Other (specified)

**TOTAL**

**2,553**

#### VEHICLE DATA

Non-Accessible Cars

Accessible Vans / Minivans

Small Buses

Other

**TOTAL DED. VEHICLES**

**Number**

**Veh. Peak**

**Avg. Capacity per Veh.**

**Wheelchair**

**Ambulatory**

N/A

1

1

1

N/A

N/A

Vehicle ownership: Municipality

Vehicle maintenance responsibility: Municipality

Accessible taxis:



# Chatham

## CK Transit Chatham Accessible Service

Contact: Jan Metcalfe  
 Title: Engineering Technologist  
 Telephone: 519-360-1998 x3301  
 Fax: 519-436-3240  
 Email: janm@chatham-kent.ca

Population served: 45,000  
 Service area (km²): 30.9  
 Communities served: 1  
 Service began: 01/04/1973  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	573	573
Ambulatory:	590	590
Attendants:	541	541
Companions:		
Other:		
<b>Total:</b>	<b>1,704</b>	<b>1,704</b>

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

Eligibility Criteria: ☒ Unable to Board

☒ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☐

☒ Unable to Use

☐ Private Non-Profit Org.

☐ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service		123,473
Tot. Veh. Km. - Dedicated Service		123,473
Rev. Veh. Hrs. - Dedicated Service	3,711	3,691
Tot. Veh. Hrs. - Dedicated Service	3,711	3,691
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	26,997	27,164
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>26,997</b>	<b>27,164</b>
Subscription / Pre-booked	0%	0%
Reservation	100%	100%
On-Demand / Day of trip	0%	0%
Cancelled in advance	185	981
No-shows / Cancelled at door	60	1,328
Unaccommodated trips		
Number of complaints		

### OPERATING EXPENSES

Administration	\$11,009	\$11,212
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$432,786	\$517,229
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel	\$21,582	
<b>TOTAL OPERATING EXPENSES</b>	<b>\$465,377</b>	<b>\$528,441</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$53,461	\$71,474
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$53,461</b>	<b>\$71,474</b>
Federal Contributions		
Provincial Contributions	\$144,975	\$90,346
Municipal Contributions	\$266,941	\$366,620
Other / Donations		
<b>TOTAL</b>	<b>\$465,377</b>	<b>\$528,441</b>

### CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
<b>TOTAL CAPITAL EXPENSES</b>	

### CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	
Other / Donations	
<b>TOTAL CAPITAL FUNDING</b>	

### SERVICE HOURS / SCHEDULING

Weekday:	0615 to 1915	Sunday:	0900 to 1700
Saturday:	0615 to 1915	Holiday:	to
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

### FARE STRUCTURE

Effective Date:	01/01/2007	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$3.00	\$3.00		<input type="checkbox"/>
Child	\$3.00	\$3.00		<input type="checkbox"/>
Student	\$3.00	\$3.00		<input type="checkbox"/>
Senior	\$3.00	\$3.00		<input checked="" type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion	\$3.00	\$3.00		<input type="checkbox"/>
Other				

### EMPLOYEE DATA

	Full-time	Part-time
Operators		
Other Operations		
Vehicle Mechanics		
General and Administration		
Other		

### TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators:  
 Mechanics:  
 Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

	2013	2014
<b>FINANCIAL</b>		
R/C Ratio	11%	14%
Net Operating Cost / Capita	\$9.15	\$10.15
Total Exp. / Passenger	\$17.24	\$19.45
Total Exp. / Eligible Passenger	\$20.26	\$22.81
Transportation Exp. / Passenger		
Dedicated Service	\$16.83	\$19.04
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$122.44	\$140.13
<b>OPERATING</b>		
Registrants / Capita	0.0337	0.0379
Passengers / Capita	0.5999	0.6036
Passengers / Registrant	17.81	15.94
Passengers / Hour (Dedicated Service)	7.27	7.36
Kms / Passenger (Dedicated Service)		4.55
Average Speed (Dedicated Service)		33.45

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	23,163	
Wheelchair/Scooter Users		
Attendants	4,001	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>27,164</b>	

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	6	4	5	4
Other				
<b>TOTAL DED. VEHICLES</b>	<b>6</b>	<b>4</b>	N/A	N/A

Vehicle ownership: contracted operators

Vehicle maintenance responsibility: contracted operators

Accessible taxis:

# Cobourg

## WHEELS

Contact: Renee Champagne  
Title: Admin Assistant  
Telephone: 905-372-4555 x4301  
Fax: 905-372-1533  
Email: rchampagne@cobourg.ca

Population served: 18,519  
Service area (km²): 13.0  
Communities served: 1  
Service began: 01/01/1984  
Advisory Committee members: 8  
Eligibility Committee members: 1

REGISTRANTS		Active	Total
Wheelchair/Scooter Users:		288	288
Ambulatory:		223	223
Attendants:		200	200
Companions:			
Other:		70	70
<b>Total:</b>		<b>781</b>	<b>781</b>

Dedicated Serv. Operated by: ☒ Transit System/Municipality  
☒ Private Contractor(s), number: 2  
☐ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:  
Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

## VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	29,393	29,641
Tot. Veh. Km. - Dedicated Service	29,393	29,641
Rev. Veh. Hrs. - Dedicated Service	1,914	4,347
Tot. Veh. Hrs. - Dedicated Service	1,914	4,347
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

## PASSENGER DATA

Dedicated Service	4,972	5,411
Non-Dedicated Service	4,829	4,679
<b>TOTAL PASSENGERS</b>	<b>9,801</b>	<b>10,090</b>
Subscription / Pre-booked	15%	0%
Reservation	5%	0%
On-Demand / Day of trip	80%	0%
Cancelled in advance	1,053	1,318
No-shows / Cancelled at door	426	520
Unaccommodated trips	337	186
Number of complaints	115	125

## OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$92,564	\$93,078
Contract - Non-Dedicated Service	\$57,844	\$67,746
Contract - Taxi Scrip	\$31	
Maintenance (Vehicles & Facilities)		
Fuel		

**TOTAL OPERATING EXPENSES** **\$150,439** **\$160,824**

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$14,288	\$16,404
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$14,288</b>	<b>\$16,404</b>

Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$136,151	\$144,420
Other / Donations		
<b>TOTAL</b>	<b>\$150,439</b>	<b>\$160,824</b>

## CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>		

## CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>		

## SERVICE HOURS / SCHEDULING

Weekday:	0615 to 1945	Sunday:	0845 to 1600
Saturday:	0815 to 1845	Holiday:	1115 to 1715
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

## FARE STRUCTURE

Effective Date:	01/01/2008	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.00	\$1.60	\$60.00	<input type="checkbox"/>
Child	\$2.00	\$1.60	\$50.00	<input type="checkbox"/>
Student	\$2.00	\$1.60	\$50.00	<input type="checkbox"/>
Senior	\$2.00	\$1.60	\$30.00	<input type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion	\$2.00	\$1.60	\$50.00	<input type="checkbox"/>
Other				

## EMPLOYEE DATA

	Full-time	Part-time
Operators		
Other Operations		
Vehicle Mechanics		
General and Administration		
Other		

## TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators:  
Mechanics:  
Other (specify):

Top Operator Wage Rate:  
Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	9%	10%
Net Operating Cost / Capita	\$7.35	\$7.80
Total Exp. / Passenger	\$15.35	\$15.94
Total Exp. / Eligible Passenger	\$15.35	\$15.94
Transportation Exp. / Passenger		
Dedicated Service	\$18.62	\$17.20
Non-Dedicated Service	\$11.98	\$14.48
Transportation Exp. / Hour (Dedicated Service)	\$48.36	\$21.41
<b>OPERATING</b>		
Registrants / Capita	0.0270	0.0422
Passengers / Capita	0.5292	0.5449
Passengers / Registrant	19.64	12.92
Passengers / Hour (Dedicated Service)	2.60	1.24
Kms / Passenger (Dedicated Service)	5.91	5.48
Average Speed (Dedicated Service)	15.36	6.82

## PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	5,411	4,679
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
<b>TOTAL</b>	<b>5,411</b>	<b>4,679</b>

## VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	1	1	1	2
Small Buses	1	1	3	5
Other				
<b>TOTAL DED. VEHICLES</b>	<b>2</b>	<b>2</b>	<b>N/A</b>	<b>N/A</b>

Vehicle ownership: Municipal Transit System  
Vehicle maintenance responsibility: Contracted Operators  
Accessible taxis: 1

# Cochrane

## Accessibility Advisory Committee

Contact: Julie Belhumeur  
 Title: Deputy Treasurer  
 Telephone: 705-272-4361x227  
 Fax: 705-272-6068  
 Email: julie.belhumeur@cochraneontario.com

Population served: 5,340  
 Service area (km<sup>2</sup>): 539.0  
 Communities served: 1  
 Service began: 01/01/1993  
 Advisory Committee members: 10  
 Eligibility Committee members: 10

**REGISTRANTS**  
 Wheelchair/Scooter Users: 32  
 Ambulatory: 87  
 Attendants:  
 Companions:  
 Other:  
**Total: 119**

Dedicated Serv. Operated by: ☐ Transit System/Municipality  
☐ Private Contractor(s), number:  
☐ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 1  
 Taxi Scrip Program Available: ☐

**Eligibility Criteria:** ☐ Unable to Board  
☐ Unable to Use  
☒ Other Criteria

## VEHICLE KILOMETRES & HOURS

Rev. Veh. Km. - Dedicated Service  
 Tot. Veh. Km. - Dedicated Service  
 Rev. Veh. Hrs. - Dedicated Service  
 Tot. Veh. Hrs. - Dedicated Service  
 Non-Dedicated Service - Veh. Km.  
 Non-Dedicated Service - Veh. Hrs.

2013

2014

## SERVICE HOURS / SCHEDULING

Weekday: to Sunday: to  
 Saturday: to Holiday: to  
 Advanced booking notice: day(s)  
 Minimum notice for reservation: 0.0 hour(s)  
 Reservations / Scheduling:

## PASSENGER DATA

Dedicated Service  
 Non-Dedicated Service  
**TOTAL PASSENGERS**  
 Subscription / Pre-booked  
 Reservation  
 On-Demand / Day of trip

3,721

4,896

3,721

4,896

0%

0%

0%

0%

100%

100%

Cancelled in advance  
 No-shows / Cancelled at door  
 Unaccommodated trips  
 Number of complaints

## OPERATING EXPENSES

Administration  
 Operations:  
 Internal - Dedicated Service  
 Contract - Dedicated Service  
 Contract - Non-Dedicated Service  
 Contract - Taxi Scrip

\$9,600

\$9,579

\$28,744

\$40,846

Maintenance (Vehicles & Facilities)  
 Fuel

\$955

**TOTAL OPERATING EXPENSES**

\$38,344

\$51,380

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue  
 Other Operating Revenue

\$21,017

\$29,515

**Total Operating Revenue**

\$21,017

\$29,515

Federal Contributions  
 Provincial Contributions  
 Municipal Contributions  
 Other / Donations

\$12,995

\$16,399

\$4,332

\$5,466

**TOTAL**

\$38,344

\$51,380

## CAPITAL EXPENSES

Vehicles Purchased  
 Debt Servicing  
 Other Capital Expenses

**TOTAL CAPITAL EXPENSES**

## CAPITAL FUNDING SOURCES

Transit System  
 Federal Contributions  
 Provincial Contributions  
 Municipal Contributions  
 Other / Donations

**TOTAL CAPITAL FUNDING**

## FARE STRUCTURE

Effective Date: 01/01/2014

	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$5.50	\$5.50		<input type="checkbox"/>
Child	\$5.50	\$5.50		<input type="checkbox"/>
Student	\$5.50	\$5.50		<input type="checkbox"/>
Senior	\$5.50	\$5.50		<input type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion				<input type="checkbox"/>
Other				<input type="checkbox"/>

## EMPLOYEE DATA

Operators  
 Other Operations  
 Vehicle Mechanics  
 General and Administration  
 Other

Full-time

Part-time

## TOTAL NUMBER OF EMPLOYEES

**Union Affiliations:** Operators:  
 Mechanics:  
 Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

### FINANCIAL

	2013	2014
R/C Ratio	55%	57%
Net Operating Cost / Capita	\$3.24	\$4.09
Total Exp. / Passenger	\$10.30	\$10.49
Total Exp. / Eligible Passenger	\$10.30	\$10.49
Transportation Exp. / Passenger		
Dedicated Service		
Non-Dedicated Service	\$7.72	\$8.34
Transportation Exp. / Hour (Dedicated Service)		

### OPERATING

Registrants / Capita	0.0219	0.0223
Passengers / Capita	0.6968	0.9169
Passengers / Registrant	31.80	41.14
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory		4,896
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
<b>TOTAL</b>		<b>4,896</b>

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses				
Other				
<b>TOTAL DED. VEHICLES</b>			N/A	N/A

Vehicle ownership:  
 Vehicle maintenance responsibility:  
 Accessible taxis:

\* A taxi service is offered on a 24 hours a day / 7 days a week basis to those who are disabled.

# Collingwood

## Canadian Red Cross Contract Town of Collingwood

Contact: Dianne Tripp-Akeson  
 Title: Transport Supervisor  
 Telephone: 705-721-3313 x5275  
 Fax: 705-739-9939  
 Email: dianne.tripp@redcross.ca

Population served: 21,000  
 Service area (km²): 33.0  
 Communities served: 1  
 Service began: 01/01/1999  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

**REGISTRANTS**  
 Wheelchair/Scooter Users: 119  
 Ambulatory: 99  
 Attendants:  
 Companions:  
 Other:  
**Total: 218**

Dedicated Serv. Operated by: ☐ Transit System/Municipality  
☐ Private Contractor(s), number:  
☒ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:  
 Taxi Scrip Program Available: ☐

**Eligibility Criteria:** ☐ Unable to Board  
☐ Unable to Use  
☐ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	40,979	35,363
Tot. Veh. Km. - Dedicated Service	44,064	39,728
Rev. Veh. Hrs. - Dedicated Service	4,420	3,300
Tot. Veh. Hrs. - Dedicated Service	4,420	3,815
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

	2013	2014
Dedicated Service	10,497	7,693
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>10,497</b>	<b>7,693</b>
Subscription / Pre-booked	95%	95%
Reservation	0%	0%
On-Demand / Day of trip	5%	5%
Cancelled in advance	2,414	2,013
No-shows / Cancelled at door	68	163
Unaccommodated trips	21	24
Number of complaints	14	8

### OPERATING EXPENSES

	2013	2014
Administration	\$16,265	\$7,326
Operations:		
Internal - Dedicated Service	\$103,143	\$92,993
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$13,398	\$15,773
Fuel	\$15,697	\$12,420
<b>TOTAL OPERATING EXPENSES</b>	<b>\$148,503</b>	<b>\$128,512</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2013	2014
Passenger Revenue	\$36,740	\$26,926
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$36,740</b>	<b>\$26,926</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$113,967	\$115,108
Other / Donations		
<b>TOTAL</b>	<b>\$150,707</b>	<b>\$142,034</b>

### CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
<b>TOTAL CAPITAL EXPENSES</b>	

### CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	
Other / Donations	
<b>TOTAL CAPITAL FUNDING</b>	

### SERVICE HOURS / SCHEDULING

	Weekday	Saturday	Sunday	Holiday
0630 to 1730				
0630 to 1730				
Advanced booking notice:	365 day(s)			
Minimum notice for reservation:	72.0 hour(s)			
Reservations / Scheduling:	Partially Computerized			

### FARE STRUCTURE

Effective Date: 01/04/2012	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.50			<input type="checkbox"/>
Child				<input type="checkbox"/>
Student				<input type="checkbox"/>
Senior	\$3.50			<input checked="" type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion				<input checked="" type="checkbox"/>
Other				<input type="checkbox"/>

### EMPLOYEE DATA

	Full-time	Part-time
Operators		4
Other Operations		1
Vehicle Mechanics		
General and Administration		1
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>		<b>6</b>

**Union Affiliations:** Operators:  
 Mechanics:  
 Other (specify):

Top Operator Wage Rate: \$15.06  
 Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

	2013	2014
<b>FINANCIAL</b>		
R/C Ratio	25%	21%
Net Operating Cost / Capita	\$5.32	\$4.84
Total Exp. / Passenger	\$14.15	\$16.71
Total Exp. / Eligible Passenger	\$14.15	\$16.71
Transportation Exp. / Passenger		
Dedicated Service	\$12.60	\$15.75
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$29.92	\$31.77
<b>OPERATING</b>		
Registrants / Capita	0.0153	0.0104
Passengers / Capita	0.4999	0.3663
Passengers / Registrant	32.60	35.29
Passengers / Hour (Dedicated Service)	2.37	2.33
Kms / Passenger (Dedicated Service)	3.90	4.60
Average Speed (Dedicated Service)	9.27	10.72

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	4,693	
Wheelchair/Scooter Users	3,000	
Attendants		
Companions		
Other (specified)		
<b>TOTAL</b>	<b>7,693</b>	

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	1	1	2	3
Small Buses	1	1	5	12
Other				
<b>TOTAL DED. VEHICLES</b>	<b>2</b>	<b>2</b>	N/A	N/A

Vehicle ownership: Municipality  
 Vehicle maintenance responsibility: Non-Profit Organization - Red Cross  
 Accessible taxis:

# Cornwall

## Cornwall Transit

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

Population served: 45,965  
Service area (km²): 61.5  
Communities served: 1  
Service began: 07/07/1981  
Advisory Committee members: 6  
Eligibility Committee members: 6

REGISTRANTS		Active	Total
Wheelchair/Scooter Users:		512	512
Ambulatory:		952	952
Attendants:		381	381
Companions:			
Other:			
<b>Total:</b>		<b>1,845</b>	<b>1,845</b>

Dedicated Serv. Operated by: ☒ Transit System/Municipality  
☐ Private Contractor(s), number:  
☐ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 1  
Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	220,590	203,215
Tot. Veh. Km. - Dedicated Service	220,590	203,215
Rev. Veh. Hrs. - Dedicated Service	12,982	13,370
Tot. Veh. Hrs. - Dedicated Service	12,982	13,370
Non-Dedicated Service - Veh. Km.	10,611	11,393
Non-Dedicated Service - Veh. Hrs.	1,515	932

### PASSENGER DATA

Dedicated Service	35,433	35,535
Non-Dedicated Service	4,081	4,875
<b>TOTAL PASSENGERS</b>	<b>39,514</b>	<b>40,410</b>
Subscription / Pre-booked	40%	40%
Reservation	0%	0%
On-Demand / Day of trip	60%	60%
Cancelled in advance	8,022	8,444
No-shows / Cancelled at door	347	445
Unaccommodated trips		
Number of complaints		

### OPERATING EXPENSES

Administration	\$249,385	\$249,996
Operations:		
Internal - Dedicated Service	\$606,892	\$617,468
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$31,019	\$35,615
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$193,232	\$234,159
Fuel	\$77,015	\$61,215
<b>TOTAL OPERATING EXPENSES</b>	<b>\$1,157,543</b>	<b>\$1,198,453</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$99,626	\$85,975
Other Operating Revenue	\$8,793	\$9,167
<b>Total Operating Revenue</b>	<b>\$108,419</b>	<b>\$95,142</b>
Federal Contributions		
Provincial Contributions	\$200,400	\$215,400
Municipal Contributions	\$848,724	\$887,911
Other / Donations		
<b>TOTAL</b>	<b>\$1,157,543</b>	<b>\$1,198,453</b>

### CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses	\$5,750	\$41,178
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$5,750</b>	<b>\$41,178</b>

### CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$5,750	\$41,178
Municipal Contributions		
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$5,750</b>	<b>\$41,178</b>

### SERVICE HOURS / SCHEDULING

Weekday:	0600 to 2330	Sunday:	to
Saturday:	0615 to 2330	Holiday:	to
Advanced booking notice:	14 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

### FARE STRUCTURE

Effective Date:	06/05/2013	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.75	\$2.20		<input type="checkbox"/>
Child	\$2.50	\$1.80		<input type="checkbox"/>
Student	\$2.75	\$2.00		<input type="checkbox"/>
Senior	\$2.75	\$2.00		<input checked="" type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion	\$2.75			
Other				

### EMPLOYEE DATA

	Full-time	Part-time
Operators	6	2
Other Operations	2	
Vehicle Mechanics	1	
General and Administration	2	
Other	1	
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>12</b>	<b>2</b>

Union Affiliations: Operators: ATU Local 946  
Mechanics: CUPE Local 234  
Other (specify): (Office) CUPE Local 3251

Top Operator Wage Rate: \$22.60  
Top Mechanic Wage Rate: \$25.09

### PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	9%	8%
Net Operating Cost / Capita	\$22.82	\$24.00
Total Exp. / Passenger	\$29.29	\$29.66
Total Exp. / Eligible Passenger	\$32.90	\$33.97
Transportation Exp. / Passenger		
Dedicated Service	\$24.75	\$25.69
Non-Dedicated Service	\$7.60	\$7.31
Transportation Exp. / Hour (Dedicated Service)	\$67.57	\$68.28
<b>OPERATING</b>		
Registrants / Capita	0.0337	0.0401
Passengers / Capita	0.8597	0.8792
Passengers / Registrant	25.49	21.90
Passengers / Hour (Dedicated Service)	2.73	2.66
Kms / Passenger (Dedicated Service)	6.23	5.72
Average Speed (Dedicated Service)	16.99	15.20

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	18,326	4,322
Wheelchair/Scooter Users	12,634	
Attendants	4,575	553
Companions		
Other (specified)		
<b>TOTAL</b>	<b>35,535</b>	<b>4,875</b>

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	8	6	4	16
Other				
<b>TOTAL DED. VEHICLES</b>	<b>8</b>	<b>6</b>	<b>N/A</b>	<b>N/A</b>

Vehicle ownership: Municipal Transit Systems  
Vehicle maintenance responsibility: Municipal Transit Systems  
Accessible taxis:

# Cramahe

## Community Care Northumberland

Contact: Jessica Hoskin  
 Title: Project Coordinator  
 Telephone: 905-355-2989  
 Fax: 905-355-1805  
 Email: j.hoskin@commcare.ca

Population served: 24,632  
 Service area (km²): 1,030.4  
 Communities served: 2  
 Service began: 08/11/2008  
 Advisory Committee members: 9  
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	5	5
Ambulatory:	161	161
Attendants:		
Companions:		
Other:	1	1
<b>Total:</b>	<b>167</b>	<b>167</b>

Dedicated Serv. Operated by: ☐ Transit System/Municipality  
☐ Private Contractor(s), number:  
☒ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:  
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☐ Unable to Board  
☐ Unable to Use  
☒ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	83,089	49,742
Tot. Veh. Km. - Dedicated Service	116,876	79,880
Rev. Veh. Hrs. - Dedicated Service	1,821	1,146
Tot. Veh. Hrs. - Dedicated Service	2,569	1,827
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

	2013	2014
Dedicated Service	3,307	3,296
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>3,307</b>	<b>3,296</b>
Subscription / Pre-booked	60%	60%
Reservation	10%	30%
On-Demand / Day of trip	30%	10%
Cancelled in advance	1,139	1,650
No-shows / Cancelled at door	23	100
Unaccommodated trips	50	25
Number of complaints		

### OPERATING EXPENSES

	2013	2014
Administration	\$15,816	\$12,650
Operations:		
Internal - Dedicated Service	\$75,915	\$77,072
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$17,177	\$3,094
Fuel	\$13,339	\$13,388
<b>TOTAL OPERATING EXPENSES</b>	<b>\$122,247</b>	<b>\$106,204</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2013	2014
Passenger Revenue	\$15,352	\$15,112
Other Operating Revenue		\$6,515
<b>Total Operating Revenue</b>	<b>\$15,352</b>	<b>\$21,627</b>
Federal Contributions		
Provincial Contributions	\$75,520	\$71,590
Municipal Contributions	\$12,500	\$13,000
Other / Donations	\$18,875	
<b>TOTAL</b>	<b>\$122,247</b>	<b>\$106,217</b>

### CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
<b>TOTAL CAPITAL EXPENSES</b>	

### CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	
Other / Donations	
<b>TOTAL CAPITAL FUNDING</b>	

Our rural transportation service offers service in Cramahe and Alnwick/Haldimand Townships. We also operate in the Municipality of Trent Hills which was reported with Trent Hills.

### SERVICE HOURS / SCHEDULING

Weekday:	0800 to 1800	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

### FARE STRUCTURE

Effective Date:	08/11/2008	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$5.00			<input type="checkbox"/>
Child	\$2.50			<input type="checkbox"/>
Student	\$5.00			<input type="checkbox"/>
Senior	\$5.00			<input checked="" type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion				<input type="checkbox"/>
Other	\$2.50 in town fee			

### EMPLOYEE DATA

	Full-time	Part-time
Operators		3
Other Operations		1
Vehicle Mechanics		
General and Administration	1	
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>1</b>	<b>4</b>

Union Affiliations: Operators:  
 Mechanics:  
 Other (specify):

Top Operator Wage Rate: \$15.09

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	13%	20%
Net Operating Cost / Capita	\$4.34	\$3.43
Total Exp. / Passenger	\$36.97	\$32.22
Total Exp. / Eligible Passenger	\$36.97	\$32.22
Transportation Exp. / Passenger		
Dedicated Service	\$32.18	\$28.38
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$41.43	\$51.20
<b>OPERATING</b>		
Registrants / Capita	0.0062	0.0068
Passengers / Capita	0.1343	0.1338
Passengers / Registrant	21.76	19.74
Passengers / Hour (Dedicated Service)	1.82	2.88
Kms / Passenger (Dedicated Service)	25.13	15.09
Average Speed (Dedicated Service)	45.63	43.40

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	3,092	
Wheelchair/Scooter Users	204	
Attendants		
Companions		
Other (specified)		
<b>TOTAL</b>	<b>3,296</b>	

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	1	1	2	4
Small Buses	1	1		10
Other				
<b>TOTAL DED. VEHICLES</b>	<b>2</b>	<b>2</b>	N/A	N/A

Vehicle ownership: non-profit organization  
 Vehicle maintenance responsibility: non-profit organization  
 Accessible taxis:

# Dryden

## Dryden Handi Transit

Contact: Michelle Deschene  
 Title: Payroll & Benefits Administrator  
 Telephone: 807-223-1117  
 Fax: 807-223-6141  
 Email: mdeschene@dryden.ca

Population served: 7,617  
 Service area (km²): 65.8  
 Communities served: 1  
 Service began: 01/06/1976  
 Advisory Committee members: 2  
 Eligibility Committee members: 2

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	45	45
Ambulatory:	195	195
Attendants:	25	25
Companions:		
Other:		
<b>Total:</b>	<b>265</b>	<b>265</b>

Dedicated Serv. Operated by: ☒ Transit System/Municipality  
☐ Private Contractor(s), number:  
☐ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:  
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	15,214	13,813
Tot. Veh. Km. - Dedicated Service	15,308	13,907
Rev. Veh. Hrs. - Dedicated Service	1,485	1,352
Tot. Veh. Hrs. - Dedicated Service	2,664	2,671
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	5,094	4,028
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>5,094</b>	<b>4,028</b>
Subscription / Pre-booked	80%	80%
Reservation	15%	15%
On-Demand / Day of trip	5%	5%
Cancelled in advance	71	39
No-shows / Cancelled at door	28	14
Unaccommodated trips		
Number of complaints		

### OPERATING EXPENSES

Administration	\$10,560	\$10,692
Operations:		
Internal - Dedicated Service	\$50,320	\$50,332
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$14,496	\$7,938
Fuel	\$9,264	\$8,824
<b>TOTAL OPERATING EXPENSES</b>	<b>\$84,640</b>	<b>\$77,786</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,112	\$489
Other Operating Revenue	\$125	\$199
<b>Total Operating Revenue</b>	<b>\$1,237</b>	<b>\$688</b>
Federal Contributions		
Provincial Contributions	\$17,000	\$22,619
Municipal Contributions	\$59,000	\$53,760
Other / Donations	\$1,784	\$1,178
<b>TOTAL</b>	<b>\$79,021</b>	<b>\$78,246</b>

### CAPITAL EXPENSES

Vehicles Purchased  
 Debt Servicing  
 Other Capital Expenses  
**TOTAL CAPITAL EXPENSES**

### CAPITAL FUNDING SOURCES

Transit System  
 Federal Contributions  
 Provincial Contributions  
 Municipal Contributions  
 Other / Donations  
**TOTAL CAPITAL FUNDING**

### SERVICE HOURS / SCHEDULING

Weekday: 0800 to 1600 Sunday: to  
 Saturday: to Holiday: to  
 Advanced booking notice: day(s)  
 Minimum notice for reservation: 0.0 hour(s)  
 Reservations / Scheduling: Manual

### FARE STRUCTURE

Effective Date: 01/01/2009	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.00			<input type="checkbox"/>
Child				<input type="checkbox"/>
Student				<input type="checkbox"/>
Senior	\$1.50			<input type="checkbox"/>
Attendant	\$3.00			<input type="checkbox"/>
Companion	\$3.00			<input type="checkbox"/>
Other	Home Support Service \$1.50 and School Board \$4.50/km			

### EMPLOYEE DATA

	Full-time	Part-time
Operators	1	
Other Operations		
Vehicle Mechanics		
General and Administration		
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>1</b>	

Union Affiliations: Operators:  
 Mechanics:  
 Other (specify):

Top Operator Wage Rate: \$19.00  
 Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	1%	1%
Net Operating Cost / Capita	\$13.31	\$10.12
Total Exp. / Passenger	\$16.62	\$19.31
Total Exp. / Eligible Passenger	\$16.82	\$19.75
Transportation Exp. / Passenger		
Dedicated Service	\$14.54	\$16.66
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$27.81	\$25.12
<b>OPERATING</b>		
Registrants / Capita	0.0423	0.0348
Passengers / Capita	0.8128	0.5288
Passengers / Registrant	19.22	15.20
Passengers / Hour (Dedicated Service)	3.43	2.98
Kms / Passenger (Dedicated Service)	2.99	3.43
Average Speed (Dedicated Service)	10.25	10.22

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	3,620	
Wheelchair/Scooter Users	319	
Attendants	89	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>4,028</b>	

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	1	1	4	12
Other				
<b>TOTAL DED. VEHICLES</b>	<b>1</b>	<b>1</b>	N/A	N/A
Vehicle ownership:	Municipality			
Vehicle maintenance responsibility:	Non-Profit Organization			
Accessible taxis:				

# Durham Region

## Durham Region Transit

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

Population served: 656,055  
 Service area (km²): 2,537.0  
 Communities served: 8  
 Service began: 01/01/2006  
 Advisory Committee members: 8  
 Eligibility Committee members: 11

**REGISTRANTS**  
 Wheelchair/Scooter Users: 1,001  
 Ambulatory: 1,549  
 Attendants:  
 Companions:  
 Other:  
**Total: 2,550**

**Active**  
 1,001  
 1,549  
 5,591

Dedicated Serv. Operated by: ☒ Transit System/Municipality  
☐ Private Contractor(s), number:  
☐ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 4  
 Taxi Scrip Program Available: ☐

**Eligibility Criteria:** ☐ Unable to Board  
☐ Unable to Use  
☒ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	1,115,012	1,188,956
Tot. Veh. Km. - Dedicated Service	1,115,012	1,188,956
Rev. Veh. Hrs. - Dedicated Service	40,063	45,634
Tot. Veh. Hrs. - Dedicated Service	44,055	45,634
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		29,178

### PASSENGER DATA

Dedicated Service	112,532	116,654
Non-Dedicated Service	67,014	74,589
<b>TOTAL PASSENGERS</b>	<b>179,546</b>	<b>191,243</b>
Subscription / Pre-booked	62%	62%
Reservation	35%	35%
On-Demand / Day of trip	3%	3%
Cancelled in advance	30,704	34,393
No-shows / Cancelled at door	1,540	2,559
Unaccommodated trips	2,446	4,767
Number of complaints	4	9

### OPERATING EXPENSES

Administration	\$838,147	\$748,674
Operations:		
Internal - Dedicated Service	\$3,063,549	\$3,404,256
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$1,059,390	\$1,347,728
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$828,710	\$729,326
Fuel	\$314,380	\$314,991
<b>TOTAL OPERATING EXPENSES</b>	<b>\$6,104,176</b>	<b>\$6,544,976</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$274,504	\$249,009
Other Operating Revenue	\$7,985	
<b>Total Operating Revenue</b>	<b>\$282,490</b>	<b>\$249,009</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$5,821,686	\$6,295,967
Other / Donations		
<b>TOTAL</b>	<b>\$6,104,176</b>	<b>\$6,544,976</b>

### CAPITAL EXPENSES

Vehicles Purchased	\$777,552	\$394,216
Debt Servicing		
Other Capital Expenses	\$57,049	\$228,923
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$834,601</b>	<b>\$623,139</b>

### CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$834,601	\$295,662
Municipal Contributions		\$327,477
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$834,601</b>	<b>\$623,139</b>

\* Other Eligibility Criteria: unable to access conventional transit with or without the aid of a support person

### SERVICE HOURS / SCHEDULING

Weekday:	0600 to 0100	Sunday:	0600 to 0100
Saturday:	0600 to 0100	Holiday:	0600 to 0100

Advanced booking notice: 7 day(s)  
 Minimum notice for reservation: 0.0 hour(s)  
 Reservations / Scheduling: Fully Computerized

### FARE STRUCTURE

Effective Date:	01/07/2014	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$3.25	\$2.85	\$106.00	<input type="checkbox"/>
Child	\$2.10	\$1.95	\$62.00	<input type="checkbox"/>
Student	\$3.25	\$2.64	\$86.50	<input type="checkbox"/>
Senior	\$2.10	\$1.95	\$42.75	<input type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion				<input type="checkbox"/>
Other	ODSP \$42.75			

### EMPLOYEE DATA

	Full-time	Part-time
Operators	20	12
Other Operations	2	6
Vehicle Mechanics		
General and Administration	4	
Other		

### TOTAL NUMBER OF EMPLOYEES

26 18

**Union Affiliations:** Operators: Unifor Local 222  
 Mechanics: Unifor Local 222  
 Other (specify):

Top Operator Wage Rate: \$29.92  
 Top Mechanic Wage Rate: \$36.61

### PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	5%	4%
Net Operating Cost / Capita	\$8.93	\$9.60
Total Exp. / Passenger	\$34.00	\$34.22
Total Exp. / Eligible Passenger	\$34.00	\$34.91
Transportation Exp. / Passenger		
Dedicated Service	\$37.38	\$38.13
Non-Dedicated Service	\$15.81	\$18.07
Transportation Exp. / Hour (Dedicated Service)	\$95.49	\$97.48
<b>OPERATING</b>		
Registrants / Capita	0.0060	0.0085
Passengers / Capita	0.2756	0.2915
Passengers / Registrant	46.31	34.21
Passengers / Hour (Dedicated Service)	2.81	2.56
Kms / Passenger (Dedicated Service)	9.91	10.19
Average Speed (Dedicated Service)	27.83	26.05

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	77,421	49,504
Wheelchair/Scooter Users	36,936	23,617
Attendants	2,297	1,468
Companions		
Other (specified)		
<b>TOTAL</b>	<b>116,654</b>	<b>74,589</b>

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			Wheelchair
Accessible Vans / Minivans			N/A
Small Buses	30	26	4
Other			
<b>TOTAL DED. VEHICLES</b>	<b>30</b>	<b>26</b>	N/A

Vehicle ownership: Regional Municipality  
 Vehicle maintenance responsibility: Regional Municipality  
 Accessible taxis:



# Dysart et Al

## Dysart Special Transit Service

Contact: Barbara Swannell  
 Title: Treasurer  
 Telephone: 705-457-1740 x23  
 Fax: 705-457-1964  
 Email: bswannell@dysartetat.ca

Population served: 6,500  
 Service area (km²): 1,506.0  
 Communities served: 1  
 Service began: 01/12/1989  
 Advisory Committee members: 4  
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	54	54
Ambulatory:	70	70
Attendants:	16	16
Companions:		
Other:		
<b>Total:</b>	<b>140</b>	<b>140</b>

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

Eligibility Criteria: ☐ Unable to Board

☒ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☐

☐ Unable to Use

☐ Private Non-Profit Org.

☒ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	4,778	4,630
Tot. Veh. Km. - Dedicated Service	6,370	6,173
Rev. Veh. Hrs. - Dedicated Service	423	397
Tot. Veh. Hrs. - Dedicated Service	564	529
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	1,444	1,526
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>1,444</b>	<b>1,526</b>
Subscription / Pre-booked	75%	75%
Reservation	23%	23%
On-Demand / Day of trip	2%	2%

Cancelled in advance

No-shows / Cancelled at door

Unaccommodated trips

Number of complaints

### OPERATING EXPENSES

Administration	\$6,831	\$6,837
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$9,917	\$10,001
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$2,793	\$3,627
Fuel	\$2,612	\$2,680
<b>TOTAL OPERATING EXPENSES</b>	<b>\$22,153</b>	<b>\$23,145</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$7,429	\$7,873
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$7,429</b>	<b>\$7,873</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$14,724	\$15,272
Other / Donations		
<b>TOTAL</b>	<b>\$22,153</b>	<b>\$23,145</b>

### CAPITAL EXPENSES

Vehicles Purchased  
 Debt Servicing  
 Other Capital Expenses

### TOTAL CAPITAL EXPENSES

### CAPITAL FUNDING SOURCES

Transit System  
 Federal Contributions  
 Provincial Contributions  
 Municipal Contributions  
 Other / Donations

### TOTAL CAPITAL FUNDING

\* Service hours exceptions: Weekend and holiday service upon request; Out of area medical appointments that exceed normal operating hours. \* Fare Structure: Area 1 - \$6/person or \$4/person (Wednesdays only). Area 2 - \$15/person between A1 and A2. Area 3 - \$20/person between A1 and A3. Area 4 - \$30/person between A1 and A4. Area 5 - \$40/person + \$1/km between A1 and A5. Haliburton to Lindsay, Peterborough or Bracebridge \$200 or \$40 each (min 5 people). Haliburton to Barrie/Oshawa - \$250 or \$50 each (min 5 people). Haliburton to Toronto/Kingston - \$150+ or \$40/hr. Long-term Care Facilities and Medical Transfers Rate - \$125 up to 3 hrs, \$40/hr thereafter.

### SERVICE HOURS / SCHEDULING

Weekday:	0900 to 1500	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	3 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Manual		

### FARE STRUCTURE

Effective Date: 15/04/2008	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult				<input type="checkbox"/>
Child				<input type="checkbox"/>
Student				<input type="checkbox"/>
Senior				<input type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion				<input type="checkbox"/>
Other	Charges by zone areas			

### EMPLOYEE DATA

	Full-time	Part-time
Operators		2
Other Operations		1
Vehicle Mechanics		1
General and Administration		1
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>		<b>5</b>

Union Affiliations: Operators:

Mechanics: CUPE 2142 - Full Time Municipal Employee

Other (specify):

Top Operator Wage Rate: \$18.00

Top Mechanic Wage Rate: \$23.50

### PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	34%	34%
Net Operating Cost / Capita	\$2.27	\$2.35
Total Exp. / Passenger	\$15.34	\$15.17
Total Exp. / Eligible Passenger	\$18.68	\$17.69
Transportation Exp. / Passenger		
Dedicated Service	\$10.61	\$10.69
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$27.17	\$30.83
<b>OPERATING</b>		
Registrants / Capita	0.0215	0.0215
Passengers / Capita	0.2222	0.2348
Passengers / Registrant	10.31	10.90
Passengers / Hour (Dedicated Service)	3.41	3.84
Kms / Passenger (Dedicated Service)	3.31	3.03
Average Speed (Dedicated Service)	11.30	11.66

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	816	
Wheelchair/Scooter Users	492	
Attendants	218	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>1,526</b>	

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	1	1	4	8
Other				
<b>TOTAL DED. VEHICLES</b>	<b>1</b>	<b>1</b>	N/A	N/A
Vehicle ownership:	Municipality			
Vehicle maintenance responsibility:	Municipality			
Accessible taxis:				

# Elliot Lake

## Elliot Lake Handi Lift

Contact: Sean McGhee  
 Title: Director of Operations  
 Telephone: 705-848-2019 x233  
 Fax: 705-848-1306  
 Email: sean.mcgee@city.elliottlake.on.ca

Population served: 10,226  
 Service area (km²): 16.0  
 Communities served: 1  
 Service began: 01/01/1988  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	85	85
Ambulatory:	120	120
Attendants:	30	30
Companions:		
Other:		
<b>Total:</b>	<b>235</b>	<b>235</b>

Dedicated Serv. Operated by: ☒ Transit System/Municipality  
☐ Private Contractor(s), number:  
☒ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:  
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	36,984	40,677
Tot. Veh. Km. - Dedicated Service	36,984	40,677
Rev. Veh. Hrs. - Dedicated Service	3,785	3,785
Tot. Veh. Hrs. - Dedicated Service	3,785	3,785
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	8,153	10,521
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>8,153</b>	<b>10,521</b>
Subscription / Pre-booked	65%	75%
Reservation	25%	24%
On-Demand / Day of trip	10%	1%
Cancelled in advance	224	250
No-shows / Cancelled at door	224	300
Unaccommodated trips	373	200
Number of complaints		

### OPERATING EXPENSES

Administration  
 Operations:  
   Internal - Dedicated Service  
   Contract - Dedicated Service \$93,420 \$116,210  
   Contract - Non-Dedicated Service  
   Contract - Taxi Scrip  
 Maintenance (Vehicles & Facilities) \$18,227 \$26,297  
 Fuel \$12,451 \$12,584  
**TOTAL OPERATING EXPENSES \$124,098 \$155,091**

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$16,769	\$21,317
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$16,769</b>	<b>\$21,317</b>
Federal Contributions		
Provincial Contributions		\$51,210
Municipal Contributions	\$54,676	\$82,564
Other / Donations		
<b>TOTAL</b>	<b>\$71,445</b>	<b>\$155,091</b>

### CAPITAL EXPENSES

Vehicles Purchased  
 Debt Servicing  
 Other Capital Expenses  
**TOTAL CAPITAL EXPENSES**

### CAPITAL FUNDING SOURCES

Transit System  
 Federal Contributions  
 Provincial Contributions  
 Municipal Contributions  
 Other / Donations  
**TOTAL CAPITAL FUNDING**

\* To conform with accessibility requirements, the operation was changed to mirror the conventional transit service hours of operation. This resulted in a significant ridership growth. \* Thursday & Friday service hours: 0700-2130 hrs.

### SERVICE HOURS / SCHEDULING

Weekday:	0700 to 1830	Sunday:	to
Saturday:	0700 to 1830	Holiday:	to
Advanced booking notice:	28 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

### FARE STRUCTURE

Effective Date: 01/01/2014	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.50			<input type="checkbox"/>
Child	\$2.25			<input type="checkbox"/>
Student	\$2.25			<input type="checkbox"/>
Senior	\$2.25			<input checked="" type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion				<input type="checkbox"/>
Other				<input type="checkbox"/>

### EMPLOYEE DATA

	Full-time	Part-time
Operators	1	2
Other Operations		
Vehicle Mechanics	1	
General and Administration		
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>2</b>	<b>2</b>

**Union Affiliations:** Operators: CUPE Local 1880  
 Mechanics: CUPE Local 170  
 Other (specify):

Top Operator Wage Rate: \$16.82  
 Top Mechanic Wage Rate: \$28.14

### PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	14%	14%
Net Operating Cost / Capita	\$9.33	\$13.08
Total Exp. / Passenger	\$15.22	\$14.74
Total Exp. / Eligible Passenger	\$16.65	\$16.37
Transportation Exp. / Passenger		
Dedicated Service	\$15.22	\$14.74
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$32.79	\$40.98
<b>OPERATING</b>		
Registrants / Capita	0.0200	0.0230
Passengers / Capita	0.7090	1.0289
Passengers / Registrant	35.45	44.77
Passengers / Hour (Dedicated Service)	2.15	2.78
Kms / Passenger (Dedicated Service)	4.54	3.87
Average Speed (Dedicated Service)	9.77	10.75

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	9,474	
Wheelchair/Scooter Users		
Attendants		
Companions	1,047	
Other (specified)		
<b>TOTAL</b>	<b>10,521</b>	

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	2	1		
Other				
<b>TOTAL DED. VEHICLES</b>	<b>2</b>	<b>1</b>	N/A	N/A
Vehicle ownership:		Municipality		
Vehicle maintenance responsibility:		Municipality		
Accessible taxis:				

# Espanola

## Espanola Care Van

Contact: Cathy Tessier  
 Title: Accounting Clerk  
 Telephone: 705-869-1540  
 Fax: 705-869-0083  
 Email: ctessier@espanola.ca

Population served: 5,709  
 Service area (km²): 17.8  
 Communities served: 1  
 Service began: 01/01/1986  
 Advisory Committee members: 6  
 Eligibility Committee members: 6

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	22	22
Ambulatory:	161	161
Attendants:		
Companions:	1	1
Other:		
<b>Total:</b>	<b>184</b>	<b>184</b>

Dedicated Serv. Operated by: ☒ Transit System/Municipality  
☐ Private Contractor(s), number:  
☐ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:  
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☐ Unable to Board  
☐ Unable to Use  
☒ Other Criteria

### VEHICLE KILOMETRES & HOURS

Rev. Veh. Km. - Dedicated Service  
 Tot. Veh. Km. - Dedicated Service  
 Rev. Veh. Hrs. - Dedicated Service  
 Tot. Veh. Hrs. - Dedicated Service  
 Non-Dedicated Service - Veh. Km.  
 Non-Dedicated Service - Veh. Hrs.

2013

2014

### SERVICE HOURS / SCHEDULING

Weekday: 0800 to 1600 Sunday: to  
 Saturday: to Holiday: to  
 Advanced booking notice: 1 day(s)  
 Minimum notice for reservation: 24.0 hour(s)  
 Reservations / Scheduling: Manual

### PASSENGER DATA

Dedicated Service  
 Non-Dedicated Service

5,858

6,096

### TOTAL PASSENGERS

5,858

6,096

Subscription / Pre-booked  
 Reservation  
 On-Demand / Day of trip

95%

95%

0%

0%

5%

5%

Cancelled in advance  
 No-shows / Cancelled at door  
 Unaccommodated trips  
 Number of complaints

### OPERATING EXPENSES

Administration  
 Operations:  
   Internal - Dedicated Service  
   Contract - Dedicated Service  
   Contract - Non-Dedicated Service  
   Contract - Taxi Scrip

\$997

\$1,021

\$42,083

\$41,360

Maintenance (Vehicles & Facilities)  
 Fuel

\$1,116

\$2,315

\$7,167

\$6,388

### TOTAL OPERATING EXPENSES

\$51,363

\$51,084

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue  
 Other Operating Revenue

\$14,644

\$15,240

### Total Operating Revenue

\$14,644

\$15,240

Federal Contributions  
 Provincial Contributions  
 Municipal Contributions  
 Other / Donations

\$21,546

\$14,298

### TOTAL

\$51,363

\$51,084

### CAPITAL EXPENSES

Vehicles Purchased  
 Debt Servicing  
 Other Capital Expenses

### TOTAL CAPITAL EXPENSES

### CAPITAL FUNDING SOURCES

Transit System  
 Federal Contributions  
 Provincial Contributions  
 Municipal Contributions  
 Other / Donations

### TOTAL CAPITAL FUNDING

\* Other Eligibility Criteria: The Espanola Care Van provides public transportation for residents aged 55 and over and residents with disabilities.

### FARE STRUCTURE

Effective Date: 01/07/2004

	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.50	\$2.50		<input type="checkbox"/>
Child	\$2.50	\$2.50		<input type="checkbox"/>
Student	\$2.50	\$2.50		<input type="checkbox"/>
Senior	\$2.50	\$2.50		<input type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion				<input type="checkbox"/>
Other				<input type="checkbox"/>

### EMPLOYEE DATA

Operators  
 Other Operations  
 Vehicle Mechanics  
 General and Administration  
 Other

Full-time

Part-time

2

### TOTAL NUMBER OF EMPLOYEES

1

2

### Union Affiliations:

Operators:  
 Mechanics: CUPE Local 534  
 Other (specify):

Top Operator Wage Rate: \$16.79

Top Mechanic Wage Rate: \$31.81

### PERFORMANCE INDICATORS

#### FINANCIAL

	2013	2014
R/C Ratio	29%	30%
Net Operating Cost / Capita	\$6.43	\$6.28
Total Exp. / Passenger	\$8.77	\$8.38
Total Exp. / Eligible Passenger	\$8.77	\$8.46
Transportation Exp. / Passenger		
Dedicated Service	\$8.60	\$8.21
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		

#### OPERATING

Registrants / Capita	0.0315	0.0322
Passengers / Capita	1.0261	1.0678
Passengers / Registrant	32.54	33.13
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

#### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	5,305	
Wheelchair/Scooter Users	731	
Attendants		
Companions	60	
Other (specified)		
<b>TOTAL</b>	<b>6,096</b>	

#### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	1	1	2	6
Small Buses				
Other				
<b>TOTAL DED. VEHICLES</b>	<b>1</b>	<b>1</b>	N/A	N/A
Vehicle ownership:		Municipality		
Vehicle maintenance responsibility:		Municipality		
Accessible taxis:				

# Fort Erie

## Fort Erie Accessible Specialized Transit (FAST)

Contact: Carla Stout  
 Title: Transit Program Manager  
 Telephone: 905-871-1600 x2401  
 Fax: 905-871-6411  
 Email: cstout@forterie.on.ca

Population served: 29,960  
 Service area (km²): 168.0  
 Communities served: 1  
 Service began: 03/07/2007  
 Advisory Committee members: 4  
 Eligibility Committee members: 1

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	35	171
Ambulatory:	287	700
Attendants:	10	31
Companions:	3	15
Other:		
<b>Total:</b>	<b>335</b>	<b>917</b>

Dedicated Serv. Operated by: ☒ Transit System/Municipality  
☐ Private Contractor(s), number: 1  
☒ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:  
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	91,211	90,000
Tot. Veh. Km. - Dedicated Service	91,211	90,000
Rev. Veh. Hrs. - Dedicated Service	6,130	6,000
Tot. Veh. Hrs. - Dedicated Service	6,130	6,000
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	9,716	8,278
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>9,716</b>	<b>8,278</b>
Subscription / Pre-booked	56%	56%
Reservation	43%	43%
On-Demand / Day of trip	1%	1%
Cancelled in advance	1,860	2,949
No-shows / Cancelled at door	15	144
Unaccommodated trips	78	27
Number of complaints	26	

### OPERATING EXPENSES

Administration	\$8,558	\$14,083
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$222,946	\$222,946
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$20,924	\$18,181
Fuel		
<b>TOTAL OPERATING EXPENSES</b>	<b>\$252,428</b>	<b>\$255,210</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$11,575	\$11,696
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$11,575</b>	<b>\$11,696</b>
Federal Contributions		
Provincial Contributions	\$139,380	\$114,500
Municipal Contributions	\$101,473	\$129,014
Other / Donations		
<b>TOTAL</b>	<b>\$252,428</b>	<b>\$255,210</b>

### CAPITAL EXPENSES

Vehicles Purchased	\$53,546	
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$53,546</b>	

### CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$49,476	
Municipal Contributions		
Other / Donations	\$4,070	
<b>TOTAL CAPITAL FUNDING</b>	<b>\$53,546</b>	

\* The impact of the adverse weather in 2014 is clearly reflected in the number of rides, cancelled trips and cancelled at the door trips. The reduction in the number of service hours and the number of trips booked also reflects the increased number of days the roads were impassible and/or clients decided not to travel. A more reasonable comparator for the purpose of service cost should be based on "scheduled trips" which reflects a 3% increase consistent with labour and material increases.

### SERVICE HOURS / SCHEDULING

Weekday:	0630 to 1930	Sunday:	to
Saturday:	0630 to 1930	Holiday:	to
Advanced booking notice:	2 day(s)		
Minimum notice for reservation:	48.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

### FARE STRUCTURE

Effective Date:	01/10/2012	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$2.50	\$2.00		<input type="checkbox"/>
Child	\$2.50	\$2.00		<input type="checkbox"/>
Student	\$2.50	\$2.00		<input type="checkbox"/>
Senior	\$2.50	\$2.00		<input checked="" type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion				<input checked="" type="checkbox"/>
Other				

### EMPLOYEE DATA

	Full-time	Part-time
Operators	2	1
Other Operations	1	
Vehicle Mechanics		
General and Administration	1	
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>4</b>	<b>1</b>

Union Affiliations: Operators:  
 Mechanics:  
 Other (specify):

Top Operator Wage Rate: \$17.48

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	5%	5%
Net Operating Cost / Capita	\$8.04	\$8.13
Total Exp. / Passenger	\$25.98	\$30.83
Total Exp. / Eligible Passenger	\$27.35	\$32.46
Transportation Exp. / Passenger		
Dedicated Service	\$25.10	\$29.13
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$39.78	\$40.19
<b>OPERATING</b>		
Registrants / Capita	0.0289	0.0306
Passengers / Capita	0.3243	0.2763
Passengers / Registrant	11.22	9.03
Passengers / Hour (Dedicated Service)	1.58	1.38
Kms / Passenger (Dedicated Service)	9.39	10.87
Average Speed (Dedicated Service)	14.88	15.00

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	6,341	
Wheelchair/Scooter Users	1,521	
Attendants	335	
Companions	81	
Other (specified)		
<b>TOTAL</b>	<b>8,278</b>	

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	3	2	3	3
Small Buses				
Other				
<b>TOTAL DED. VEHICLES</b>	<b>3</b>	<b>2</b>	N/A	N/A

Vehicle ownership: Municipality (2) / Operator (1)  
 Vehicle maintenance responsibility: Municipality (2) / Operator (1)  
 Accessible taxis:

# Fort Frances

## Fort Frances Handi-van

Contact: Jason Kabel  
 Title: Manager of Community Services  
 Telephone: 807-274-4561 x11  
 Fax: 807-274-3799  
 Email: jkabel@fort-frances.com

Population served: 7,952  
 Service area (km²): 25.9  
 Communities served: 1  
 Service began: 01/12/1986  
 Advisory Committee members: 3  
 Eligibility Committee members: 2

**REGISTRANTS**  
 Wheelchair/Scooter Users: 325  
 Ambulatory: 1  
 Attendants: 1  
 Companions: 1  
 Other: 1  
**Total:** 325

Dedicated Serv. Operated by: ☐ Transit System/Municipality  
☐ Private Contractor(s), number:  
☒ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 1  
 Taxi Scrip Program Available: ☒

**Eligibility Criteria:** ☐ Unable to Board  
☐ Unable to Use  
☒ Other Criteria

## VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	37,428	42,972
Tot. Veh. Km. - Dedicated Service	37,428	42,972
Rev. Veh. Hrs. - Dedicated Service		
Tot. Veh. Hrs. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

## PASSENGER DATA

	2013	2014
Dedicated Service	9,109	11,375
Non-Dedicated Service	11,637	7,655
<b>TOTAL PASSENGERS</b>	<b>20,746</b>	<b>19,030</b>
Subscription / Pre-booked	44%	0%
Reservation	56%	60%
On-Demand / Day of trip	0%	40%
Cancelled in advance	2,250	1,954
No-shows / Cancelled at door	6	14
Unaccommodated trips		
Number of complaints	1	2

## OPERATING EXPENSES

	2013	2014
Administration	\$10,538	\$10,699
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$135,117	\$132,246
Contract - Non-Dedicated Service	\$25,852	\$32,260
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$10,580	\$16,913
Fuel	\$11,786	\$13,287
<b>TOTAL OPERATING EXPENSES</b>	<b>\$193,873</b>	<b>\$205,406</b>

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2013	2014
Passenger Revenue	\$24,651	\$23,345
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$24,651</b>	<b>\$23,345</b>
Federal Contributions		
Provincial Contributions	\$73,763	\$67,301
Municipal Contributions	\$77,336	\$97,012
Other / Donations	\$18,123	\$17,749
<b>TOTAL</b>	<b>\$193,873</b>	<b>\$205,406</b>

## CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
<b>TOTAL CAPITAL EXPENSES</b>	

## CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	
Other / Donations	
<b>TOTAL CAPITAL FUNDING</b>	

## SERVICE HOURS / SCHEDULING

	Weekday:	0800 to 1600	Sunday:	to
Saturday:	to		Holiday:	to
Advanced booking notice:	1 day(s)			
Minimum notice for reservation:	24.0 hour(s)			
Reservations / Scheduling:	Manual			

## FARE STRUCTURE

Effective Date:	01/01/2014	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$1.25			<input type="checkbox"/>
Child	\$1.25			<input type="checkbox"/>
Student	\$1.25			<input type="checkbox"/>
Senior	\$1.00			<input type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion				<input checked="" type="checkbox"/>
Other				

## EMPLOYEE DATA

	Full-time	Part-time
Operators	2	3
Other Operations		1
Vehicle Mechanics		
General and Administration		1
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>2</b>	<b>5</b>

**Union Affiliations:** Operators:  
 Mechanics: CUPE Local 65  
 Other (specify):

Top Operator Wage Rate:  
 Top Mechanic Wage Rate: \$27.64

## PERFORMANCE INDICATORS

	2013	2014
<b>FINANCIAL</b>		
R/C Ratio	13%	11%
Net Operating Cost / Capita	\$21.28	\$22.90
Total Exp. / Passenger	\$9.35	\$10.79
Total Exp. / Eligible Passenger	\$21.25	\$18.13
Transportation Exp. / Passenger		
Dedicated Service	\$17.29	\$14.28
Non-Dedicated Service	\$2.22	\$4.21
Transportation Exp. / Hour (Dedicated Service)		
<b>OPERATING</b>		
Registrants / Capita	0.0409	0.0409
Passengers / Capita	2.6089	2.3931
Passengers / Registrant	63.83	58.55
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)	4.11	3.78
Average Speed (Dedicated Service)		

## PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory		
Wheelchair/Scooter Users	11,326	6
Attendants	49	
Companions		
Other (specified)		7,649
<b>TOTAL</b>	<b>11,375</b>	<b>7,655</b>

## VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	2	2	4	
Other				
<b>TOTAL DED. VEHICLES</b>	<b>2</b>	<b>2</b>	N/A	N/A
Vehicle ownership:	Municipality			
Vehicle maintenance responsibility:	Municipality			
Accessible taxis:	1			

# Greater Sudbury

## Sudbury Handi Transit

Contact: Robert Gauthier  
 Title: Manager of Transit Operations  
 Telephone: 705-675-3333  
 Fax: 705-560-4571  
 Email: robert.gauthier@sudbury.ca

Population served: 138,000  
 Service area (km²): 152.6  
 Communities served: 1  
 Service began: 01/01/2001  
 Advisory Committee members: 5  
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	950	3,159
Ambulatory:	1,126	3,177
Attendants:	286	1,242
Companions:	426	426
Other:		
<b>Total:</b>	<b>2,788</b>	<b>8,004</b>

Dedicated Serv. Operated by: ☐ Transit System/Municipality  
☒ Private Contractor(s), number: 1  
☐ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 1  
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☐ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	1,144,528	1,280,000
Tot. Veh. Km. - Dedicated Service	1,144,528	1,280,000
Rev. Veh. Hrs. - Dedicated Service	51,839	51,940
Tot. Veh. Hrs. - Dedicated Service	51,839	51,940
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	118,955	118,416
Non-Dedicated Service	14,178	16,509
<b>TOTAL PASSENGERS</b>	<b>133,133</b>	<b>134,925</b>
Subscription / Pre-booked	70%	50%
Reservation	25%	42%
On-Demand / Day of trip	5%	8%
Cancelled in advance	13,077	13,614
No-shows / Cancelled at door	5,256	4,472
Unaccommodated trips		1,653
Number of complaints		

### OPERATING EXPENSES

Administration		\$198,060
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$2,830,128	\$2,668,624
Contract - Non-Dedicated Service	\$211,718	\$265,239
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
<b>TOTAL OPERATING EXPENSES</b>	<b>\$3,041,846</b>	<b>\$3,131,923</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$281,021	\$236,141
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$281,021</b>	<b>\$236,141</b>
Federal Contributions		
Provincial Contributions	\$140,393	\$141,334
Municipal Contributions	\$2,620,431	\$2,754,448
Other / Donations		
<b>TOTAL</b>	<b>\$3,041,845</b>	<b>\$3,131,923</b>

### CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
<b>TOTAL CAPITAL EXPENSES</b>	

### CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	
Other / Donations	

### TOTAL CAPITAL FUNDING

Employment statistics are in relation to the contractor providing the Specialized Transit service.

### SERVICE HOURS / SCHEDULING

Weekday:	0630 to 2400	Sunday:	0700 to 2400
Saturday:	0700 to 2400	Holiday:	0700 to 2400
Advanced booking notice:	day(s)		
Minimum notice for reservation:	48.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

### FARE STRUCTURE

Effective Date: 02/07/2014	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult		\$2.25	\$80.00	<input type="checkbox"/>
Child		\$1.70	\$48.00	<input type="checkbox"/>
Student		\$2.25	\$74.00	<input type="checkbox"/>
Senior		\$1.70	\$48.00	<input checked="" type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion		\$2.25	\$80.00	<input type="checkbox"/>
Other	Fare parity implemented as of July 2014. Prior to July, all fares were \$2.20.			

### EMPLOYEE DATA

	Full-time	Part-time
Operators	21	24
Other Operations	3	1
Vehicle Mechanics	2	
General and Administration	1	
Other		

### TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators:  
 Mechanics:  
 Other (specify):

Top Operator Wage Rate: \$19.49  
 Top Mechanic Wage Rate: \$32.69

### PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	9%	8%
Net Operating Cost / Capita	\$20.01	\$20.98
Total Exp. / Passenger	\$22.85	\$23.21
Total Exp. / Eligible Passenger	\$25.65	\$25.63
Transportation Exp. / Passenger		
Dedicated Service	\$23.79	\$22.54
Non-Dedicated Service	\$14.93	\$16.07
Transportation Exp. / Hour (Dedicated Service)	\$54.59	\$51.38
<b>OPERATING</b>		
Registrants / Capita	0.0420	0.0580
Passengers / Capita	0.9647	0.9777
Passengers / Registrant	22.99	16.86
Passengers / Hour (Dedicated Service)	2.29	2.28
Kms / Passenger (Dedicated Service)	9.62	10.81
Average Speed (Dedicated Service)	22.08	24.64

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	60,868	16,509
Wheelchair/Scooter Users	44,805	
Attendants	7,956	
Companions	4,787	
Other (specified)		
<b>TOTAL</b>	<b>118,416</b>	<b>16,509</b>

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	17	15	4	10
Other				
<b>TOTAL DED. VEHICLES</b>	<b>17</b>	<b>15</b>	N/A	N/A

Vehicle ownership: Contracted Operator  
 Vehicle maintenance responsibility: Contracted Operator  
 Accessible taxis:

# Greenstone

## Municipality of Greenstone

Contact: Barb Madder  
 Title: Bookkeeper  
 Telephone: 807 854-1100 x2010  
 Fax: 807 854-1947  
 Email: barb.madder@greenstone.ca

Population served: 4,800  
 Service area (km²): 3,000.0  
 Communities served: 1  
 Service began: 01/01/2001  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	10	10
Ambulatory:	35	35
Attendants:	153	153
Companions:	2	2
Other:		
<b>Total:</b>	<b>200</b>	<b>200</b>

Dedicated Serv. Operated by: ☒ Transit System/Municipality  
☐ Private Contractor(s), number:  
☐ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:  
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☐ Unable to Board  
☐ Unable to Use  
☒ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service		
Tot. Veh. Km. - Dedicated Service		
Rev. Veh. Hrs. - Dedicated Service	3,200	3,320
Tot. Veh. Hrs. - Dedicated Service	3,200	3,320
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	5,042	5,726
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>5,042</b>	<b>5,726</b>
Subscription / Pre-booked	80%	85%
Reservation	0%	0%
On-Demand / Day of trip	20%	15%

Cancelled in advance		5
No-shows / Cancelled at door		
Unaccommodated trips		
Number of complaints	1	

### OPERATING EXPENSES

Administration	\$10,867	\$15,080
Operations:		
Internal - Dedicated Service	\$37,812	\$28,599
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$9,476	\$13,227
Fuel	\$5,175	\$9,202
<b>TOTAL OPERATING EXPENSES</b>	<b>\$63,331</b>	<b>\$66,108</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$104	\$52
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$104</b>	<b>\$52</b>
Federal Contributions		
Provincial Contributions	\$55,548	\$55,713
Municipal Contributions	\$7,679	\$10,343
Other / Donations		
<b>TOTAL</b>	<b>\$63,331</b>	<b>\$66,108</b>

### CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>		

### CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		

### TOTAL CAPITAL FUNDING

\* Other Eligibility Criteria: Paratransit vehicles are used to provide services for seniors which include grocery shopping, social activities, and medical appointments.

### SERVICE HOURS / SCHEDULING

Weekday:	0900 to 1700	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	2 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

### FARE STRUCTURE

Effective Date: 01/01/2006	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult				<input type="checkbox"/>
Child				<input type="checkbox"/>
Student				<input type="checkbox"/>
Senior	\$1.50	\$1.50		<input type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion				<input type="checkbox"/>
Other				<input type="checkbox"/>

### EMPLOYEE DATA

Operators		Full-time	Part-time
Other Operations			2
Vehicle Mechanics			
General and Administration	1		
Other			
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>1</b>	<b>2</b>	

Union Affiliations: Operators: CUPE local 3045  
 Mechanics:  
 Other (specify):

Top Operator Wage Rate: \$25.94

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	0%	0%
Net Operating Cost / Capita	\$13.17	\$13.76
Total Exp. / Passenger	\$12.56	\$11.55
Total Exp. / Eligible Passenger	\$12.56	\$11.56
Transportation Exp. / Passenger		
Dedicated Service	\$10.41	\$8.91
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$16.39	\$15.37
<b>OPERATING</b>		
Registrants / Capita	0.0385	0.0417
Passengers / Capita	1.0504	1.1929
Passengers / Registrant	27.25	28.63
Passengers / Hour (Dedicated Service)	1.58	1.72
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	5,720	
Wheelchair/Scooter Users		
Attendants		
Companions	6	
Other (specified)		
<b>TOTAL</b>	<b>5,726</b>	

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	2	2	1	14
Other				
<b>TOTAL DED. VEHICLES</b>	<b>2</b>	<b>2</b>	N/A	N/A
Vehicle ownership:	Municipality			
Vehicle maintenance responsibility:	Municipality			
Accessible taxis:				

# Guelph

## Guelph Transit Mobility Service

Contact: John Alves  
 Title: Supervisor, Mobility Services  
 Telephone: 519-822-1260 x2461  
 Fax: 519-822-5549  
 Email: john.alves@guelph.ca

Population served: 122,362  
 Service area (km²): 87.0  
 Communities served: 1  
 Service began: 01/03/1992  
 Advisory Committee members: 15  
 Eligibility Committee members: N/A

**REGISTRANTS**  
 Wheelchair/Scooter Users: 319  
 Ambulatory: 922  
 Attendants:  
 Companions:  
 Other:  
**Total: 1,241**

Dedicated Serv. Operated by: ☒ Transit System/Municipality  
☐ Private Contractor(s), number:  
☐ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 1  
 Taxi Scrip Program Available: ☒

**Eligibility Criteria:** ☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	167,945	166,320
Tot. Veh. Km. - Dedicated Service	168,825	167,140
Rev. Veh. Hrs. - Dedicated Service	8,603	5,836
Tot. Veh. Hrs. - Dedicated Service	8,633	5,861
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	28,403	28,821
Non-Dedicated Service	24,165	20,810
<b>TOTAL PASSENGERS</b>	<b>52,568</b>	<b>49,631</b>
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance	7,134	9,283
No-shows / Cancelled at door	335	512
Unaccommodated trips		1,876
Number of complaints		

### OPERATING EXPENSES

Administration	\$5,573	\$91,819
Operations:		
Internal - Dedicated Service	\$775,715	\$767,851
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$202,094	\$234,039
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$238,684	\$353,555
Fuel	\$165,077	\$197,887
<b>TOTAL OPERATING EXPENSES</b>	<b>\$1,387,143</b>	<b>\$1,645,151</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$50,112	\$89,715
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$50,112</b>	<b>\$89,715</b>
Federal Contributions		
Provincial Contributions	\$12,000	\$12,000
Municipal Contributions	\$1,325,031	\$1,543,436
Other / Donations		
<b>TOTAL</b>	<b>\$1,387,143</b>	<b>\$1,645,151</b>

### CAPITAL EXPENSES

Vehicles Purchased		\$169,579
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>		<b>\$169,579</b>

### CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$76,311
Municipal Contributions		\$93,268
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>		<b>\$169,579</b>

### SERVICE HOURS / SCHEDULING

Weekday:	0530 to 0030	Sunday:	0900 to 0830
Saturday:	0530 to 0030	Holiday:	0900 to 1830
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

### FARE STRUCTURE

Effective Date:	01/01/2014	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$3.00	\$2.40	\$75.00	<input checked="" type="checkbox"/>
Child				<input type="checkbox"/>
Student	\$3.00	\$1.90	\$64.00	<input type="checkbox"/>
Senior	\$3.00	\$2.00	\$62.00	<input type="checkbox"/>
Attendant	\$3.00			<input type="checkbox"/>
Companion	\$3.00			<input type="checkbox"/>
Other				<input type="checkbox"/>

### EMPLOYEE DATA

	Full-time	Part-time
Operators	5	5
Other Operations	2	
Vehicle Mechanics		
General and Administration		
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>7</b>	<b>5</b>

**Union Affiliations:** Operators: ATU 1189  
 Mechanics: ATU 1189  
 Other (specify): (Supervisor) NUME

Top Operator Wage Rate: \$27.21

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

	2013	2014
<b>FINANCIAL</b>		
R/C Ratio	4%	5%
Net Operating Cost / Capita	\$10.99	\$12.71
Total Exp. / Passenger	\$26.39	\$33.15
Total Exp. / Eligible Passenger	\$27.97	\$34.95
Transportation Exp. / Passenger		
Dedicated Service	\$41.53	\$45.78
Non-Dedicated Service	\$8.36	\$11.25
Transportation Exp. / Hour (Dedicated Service)	\$136.62	\$225.10
<b>OPERATING</b>		
Registrants / Capita	0.0123	0.0101
Passengers / Capita	0.4321	0.4056
Passengers / Registrant	35.23	39.99
Passengers / Hour (Dedicated Service)	3.30	4.94
Kms / Passenger (Dedicated Service)	5.91	5.77
Average Speed (Dedicated Service)	19.52	28.50

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	17,922	16,013
Wheelchair/Scooter Users	9,447	3,692
Attendants		
Companions	1,452	1,105
Other (specified)		
<b>TOTAL</b>	<b>28,821</b>	<b>20,810</b>

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	11	8	5	4
Other				
<b>TOTAL DED. VEHICLES</b>	<b>11</b>	<b>8</b>	<b>N/A</b>	<b>N/A</b>

Vehicle ownership: Municipal Transit System  
 Vehicle maintenance responsibility: Municipal Transit System  
 Accessible taxis: 5



# Halton Hills

## Halton Hills

Contact: Deanna Hoffman  
 Title: ActiVan Coordinator  
 Telephone: 905-873-2601 x2617  
 Fax: 905-873-8192  
 Email: deannah@haltonhills.ca

Population served: 59,000  
 Service area (km²): 280.0  
 Communities served: 6  
 Service began: 01/01/1981  
 Advisory Committee members: 12  
 Eligibility Committee members: N/A

**REGISTRANTS**  
 Wheelchair/Scooter Users: 278  
 Ambulatory: 1,924  
 Attendants:  
 Companions:  
 Other:  
**Total: 2,202**

Dedicated Serv. Operated by: ☒ Transit System/Municipality  
☐ Private Contractor(s), number:  
☐ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 3  
 Taxi Scrip Program Available: ☒

**Eligibility Criteria:** ☐ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	122,348	173,897
Tot. Veh. Km. - Dedicated Service	122,348	173,897
Rev. Veh. Hrs. - Dedicated Service	7,042	7,260
Tot. Veh. Hrs. - Dedicated Service	7,042	7,260
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	19,653	19,565
Non-Dedicated Service	25,250	30,876
<b>TOTAL PASSENGERS</b>	<b>44,903</b>	<b>50,441</b>
Subscription / Pre-booked	20%	25%
Reservation	78%	71%
On-Demand / Day of trip	2%	4%
Cancelled in advance	468	673
No-shows / Cancelled at door	42	66
Unaccommodated trips		
Number of complaints	3	4

### OPERATING EXPENSES

Administration	\$121,043	\$133,776
Operations:		
Internal - Dedicated Service	\$63,600	\$5,226
Contract - Dedicated Service	\$232,881	\$267,704
Contract - Non-Dedicated Service	\$199,779	\$63,492
Contract - Taxi Scrip		\$180,460
Maintenance (Vehicles & Facilities)	\$67,100	\$67,100
Fuel		\$22,794
<b>TOTAL OPERATING EXPENSES</b>	<b>\$684,403</b>	<b>\$740,552</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$128,218	\$145,019
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$128,218</b>	<b>\$145,019</b>
Federal Contributions		
Provincial Contributions	\$312,143	\$379,797
Municipal Contributions	\$244,042	\$208,294
Other / Donations		\$7,442
<b>TOTAL</b>	<b>\$684,403</b>	<b>\$740,552</b>

### CAPITAL EXPENSES

Vehicles Purchased		\$64,268
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>		<b>\$64,268</b>

### CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		\$64,268
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>		<b>\$64,268</b>

ActiVan is a public Transportation Service operated by the Town of Halton Hills for both persons with disability and seniors. Any persons with a physical, medical or cognitive disability may apply; as well as any persons over the age of 65 years. Halton Hills does not have conventional transit. Please note: Ridership growth is due to the aging population, as our services provide ridership to anyone over the age of 65.

### SERVICE HOURS / SCHEDULING

Weekday:	0730 to 2300	Sunday:	0730 to 2300
Saturday:	0730 to 2300	Holiday:	to
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

### FARE STRUCTURE

Effective Date: 01/01/2014	<b>Tickets/Cards</b>	<b>Monthly Pass</b>	<b>Free</b>
	<b>(unit price)</b>		
Adult	\$2.00		<input type="checkbox"/>
Child	\$2.00		<input type="checkbox"/>
Student	\$2.00		<input type="checkbox"/>
Senior	\$2.00		<input checked="" type="checkbox"/>
Attendant			<input checked="" type="checkbox"/>
Companion			<input checked="" type="checkbox"/>
Other	Caregiver ride for free		

### EMPLOYEE DATA

	Full-time	Part-time
Operators	1	5
Other Operations		
Vehicle Mechanics		1
General and Administration	1	2
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>2</b>	<b>8</b>

**Union Affiliations:** Operators:  
 Mechanics: CUPE Local 73  
 Other (specify):

Top Operator Wage Rate:  
 Top Mechanic Wage Rate: \$31.32

### PERFORMANCE INDICATORS

	2013	2014
<b>FINANCIAL</b>		
R/C Ratio	19%	20%
Net Operating Cost / Capita	\$9.43	\$10.09
Total Exp. / Passenger	\$15.24	\$14.68
Total Exp. / Eligible Passenger	\$34.82	\$30.13
Transportation Exp. / Passenger		
Dedicated Service	\$18.50	\$18.54
Non-Dedicated Service	\$7.91	\$7.90
Transportation Exp. / Hour (Dedicated Service)	\$51.63	\$49.98
<b>OPERATING</b>		
Registrants / Capita	0.0322	0.0373
Passengers / Capita	0.7610	0.8549
Passengers / Registrant	23.62	22.91
Passengers / Hour (Dedicated Service)	2.79	2.69
Kms / Passenger (Dedicated Service)	6.23	8.89
Average Speed (Dedicated Service)	17.37	23.95

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	17,577	5,014
Wheelchair/Scooter Users	1,988	
Attendants		
Companions		
Other (specified)		25,862
<b>TOTAL</b>	<b>19,565</b>	<b>30,876</b>

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			N/A
Accessible Vans / Minivans	2	2	1
Small Buses	1	1	3
Other			18
<b>TOTAL DED. VEHICLES</b>	<b>3</b>	<b>3</b>	N/A

Vehicle ownership: Municipality  
 Vehicle maintenance responsibility: Municipality  
 Accessible taxis: 1

# Hamilton

## Accessible Transportation Services

Contact: Owen Quinn  
 Title: Coordinator, Accessible Transportation Service  
 Telephone: 905-546-2424 x5323  
 Fax: 905-679-7305  
 Email: Owen.Quinn@hamilton.ca

Population served: 540,000  
 Service area (km²): 1,117.0  
 Communities served: 1  
 Service began: 01/01/1976  
 Advisory Committee members: 15  
 Eligibility Committee members: 3

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	4,663	8,674
Ambulatory:	1,327	2,220
Attendants:		
Companions:		
Other:	1,906	2,120
<b>Total:</b>	<b>7,896</b>	<b>13,014</b>

Dedicated Serv. Operated by: ☒ Transit System/Municipality  
☒ Private Contractor(s), number: 1  
☒ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 2  
 Taxi Scrip Program Available: ☒

Eligibility Criteria: ☒ Unable to Board  
☒ Unable to Use  
☒ Other Criteria

## VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	4,680,409	5,105,215
Tot. Veh. Km. - Dedicated Service	4,680,409	5,105,215
Rev. Veh. Hrs. - Dedicated Service	207,545	222,318
Tot. Veh. Hrs. - Dedicated Service	207,545	222,318
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

## PASSENGER DATA

Dedicated Service	480,715	529,884
Non-Dedicated Service	126,778	114,591
<b>TOTAL PASSENGERS</b>	<b>607,493</b>	<b>644,475</b>
Subscription / Pre-booked	46%	49%
Reservation	29%	29%
On-Demand / Day of trip	25%	22%
Cancelled in advance	95,925	154,681
No-shows / Cancelled at door	16,506	20,431
Unaccommodated trips	9,472	17,575
Number of complaints	1,898	2,484

## OPERATING EXPENSES

Administration	\$2,355,449	\$2,361,474
Operations:		
Internal - Dedicated Service	\$8,789,032	\$9,553,912
Contract - Dedicated Service	\$2,163,008	\$2,742,154
Contract - Non-Dedicated Service	\$46,418	\$38,240
Contract - Taxi Scrip	\$1,096,501	\$1,075,796
Maintenance (Vehicles & Facilities)	\$708,300	\$1,018,518
Fuel	\$861,210	\$936,422
<b>TOTAL OPERATING EXPENSES</b>	<b>\$16,019,918</b>	<b>\$17,726,516</b>

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,570,964	\$1,506,389
Other Operating Revenue	\$9,274	\$3,837
<b>Total Operating Revenue</b>	<b>\$1,580,238</b>	<b>\$1,510,226</b>
Federal Contributions		
Provincial Contributions	\$1,036,441	\$1,810,520
Municipal Contributions	\$13,402,983	\$14,405,353
Other / Donations	\$256	\$417
<b>TOTAL</b>	<b>\$16,019,918</b>	<b>\$17,726,516</b>

## CAPITAL EXPENSES

Vehicles Purchased	\$4,096,957	
Debt Servicing		
Other Capital Expenses	\$384,254	\$598,424
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$4,481,211</b>	<b>\$598,424</b>

## CAPITAL FUNDING SOURCES

Transit System	\$4,417,213	\$39,161
Federal Contributions		
Provincial Contributions	\$63,998	\$641,180
Municipal Contributions		-\$81,917
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$4,481,211</b>	<b>\$598,424</b>

\* Other Eligibility Criteria: Accessible Transportation Services (ATS) are available to persons with disabilities who are unable to access conventional transit service.  
 \* 2014 Municipal Capital Contributions showed -\$81,917, indicating the development charges was being returned to the Municipal Reserve. The project was closed and not all budgeted expenditures had been made. This made the project over-funded and required transferring the amounts to reserves to close the project.

## SERVICE HOURS / SCHEDULING

Weekday:	0500 to 0200	Sunday:	0630 to 0030
Saturday:	0600 to 0200	Holiday:	0630 to 0030
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	1.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

## FARE STRUCTURE

Effective Date:	01/06/2013	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.55	\$2.00	\$87.00	<input checked="" type="checkbox"/>
Child				<input type="checkbox"/>
Student	\$2.55	\$1.65	\$71.00	<input type="checkbox"/>
Senior	\$2.55	\$1.65	\$20.50	<input checked="" type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion	\$2.55	\$2.00	\$87.00	
Other	Taxi Scrip - User co-payment 60%; Child < 5; Student 5-19 yrs			

## EMPLOYEE DATA

	Full-time	Part-time
Operators	136	
Other Operations	12	9
Vehicle Mechanics	6	
General and Administration	29	
Other	5	4
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>188</b>	<b>13</b>

Union Affiliations: Operators: CUPE Local 5167  
 Mechanics: CUPE Local 5167  
 Other (specify): (ATS administrative staff) - ATU Local 107

Top Operator Wage Rate: \$24.17  
 Top Mechanic Wage Rate: \$28.83

## PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	10%	9%
Net Operating Cost / Capita	\$26.74	\$30.03
Total Exp. / Passenger	\$26.37	\$27.51
Total Exp. / Eligible Passenger	\$28.83	\$29.93
Transportation Exp. / Passenger		
Dedicated Service	\$26.05	\$26.89
Non-Dedicated Service	\$9.02	\$9.72
Transportation Exp. / Hour (Dedicated Service)	\$60.33	\$64.10
<b>OPERATING</b>		
Registrants / Capita	0.0219	0.0241
Passengers / Capita	1.1250	1.1935
Passengers / Registrant	51.28	49.52
Passengers / Hour (Dedicated Service)	2.32	2.38
Kms / Passenger (Dedicated Service)	9.74	9.63
Average Speed (Dedicated Service)	22.55	22.96

## PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	196,826	109,066
Wheelchair/Scooter Users	280,875	5,525
Attendants	39,768	
Companions	12,415	
Other (specified)		
<b>TOTAL</b>	<b>529,884</b>	<b>114,591</b>

## VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars	45	30	N/A	6
Accessible Vans / Minivans				
Small Buses	74	54	4	6
Other				
<b>TOTAL DED. VEHICLES</b>	<b>119</b>	<b>84</b>	N/A	N/A

Vehicle ownership: Municipal System - bus, Priv Contractor - car  
 Vehicle maintenance responsibility: Non-Profit Orgn - bus, Priv Contractor - car  
 Accessible taxis:

# Hanover

## Saugeen Mobility and Regional Transit

Contact: Roger Cook  
 Title: Manager  
 Telephone: 519-881-2589  
 Fax: 519-881-2508  
 Email: roger@saugeenmobility.ca

Population served: 77,289  
 Service area (km²): 4,300.8  
 Communities served: 9  
 Service began: 01/01/1979  
 Advisory Committee members: 9  
 Eligibility Committee members: N/A

**REGISTRANTS**  
 Wheelchair/Scooter Users:  
 Ambulatory:  
 Attendants:  
 Companions:  
 Other:  
**Total:** **863** **1,291**

Dedicated Serv. Operated by: ☒ Transit System/Municipality  
☐ Private Contractor(s), number:  
☐ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:  
 Taxi Scrip Program Available: ☐

**Eligibility Criteria:** ☐ Unable to Board  
☐ Unable to Use  
☒ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	181,142	368,540
Tot. Veh. Km. - Dedicated Service	493,586	794,641
Rev. Veh. Hrs. - Dedicated Service		
Tot. Veh. Hrs. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

	2013	2014
Dedicated Service	21,052	30,287
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>21,052</b>	<b>30,287</b>
Subscription / Pre-booked	30%	22%
Reservation	62%	71%
On-Demand / Day of trip	8%	7%

Cancelled in advance		
No-shows / Cancelled at door	138	257
Unaccommodated trips		
Number of complaints	8	11

### OPERATING EXPENSES

	2013	2014
Administration	\$253,204	\$287,118
Operations:		
Internal - Dedicated Service	\$432,442	\$684,819
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$35,854	\$59,319
Fuel	\$97,612	\$162,471
<b>TOTAL OPERATING EXPENSES</b>	<b>\$819,112</b>	<b>\$1,193,727</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2013	2014
Passenger Revenue	\$112,657	\$175,107
Other Operating Revenue	\$74,606	\$83,508
<b>Total Operating Revenue</b>	<b>\$187,263</b>	<b>\$258,615</b>
Federal Contributions		
Provincial Contributions	\$253,169	\$513,987
Municipal Contributions	\$375,000	\$417,125
Other / Donations	\$3,680	\$4,000
<b>TOTAL</b>	<b>\$819,112</b>	<b>\$1,193,727</b>

### CAPITAL EXPENSES

	2013	2014
Vehicles Purchased	\$340,731	\$376,551
Debt Servicing		
Other Capital Expenses	\$2,463	\$1,008
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$343,194</b>	<b>\$377,559</b>

### CAPITAL FUNDING SOURCES

	2013	2014
Transit System		
Federal Contributions		
Provincial Contributions	\$336,260	\$377,559
Municipal Contributions		
Other / Donations	\$6,934	
<b>TOTAL CAPITAL FUNDING</b>	<b>\$343,194</b>	<b>\$377,559</b>

\* Service began in the Township of Chatsworth on April 1, 2014. \* Individual user fee increased to \$7.50 effective Jan 1, 2015. \* Other Eligibility Criteria: Mentally and Physically Challenged.

### SERVICE HOURS / SCHEDULING

	Weekday:	Sunday:
0700 to 1800	0700 to 1800	0700 to 1800
Saturday:	0700 to 1800	Holiday:
		0700 to 1800

Advanced booking notice: day(s)  
 Minimum notice for reservation: 72.0 hour(s)  
 Reservations / Scheduling: Manual

### FARE STRUCTURE

	Effective Date: 01/07/2013	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$5.00			<input type="checkbox"/>
Child	\$5.00			<input type="checkbox"/>
Student	\$5.00			<input type="checkbox"/>
Senior	\$5.00			<input checked="" type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion				<input checked="" type="checkbox"/>
Other	out of service area: fares based on time & mileage			

### EMPLOYEE DATA

	Full-time	Part-time
Operators	17	4
Other Operations	1	1
Vehicle Mechanics		
General and Administration	1	
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>19</b>	<b>5</b>

**Union Affiliations:** Operators:  
 Mechanics:  
 Other (specify):

Top Operator Wage Rate: \$15.60

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

	2013	2014
<b>FINANCIAL</b>		
R/C Ratio	23%	22%
Net Operating Cost / Capita	\$8.98	\$12.10
Total Exp. / Passenger	\$38.91	\$39.41
Total Exp. / Eligible Passenger	\$45.00	\$46.37
Transportation Exp. / Passenger		
Dedicated Service	\$26.88	\$29.93
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		
<b>OPERATING</b>		
Registrants / Capita	0.0110	0.0167
Passengers / Capita	0.2994	0.3919
Passengers / Registrant	27.30	23.46
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)	8.60	12.17
Average Speed (Dedicated Service)		

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	10,677	
Wheelchair/Scooter Users	15,066	
Attendants	4,544	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>30,287</b>	

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	1	1	N/A	
Accessible Vans / Minivans	12	10	2	3
Small Buses	9	6	5	9
Other	2	2	12	15
<b>TOTAL DED. VEHICLES</b>	<b>24</b>	<b>19</b>	N/A	N/A

Vehicle ownership: Transit System  
 Vehicle maintenance responsibility: Contracted Operator  
 Accessible taxis:

# Hearst

## Hearst Community Transportation Association

Contact: Monique Lafrance  
 Title: Secretary/Treasurer  
 Telephone: 705-372-2817  
 Fax: 705-362-5902  
 Email: mlafrance@hearst.ca

Population served: 5,090  
 Service area (km²): 841.0  
 Communities served: 1  
 Service began: 08/09/1998  
 Advisory Committee members: 7  
 Eligibility Committee members: 7

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	52	52
Ambulatory:	368	368
Attendants:	13	13
Companions:		
Other:		
<b>Total:</b>	<b>433</b>	<b>433</b>

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

Eligibility Criteria: ☐ Unable to Board

☒ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☐

☐ Unable to Use

☒ Private Non-Profit Org.

☒ Other Criteria

### VEHICLE KILOMETRES & HOURS

Rev. Veh. Km. - Dedicated Service  
 Tot. Veh. Km. - Dedicated Service  
 Rev. Veh. Hrs. - Dedicated Service  
 Tot. Veh. Hrs. - Dedicated Service  
 Non-Dedicated Service - Veh. Km.  
 Non-Dedicated Service - Veh. Hrs.

2013

2014

### SERVICE HOURS / SCHEDULING

Weekday: 0800 to 1700 Sunday: to  
 Saturday: 0900 to 1500 Holiday: to

Advanced booking notice: 1 day(s)  
 Minimum notice for reservation: 0.0 hour(s)  
 Reservations / Scheduling: Manual

### PASSENGER DATA

Dedicated Service  
 Non-Dedicated Service

12,009

12,040

### TOTAL PASSENGERS

12,009

12,040

Subscription / Pre-booked  
 Reservation  
 On-Demand / Day of trip

5%

5%

0%

0%

95%

95%

Cancelled in advance  
 No-shows / Cancelled at door  
 Unaccommodated trips  
 Number of complaints

### OPERATING EXPENSES

Administration

\$13,452

\$12,262

Operations:

Internal - Dedicated Service

Contract - Dedicated Service

\$134,524

\$122,600

Contract - Non-Dedicated Service

Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)

Fuel

### TOTAL OPERATING EXPENSES

\$147,976

\$134,862

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue

\$30,023

\$30,100

Other Operating Revenue

### Total Operating Revenue

\$30,023

\$30,100

Federal Contributions

Provincial Contributions

\$60,874

\$24,543

Municipal Contributions

\$51,579

\$73,719

Other / Donations

\$5,500

\$6,500

### TOTAL

\$147,976

\$134,862

### CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

### TOTAL CAPITAL EXPENSES

### CAPITAL FUNDING SOURCES

Transit System

Federal Contributions

Provincial Contributions

Municipal Contributions

Other / Donations

### TOTAL CAPITAL FUNDING

### FARE STRUCTURE

Effective Date: 01/01/2006

#### Cash

	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.50	\$2.27		<input type="checkbox"/>
Child	\$2.50	\$2.27		<input type="checkbox"/>
Student	\$2.50	\$2.27		<input type="checkbox"/>
Senior	\$2.50	\$2.27		<input type="checkbox"/>
Attendant	\$2.50	\$2.27		<input type="checkbox"/>
Companion	\$2.50	\$2.27		<input type="checkbox"/>
Other				<input type="checkbox"/>

### EMPLOYEE DATA

Operators

Full-time  
2

Part-time  
1

Other Operations

Vehicle Mechanics

3

General and Administration

Other

### TOTAL NUMBER OF EMPLOYEES

2

4

Union Affiliations: Operators:

Mechanics:

Other (specify):

Top Operator Wage Rate: \$14.00

Top Mechanic Wage Rate: \$29.00

### PERFORMANCE INDICATORS

#### FINANCIAL

	2013	2014
R/C Ratio	20%	22%
Net Operating Cost / Capita	\$23.17	\$20.58
Total Exp. / Passenger	\$12.32	\$11.20
Total Exp. / Eligible Passenger	\$12.45	\$11.31
Transportation Exp. / Passenger		
Dedicated Service	\$11.20	\$10.18
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		

#### OPERATING

Registrants / Capita	0.0851	0.0851
Passengers / Capita	2.3593	2.3654
Passengers / Registrant	27.73	27.81
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

#### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	10,114	
Wheelchair/Scooter Users	1,805	
Attendants	121	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>12,040</b>	

#### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	1	1	4	16
Other				
<b>TOTAL DED. VEHICLES</b>	<b>1</b>	<b>1</b>	<b>N/A</b>	<b>N/A</b>

Vehicle ownership: contracted operator

Vehicle maintenance responsibility: contracted operator

Accessible taxis:

# Ingersoll

## Ingersoll Paratransit

Contact: Michael Graves  
 Title: Clerk  
 Telephone: 519-485-0120  
 Fax: 519-485-3543  
 Email: mgraves@ingersoll.ca

Population served: 12,146  
 Service area (km²): 12.9  
 Communities served: 1  
 Service began: 04/01/1992  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	29	89
Ambulatory:	47	206
Attendants:	28	40
Companions:		
Other:		2
<b>Total:</b>	<b>104</b>	<b>337</b>

Dedicated Serv. Operated by: ☐ Transit System/Municipality  
☐ Private Contractor(s), number: 1  
☐ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 1  
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board  
☒ Unable to Use  
☒ Other Criteria

### VEHICLE KILOMETRES & HOURS

Rev. Veh. Km. - Dedicated Service  
 Tot. Veh. Km. - Dedicated Service  
 Rev. Veh. Hrs. - Dedicated Service  
 Tot. Veh. Hrs. - Dedicated Service  
 Non-Dedicated Service - Veh. Km.  
 Non-Dedicated Service - Veh. Hrs.

2013

2014

### SERVICE HOURS / SCHEDULING

Weekday: 0800 to 2100 Sunday: 0800 to 1700  
 Saturday: 0800 to 2100 Holiday: 0800 to 1700

Advanced booking notice: 1 day(s)  
 Minimum notice for reservation: 24.0 hour(s)  
 Reservations / Scheduling: Fully Computerized

### PASSENGER DATA

Dedicated Service  
 Non-Dedicated Service

4,766

4,208

### TOTAL PASSENGERS

4,766

4,208

Subscription / Pre-booked  
 Reservation  
 On-Demand / Day of trip

0%

2%

100%

90%

0%

8%

Cancelled in advance

2,031

No-shows / Cancelled at door

8

Unaccommodated trips

Number of complaints

### OPERATING EXPENSES

Administration

\$44,839

\$24,102

Operations:

Internal - Dedicated Service

Contract - Dedicated Service

Contract - Non-Dedicated Service

\$44,976

\$43,899

Contract - Taxi Scrip

Maintenance (Vehicles &amp; Facilities)

Fuel

### TOTAL OPERATING EXPENSES

\$89,815

\$68,001

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue

\$14,235

\$13,224

Other Operating Revenue

### Total Operating Revenue

\$14,235

\$13,224

Federal Contributions

Provincial Contributions

\$4,268

Municipal Contributions

\$71,312

Other / Donations

### TOTAL

\$89,815

\$13,224

### CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

### TOTAL CAPITAL EXPENSES

### CAPITAL FUNDING SOURCES

Transit System

Federal Contributions

Provincial Contributions

Municipal Contributions

Other / Donations

### TOTAL CAPITAL FUNDING

### FARE STRUCTURE

Effective Date: 14/04/2009

	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.00	\$3.00		<input type="checkbox"/>
Child	\$3.00	\$3.00		<input type="checkbox"/>
Student	\$3.00	\$3.00		<input type="checkbox"/>
Senior	\$3.00	\$3.00		<input type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion	\$3.00	\$3.00		<input type="checkbox"/>
Other				

### EMPLOYEE DATA

Operators

Other Operations

Vehicle Mechanics

General and Administration

Other

Full-time

Part-time

### TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators:

Mechanics:

Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

#### FINANCIAL

	2013	2014
R/C Ratio	16%	19%
Net Operating Cost / Capita	\$6.22	\$4.51
Total Exp. / Passenger	\$18.84	\$16.16
Total Exp. / Eligible Passenger	\$18.84	\$16.16
Transportation Exp. / Passenger		
Dedicated Service		
Non-Dedicated Service	\$9.44	\$10.43
Transportation Exp. / Hour (Dedicated Service)		

#### OPERATING

Registrants / Capita	0.0272	0.0278
Passengers / Capita	0.3924	0.3465
Passengers / Registrant	14.44	12.49
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

#### PASSENGER DATA

Ded. Service  
 Ambulatory  
 Wheelchair/Scooter Users  
 Attendants  
 Companions  
 Other (specified)

Ded. Service

Non-Ded. Service

3,445

763

#### TOTAL

4,208

#### VEHICLE DATA

Non-Accessible Cars  
 Accessible Vans / Minivans  
 Small Buses  
 Other

Number

Veh.  
Peak

Avg. Capacity per Veh.

Wheelchair

Ambulatory

8

1

1

1

N/A

N/A

#### TOTAL DED. VEHICLES

9

9

Vehicle ownership:

Contracted Operator

Vehicle maintenance responsibility:

Contracted Operator

Accessible taxis: 1

# Kapuskasing

## KAP Accessible Bus Service

Contact: Marc Dupont  
 Title: Treasurer  
 Telephone: 705-337-4257  
 Fax: 705-337-1741  
 Email: marc.dupont@kapuskasing.ca

Population served: 7,259  
 Service area (km²): 85.5  
 Communities served: 1  
 Service began: 01/01/1990  
 Advisory Committee members: 6  
 Eligibility Committee members: 6

### REGISTRANTS

Wheelchair/Scooter Users:  
 Ambulatory:  
 Attendants:  
 Companions:  
 Other:

Active

Total

**Total: 658 658**

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

Eligibility Criteria: ☒ Unable to Board

☒ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☐

☒ Unable to Use

☐ Private Non-Profit Org.

☐ Other Criteria

### VEHICLE KILOMETRES & HOURS

Rev. Veh. Km. - Dedicated Service  
 Tot. Veh. Km. - Dedicated Service  
 Rev. Veh. Hrs. - Dedicated Service  
 Tot. Veh. Hrs. - Dedicated Service  
 Non-Dedicated Service - Veh. Km.  
 Non-Dedicated Service - Veh. Hrs.

2013

2014

### SERVICE HOURS / SCHEDULING

Weekday: 0800 to 1600 Sunday: to  
 Saturday: 1000 to 1600 Holiday: to

Advanced booking notice: 1 day(s)  
 Minimum notice for reservation: 24.0 hour(s)  
 Reservations / Scheduling: Manual

### PASSENGER DATA

Dedicated Service  
 Non-Dedicated Service

14,489

14,857

### TOTAL PASSENGERS

14,489

14,857

Subscription / Pre-booked  
 Reservation  
 On-Demand / Day of trip

0%

0%

0%

0%

0%

0%

Cancelled in advance

No-shows / Cancelled at door

213

189

Unaccommodated trips

175

82

Number of complaints

1

### OPERATING EXPENSES

Administration

\$8,323

\$6,621

Operations:

Internal - Dedicated Service

Contract - Dedicated Service

\$127,384

\$139,569

Contract - Non-Dedicated Service

Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)

\$2,402

\$12,526

Fuel

### TOTAL OPERATING EXPENSES

\$138,109

\$158,716

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue

\$15,722

\$20,631

Other Operating Revenue

### Total Operating Revenue

\$15,722

\$20,631

Federal Contributions

Provincial Contributions

\$58,007

\$33,075

Municipal Contributions

\$64,380

\$105,010

Other / Donations

### TOTAL

\$138,109

\$158,716

### CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

### TOTAL CAPITAL EXPENSES

### CAPITAL FUNDING SOURCES

Transit System

Federal Contributions

Provincial Contributions

Municipal Contributions

Other / Donations

### TOTAL CAPITAL FUNDING

Kap Accessible Bus Service utilizes 2 small accessible buses - one owned by the Municipality and the other by a private contractor. The contractor provides the service utilizing the Municipal bus for a daily fee which includes the expenses for driver, fuel and labour for maintenance. The Municipality is responsible for all parts costs and external labour if any. The second bus provided by the contractor is paid at a set rate inclusive of all expenses. Employment statistics for the service are not available from the contractor.

### FARE STRUCTURE

Effective Date: 01/01/2012

Tickets/Cards  
(unit price)

Monthly Pass

Free

Cash

Adult \$2.00

\$16.66

Child \$2.00

\$16.66

Student \$2.00

\$16.66

Senior \$2.00

\$16.66

Attendant

☒

Companion \$2.00

\$16.66

Other

☐

### EMPLOYEE DATA

Operators

Other Operations

Vehicle Mechanics

General and Administration

Other

Full-time

Part-time

### TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators:

Mechanics:

Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

#### FINANCIAL

2013

2014

R/C Ratio

11%

13%

Net Operating Cost / Capita

\$14.40

\$19.02

Total Exp. / Passenger

\$9.53

\$10.68

Total Exp. / Eligible Passenger

\$9.86

\$10.97

Transportation Exp. / Passenger

Dedicated Service

\$8.96

\$10.24

Non-Dedicated Service

Transportation Exp. / Hour (Dedicated Service)

### OPERATING

Registrants / Capita

0.0722

0.0907

Passengers / Capita

1.7046

2.0467

Passengers / Registrant

23.60

22.58

Passengers / Hour (Dedicated Service)

Kms / Passenger (Dedicated Service)

Average Speed (Dedicated Service)

### PASSENGER DATA

Ded. Service

Non-Ded. Service

Ambulatory

12,756

Wheelchair/Scooter Users

1,718

Attendants

383

Companions

Other (specified)

### TOTAL

14,857

### VEHICLE DATA

Number

Veh.  
PeakAvg. Capacity per Veh.  
Wheelchair Ambulatory

Non-Accessible Cars

N/A

Accessible Vans / Minivans

Small Buses

2

2

3

9

Other

### TOTAL DED. VEHICLES

2

2

N/A

N/A

Vehicle ownership:

Municipality (1), Contracted Operator (1)

Vehicle maintenance responsibility:

Municipality

Accessible taxis:

# Kawartha Lakes

## LIMO

Contact: Enzo Ingribelli  
 Title: Transportation Supervisor  
 Telephone: 705-324-9411 x1102  
 Fax: 705-324-1155  
 Email: eingribelli@city.kawarthalakes.on.ca

Population served: 20,354  
 Service area (km²): 25.0  
 Communities served: 1  
 Service began: 01/01/2001  
 Advisory Committee members: 10  
 Eligibility Committee members: 1

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	38	116
Ambulatory:	85	266
Attendants:	24	79
Companions:		
Other:		
<b>Total:</b>	<b>147</b>	<b>461</b>

Dedicated Serv. Operated by: ☒ Transit System/Municipality  
☐ Private Contractor(s), number:  
☐ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:  
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board  
☒ Unable to Use  
☒ Other Criteria

## VEHICLE KILOMETRES & HOURS

Rev. Veh. Km. - Dedicated Service  
 Tot. Veh. Km. - Dedicated Service  
 Rev. Veh. Hrs. - Dedicated Service  
 Tot. Veh. Hrs. - Dedicated Service  
 Non-Dedicated Service - Veh. Km.  
 Non-Dedicated Service - Veh. Hrs.

2013

2014

## PASSENGER DATA

Dedicated Service  
 Non-Dedicated Service

11,253

13,601

## TOTAL PASSENGERS

11,253

13,601

Subscription / Pre-booked  
 Reservation  
 On-Demand / Day of trip

70%

72%

25%

22%

5%

6%

Cancelled in advance

496

571

No-shows / Cancelled at door

28

34

Unaccommodated trips

Number of complaints

4

3

## OPERATING EXPENSES

Administration

Operations:

Internal - Dedicated Service

Contract - Dedicated Service

Contract - Non-Dedicated Service

Contract - Taxi Scrip

Maintenance (Vehicles &amp; Facilities)

Fuel

## TOTAL OPERATING EXPENSES

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue

Other Operating Revenue

## Total Operating Revenue

Federal Contributions

Provincial Contributions

Municipal Contributions

Other / Donations

## TOTAL

## CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

## TOTAL CAPITAL EXPENSES

## CAPITAL FUNDING SOURCES

Transit System

Federal Contributions

Provincial Contributions

Municipal Contributions

Other / Donations

## TOTAL CAPITAL FUNDING

\* Specialized Transit Financial Data (Revenue and Expense) has been consolidated with the 2014 Urban Transit Statistics report.

## SERVICE HOURS / SCHEDULING

Weekday: 0700 to 1900 Sunday: to  
 Saturday: 0700 to 1900 Holiday: to

Advanced booking notice: 60 day(s)  
 Minimum notice for reservation: 2.0 hour(s)  
 Reservations / Scheduling: Manual

## FARE STRUCTURE

Effective Date: 07/09/2010

	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.00	\$1.66	\$60.00	<input checked="" type="checkbox"/>
Child	\$1.00			<input type="checkbox"/>
Student	\$1.50	\$1.43	\$50.00	<input type="checkbox"/>
Senior	\$1.50	\$1.43	\$50.00	<input type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion				<input checked="" type="checkbox"/>
Other	Children 5 and under ride free			

## EMPLOYEE DATA

Operators

Other Operations

Vehicle Mechanics

General and Administration

Other

Full-time

Part-time

2

1

## TOTAL NUMBER OF EMPLOYEES

3

Union Affiliations: Operators: CUPE Local 855  
 Mechanics: CUPE Local 855  
 Other (specify): (Administration) CUPE Local 855

Top Operator Wage Rate: \$20.85

Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

### FINANCIAL

2013

2014

R/C Ratio

Net Operating Cost / Capita

Total Exp. / Passenger

Total Exp. / Eligible Passenger

Transportation Exp. / Passenger

Dedicated Service

Non-Dedicated Service

Transportation Exp. / Hour (Dedicated Service)

### OPERATING

Registrants / Capita

0.0238

0.0227

Passengers / Capita

0.5529

0.6682

Passengers / Registrant

23.25

29.50

Passengers / Hour (Dedicated Service)

Kms / Passenger (Dedicated Service)

Average Speed (Dedicated Service)

### PASSENGER DATA

Ded. Service

Non-Ded. Service

Ambulatory

3,536

Wheelchair/Scooter Users

7,072

Attendants

2,993

Companions

Other (specified)

TOTAL

13,601

### VEHICLE DATA

Number

Veh.  
PeakAvg. Capacity per Veh.  
Wheelchair Ambulatory

Non-Accessible Cars

N/A

Accessible Vans / Minivans

Small Buses

2

2

5

12

Other

TOTAL DED. VEHICLES

2

2

N/A

N/A

Vehicle ownership:

Vehicle maintenance responsibility:

Accessible taxis:

# Kenora

## Handi Transit

Contact: Diana Jardine  
 Title: Administrator  
 Telephone: 807-468-3295  
 Fax: 807-468-5947  
 Email: newhorizon@kmts.ca

Population served: 16,300  
 Service area (km²): 75.1  
 Communities served: 1  
 Service began: 16/06/1980  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

**REGISTRANTS**  
 Wheelchair/Scooter Users: 94  
 Ambulatory: 117  
 Attendants:  
 Companions:  
 Other:  
**Total: 211**

Dedicated Serv. Operated by: ☒ Transit System/Municipality  
☐ Private Contractor(s), number:  
☒ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:  
 Taxi Scrip Program Available: ☐

**Eligibility Criteria:** ☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	44,120	49,794
Tot. Veh. Km. - Dedicated Service	45,014	51,018
Rev. Veh. Hrs. - Dedicated Service	2,777	3,083
Tot. Veh. Hrs. - Dedicated Service	2,926	3,236
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

	2013	2014
Dedicated Service	7,429	8,502
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>7,429</b>	<b>8,502</b>
Subscription / Pre-booked	52%	30%
Reservation	44%	62%
On-Demand / Day of trip	4%	8%
Cancelled in advance	34	101
No-shows / Cancelled at door	8	8
Unaccommodated trips	14	13
Number of complaints	2	2

### OPERATING EXPENSES

	2013	2014
Administration	\$25,007	\$24,278
Operations:		
Internal - Dedicated Service	\$59,468	\$70,211
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$11,182	\$10,665
Fuel	\$13,708	\$16,221
<b>TOTAL OPERATING EXPENSES</b>	<b>\$109,365</b>	<b>\$121,375</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2013	2014
Passenger Revenue	\$37,879	\$43,519
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$37,879</b>	<b>\$43,519</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$81,803	\$81,800
Other / Donations	\$14,275	\$12,715
<b>TOTAL</b>	<b>\$133,957</b>	<b>\$138,034</b>

### CAPITAL EXPENSES

	2013
Vehicles Purchased	\$100,928
Debt Servicing	
Other Capital Expenses	
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$100,928</b>

### CAPITAL FUNDING SOURCES

	2013
Transit System	
Federal Contributions	
Provincial Contributions	\$100,928
Municipal Contributions	
Other / Donations	
<b>TOTAL CAPITAL FUNDING</b>	<b>\$100,928</b>

### SERVICE HOURS / SCHEDULING

	Weekday	Sunday
0700 to 1700		to
Saturday: 0700 to 1700		to
Holiday:		
Advanced booking notice:	30 day(s)	
Minimum notice for reservation:	24.0 hour(s)	
Reservations / Scheduling:	Fully Computerized	

### FARE STRUCTURE

	Effective Date: 01/03/2008	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$5.00	\$5.00		<input type="checkbox"/>
Child	\$5.00	\$5.00		<input type="checkbox"/>
Student	\$5.00	\$5.00		<input type="checkbox"/>
Senior	\$5.00	\$5.00		<input type="checkbox"/>
Attendant	\$5.00	\$5.00		<input type="checkbox"/>
Companion	\$5.00	\$5.00		<input type="checkbox"/>
Other				

### EMPLOYEE DATA

	Full-time	Part-time
Operators		3
Other Operations	1	1
Vehicle Mechanics		
General and Administration		
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>1</b>	<b>4</b>

**Union Affiliations:** Operators:  
 Mechanics:  
 Other (specify):

Top Operator Wage Rate: \$16.20  
 Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

	2013	2014
<b>FINANCIAL</b>		
R/C Ratio	35%	36%
Net Operating Cost / Capita	\$4.47	\$4.78
Total Exp. / Passenger	\$14.72	\$14.28
Total Exp. / Eligible Passenger	\$15.92	\$15.10
Transportation Exp. / Passenger		
Dedicated Service	\$11.36	\$11.42
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$28.83	\$30.01
<b>OPERATING</b>		
Registrants / Capita	0.0134	0.0129
Passengers / Capita	0.4643	0.5216
Passengers / Registrant	34.71	40.29
Passengers / Hour (Dedicated Service)	2.68	2.76
Kms / Passenger (Dedicated Service)	5.94	5.86
Average Speed (Dedicated Service)	15.89	16.15

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	2,008	
Wheelchair/Scooter Users	6,032	
Attendants	462	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>8,502</b>	

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	2	2	5	6
Small Buses				
Other				
<b>TOTAL DED. VEHICLES</b>	<b>2</b>	<b>2</b>	N/A	N/A

Vehicle ownership: Non-Profit Organization  
 Vehicle maintenance responsibility: Municipal Transit System  
 Accessible taxis:



# Kingston

## Kingston Access Services

Contact: Trevor Fray  
 Title: Executive Director  
 Telephone: 613-542-2512  
 Fax: 613-549-6318  
 Email: trevor@kingstonaccessbus.com

Population served: 123,363  
 Service area (km²): 451.2  
 Communities served: 1  
 Service began: 01/06/1967  
 Advisory Committee members: 11  
 Eligibility Committee members: 11

**REGISTRANTS**  
 Wheelchair/Scooter Users: 738  
 Ambulatory: 648  
 Attendants:  
 Companions:  
 Other:  
**Total: 1,386**

**Active**  
 738  
 648  
 937  
**2,343**

Dedicated Serv. Operated by: ☐ Transit System/Municipality  
☐ Private Contractor(s), number:  
☒ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 1  
 Taxi Scrip Program Available: ☐

**Eligibility Criteria:** ☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

## VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	593,310	606,203
Tot. Veh. Km. - Dedicated Service	593,310	606,203
Rev. Veh. Hrs. - Dedicated Service	27,955	
Tot. Veh. Hrs. - Dedicated Service	31,101	
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

## PASSENGER DATA

Dedicated Service	73,830	76,613
Non-Dedicated Service	2,142	1,896
<b>TOTAL PASSENGERS</b>	<b>75,972</b>	<b>78,509</b>
Subscription / Pre-booked	52%	55%
Reservation	48%	45%
On-Demand / Day of trip	0%	0%
Cancelled in advance	17,253	17,253
No-shows / Cancelled at door	1,381	1,646
Unaccommodated trips	1,996	2,168
Number of complaints		

## OPERATING EXPENSES

Administration	\$337,931	\$282,297
Operations:		
Internal - Dedicated Service	\$1,336,432	\$1,473,256
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$20,357	\$17,848
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$220,406	\$246,359
Fuel	\$206,210	\$217,716
<b>TOTAL OPERATING EXPENSES</b>	<b>\$2,121,336</b>	<b>\$2,237,476</b>

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$199,042	\$199,093
Other Operating Revenue	\$9,272	
<b>Total Operating Revenue</b>	<b>\$208,314</b>	<b>\$199,093</b>
Federal Contributions		
Provincial Contributions	\$61,072	\$60,917
Municipal Contributions	\$1,811,488	\$1,929,860
Other / Donations	\$250	\$14,726
<b>TOTAL</b>	<b>\$2,081,124</b>	<b>\$2,204,596</b>

## CAPITAL EXPENSES

Vehicles Purchased	\$291,932	\$470,000
Debt Servicing		
Other Capital Expenses		\$59,966
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$291,932</b>	<b>\$529,966</b>

## CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$291,932	\$529,966
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$291,932</b>	<b>\$529,966</b>

## SERVICE HOURS / SCHEDULING

Weekday:	0700 to 2300	Sunday:	0900 to 2100
Saturday:	0900 to 2300	Holiday:	to
Advanced booking notice:	14 day(s)		
Minimum notice for reservation:	1.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

## FARE STRUCTURE

Effective Date: 01/01/2014	<b>Tickets/Cards</b>	<b>Monthly Pass</b>	<b>Free</b>
<b>Cash</b>	<b>(unit price)</b>		
Adult	\$2.75		<input type="checkbox"/>
Child	\$2.75		<input type="checkbox"/>
Student	\$2.75		<input type="checkbox"/>
Senior	\$2.75		<input type="checkbox"/>
Attendant			<input checked="" type="checkbox"/>
Companion	\$2.75		<input type="checkbox"/>
Other			<input type="checkbox"/>

## EMPLOYEE DATA

	Full-time	Part-time
Operators	14	8
Other Operations	6	1
Vehicle Mechanics		
General and Administration	3	
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>23</b>	<b>9</b>

**Union Affiliations:** Operators: Unifor local 4266  
 Mechanics:  
 Other (specify):

Top Operator Wage Rate: \$20.67

Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	10%	9%
Net Operating Cost / Capita	\$15.51	\$16.52
Total Exp. / Passenger	\$27.92	\$28.50
Total Exp. / Eligible Passenger	\$32.22	\$34.10
Transportation Exp. / Passenger		
Dedicated Service	\$23.88	\$25.29
Non-Dedicated Service	\$9.50	\$9.41
Transportation Exp. / Hour (Dedicated Service)	\$56.69	
<b>OPERATING</b>		
Registrants / Capita	0.0190	0.0190
Passengers / Capita	0.6158	0.6364
Passengers / Registrant	32.43	33.51
Passengers / Hour (Dedicated Service)	2.64	
Kms / Passenger (Dedicated Service)	8.04	7.91
Average Speed (Dedicated Service)	21.22	

## PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	26,405	1,896
Wheelchair/Scooter Users	37,306	
Attendants	8,773	
Companions	4,129	
Other (specified)		
<b>TOTAL</b>	<b>76,613</b>	<b>1,896</b>

## VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	1	1	N/A	6
Small Buses	19	15	4	6
Other				
<b>TOTAL DED. VEHICLES</b>	<b>20</b>	<b>16</b>	N/A	N/A

Vehicle ownership: Non-profit organization  
 Vehicle maintenance responsibility: Non-profit organization  
 Accessible taxis:

# Lanark County

## Lanark Transportation Association

Contact: Marilyn Bird  
 Title: Executive Director  
 Telephone: 613-264-8256  
 Fax: 613-264-8220  
 Email: ed@lanarktransportation.com

Population served: 74,645  
 Service area (km²): 3,043.4  
 Communities served: 9  
 Service began: 01/01/1991  
 Advisory Committee members: 4  
 Eligibility Committee members: N/A

**REGISTRANTS**  
 Wheelchair/Scooter Users: 419  
 Ambulatory: 5,312  
 Attendants:  
 Companions:  
 Other:  
**Total: 5,731**

Dedicated Serv. Operated by: ☐ Transit System/Municipality  
☐ Private Contractor(s), number:  
☒ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 3  
 Taxi Scrip Program Available: ☐

**Eligibility Criteria:** ☐ Unable to Board  
☐ Unable to Use  
☒ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	504,656	520,987
Tot. Veh. Km. - Dedicated Service	507,656	524,727
Rev. Veh. Hrs. - Dedicated Service	13,306	13,500
Tot. Veh. Hrs. - Dedicated Service	13,631	13,852
Non-Dedicated Service - Veh. Km.	690	65
Non-Dedicated Service - Veh. Hrs.	16	2

### PASSENGER DATA

Dedicated Service	13,540	15,182
Non-Dedicated Service	22	46
<b>TOTAL PASSENGERS</b>	<b>13,562</b>	<b>15,228</b>
Subscription / Pre-booked	5%	5%
Reservation	90%	90%
On-Demand / Day of trip	5%	5%
Cancelled in advance	2,608	2,250
No-shows / Cancelled at door	242	202
Unaccommodated trips	32	136
Number of complaints	4	3

### OPERATING EXPENSES

Administration	\$173,410	\$137,619
Operations:		
Internal - Dedicated Service	\$419,346	\$500,512
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$349	\$1,207
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$33,550	\$48,281
Fuel	\$58,016	\$60,714
<b>TOTAL OPERATING EXPENSES</b>	<b>\$684,671</b>	<b>\$748,333</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$351,706	\$365,681
Other Operating Revenue	\$2,786	\$2,566
<b>Total Operating Revenue</b>	<b>\$354,492</b>	<b>\$368,247</b>
Federal Contributions		
Provincial Contributions	\$182,430	\$282,817
Municipal Contributions	\$76,800	\$86,842
Other / Donations		
<b>TOTAL</b>	<b>\$613,722</b>	<b>\$737,906</b>

### CAPITAL EXPENSES

Vehicles Purchased	\$44,923	\$121,333
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$44,923</b>	<b>\$121,333</b>

### CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$37,570	\$108,883
Municipal Contributions		
Other / Donations	\$7,353	\$12,450
<b>TOTAL CAPITAL FUNDING</b>	<b>\$44,923</b>	<b>\$121,333</b>

### SERVICE HOURS / SCHEDULING

Weekday:	0500 to 2300	Sunday:	to
Saturday:	0800 to 2000	Holiday:	to
Advanced booking notice:	180 day(s)		
Minimum notice for reservation:	1.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

### FARE STRUCTURE

Effective Date: 01/01/2014	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult				<input type="checkbox"/>
Child				<input type="checkbox"/>
Student				<input type="checkbox"/>
Senior				<input type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion				<input type="checkbox"/>
Other	\$16 in town, max \$70 to Ottawa/Kingston, financial assistance available			

### EMPLOYEE DATA

	Full-time	Part-time
Operators		12
Other Operations	2	
Vehicle Mechanics		
General and Administration		1
Other	1	
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>3</b>	<b>13</b>

**Union Affiliations:** Operators:  
 Mechanics:  
 Other (specify):

Top Operator Wage Rate: \$16.52

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	52%	49%
Net Operating Cost / Capita	\$4.42	\$5.09
Total Exp. / Passenger	\$50.48	\$49.14
Total Exp. / Eligible Passenger	\$51.67	\$50.14
Transportation Exp. / Passenger		
Dedicated Service	\$37.73	\$40.15
Non-Dedicated Service	\$15.86	\$26.24
Transportation Exp. / Hour (Dedicated Service)	\$37.48	\$44.00
<b>OPERATING</b>		
Registrants / Capita	0.0651	0.0768
Passengers / Capita	0.1817	0.2040
Passengers / Registrant	2.79	2.66
Passengers / Hour (Dedicated Service)	1.02	1.12
Kms / Passenger (Dedicated Service)	37.27	34.32
Average Speed (Dedicated Service)	37.93	38.59

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	13,680	46
Wheelchair/Scooter Users	1,200	
Attendants	302	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>15,182</b>	<b>46</b>

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	9	9	N/A	6
Accessible Vans / Minivans	4	4	2	3
Small Buses				
Other				
<b>TOTAL DED. VEHICLES</b>	<b>13</b>	<b>13</b>	N/A	N/A

Vehicle ownership: Non-Profit Organization - LTA  
 Vehicle maintenance responsibility: Non-Profit Organization - LTA  
 Accessible taxis:

# Leamington

## Erie Shore Community Transit

Contact: Mark Wybenga  
 Title: Department Coordinator, Community Services  
 Telephone: 519-326-8629 x344  
 Fax: 519-326-8697  
 Email: mwybenga@secc.on.ca

Population served: 55,541  
 Service area (km²): 590.0  
 Communities served: 3  
 Service began: 01/10/1991  
 Advisory Committee members: 10  
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	184	184
Ambulatory:	337	337
Attendants:		
Companions:		
Other:		
<b>Total:</b>	<b>521</b>	<b>521</b>

Dedicated Serv. Operated by: ☐ Transit System/Municipality  
☐ Private Contractor(s), number:  
☒ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:  
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board  
☒ Unable to Use  
☒ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	97,254	127,698
Tot. Veh. Km. - Dedicated Service	97,254	127,698
Rev. Veh. Hrs. - Dedicated Service	5,200	5,018
Tot. Veh. Hrs. - Dedicated Service	5,200	5,018
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	6,803	6,820
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>6,803</b>	<b>6,820</b>
Subscription / Pre-booked	20%	50%
Reservation	75%	49%
On-Demand / Day of trip	5%	1%
Cancelled in advance	375	287
No-shows / Cancelled at door	677	162
Unaccommodated trips	30	15
Number of complaints	1	2

### OPERATING EXPENSES

Administration	\$12,558	\$13,656
Operations:		
Internal - Dedicated Service	\$202,810	\$216,483
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$24,614	\$38,190
Fuel	\$28,866	\$24,898
<b>TOTAL OPERATING EXPENSES</b>	<b>\$268,848</b>	<b>\$293,227</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$59,997	\$64,898
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$59,997</b>	<b>\$64,898</b>
Federal Contributions		
Provincial Contributions	\$187,839	\$207,317
Municipal Contributions	\$21,012	\$21,012
Other / Donations		
<b>TOTAL</b>	<b>\$268,848</b>	<b>\$293,227</b>

### CAPITAL EXPENSES

Vehicles Purchased	\$57,600	\$42,568
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$57,600</b>	<b>\$42,568</b>

### CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations	\$57,600	\$42,568
<b>TOTAL CAPITAL FUNDING</b>	<b>\$57,600</b>	<b>\$42,568</b>

Other eligibility criteria: other disabilities and/or health conditions that do not permit the user to access other transportation services or requires the use of an accessible service.

### SERVICE HOURS / SCHEDULING

Weekday:	0730 to 1630	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	30 day(s)		
Minimum notice for reservation:	48.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

### FARE STRUCTURE

Effective Date:	02/01/2014	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$12.00			<input type="checkbox"/>
Child	\$12.00			<input type="checkbox"/>
Student	\$12.00			<input type="checkbox"/>
Senior	\$12.00			<input type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion				<input type="checkbox"/>
Other	Essex County \$17.00, City of Windsor \$25.00, after hours cost recovery			

### EMPLOYEE DATA

	Full-time	Part-time
Operators	1	4
Other Operations	1	
Vehicle Mechanics		
General and Administration	2	
Other		

### TOTAL NUMBER OF EMPLOYEES

4 4

Union Affiliations: Operators: CUPE Local 4523

Mechanics:  
 Other (specify):

Top Operator Wage Rate: \$17.61

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	22%	22%
Net Operating Cost / Capita	\$3.76	\$4.11
Total Exp. / Passenger	\$39.52	\$43.00
Total Exp. / Eligible Passenger	\$41.99	\$45.57
Transportation Exp. / Passenger		
Dedicated Service	\$37.67	\$40.99
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$49.29	\$55.71
<b>OPERATING</b>		
Registrants / Capita	0.0090	0.0094
Passengers / Capita	0.1225	0.1228
Passengers / Registrant	13.55	13.09
Passengers / Hour (Dedicated Service)	1.31	1.36
Kms / Passenger (Dedicated Service)	14.30	18.72
Average Speed (Dedicated Service)	18.70	25.45

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	5,153	
Wheelchair/Scooter Users	1,281	
Attendants	386	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>6,820</b>	

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	1	1	N/A	5
Small Buses	2	2	4	14
Other	1	1		14
<b>TOTAL DED. VEHICLES</b>	<b>4</b>	<b>4</b>	N/A	N/A

Vehicle ownership: Non-Profit Organization  
 Vehicle maintenance responsibility: Non-Profit Organization  
 Accessible taxis:

# London

## London Community Transportation Brokerage

Contact: Kelly Paleczny  
 Title: General Manager  
 Telephone: 519-451-1340 x337  
 Fax: 519-451-0153  
 Email: kpaleczn@london.ca

Population served: 373,730  
 Service area (km²): 166.0  
 Communities served: 1  
 Service began: 01/10/1997  
 Advisory Committee members: 9  
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	2,251	2,251
Ambulatory:	4,003	4,003
Attendants:		
Companions:		
Other:		
<b>Total:</b>	<b>6,254</b>	<b>6,254</b>

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

Eligibility Criteria: ☐ Unable to Board

☒ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☐

☐ Unable to Use

☐ Private Non-Profit Org.

☒ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service		
Tot. Veh. Km. - Dedicated Service		
Rev. Veh. Hrs. - Dedicated Service	103,374	108,145
Tot. Veh. Hrs. - Dedicated Service	103,374	108,145
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	255,280	258,604
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>255,280</b>	<b>258,604</b>
Subscription / Pre-booked	29%	33%
Reservation	62%	60%
On-Demand / Day of trip	9%	7%
Cancelled in advance	39,228	44,157
No-shows / Cancelled at door	4,993	5,272
Unaccommodated trips	15,929	15,034
Number of complaints	120	115

### OPERATING EXPENSES

Administration	\$103,742	\$123,322
Operations:		
Internal - Dedicated Service	\$814,164	\$801,162
Contract - Dedicated Service	\$3,823,747	\$4,427,573
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		

**TOTAL OPERATING EXPENSES** **\$4,741,653** **\$5,352,057**

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$460,986	\$470,268
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$460,986</b>	<b>\$470,268</b>

Federal Contributions		
Provincial Contributions	\$650,169	\$1,019,789
Municipal Contributions	\$3,630,498	\$3,862,000
Other / Donations		
<b>TOTAL</b>	<b>\$4,741,653</b>	<b>\$5,352,057</b>

### CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>		

### CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		

### TOTAL CAPITAL FUNDING

\* Other Eligibility Criteria: a person who is unable as a result of their disability, to make use of our conventional transit services, is eligible for some form of specialized service, which will be determined by an eligibility assessment. \* In 2013, London Community Transportation Brokerage lost its non-dedicated service provider. The non-dedicated service was not available until early 2014.

### SERVICE HOURS / SCHEDULING

Weekday:	0600 to 0000	Sunday:	0830 to 2300
Saturday:	0600 to 0000	Holiday:	0830 to 2300
Advanced booking notice:	3 day(s)		
Minimum notice for reservation:	1.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

### FARE STRUCTURE

Effective Date: 01/12/2008	<b>Tickets/Cards</b>	<b>Monthly Pass</b>	<b>Free</b>
	<b>Cash</b>	<b>(unit price)</b>	
Adult	\$2.75	\$1.90	\$81.00
Child	\$1.35	\$1.10	
Student	\$2.75	\$1.54	
Senior	\$2.75	\$1.43	\$57.00
Attendant			
Companion	\$2.75		
Other			

### EMPLOYEE DATA

	Full-time	Part-time
Operators		
Other Operations	8	
Vehicle Mechanics		
General and Administration	2	
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>10</b>	

Union Affiliations: Operators:  
 Mechanics:  
 Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	10%	9%
Net Operating Cost / Capita	\$11.45	\$13.06
Total Exp. / Passenger	\$18.57	\$20.70
Total Exp. / Eligible Passenger	\$20.67	\$23.15
Transportation Exp. / Passenger		
Dedicated Service	\$18.17	\$20.22
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$44.87	\$48.35
<b>OPERATING</b>		
Registrants / Capita	0.0147	0.0167
Passengers / Capita	0.6831	0.6920
Passengers / Registrant	46.40	41.35
Passengers / Hour (Dedicated Service)	2.47	2.39
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	147,930	
Wheelchair/Scooter Users	83,211	
Attendants		
Companions	27,463	
Other (specified)		
<b>TOTAL</b>	<b>258,604</b>	

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			Wheelchair
Accessible Vans / Minivans	30	30	N/A
Small Buses	2	2	6
Other			10
<b>TOTAL DED. VEHICLES</b>	<b>32</b>	<b>32</b>	N/A

Vehicle ownership: Contracted Operator  
 Vehicle maintenance responsibility: Contracted Operator  
 Accessible taxis:

# Machin

## Municipality of Machin

Contact: Tammy Rob  
 Title: Clerk Treasurer  
 Telephone: 807-227-2633  
 Fax: 807-227-5443  
 Email: clerktreasurer@visitmachin.com

Population served: 916  
 Service area (km²): .0  
 Communities served: 1  
 Service began: 01/01/1991  
 Advisory Committee members: 6  
 Eligibility Committee members: 6

## REGISTRANTS

Wheelchair/Scooter Users:  
 Ambulatory:  
 Attendants:  
 Companions:  
 Other:  
**Total:**

## Active

## Total

Dedicated Serv. Operated by: ☒ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

**Eligibility Criteria:** ☐ Unable to Board

☐ Private Contractor(s), number:

Taxi Scrip Program Available: ☐

☐ Unable to Use

☐ Private Non-Profit Org.

☐ Other Criteria

## VEHICLE KILOMETRES & HOURS

Rev. Veh. Km. - Dedicated Service  
 Tot. Veh. Km. - Dedicated Service  
 Rev. Veh. Hrs. - Dedicated Service  
 Tot. Veh. Hrs. - Dedicated Service  
 Non-Dedicated Service - Veh. Km.  
 Non-Dedicated Service - Veh. Hrs.

2013

2014

## SERVICE HOURS / SCHEDULING

Weekday: 0800 to 1600 Sunday: to  
 Saturday: to Holiday: to  
 Advanced booking notice: 365 day(s)  
 Minimum notice for reservation: 1.0 hour(s)  
 Reservations / Scheduling: Manual

## PASSENGER DATA

Dedicated Service  
 Non-Dedicated Service

1,330

982

## TOTAL PASSENGERS

1,330

982

Subscription / Pre-booked  
 Reservation  
 On-Demand / Day of trip

0%

0%

0%

0%

0%

0%

Cancelled in advance

No-shows / Cancelled at door

Unaccommodated trips

Number of complaints

2

## OPERATING EXPENSES

Administration

\$2,500

Operations:

Internal - Dedicated Service

\$14,607

\$15,026

Contract - Dedicated Service

\$1,800

Contract - Non-Dedicated Service

Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)

\$4,604

\$3,458

Fuel

\$6,769

\$8,324

**TOTAL OPERATING EXPENSES**

**\$28,480**

**\$28,608**

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue

\$9,379

\$9,429

Other Operating Revenue

**Total Operating Revenue**

**\$9,379**

**\$9,429**

Federal Contributions

Provincial Contributions

\$18,601

\$19,179

Municipal Contributions

\$500

Other / Donations

**TOTAL**

**\$28,480**

**\$28,608**

## CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

**TOTAL CAPITAL EXPENSES**

## CAPITAL FUNDING SOURCES

Transit System

Federal Contributions

Provincial Contributions

Municipal Contributions

Other / Donations

**TOTAL CAPITAL FUNDING**

## FARE STRUCTURE

Effective Date: 01/01/2012

Tickets/Cards

Cash

(unit price)

Monthly Pass

Free

Adult

\$5.00

Child

Student

Senior

\$5.00

Attendant

Companion

\$5.00

Other

## EMPLOYEE DATA

Operators

Other Operations

Vehicle Mechanics

General and Administration

Other

Full-time

Part-time

1

## TOTAL NUMBER OF EMPLOYEES

1

Union Affiliations: Operators:

Mechanics:

Other (specify):

Top Operator Wage Rate: \$17.00

Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

### FINANCIAL

R/C Ratio

2013

2014

33%

33%

Net Operating Cost / Capita

\$20.85

\$20.94

Total Exp. / Passenger

\$21.41

\$29.13

Total Exp. / Eligible Passenger

\$21.41

\$29.13

Transportation Exp. / Passenger

Dedicated Service

\$19.53

\$29.13

Non-Dedicated Service

Transportation Exp. / Hour (Dedicated Service)

## OPERATING

Registrants / Capita

0.1004

Passengers / Capita

1.4520

1.0721

Passengers / Registrant

14.46

Passengers / Hour (Dedicated Service)

Kms / Passenger (Dedicated Service)

Average Speed (Dedicated Service)

## PASSENGER DATA

Ded. Service

Non-Ded. Service

Ambulatory

982

Wheelchair/Scooter Users

Attendants

Companions

Other (specified)

**TOTAL**

**982**

## VEHICLE DATA

Number

Veh.  
Peak

Avg. Capacity per Veh.  
Wheelchair Ambulatory

Non-Accessible Cars

Accessible Vans / Minivans

Small Buses

1

1

2

20

Other

**TOTAL DED. VEHICLES**

**1**

**1**

N/A

N/A

Vehicle ownership:

Vehicle maintenance responsibility:

Accessible taxis:

# Meaford

## Georgian HandiVan

Contact: Bradley Carbert  
 Title: Operations Coordinator  
 Telephone: 519-538-1060 x1315  
 Fax: 519-538-5599  
 Email: bcarbert@meaford.ca

Population served: 11,100  
 Service area (km²): 588.6  
 Communities served: 1  
 Service began: 01/06/1990  
 Advisory Committee members: 6  
 Eligibility Committee members: 2

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	12	41
Ambulatory:	93	293
Attendants:	4	4
Companions:	1	1
Other:	11	11
<b>Total:</b>	<b>121</b>	<b>350</b>

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

Eligibility Criteria: ☒ Unable to Board

☒ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☐

☐ Unable to Use

☐ Private Non-Profit Org.

☐ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	24,634	26,129
Tot. Veh. Km. - Dedicated Service	24,634	26,129
Rev. Veh. Hrs. - Dedicated Service	1,450	1,372
Tot. Veh. Hrs. - Dedicated Service	2,005	2,058
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	4,515	4,052
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>4,515</b>	<b>4,052</b>
Subscription / Pre-booked	50%	50%
Reservation	40%	40%
On-Demand / Day of trip	10%	10%

Cancelled in advance

No-shows / Cancelled at door

Unaccommodated trips

Number of complaints

### OPERATING EXPENSES

Administration

Operations:

Internal - Dedicated Service		
Contract - Dedicated Service	\$63,733	\$63,117
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$14,150	\$12,957
Fuel		\$10,000
<b>TOTAL OPERATING EXPENSES</b>	<b>\$77,883</b>	<b>\$86,074</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$5,155	\$5,829
Other Operating Revenue	\$20,349	\$16,986
<b>Total Operating Revenue</b>	<b>\$25,504</b>	<b>\$22,815</b>
Federal Contributions		
Provincial Contributions		\$10,000
Municipal Contributions	\$52,379	\$53,259
Other / Donations		
<b>TOTAL</b>	<b>\$77,883</b>	<b>\$86,074</b>

### CAPITAL EXPENSES

Vehicles Purchased	\$62,199
Debt Servicing	
Other Capital Expenses	
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$62,199</b>

### CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	\$62,199
Municipal Contributions	
Other / Donations	
<b>TOTAL CAPITAL FUNDING</b>	<b>\$62,199</b>

### SERVICE HOURS / SCHEDULING

Weekday:	0800 to 1600	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	14 day(s)		
Minimum notice for reservation:	8.0 hour(s)		
Reservations / Scheduling:	Manual		

### FARE STRUCTURE

Effective Date:	01/01/2013	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$2.00			<input type="checkbox"/>
Child	\$2.00			<input type="checkbox"/>
Student	\$2.00			<input type="checkbox"/>
Senior	\$2.00			<input checked="" type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion	\$2.00			
Other	Other: \$3.00-\$7.50			

### EMPLOYEE DATA

	Full-time	Part-time
Operators		
Other Operations		
Vehicle Mechanics		
General and Administration		
Other		

### TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators:  
 Mechanics:  
 Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	33%	27%
Net Operating Cost / Capita	\$4.72	\$5.70
Total Exp. / Passenger	\$17.25	\$21.24
Total Exp. / Eligible Passenger	\$34.91	\$33.45
Transportation Exp. / Passenger		
Dedicated Service	\$17.25	\$21.24
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$38.84	\$41.81
<b>OPERATING</b>		
Registrants / Capita	0.0278	0.0315
Passengers / Capita	0.4068	0.3651
Passengers / Registrant	14.66	11.58
Passengers / Hour (Dedicated Service)	3.11	2.95
Kms / Passenger (Dedicated Service)	5.46	6.45
Average Speed (Dedicated Service)	16.99	19.04

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	2,484	
Wheelchair/Scooter Users	89	
Attendants	21	
Companions		
Other (specified)	1,458	
<b>TOTAL</b>	<b>4,052</b>	

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			Wheelchair N/A
Accessible Vans / Minivans			Ambulatory
Small Buses	1	1	2
Other			10
<b>TOTAL DED. VEHICLES</b>	<b>1</b>	<b>1</b>	N/A

Vehicle ownership: Municipality  
 Vehicle maintenance responsibility: Contracted Operator  
 Accessible taxis:

# Midland

## Midland Accessible Transit

Contact: Rick Ignas  
 Title: Transportation Supervisor  
 Telephone: 705-526-4321  
 Fax: 705-528-6990  
 Email: transportation@communityreach.ca

Population served: 17,000  
 Service area (km²): 100.0  
 Communities served: 1  
 Service began: 15/12/2005  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	75	110
Ambulatory:	210	254
Attendants:	15	15
Companions:	10	10
Other:		
<b>Total:</b>	<b>310</b>	<b>389</b>

Dedicated Serv. Operated by: ☐ Transit System/Municipality  
☐ Private Contractor(s), number:  
☒ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:  
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board  
☒ Unable to Use  
☒ Other Criteria

## VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	41,330	43,365
Tot. Veh. Km. - Dedicated Service	45,830	46,065
Rev. Veh. Hrs. - Dedicated Service	3,744	4,160
Tot. Veh. Hrs. - Dedicated Service	4,212	4,560
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

## PASSENGER DATA

Dedicated Service	5,183	4,789
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>5,183</b>	<b>4,789</b>
Subscription / Pre-booked	32%	30%
Reservation	50%	50%
On-Demand / Day of trip	18%	20%
Cancelled in advance	561	232
No-shows / Cancelled at door	14	20
Unaccommodated trips		4
Number of complaints		

## OPERATING EXPENSES

Administration	\$7,395	\$3,545
Operations:		
Internal - Dedicated Service		\$4,927
Contract - Dedicated Service	\$88,355	\$97,837
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$1,695	\$4,458
Fuel	\$8,114	\$9,337
<b>TOTAL OPERATING EXPENSES</b>	<b>\$105,559</b>	<b>\$120,104</b>

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$10,949	\$11,082
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$10,949</b>	<b>\$11,082</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$94,610	\$109,023
Other / Donations		
<b>TOTAL</b>	<b>\$105,559</b>	<b>\$120,105</b>

## CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses	\$13,339	
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$13,339</b>	

## CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$17,500	
Other / Donations	\$2,815	
<b>TOTAL CAPITAL FUNDING</b>	<b>\$20,315</b>	

## SERVICE HOURS / SCHEDULING

Weekday:	0800 to 1700	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	30 day(s)		
Minimum notice for reservation:	1.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

## FARE STRUCTURE

Effective Date:	15/12/2005	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$2.50	\$2.50		<input checked="" type="checkbox"/>
Child				<input type="checkbox"/>
Student	\$2.50	\$2.50		<input type="checkbox"/>
Senior	\$2.50	\$2.50		<input checked="" type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion	\$2.50			
Other				

## EMPLOYEE DATA

	Full-time	Part-time
Operators	1	2
Other Operations		2
Vehicle Mechanics		
General and Administration		1
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>1</b>	<b>5</b>

Union Affiliations: Operators:  
 Mechanics:  
 Other (specify):

Top Operator Wage Rate: \$15.30

Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	10%	9%
Net Operating Cost / Capita	\$5.67	\$6.41
Total Exp. / Passenger	\$20.37	\$25.08
Total Exp. / Eligible Passenger	\$21.13	\$26.26
Transportation Exp. / Passenger		
Dedicated Service	\$18.94	\$24.34
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$23.31	\$25.56
<b>OPERATING</b>		
Registrants / Capita	0.0220	0.0229
Passengers / Capita	0.3104	0.2817
Passengers / Registrant	14.08	12.31
Passengers / Hour (Dedicated Service)	1.38	1.15
Kms / Passenger (Dedicated Service)	7.97	9.06
Average Speed (Dedicated Service)	11.04	10.42

## PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	3,250	
Wheelchair/Scooter Users	1,323	
Attendants	191	
Companions	25	
Other (specified)		
<b>TOTAL</b>	<b>4,789</b>	

## VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	2	2	N/A	
Small Buses			2	3
Other				
<b>TOTAL DED. VEHICLES</b>	<b>2</b>	<b>2</b>	N/A	N/A
Vehicle ownership:		Municipality		
Vehicle maintenance responsibility:		Municipality		
Accessible taxis:				

# Milton

## Milton access+

Contact: Tony D'Alessandro  
 Title: Coordinator, Transit  
 Telephone: 905-878-7252 x2548  
 Fax: 905-876-5029  
 Email: tony.dalessandro@milton.ca

Population served: 100,743  
 Service area (km²): 380.0  
 Communities served: 1  
 Service began:  
 Advisory Committee members: 7  
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	58	58
Ambulatory:	245	245
Attendants:	48	48
Companions:		
Other:		
<b>Total:</b>	<b>351</b>	<b>351</b>

Dedicated Serv. Operated by: ☐ Transit System/Municipality  
☒ Private Contractor(s), number: 1  
☐ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 1  
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board  
☐ Unable to Use  
☐ Other Criteria

## VEHICLE KILOMETRES & HOURS

Rev. Veh. Km. - Dedicated Service  
 Tot. Veh. Km. - Dedicated Service  
 Rev. Veh. Hrs. - Dedicated Service  
 Tot. Veh. Hrs. - Dedicated Service  
 Non-Dedicated Service - Veh. Km.  
 Non-Dedicated Service - Veh. Hrs.

2013 2014

## PASSENGER DATA

Dedicated Service		
Non-Dedicated Service	22,816	15,496
<b>TOTAL PASSENGERS</b>	<b>22,816</b>	<b>15,496</b>
Subscription / Pre-booked	0%	10%
Reservation	5%	65%
On-Demand / Day of trip	95%	25%

Cancelled in advance  
 No-shows / Cancelled at door  
 Unaccommodated trips  
 Number of complaints

## OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$366,553	\$235,461
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
<b>TOTAL OPERATING EXPENSES</b>	<b>\$366,553</b>	<b>\$235,461</b>

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$42,335	\$35,966
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$42,335</b>	<b>\$35,966</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$324,218	\$199,495
Other / Donations		
<b>TOTAL</b>	<b>\$366,553</b>	<b>\$235,461</b>

## CAPITAL EXPENSES

Vehicles Purchased  
 Debt Servicing  
 Other Capital Expenses  
**TOTAL CAPITAL EXPENSES**

## CAPITAL FUNDING SOURCES

Transit System  
 Federal Contributions  
 Provincial Contributions  
 Municipal Contributions  
 Other / Donations

## TOTAL CAPITAL FUNDING

Reservationist / dispatch function introduced March 2014 provided by service contractor. Operational service policies were also introduced in 2014 (i.e. reservation periods, pick-up windows, cancellation policies, etc.) which contributed to a decrease in expenditure and ridership. \* CNIB users ride free.

## SERVICE HOURS / SCHEDULING

Weekday: 0540 to 2030 Sunday: to  
 Saturday: 0710 to 2010 Holiday: to  
 Advanced booking notice: 7 day(s)  
 Minimum notice for reservation: 1.0 hour(s)  
 Reservations / Scheduling: Partially Computerized

## FARE STRUCTURE

Effective Date: 02/01/2014	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.25	\$2.60	\$70.00	<input checked="" type="checkbox"/>
Child				<input type="checkbox"/>
Student	\$3.25	\$1.90	\$50.00	<input type="checkbox"/>
Senior	\$3.25	\$1.90	\$50.00	<input checked="" type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion				<input type="checkbox"/>
Other	Companions pay fare according to user status (adult, student, senior)			

## EMPLOYEE DATA

Operators  
 Other Operations  
 Vehicle Mechanics  
 General and Administration  
 Other

Full-time Part-time

## TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators:  
 Mechanics:  
 Other (specify):

Top Operator Wage Rate:  
 Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	12%	15%
Net Operating Cost / Capita	\$3.24	\$1.98
Total Exp. / Passenger	\$16.07	\$15.19
Total Exp. / Eligible Passenger	\$16.07	\$15.19
Transportation Exp. / Passenger		
Dedicated Service		
Non-Dedicated Service	\$16.07	\$15.19
Transportation Exp. / Hour (Dedicated Service)		
<b>OPERATING</b>		
Registrants / Capita	0.0059	0.0035
Passengers / Capita	0.2282	0.1538
Passengers / Registrant	39.00	44.15
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

## PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory		15,496
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
<b>TOTAL</b>		<b>15,496</b>

## VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
		Wheelchair	Ambulatory
Non-Accessible Cars		N/A	
Accessible Vans / Minivans			
Small Buses			
Other			
<b>TOTAL DED. VEHICLES</b>		N/A	N/A

Vehicle ownership:  
 Vehicle maintenance responsibility:  
 Accessible taxis: 1



# Niagara Falls

## Niagara Chair-A-Van

Contact: Jackie Zufelt  
 Title: Dispatcher/Supervisor  
 Telephone: 905-357-0122  
 Fax: 905-357-7199  
 Email: ncav@cogeco.net

Population served: 85,000  
 Service area (km²): 81.0  
 Communities served: 1  
 Service began: 30/06/1977  
 Advisory Committee members: 6  
 Eligibility Committee members: 2

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	724	724
Ambulatory:	826	826
Attendants:		
Companions:		
Other:		
<b>Total:</b>	<b>1,550</b>	<b>1,550</b>

Dedicated Serv. Operated by: ☐ Transit System/Municipality  
☐ Private Contractor(s), number:  
☒ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 1  
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	217,328	230,159
Tot. Veh. Km. - Dedicated Service	217,328	230,159
Rev. Veh. Hrs. - Dedicated Service	10,276	10,888
Tot. Veh. Hrs. - Dedicated Service	10,276	10,888
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	29,688	30,424
Non-Dedicated Service		760
<b>TOTAL PASSENGERS</b>	<b>29,688</b>	<b>31,184</b>
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance		3,519
No-shows / Cancelled at door	212	190
Unaccommodated trips	349	675
Number of complaints		1

### OPERATING EXPENSES

Administration	\$29,346	
Operations:		
Internal - Dedicated Service	\$390,754	
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$907	
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$1,149	
Fuel		
<b>TOTAL OPERATING EXPENSES</b>	<b>\$422,156</b>	<b>\$659,455</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$42,821	\$41,153
Other Operating Revenue	\$20,514	
<b>Total Operating Revenue</b>	<b>\$63,335</b>	<b>\$41,153</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$398,428	\$618,302
Other / Donations		
<b>TOTAL</b>	<b>\$461,763</b>	<b>\$659,455</b>

### CAPITAL EXPENSES

Vehicles Purchased		\$88,777
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>		<b>\$88,777</b>

### CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$88,777
Municipal Contributions		
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>		<b>\$88,777</b>

### SERVICE HOURS / SCHEDULING

Weekday:	0700 to 2330	Sunday:	0730 to 1930
Saturday:	0700 to 2330	Holiday:	to
Advanced booking notice:	30 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

### FARE STRUCTURE

Effective Date:	01/07/2011	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.50	\$2.30		<input type="checkbox"/>
Child	\$2.50	\$2.30		<input type="checkbox"/>
Student	\$2.50	\$2.30		<input type="checkbox"/>
Senior	\$2.50	\$2.30		<input checked="" type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion	\$2.50	\$2.30		<input type="checkbox"/>
Other				

### EMPLOYEE DATA

	Full-time	Part-time
Operators	4	8
Other Operations	2	
Vehicle Mechanics		
General and Administration		
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>6</b>	<b>8</b>

Union Affiliations: Operators:  
 Mechanics:  
 Other (specify):

Top Operator Wage Rate: \$23.17

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	15%	6%
Net Operating Cost / Capita	\$4.32	\$7.27
Total Exp. / Passenger	\$14.22	\$21.15
Total Exp. / Eligible Passenger	\$14.22	\$23.84
Transportation Exp. / Passenger		
Dedicated Service	\$13.20	
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$38.14	
<b>OPERATING</b>		
Registrants / Capita	0.0167	0.0182
Passengers / Capita	0.3577	0.3669
Passengers / Registrant	21.48	20.12
Passengers / Hour (Dedicated Service)	2.89	2.79
Kms / Passenger (Dedicated Service)	7.32	7.57
Average Speed (Dedicated Service)	21.15	21.14

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	19,498	
Wheelchair/Scooter Users	8,165	
Attendants	2,761	
Companions		
Other (specified)		760
<b>TOTAL</b>	<b>30,424</b>	<b>760</b>

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	7	6	4	5
Other				
<b>TOTAL DED. VEHICLES</b>	<b>7</b>	<b>6</b>	<b>N/A</b>	<b>N/A</b>

Vehicle ownership: Niagara Falls Transit  
 Vehicle maintenance responsibility: Niagara Falls Transit  
 Accessible taxis:

# Niagara Region

## Niagara Specialized Transit

Contact: Kim Koz  
 Title: Associate Director, Fleet & Specialized Transit  
 Telephone: 905-984-3621  
 Fax: 905-685-0013  
 Email: kim.koz@niagararegion.ca

Population served: 435,300  
 Service area (km²): 1,850.9  
 Communities served: 12  
 Service began: 06/11/2006  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	944	1,736
Ambulatory:	718	1,695
Attendants:	1,218	1,218
Companions:	98	98
Other:		
<b>Total:</b>	<b>2,978</b>	<b>4,747</b>

Dedicated Serv. Operated by: ☐ Transit System/Municipality  
☐ Private Contractor(s), number:  
☒ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:  
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	447,584	491,307
Tot. Veh. Km. - Dedicated Service	447,584	491,307
Rev. Veh. Hrs. - Dedicated Service	12,364	13,440
Tot. Veh. Hrs. - Dedicated Service	12,364	13,440
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	14,629	13,611
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>14,629</b>	<b>13,611</b>
Subscription / Pre-booked	63%	0%
Reservation	36%	0%
On-Demand / Day of trip	1%	0%
Cancelled in advance	1,988	2,306
No-shows / Cancelled at door	12	16
Unaccommodated trips	53	58
Number of complaints	22	

### OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$514,501	\$543,456
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$68,033	\$136,553
Fuel	\$105,948	\$119,800
<b>TOTAL OPERATING EXPENSES</b>	<b>\$688,482</b>	<b>\$799,809</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$106,968	\$100,249
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$106,968</b>	<b>\$100,249</b>
Federal Contributions		
Provincial Contributions	\$258,203	\$328,165
Municipal Contributions	\$323,311	\$371,395
Other / Donations		
<b>TOTAL</b>	<b>\$688,482</b>	<b>\$799,809</b>

### CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>		

### CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		

### TOTAL CAPITAL FUNDING

Complaints were not tracked by our service provider in 2014.

### SERVICE HOURS / SCHEDULING

Weekday:	0700 to 2200	Sunday:	to
Saturday:	0800 to 1600	Holiday:	to
Advanced booking notice:	day(s)		
Minimum notice for reservation:	48.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

### FARE STRUCTURE

Effective Date: 06/11/2006	<b>Tickets/Cards</b>	<b>Monthly Pass</b>	<b>Free</b>
<b>Cash</b>	<b>(unit price)</b>		
Adult	\$7.50		<input type="checkbox"/>
Child	\$7.50		<input type="checkbox"/>
Student	\$7.50		<input type="checkbox"/>
Senior	\$7.50		<input checked="" type="checkbox"/>
Attendant			<input type="checkbox"/>
Companion	\$7.50		<input type="checkbox"/>
Other			

### EMPLOYEE DATA

	Full-time	Part-time
Operators	3	3
Other Operations	2	1
Vehicle Mechanics	1	
General and Administration	1	
Other		

### TOTAL NUMBER OF EMPLOYEES

	7	4
--	---	---

### Union Affiliations:

Operators:	
Mechanics:	CUPE Local 1287
Other (specify):	

Top Operator Wage Rate: \$17.88

Top Mechanic Wage Rate: \$32.71

### PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	16%	13%
Net Operating Cost / Capita	\$1.34	\$1.61
Total Exp. / Passenger	\$47.06	\$58.76
Total Exp. / Eligible Passenger	\$52.96	\$70.37
Transportation Exp. / Passenger		
Dedicated Service	\$47.06	\$58.76
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$55.68	\$59.51
<b>OPERATING</b>		
Registrants / Capita	0.0028	0.0109
Passengers / Capita	0.0336	0.0313
Passengers / Registrant	11.85	2.87
Passengers / Hour (Dedicated Service)	1.18	1.01
Kms / Passenger (Dedicated Service)	30.60	36.10
Average Speed (Dedicated Service)	36.20	36.56

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	6,205	
Wheelchair/Scooter Users	5,160	
Attendants	2,078	
Companions	168	
Other (specified)		
<b>TOTAL</b>	<b>13,611</b>	

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			N/A
Accessible Vans / Minivans			
Small Buses	6	6	16
Other			
<b>TOTAL DED. VEHICLES</b>	<b>6</b>	<b>6</b>	N/A

Vehicle ownership: Regional Municipality  
 Vehicle maintenance responsibility: Regional Municipality  
 Accessible taxis:

# North Bay

## North Bay Para Bus

Contact: Alice Radley  
 Title: Executive Director  
 Telephone: 705 476-0733  
 Fax: 705 476-9287  
 Email: aradley@phara.org

Population served: 56,000  
 Service area (km²): 87.0  
 Communities served: 1  
 Service began: 01/06/1982  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

**REGISTRANTS**  
 Wheelchair/Scooter Users: 1,327  
 Ambulatory: 963  
 Attendants:  
 Companions:  
 Other:  
**Total: 2,290**

Dedicated Serv. Operated by: ☐ Transit System/Municipality  
☐ Private Contractor(s), number:  
☒ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 1  
 Taxi Scrip Program Available: ☐

**Eligibility Criteria:** ☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	177,655	168,798
Tot. Veh. Km. - Dedicated Service	177,655	168,798
Rev. Veh. Hrs. - Dedicated Service	10,610	10,468
Tot. Veh. Hrs. - Dedicated Service	10,610	10,468
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	28,250	26,937
Non-Dedicated Service	10,620	9,104
<b>TOTAL PASSENGERS</b>	<b>38,870</b>	<b>36,041</b>
Subscription / Pre-booked	0%	99%
Reservation	0%	0%
On-Demand / Day of trip	0%	1%
Cancelled in advance	14,966	8,825
No-shows / Cancelled at door	337	345
Unaccommodated trips	429	
Number of complaints	9	9

### OPERATING EXPENSES

Administration	\$18,582	\$18,582
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$396,744	\$397,593
Contract - Non-Dedicated Service	\$111,392	\$98,845
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$97,530	\$147,855
Fuel	\$75,655	\$70,985
<b>TOTAL OPERATING EXPENSES</b>	<b>\$699,903</b>	<b>\$733,860</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$100,600	\$106,269
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$100,600</b>	<b>\$106,269</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$599,303	\$627,591
Other / Donations		
<b>TOTAL</b>	<b>\$699,903</b>	<b>\$733,860</b>

### CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>		

### CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>		

### SERVICE HOURS / SCHEDULING

Weekday:	0730 to 2300	Sunday:	0900 to 1800
Saturday:	0830 to 2300	Holiday:	to
Advanced booking notice:	2 day(s)		
Minimum notice for reservation:	48.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

### FARE STRUCTURE

Effective Date:	01/07/2013	<b>Tickets/Cards</b>		
	<b>Cash</b>	<b>(unit price)</b>	<b>Monthly Pass</b>	<b>Free</b>
Adult	\$2.75	\$2.48		<input type="checkbox"/>
Child	\$2.75	\$2.48		<input type="checkbox"/>
Student	\$2.75	\$2.48		<input type="checkbox"/>
Senior	\$2.75	\$2.48		<input type="checkbox"/>
Attendant	\$2.75	\$2.48		<input type="checkbox"/>
Companion	\$2.75	\$2.48		<input type="checkbox"/>
Other				

### EMPLOYEE DATA

Operators	3	<b>Full-time</b>	<b>Part-time</b>
Other Operations			
Vehicle Mechanics			
General and Administration			
Other			

### TOTAL NUMBER OF EMPLOYEES

<b>Union Affiliations:</b>	Operators: Teamsters Local 230
	Mechanics:
	Other (specify):

Top Operator Wage Rate: \$19.36  
 Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

	2013	2014
<b>FINANCIAL</b>		
R/C Ratio	14%	14%
Net Operating Cost / Capita	\$10.70	\$11.21
Total Exp. / Passenger	\$18.01	\$20.36
Total Exp. / Eligible Passenger	\$20.47	\$22.81
Transportation Exp. / Passenger		
Dedicated Service	\$20.17	\$22.88
Non-Dedicated Service	\$10.49	\$10.86
Transportation Exp. / Hour (Dedicated Service)	\$53.72	\$58.89
<b>OPERATING</b>		
Registrants / Capita	0.0347	0.0409
Passengers / Capita	0.6941	0.6436
Passengers / Registrant	20.02	15.74
Passengers / Hour (Dedicated Service)	2.66	2.57
Kms / Passenger (Dedicated Service)	6.29	6.27
Average Speed (Dedicated Service)	16.74	16.13

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	10,816	7,546
Wheelchair/Scooter Users	12,831	982
Attendants	3,290	576
Companions		
Other (specified)		
<b>TOTAL</b>	<b>26,937</b>	<b>9,104</b>

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			Wheelchair N/A
Accessible Vans / Minivans			Ambulatory
Small Buses	6	6	5
Other			7
<b>TOTAL DED. VEHICLES</b>	<b>6</b>	<b>6</b>	N/A

Vehicle ownership: Municipal Transit System  
 Vehicle maintenance responsibility: Municipal Transit System  
 Accessible taxis: 1

# North Perth

## Victorian Order of Nurses, Ontario Branch (VON)

Contact: Jennifer O'Grady  
 Title: Coordinator of Client Services  
 Telephone: 519-291-5898  
 Fax: 519-291-3141  
 Email: Jennifer.Ogrady@von.ca

Population served: 12,631  
 Service area (km²): 493.2  
 Communities served: 1  
 Service began: 01/06/1998  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	74	74
Ambulatory:	218	218
Attendants:	69	69
Companions:		
Other:		
<b>Total:</b>	<b>361</b>	<b>361</b>

Dedicated Serv. Operated by: ☐ Transit System/Municipality  
☐ Private Contractor(s), number:  
☒ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors:  
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board  
☒ Unable to Use  
☒ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	24,717	26,260
Tot. Veh. Km. - Dedicated Service	24,717	26,260
Rev. Veh. Hrs. - Dedicated Service	2,084	2,271
Tot. Veh. Hrs. - Dedicated Service	2,084	2,271
Non-Dedicated Service - Veh. Km.	52,467	62,971
Non-Dedicated Service - Veh. Hrs.	1,490	1,928

### PASSENGER DATA

Dedicated Service	6,633	6,988
Non-Dedicated Service	1,482	1,470
<b>TOTAL PASSENGERS</b>	<b>8,115</b>	<b>8,458</b>
Subscription / Pre-booked	65%	63%
Reservation	30%	35%
On-Demand / Day of trip	5%	2%
Cancelled in advance	1,169	1,603
No-shows / Cancelled at door	179	148
Unaccommodated trips	43	191
Number of complaints	1	

### OPERATING EXPENSES

Administration	\$51,391	\$25,063
Operations:		
Internal - Dedicated Service	\$91,577	\$93,556
Contract - Dedicated Service	\$5,133	\$1,986
Contract - Non-Dedicated Service	\$18,639	\$22,787
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$18,760	\$7,093
Fuel	\$10,889	\$9,245
<b>TOTAL OPERATING EXPENSES</b>	<b>\$196,389</b>	<b>\$159,730</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$69,197	\$71,274
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$69,197</b>	<b>\$71,274</b>
Federal Contributions		
Provincial Contributions	\$120,724	\$81,926
Municipal Contributions	\$6,468	\$6,530
Other / Donations		
<b>TOTAL</b>	<b>\$196,389</b>	<b>\$159,730</b>

### CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>		

### CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>		

\*Other Eligibility Criteria: Seniors and persons with disabilities. \*Non-dedicated service provided by VON Volunteers; Volunteer Transportation rates based upon a mileage rate of \$.40/km or \$.50 for in-town trips (as of August 1st, 2014). \*Fare structure shows in-town one-way fare; other fares as of August 1st, 2014 are as follows: within North Perth \$10.00 one-way; \$.80/km for out-of-town travel plus wait time of \$15.00/hour; new Adult Day Program Transportation rate of \$10.00/day regardless of distance or mode of transport; charter rate \$40.00/hour driving time & \$25.00/hour waiting time. \*Cancellation trip data is high due the large volume of subscription trip bookings. \*VON Perth-Huron is part of EasyRide, and integrated transportation system for Perth & Huron counties, all bookings are taken by the centralized EasyRide office in Stratford and web-based scheduling software from Trapeze Novus is utilized by all of the agencies involved.

### SERVICE HOURS / SCHEDULING

Weekday:	0800 to 1700	Sunday:	0900 to 1200
Saturday:	to	Holiday:	to
Advanced booking notice:	day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

### FARE STRUCTURE

Effective Date:	01/08/2014	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$5.00			<input type="checkbox"/>
Child				<input type="checkbox"/>
Student	\$5.00			<input type="checkbox"/>
Senior	\$5.00			<input type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion	\$5.00			<input type="checkbox"/>
Other	Fare varies by distance			

### EMPLOYEE DATA

	Full-time	Part-time
Operators		3
Other Operations		
Vehicle Mechanics		
General and Administration		2
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>		<b>5</b>

Union Affiliations: Operators:  
 Mechanics:  
 Other (specify):

Top Operator Wage Rate: \$11.50  
 Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	35%	45%
Net Operating Cost / Capita	\$10.07	\$7.00
Total Exp. / Passenger	\$24.20	\$18.89
Total Exp. / Eligible Passenger	\$26.54	\$20.75
Transportation Exp. / Passenger		
Dedicated Service	\$19.05	\$16.01
Non-Dedicated Service	\$12.58	\$15.50
Transportation Exp. / Hour (Dedicated Service)	\$60.63	\$49.26
<b>OPERATING</b>		
Registrants / Capita	0.0261	0.0286
Passengers / Capita	0.6425	0.6696
Passengers / Registrant	24.67	23.43
Passengers / Hour (Dedicated Service)	3.18	3.08
Kms / Passenger (Dedicated Service)	3.73	3.76
Average Speed (Dedicated Service)	11.86	11.56

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	5,259	1,333
Wheelchair/Scooter Users	1,055	49
Attendants	674	88
Companions		
Other (specified)		
<b>TOTAL</b>	<b>6,988</b>	<b>1,470</b>

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			Wheelchair
Accessible Vans / Minivans	1	1	N/A
Small Buses	1	1	1
Other			4
<b>TOTAL DED. VEHICLES</b>	<b>2</b>	<b>2</b>	N/A

Vehicle ownership: Non-Profit Organization  
 Vehicle maintenance responsibility: Non-Profit Organization  
 Accessible taxis:

# Oakville

## Oakville Transit

Contact: Ragini Govender  
Title: Transit Analyst  
Telephone: 905-845-6601 x3937  
Fax: 905-338-4703  
Email: ragini.govender@oakville.ca

Population served: 188,000  
Service area (km²): 103.5  
Communities served: 1  
Service began: 01/04/1980  
Advisory Committee members: 7  
Eligibility Committee members: N/A

**REGISTRANTS**  
Wheelchair/Scooter Users: 418  
Ambulatory: 1,809  
Attendants: 144  
Companions: 144  
Other:  
**Total:** 2,371

Dedicated Serv. Operated by: ☒ Transit System/Municipality  
☐ Private Contractor(s), number:  
☐ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 2  
Taxi Scrip Program Available: ☐

**Eligibility Criteria:** ☒ Unable to Board  
☒ Unable to Use  
☒ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	298,707	335,882
Tot. Veh. Km. - Dedicated Service	298,707	335,882
Rev. Veh. Hrs. - Dedicated Service	16,124	19,308
Tot. Veh. Hrs. - Dedicated Service	16,124	19,308
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	37,778	43,894
Non-Dedicated Service	34,137	40,510
<b>TOTAL PASSENGERS</b>	<b>71,915</b>	<b>84,404</b>
Subscription / Pre-booked	32%	32%
Reservation	67%	67%
On-Demand / Day of trip	1%	1%
Cancelled in advance	4,128	5,946
No-shows / Cancelled at door	550	784
Unaccommodated trips		
Number of complaints		

### OPERATING EXPENSES

Administration	\$168,136	\$189,421
Operations:		
Internal - Dedicated Service	\$679,372	\$924,074
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$502,234	\$593,877
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$59,625	\$93,420
Fuel	\$81,849	\$99,558
<b>TOTAL OPERATING EXPENSES</b>	<b>\$1,491,216</b>	<b>\$1,900,350</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$133,237	\$164,763
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$133,237</b>	<b>\$164,763</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$1,357,979	\$1,735,587
Other / Donations		
<b>TOTAL</b>	<b>\$1,491,216</b>	<b>\$1,900,350</b>

### CAPITAL EXPENSES

Vehicles Purchased	\$587,712	
Debt Servicing		
Other Capital Expenses	\$25,032	
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$612,744</b>	

### CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$425,612	
Municipal Contributions	\$177,531	
Other / Donations	\$9,601	
<b>TOTAL CAPITAL FUNDING</b>	<b>\$612,744</b>	

\* Other Eligibility Criteria: as per Town's definition. \* Continue allowing seniors ride free on Mondays. \* Same day booking implemented in 2014. \* Adult and student tickets were decommissioned in 2013 to move towards using Presto Fare Card system. Exception: Specialized Transit users may use special purpose tickets for adults and students.

### SERVICE HOURS / SCHEDULING

Weekday:	0600 to 0200	Sunday:	0800 to 2000
Saturday:	0700 to 0200	Holiday:	0800 to 2000
Advanced booking notice:	10 day(s)		
Minimum notice for reservation:	1.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

### FARE STRUCTURE

Effective Date:	01/01/2014	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$3.50	\$2.70	\$105.00	<input checked="" type="checkbox"/>
Child				<input type="checkbox"/>
Student	\$3.50	\$2.20	\$70.00	<input type="checkbox"/>
Senior	\$3.50	\$1.75	\$50.00	<input checked="" type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion	\$3.50			
Other	GO Riders \$0.75, Student Freedom Monthly \$15, Blind free w. CNIB			

### EMPLOYEE DATA

	Full-time	Part-time
Operators	8	
Other Operations	3	2
Vehicle Mechanics		
General and Administration		
Other	1	
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>12</b>	<b>2</b>

**Union Affiliations:** Operators: Unifor 1256  
Mechanics: Unifor 1256  
Other (specify): (Administration) CUPE 1329

Top Operator Wage Rate: \$28.61  
Top Mechanic Wage Rate: \$34.07

### PERFORMANCE INDICATORS

	2013	2014
<b>FINANCIAL</b>		
R/C Ratio	9%	9%
Net Operating Cost / Capita	\$7.22	\$9.23
Total Exp. / Passenger	\$20.74	\$22.51
Total Exp. / Eligible Passenger	\$22.41	\$24.14
Transportation Exp. / Passenger		
Dedicated Service	\$21.73	\$25.45
Non-Dedicated Service	\$14.71	\$14.66
Transportation Exp. / Hour (Dedicated Service)	\$50.91	\$57.85
<b>OPERATING</b>		
Registrants / Capita	0.0115	0.0126
Passengers / Capita	0.3825	0.4490
Passengers / Registrant	33.14	35.60
Passengers / Hour (Dedicated Service)	2.34	2.27
Kms / Passenger (Dedicated Service)	7.91	7.65
Average Speed (Dedicated Service)	18.53	17.40

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	30,097	33,837
Wheelchair/Scooter Users	10,431	4,350
Attendants	3,118	2,321
Companions	248	2
Other (specified)		
<b>TOTAL</b>	<b>43,894</b>	<b>40,510</b>

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	10	5	5	5
Other				
<b>TOTAL DED. VEHICLES</b>	<b>10</b>	<b>5</b>	<b>N/A</b>	<b>N/A</b>

Vehicle ownership: Municipal Transit System  
Vehicle maintenance responsibility: Municipal Transit System  
Accessible taxis: 4

# Orillia

## Orillia Wheelchair Limousine Service

Contact: Jack Green  
 Title: Manager of Transportation  
 Telephone: 705-329-7255  
 Fax:  
 Email: jgreen@orillia.ca

Population served: 32,945  
 Service area (km²): 28.8  
 Communities served: 1  
 Service began: 01/01/1987  
 Advisory Committee members: 9  
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	418	418
Ambulatory:		
Attendants:	17	17
Companions:		
Other:	122	122
<b>Total:</b>	<b>557</b>	<b>557</b>

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

Eligibility Criteria: ☐ Unable to Board

☒ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☐

☐ Unable to Use

☐ Private Non-Profit Org.

☒ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	45,081	47,071
Tot. Veh. Km. - Dedicated Service	45,081	47,071
Rev. Veh. Hrs. - Dedicated Service	5,092	5,948
Tot. Veh. Hrs. - Dedicated Service	5,092	5,948
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

	2013	2014
Dedicated Service	8,264	8,682
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>8,264</b>	<b>8,682</b>
Subscription / Pre-booked	5%	0%
Reservation	90%	0%
On-Demand / Day of trip	5%	0%
Cancelled in advance	132	281
No-shows / Cancelled at door	78	116
Unaccommodated trips	247	204
Number of complaints	5	

### OPERATING EXPENSES

	2013	2014
Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$216,592	\$226,441
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
<b>TOTAL OPERATING EXPENSES</b>	<b>\$216,592</b>	<b>\$226,441</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2013	2014
Passenger Revenue	\$15,029	\$15,616
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$15,029</b>	<b>\$15,616</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$201,063	\$210,825
Other / Donations	\$500	
<b>TOTAL</b>	<b>\$216,592</b>	<b>\$226,441</b>

### CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
<b>TOTAL CAPITAL EXPENSES</b>	

### CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	
Other / Donations	
<b>TOTAL CAPITAL FUNDING</b>	

### SERVICE HOURS / SCHEDULING

	Weekday:	6:30 to 22:30	Sunday:	9:00 to 16:30
Saturday:	9:00 to 18:00		Holiday:	to
Advanced booking notice:	2 day(s)			
Minimum notice for reservation:	24.0 hour(s)			
Reservations / Scheduling:	Partially Computerized			

### FARE STRUCTURE

Effective Date:	01/09/2014	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.00	\$1.84	\$47.00	<input type="checkbox"/>
Child	\$2.00	\$1.84	\$47.00	<input type="checkbox"/>
Student	\$2.00	\$1.84	\$47.00	<input type="checkbox"/>
Senior	\$2.00	\$1.84	\$47.00	<input type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion				<input type="checkbox"/>
Other				

### EMPLOYEE DATA

	Full-time	Part-time
Operators		
Other Operations		
Vehicle Mechanics		
General and Administration		
Other		

### TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators:  
 Mechanics:  
 Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

	2013	2014
<b>FINANCIAL</b>		
R/C Ratio	7%	7%
Net Operating Cost / Capita	\$6.39	\$6.40
Total Exp. / Passenger	\$26.21	\$26.08
Total Exp. / Eligible Passenger	\$28.14	\$28.06
Transportation Exp. / Passenger		
Dedicated Service	\$26.21	\$26.08
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$42.54	\$38.07
<b>OPERATING</b>		
Registrants / Capita	0.0173	0.0169
Passengers / Capita	0.2618	0.2635
Passengers / Registrant	15.14	15.59
Passengers / Hour (Dedicated Service)	1.62	1.46
Kms / Passenger (Dedicated Service)	5.46	5.42
Average Speed (Dedicated Service)	8.85	7.91

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory		
Wheelchair/Scooter Users	8,071	
Attendants	611	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>8,682</b>	

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	1	1	10	6
Other				
<b>TOTAL DED. VEHICLES</b>	<b>1</b>	<b>1</b>	N/A	N/A
Vehicle ownership:	Municipality			
Vehicle maintenance responsibility:	Contracted Operator			
Accessible taxis:				

# Ottawa

## Para Transpo

Contact: Andy Versteeg  
Title: Project Manager  
Telephone: 613-842-3636 x2404  
Fax: 613-244-4329  
Email: andy.versteeg@ottawa.ca

Population served: 943,260  
Service area (km²): 2,778.0  
Communities served: 1  
Service began: 01/01/1974  
Advisory Committee members: N/A  
Eligibility Committee members: N/A

**REGISTRANTS**  
Wheelchair/Scooter Users: 3,746  
Ambulatory: 8,957  
Attendants:  
Companions:  
Other:  
**Total: 12,703**

Dedicated Serv. Operated by: ☒ Transit System/Municipality  
☐ Private Contractor(s), number:  
☐ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 1  
Taxi Scrip Program Available: ☒

**Eligibility Criteria:** ☒ Unable to Board  
☐ Unable to Use  
☐ Other Criteria

## VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	5,072,509	4,613,865
Tot. Veh. Km. - Dedicated Service	5,791,310	5,235,604
Rev. Veh. Hrs. - Dedicated Service	228,392	204,853
Tot. Veh. Hrs. - Dedicated Service	228,392	230,339
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

## PASSENGER DATA

Dedicated Service	528,992	486,190
Non-Dedicated Service	342,598	397,477
<b>TOTAL PASSENGERS</b>	<b>871,590</b>	<b>883,667</b>
Subscription / Pre-booked	61%	58%
Reservation	36%	38%
On-Demand / Day of trip	3%	4%
Cancelled in advance	149,746	148,866
No-shows / Cancelled at door	23,921	23,940
Unaccommodated trips	69,064	59,490
Number of complaints	634	786

## OPERATING EXPENSES

Administration	\$2,441,538	\$2,370,180
Operations:		
Internal - Dedicated Service	\$13,798,052	\$13,702,879
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$9,014,899	\$10,105,346
Contract - Taxi Scrip	\$299,672	\$345,339
Maintenance (Vehicles & Facilities)	\$2,990,283	\$3,374,722
Fuel	\$1,538,081	\$1,512,788
<b>TOTAL OPERATING EXPENSES</b>	<b>\$30,082,525</b>	<b>\$31,411,254</b>

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$2,100,809	\$2,243,138
Other Operating Revenue	\$15,274	\$16,817
<b>Total Operating Revenue</b>	<b>\$2,116,083</b>	<b>\$2,259,955</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$27,966,442	\$29,151,299
Other / Donations		
<b>TOTAL</b>	<b>\$30,082,525</b>	<b>\$31,411,254</b>

## CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses	\$19,744	\$36,212
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$19,744</b>	<b>\$36,212</b>

## CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		\$31,000
Provincial Contributions		
Municipal Contributions	\$19,744	\$5,212
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$19,744</b>	<b>\$36,212</b>

## SERVICE HOURS / SCHEDULING

Weekday:	0600 to 0100	Sunday:	0630 to 0100
Saturday:	0630 to 0100	Holiday:	0630 to 0100
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	0.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

## FARE STRUCTURE

Effective Date:	01/07/2014	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.75	\$1.55	\$100.75	<input type="checkbox"/>
Child	\$1.55	\$1.55		<input type="checkbox"/>
Student	\$2.75	\$1.55	\$80.25	<input type="checkbox"/>
Senior	\$2.10	\$1.55	\$40.75	<input type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion	\$2.75	\$1.55		<input type="checkbox"/>
Other	Child under 6 Free			

## EMPLOYEE DATA

	Full-time	Part-time
Operators	161	1
Other Operations	25	6
Vehicle Mechanics	14	
General and Administration	15	
Other	8	
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>223</b>	<b>7</b>

**Union Affiliations:** Operators: ATU Local 279  
Mechanics: ATU Local 279  
Other (specify): (Administration) ATU Local 1760

Top Operator Wage Rate: \$26.07  
Top Mechanic Wage Rate: \$32.03

## PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	7%	7%
Net Operating Cost / Capita	\$29.65	\$30.90
Total Exp. / Passenger	\$34.51	\$35.55
Total Exp. / Eligible Passenger	\$39.36	\$40.29
Transportation Exp. / Passenger		
Dedicated Service	\$34.64	\$38.24
Non-Dedicated Service	\$27.19	\$26.29
Transportation Exp. / Hour (Dedicated Service)	\$80.24	\$80.71
<b>OPERATING</b>		
Registrants / Capita	0.0139	0.0135
Passengers / Capita	0.9240	0.9368
Passengers / Registrant	66.68	69.56
Passengers / Hour (Dedicated Service)	2.32	2.37
Kms / Passenger (Dedicated Service)	9.59	9.49
Average Speed (Dedicated Service)	22.21	22.52

## PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	265,098	275,652
Wheelchair/Scooter Users	153,257	85,546
Attendants	23,991	19,197
Companions	43,844	17,082
Other (specified)		
<b>TOTAL</b>	<b>486,190</b>	<b>397,477</b>

## VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	89	89	3	4
Other				
<b>TOTAL DED. VEHICLES</b>	<b>89</b>	<b>89</b>	<b>N/A</b>	<b>N/A</b>

Vehicle ownership: Municipal Transit System  
Vehicle maintenance responsibility: Municipal Transit System  
Accessible taxis: 94

# Owen Sound

## Owen Sound Transit

Contact: Chris Hughes  
 Title: Special Projects Manager  
 Telephone: 519-376-4440 x 3223  
 Fax: 519-372-1209  
 Email: chughes@owensound.ca

Population served: 22,000  
 Service area (km²): 23.7  
 Communities served: 1  
 Service began: 06/01/1989  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	121	121
Ambulatory:	132	132
Attendants:	96	96
Companions:		
Other:		
<b>Total:</b>	<b>349</b>	<b>349</b>

Dedicated Serv. Operated by: ☒ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

Eligibility Criteria: ☒ Unable to Board

☒ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☐

☒ Unable to Use

☐ Private Non-Profit Org.

☐ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	33,945	39,362
Tot. Veh. Km. - Dedicated Service	35,913	41,432
Rev. Veh. Hrs. - Dedicated Service	3,359	3,402
Tot. Veh. Hrs. - Dedicated Service	3,476	3,566
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

	2013	2014
Dedicated Service	5,789	7,308
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>5,789</b>	<b>7,308</b>
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance	514	319
No-shows / Cancelled at door	78	70
Unaccommodated trips	14	22
Number of complaints	2	7

### OPERATING EXPENSES

	2013	2014
Administration	\$18,648	\$18,554
Operations:		
Internal - Dedicated Service	\$105	\$130
Contract - Dedicated Service	\$159,435	\$218,907
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel	\$10,021	\$12,024
<b>TOTAL OPERATING EXPENSES</b>	<b>\$188,209</b>	<b>\$249,615</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2013	2014
Passenger Revenue	\$11,386	\$12,000
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$11,386</b>	<b>\$12,000</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$176,823	\$237,615
Other / Donations		
<b>TOTAL</b>	<b>\$188,209</b>	<b>\$249,615</b>

### CAPITAL EXPENSES

	2013	2014
Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>		

### CAPITAL FUNDING SOURCES

	2013	2014
Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>		

Owen Sound Transit started offering conventional Saturday service in October 2013 and extended Specialized Transit hours to match conventional transit service.

### SERVICE HOURS / SCHEDULING

Weekday:	0630 to 1830	Sunday:	to
Saturday:	0900 to 1630	Holiday:	to
Advanced booking notice:	3 day(s)		
Minimum notice for reservation:	1.0 hour(s)		
Reservations / Scheduling:	Manual		

### FARE STRUCTURE

Effective Date:	01/09/2013	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$2.50			<input type="checkbox"/>
Child				<input type="checkbox"/>
Student	\$2.00			<input type="checkbox"/>
Senior	\$2.50			<input type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion	\$2.50			<input type="checkbox"/>
Other				<input type="checkbox"/>

### EMPLOYEE DATA

	Full-time	Part-time
Operators	2	1
Other Operations	1	1
Vehicle Mechanics	1	
General and Administration		
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>4</b>	<b>2</b>

Union Affiliations: Operators: Unifor Local 4268

Mechanics:

Other (specify):

Top Operator Wage Rate: \$16.50

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	6%	5%
Net Operating Cost / Capita	\$8.04	\$10.80
Total Exp. / Passenger	\$32.51	\$34.16
Total Exp. / Eligible Passenger	\$34.41	\$38.72
Transportation Exp. / Passenger		
Dedicated Service	\$29.29	\$31.62
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$48.78	\$64.80
<b>OPERATING</b>		
Registrants / Capita	0.0146	0.0159
Passengers / Capita	0.2631	0.3322
Passengers / Registrant	18.03	20.94
Passengers / Hour (Dedicated Service)	1.72	2.15
Kms / Passenger (Dedicated Service)	5.86	5.39
Average Speed (Dedicated Service)	10.11	11.57

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	4,203	
Wheelchair/Scooter Users	2,243	
Attendants	862	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>7,308</b>	

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	1	1	2	8
Other				
<b>TOTAL DED. VEHICLES</b>	<b>1</b>	<b>1</b>	N/A	N/A
Vehicle ownership:	Municipality			
Vehicle maintenance responsibility:	Contractor			
Accessible taxis:				



# Parry Sound

## Parry Sound Specialized Transit

Contact: Martha Vincent  
 Title: Public Works Administrative Assistant  
 Telephone: 705-746-2101  
 Fax: 705-746-2506  
 Email: mvincent@townofparrysound.com

Population served: 6,191  
 Service area (km²): 13.3  
 Communities served: 1  
 Service began: 01/06/2008  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

**REGISTRANTS**  
 Wheelchair/Scooter Users: 13  
 Ambulatory: 13  
 Attendants: 13  
 Companions: 13  
 Other: 13  
**Total: 13**

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

**Eligibility Criteria:** ☒ Unable to Board

☒ Private Contractor(s), number: 2

Taxi Scrip Program Available: ☐

☐ Unable to Use

☐ Private Non-Profit Org.

☐ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	3,120	3,535
Tot. Veh. Km. - Dedicated Service	3,120	3,535
Rev. Veh. Hrs. - Dedicated Service	379	354
Tot. Veh. Hrs. - Dedicated Service	379	354
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	793	820
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>793</b>	<b>820</b>
Subscription / Pre-booked	0%	0%
Reservation	100%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance		
No-shows / Cancelled at door	325	246
Unaccommodated trips		
Number of complaints		

### OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$34,459	\$32,965
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
<b>TOTAL OPERATING EXPENSES</b>	<b>\$34,459</b>	<b>\$32,965</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$2,269	\$2,553
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$2,269</b>	<b>\$2,553</b>
Federal Contributions		
Provincial Contributions	\$19,431	\$7,722
Municipal Contributions	\$12,759	\$22,690
Other / Donations		
<b>TOTAL</b>	<b>\$34,459</b>	<b>\$32,965</b>

### CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
<b>TOTAL CAPITAL EXPENSES</b>	

### CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	
Other / Donations	
<b>TOTAL CAPITAL FUNDING</b>	

### SERVICE HOURS / SCHEDULING

Weekday:	0930 to 1430	Sunday:	to
Saturday:	0900 to 1630	Holiday:	to
Advanced booking notice:	day(s)		
Minimum notice for reservation:	72.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

### FARE STRUCTURE

Effective Date:	01/07/2011	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$3.00	\$2.75		<input type="checkbox"/>
Child	\$3.00	\$2.75		<input type="checkbox"/>
Student	\$3.00	\$2.75		<input type="checkbox"/>
Senior	\$3.00	\$2.75		<input checked="" type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion				<input checked="" type="checkbox"/>
Other				

### EMPLOYEE DATA

	Full-time	Part-time
Operators		
Other Operations		
Vehicle Mechanics		
General and Administration		
Other		

### TOTAL NUMBER OF EMPLOYEES

**Union Affiliations:** Operators:  
 Mechanics:  
 Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	7%	8%
Net Operating Cost / Capita	\$5.20	\$4.91
Total Exp. / Passenger	\$43.45	\$40.20
Total Exp. / Eligible Passenger	\$43.45	\$40.20
Transportation Exp. / Passenger		
Dedicated Service	\$43.45	\$40.20
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$90.92	\$93.12
<b>OPERATING</b>		
Registrants / Capita	0.0021	0.0021
Passengers / Capita	0.1281	0.1325
Passengers / Registrant	61.00	63.08
Passengers / Hour (Dedicated Service)	2.09	2.32
Kms / Passenger (Dedicated Service)	3.93	4.31
Average Speed (Dedicated Service)	8.23	9.99

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory		
Wheelchair/Scooter Users	820	
Attendants		
Companions		
Other (specified)		
<b>TOTAL</b>	<b>820</b>	

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	1	1	4	
Other				
<b>TOTAL DED. VEHICLES</b>	<b>1</b>	<b>1</b>	N/A	N/A

Vehicle ownership: Private Operation

Vehicle maintenance responsibility: Private Operation

Accessible taxis:

# Peel Region

## TransHelp

Contact: Maarit Varga  
 Title: Supervisor, Client & Administrative Services  
 Telephone: 905-791-7800 x6856  
 Fax: 905-277-5864  
 Email: maarit.varga@peelregion.ca

Population served: 1,296,814  
 Service area (km²): 1,253.0  
 Communities served: 3  
 Service began: 01/06/1981  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

**REGISTRANTS**  
 Wheelchair/Scooter Users: 5,520  
 Ambulatory: 8,281  
 Attendants:  
 Companions:  
 Other: 1,819  
**Total: 15,620**

Dedicated Serv. Operated by: ☒ Transit System/Municipality  
☒ Private Contractor(s), number: 4  
☒ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 2  
 Taxi Scrip Program Available: ☒

**Eligibility Criteria:** ☒ Unable to Board  
☒ Unable to Use  
☒ Other Criteria

## VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	4,867,216	4,911,057
Tot. Veh. Km. - Dedicated Service	5,436,962	5,576,295
Rev. Veh. Hrs. - Dedicated Service	227,696	242,563
Tot. Veh. Hrs. - Dedicated Service	245,365	264,068
Non-Dedicated Service - Veh. Km.	111,432	43,293
Non-Dedicated Service - Veh. Hrs.	11,121	11,416

## PASSENGER DATA

Dedicated Service	502,328	528,742
Non-Dedicated Service	62,290	65,358
<b>TOTAL PASSENGERS</b>	<b>564,618</b>	<b>594,100</b>
Subscription / Pre-booked	40%	40%
Reservation	55%	55%
On-Demand / Day of trip	5%	5%
Cancelled in advance	46,344	51,812
No-shows / Cancelled at door	9,651	9,389
Unaccommodated trips	3,010	3,166
Number of complaints	1,726	2,196

## OPERATING EXPENSES

Administration	\$3,362,793	\$2,066,529
Operations:		
Internal - Dedicated Service	\$5,344,929	\$7,007,311
Contract - Dedicated Service	\$3,860,734	\$4,282,866
Contract - Non-Dedicated Service	\$3,566,480	\$4,270,862
Contract - Taxi Scrip	\$174,863	\$221,203
Maintenance (Vehicles & Facilities)	\$1,177,901	\$1,118,254
Fuel	\$460,493	\$607,987
<b>TOTAL OPERATING EXPENSES</b>	<b>\$17,948,193</b>	<b>\$19,575,012</b>

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,455,035	\$1,696,249
Other Operating Revenue	\$105,066	\$80,943
<b>Total Operating Revenue</b>	<b>\$1,560,101</b>	<b>\$1,777,192</b>
Federal Contributions		
Provincial Contributions	\$691,866	\$352,932
Municipal Contributions	\$15,696,227	\$17,439,328
Other / Donations		\$5,560
<b>TOTAL</b>	<b>\$17,948,194</b>	<b>\$19,575,012</b>

## CAPITAL EXPENSES

Vehicles Purchased	\$1,037,011	
Debt Servicing		
Other Capital Expenses	\$654,943	\$569,420
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$1,691,954</b>	<b>\$569,420</b>

## CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions	\$1,357,760	\$537,241
Provincial Contributions	\$110,634	
Municipal Contributions	\$223,563	\$32,179
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$1,691,957</b>	<b>\$569,420</b>

Other criteria - cognitive & behavioural disabilities

## SERVICE HOURS / SCHEDULING

Weekday:	0600 to 0100	Sunday:	0600 to 0100
Saturday:	0600 to 0100	Holiday:	to
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

## FARE STRUCTURE

Effective Date:	01/04/2014	<b>Tickets/Cards</b>	<b>Monthly Pass</b>	<b>Free</b>
	<b>Cash</b>	<b>(unit price)</b>		
Adult	\$3.50		\$112.00	<input type="checkbox"/>
Child	\$3.50		\$112.00	<input type="checkbox"/>
Student	\$3.50		\$112.00	<input type="checkbox"/>
Senior	\$3.50		\$112.00	<input checked="" type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion	\$3.50			
Other				

## EMPLOYEE DATA

	<b>Full-time</b>	<b>Part-time</b>
Operators	52	21
Other Operations	8	
Vehicle Mechanics	2	
General and Administration	14	
Other	5	3
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>81</b>	<b>24</b>

**Union Affiliations:** Operators: CUPE 966  
 Mechanics: CUPE 966  
 Other (specify):

Top Operator Wage Rate: \$26.14  
 Top Mechanic Wage Rate: \$32.26

## PERFORMANCE INDICATORS

	2013	2014
<b>FINANCIAL</b>		
R/C Ratio	9%	9%
Net Operating Cost / Capita	\$12.64	\$13.72
Total Exp. / Passenger	\$31.79	\$32.95
Total Exp. / Eligible Passenger	\$44.22	\$45.31
Transportation Exp. / Passenger		
Dedicated Service	\$21.59	\$24.62
Non-Dedicated Service	\$60.06	\$68.73
Transportation Exp. / Hour (Dedicated Service)	\$44.20	\$49.29
<b>OPERATING</b>		
Registrants / Capita	0.0109	0.0120
Passengers / Capita	0.4354	0.4581
Passengers / Registrant	40.12	38.03
Passengers / Hour (Dedicated Service)	2.21	2.18
Kms / Passenger (Dedicated Service)	9.69	9.29
Average Speed (Dedicated Service)	21.38	20.25

## PASSENGER DATA

	<b>Ded. Service</b>	<b>Non-Ded. Service</b>
Ambulatory	237,613	43,202
Wheelchair/Scooter Users	151,208	
Attendants	60,618	4,563
Companions	15,250	3,813
Other (specified)	64,053	13,780
<b>TOTAL</b>	<b>528,742</b>	<b>65,358</b>

## VEHICLE DATA

	<b>Number</b>	<b>Veh. Peak</b>	<b>Avg. Capacity per Veh.</b>	
			<b>Wheelchair</b>	<b>Ambulatory</b>
Non-Accessible Cars	70	60	N/A	4
Accessible Vans / Minivans	34	32	1	5
Small Buses	66	52	4	6
Other	29	29	4	6
<b>TOTAL DED. VEHICLES</b>	<b>199</b>	<b>173</b>	<b>N/A</b>	<b>N/A</b>

Vehicle ownership: Peel Region/Non Profit  
 Vehicle maintenance responsibility: Peel Region/Private Operation  
 Accessible taxis: 34

# Pembroke

## Pembroke Handi Bus

Contact: Dan Callaghan  
 Title: Manager  
 Telephone: 613-735-6998  
 Fax: 613-735-8632  
 Email: pembroke.handibus@bellnet.ca

Population served: 24,200  
 Service area (km²): 91.2  
 Communities served: 4  
 Service began: 01/08/1999  
 Advisory Committee members: 10  
 Eligibility Committee members: 2

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	164	164
Ambulatory:	311	311
Attendants:		
Companions:		
Other:		
<b>Total:</b>	<b>475</b>	<b>475</b>

Dedicated Serv. Operated by: ☐ Transit System/Municipality  
☐ Private Contractor(s), number:  
☒ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:  
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	90,705	87,453
Tot. Veh. Km. - Dedicated Service	90,705	87,453
Rev. Veh. Hrs. - Dedicated Service		
Tot. Veh. Hrs. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	14,406	14,398
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>14,406</b>	<b>14,398</b>
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance	255	221
No-shows / Cancelled at door	76	53
Unaccommodated trips		
Number of complaints	1	2

### OPERATING EXPENSES

Administration	\$90,692	\$89,219
Operations:		
Internal - Dedicated Service	\$110,243	\$115,398
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$26,850	\$31,768
Fuel	\$22,435	\$27,902
<b>TOTAL OPERATING EXPENSES</b>	<b>\$250,220</b>	<b>\$264,287</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$64,917	\$71,909
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$64,917</b>	<b>\$71,909</b>
Federal Contributions		
Provincial Contributions	\$110,000	\$119,000
Municipal Contributions	\$38,000	\$37,500
Other / Donations	\$32,461	\$35,216
<b>TOTAL</b>	<b>\$245,378</b>	<b>\$263,625</b>

### CAPITAL EXPENSES

Vehicles Purchased	\$72,978
Debt Servicing	
Other Capital Expenses	
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$72,978</b>

### CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	\$72,978
Municipal Contributions	
Other / Donations	
<b>TOTAL CAPITAL FUNDING</b>	<b>\$72,978</b>

\* Service Hours on Thursdays: 0700-2000 hrs.

### SERVICE HOURS / SCHEDULING

Weekday:	0700 to 1700	Sunday:	to
Saturday:	0900 to 1600	Holiday:	to
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	1.0 hour(s)		
Reservations / Scheduling:	Manual		

### FARE STRUCTURE

Effective Date:	08/09/2014	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$6.00	\$6.00		<input type="checkbox"/>
Child	\$6.00	\$6.00		<input type="checkbox"/>
Student	\$6.00	\$6.00		<input type="checkbox"/>
Senior	\$6.00	\$6.00		<input checked="" type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion				<input checked="" type="checkbox"/>
Other	service animals free			

### EMPLOYEE DATA

	Full-time	Part-time
Operators	3	
Other Operations		
Vehicle Mechanics		
General and Administration	1	
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>4</b>	

Union Affiliations: Operators:  
 Mechanics:  
 Other (specify):

Top Operator Wage Rate: \$16.20

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	26%	27%
Net Operating Cost / Capita	\$9.27	\$7.95
Total Exp. / Passenger	\$17.37	\$18.36
Total Exp. / Eligible Passenger	\$20.26	\$20.95
Transportation Exp. / Passenger		
Dedicated Service	\$11.07	\$12.16
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		
<b>OPERATING</b>		
Registrants / Capita	0.0234	0.0196
Passengers / Capita	0.7203	0.5950
Passengers / Registrant	30.78	30.31
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)	6.30	6.07
Average Speed (Dedicated Service)		

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	9,016	
Wheelchair/Scooter Users	3,598	
Attendants	1,784	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>14,398</b>	

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	2	1	2	4
Small Buses	3	3	4	14
Other				
<b>TOTAL DED. VEHICLES</b>	<b>5</b>	<b>4</b>	N/A	N/A

Vehicle ownership: Non-Profit Organization  
 Vehicle maintenance responsibility: Non-Profit Organization  
 Accessible taxis:

# Perth East

## Perth East Transportation

Contact: Darlene Raycraft  
 Title: Finance & business manager  
 Telephone: 519-595-8755  
 Fax: 519-595-7755  
 Email: dlichti@knollcrestlodge.com

Population served: 12,000  
 Service area (km²): 171.0  
 Communities served: 1  
 Service began: 07/01/1999  
 Advisory Committee members: 14  
 Eligibility Committee members: 14

**REGISTRANTS**  
 Wheelchair/Scooter Users: 108  
 Ambulatory: 764  
 Attendants:  
 Companions:  
 Other:  
**Total: 872**

**Active**  
 108  
 764  
 872

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

**Eligibility Criteria:** ☒ Unable to Board

☒ Private Contractor(s), number: 2

Taxi Scrip Program Available: ☐

☒ Unable to Use

☒ Private Non-Profit Org.

☒ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	95,703	104,950
Tot. Veh. Km. - Dedicated Service	96,003	106,450
Rev. Veh. Hrs. - Dedicated Service		
Tot. Veh. Hrs. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

	2013	2014
Dedicated Service	12,121	11,614
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>12,121</b>	<b>11,614</b>
Subscription / Pre-booked	9%	10%
Reservation	70%	69%
On-Demand / Day of trip	21%	21%
Cancelled in advance	1,545	1,388
No-shows / Cancelled at door	21	16
Unaccommodated trips	146	29
Number of complaints	2	2

### OPERATING EXPENSES

	2013	2014
Administration	\$8,298	\$3,101
Operations:		
Internal - Dedicated Service	\$118,491	\$123,326
Contract - Dedicated Service	\$12,019	\$1,749
Contract - Non-Dedicated Service	\$19,620	\$6,028
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$10,761	\$8,938
Fuel	\$30,573	\$28,371
<b>TOTAL OPERATING EXPENSES</b>	<b>\$199,762</b>	<b>\$171,513</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2013	2014
Passenger Revenue	\$75,580	\$70,859
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$75,580</b>	<b>\$70,859</b>
Federal Contributions		
Provincial Contributions	\$104,961	\$80,434
Municipal Contributions	\$7,500	\$7,500
Other / Donations	\$11,721	\$12,720
<b>TOTAL</b>	<b>\$199,762</b>	<b>\$171,513</b>

### CAPITAL EXPENSES

	2013	2014
Vehicles Purchased	\$71,165	\$75,487
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$71,165</b>	<b>\$75,487</b>

### CAPITAL FUNDING SOURCES

	2013	2014
Transit System		
Federal Contributions		
Provincial Contributions	\$71,165	\$75,487
Municipal Contributions		
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$71,165</b>	<b>\$75,487</b>

### SERVICE HOURS / SCHEDULING

Weekday: 0830 to 1600 Sunday: to  
 Saturday: to Holiday: to  
 Advanced booking notice: 1 day(s)  
 Minimum notice for reservation: 24.0 hour(s)  
 Reservations / Scheduling: Fully Computerized

### FARE STRUCTURE

Effective Date: 01/09/2013	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$5.00			<input type="checkbox"/>
Child	\$0.50			<input type="checkbox"/>
Student	\$5.00			<input type="checkbox"/>
Senior	\$5.00			<input type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion				<input checked="" type="checkbox"/>
Other				

### EMPLOYEE DATA

	Full-time	Part-time
Operators	1	6
Other Operations		
Vehicle Mechanics		
General and Administration		1
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>1</b>	<b>7</b>

**Union Affiliations:** Operators:  
 Mechanics:  
 Other (specify):

Top Operator Wage Rate: \$16.58

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

	2013	2014
<b>FINANCIAL</b>		
R/C Ratio	38%	41%
Net Operating Cost / Capita	\$10.35	\$8.39
Total Exp. / Passenger	\$16.48	\$14.77
Total Exp. / Eligible Passenger	\$17.52	\$15.79
Transportation Exp. / Passenger		
Dedicated Service	\$14.18	\$13.98
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		
<b>OPERATING</b>		
Registrants / Capita	0.0778	0.0727
Passengers / Capita	1.0101	0.9678
Passengers / Registrant	12.99	13.32
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)	7.90	9.04
Average Speed (Dedicated Service)		

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	9,888	
Wheelchair/Scooter Users	977	
Attendants	749	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>11,614</b>	

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	3	3	2	10
Other				
<b>TOTAL DED. VEHICLES</b>	<b>3</b>	<b>3</b>	N/A	N/A

Vehicle ownership: Non-Profit Organizaton - Knollcrest Lodge

Vehicle maintenance responsibility: Non-Profit Organizaton - Knollcrest Lodge

Accessible taxis:

# Peterborough

## Peterborough Transit

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

Population served: 80,000  
 Service area (km²): 67.4  
 Communities served: 1  
 Service began: 01/09/1976  
 Advisory Committee members: 11  
 Eligibility Committee members: 3

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	854	854
Ambulatory:	912	912
Attendants:		
Companions:	35	35
Other:		
<b>Total:</b>	<b>1,801</b>	<b>1,801</b>

Dedicated Serv. Operated by: ☒ Transit System/Municipality  
☐ Private Contractor(s), number:  
☐ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 1  
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	253,546	263,998
Tot. Veh. Km. - Dedicated Service	253,546	263,998
Rev. Veh. Hrs. - Dedicated Service	14,832	16,488
Tot. Veh. Hrs. - Dedicated Service	14,832	16,488
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	35,900	39,077
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>35,900</b>	<b>39,077</b>
Subscription / Pre-booked	37%	37%
Reservation	62%	62%
On-Demand / Day of trip	1%	1%
Cancelled in advance	9,500	10,847
No-shows / Cancelled at door	600	691
Unaccommodated trips	300	550
Number of complaints	3	4

### OPERATING EXPENSES

Administration	\$126,000	\$146,606
Operations:		
Internal - Dedicated Service	\$561,000	\$532,179
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$200	\$59
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$162,500	\$134,901
Fuel	\$81,600	\$105,404
<b>TOTAL OPERATING EXPENSES</b>	<b>\$931,300</b>	<b>\$919,149</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$77,200	\$87,923
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$77,200</b>	<b>\$87,923</b>
Federal Contributions		
Provincial Contributions	\$169,400	\$169,400
Municipal Contributions	\$684,700	\$661,826
Other / Donations		
<b>TOTAL</b>	<b>\$931,300</b>	<b>\$919,149</b>

### CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>		

### CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>		

### SERVICE HOURS / SCHEDULING

Weekday:	0600 to 2300	Sunday:	0800 to 1900
Saturday:	0630 to 2300	Holiday:	to
Advanced booking notice:	14 day(s)		
Minimum notice for reservation:	1.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

### FARE STRUCTURE

Effective Date:	02/01/2013	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.50	\$2.20	\$60.00	<input type="checkbox"/>
Child	\$2.50	\$2.20	\$40.00	<input type="checkbox"/>
Student	\$2.50	\$2.20	\$55.00	<input type="checkbox"/>
Senior	\$2.50	\$2.20	\$40.00	<input type="checkbox"/>
Attendant	\$2.50	\$2.20	\$60.00	<input type="checkbox"/>
Companion	\$2.50	\$2.20		<input type="checkbox"/>
Other	CNIB and Veterans ride free			

### EMPLOYEE DATA

	Full-time	Part-time
Operators	8	4
Other Operations		1
Vehicle Mechanics		2
General and Administration	1	2
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>9</b>	<b>9</b>

Union Affiliations: Operators: ATU Local 1320  
 Mechanics: CUPE Local 504  
 Other (specify): Admin CUPE Local 126

Top Operator Wage Rate: \$26.39  
 Top Mechanic Wage Rate: \$30.14

### PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	8%	10%
Net Operating Cost / Capita	\$10.68	\$10.39
Total Exp. / Passenger	\$25.94	\$23.52
Total Exp. / Eligible Passenger	\$27.07	\$26.26
Transportation Exp. / Passenger		
Dedicated Service	\$22.43	\$19.77
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$54.28	\$46.85
<b>OPERATING</b>		
Registrants / Capita	0.0189	0.0225
Passengers / Capita	0.4488	0.4885
Passengers / Registrant	23.74	21.70
Passengers / Hour (Dedicated Service)	2.42	2.37
Kms / Passenger (Dedicated Service)	7.06	6.76
Average Speed (Dedicated Service)	17.09	16.01

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	18,198	
Wheelchair/Scooter Users	16,799	
Attendants	4,080	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>39,077</b>	

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			Wheelchair N/A Ambulatory
Accessible Vans / Minivans	11	7	4 4
Small Buses			
Other			
<b>TOTAL DED. VEHICLES</b>	<b>11</b>	<b>7</b>	N/A N/A
Vehicle ownership:	Municipality		
Vehicle maintenance responsibility:	Municipality		
Accessible taxis:			

# Peterborough County

## Caremobile

Contact: Jane Pickard  
 Title: coordinator  
 Telephone: 705-749-0036  
 Fax: 705-745-6011  
 Email: jane@commcareptbo.org

Population served: 58,000  
 Service area (km²): 3,769.3  
 Communities served: 8  
 Service began: 18/01/1992  
 Advisory Committee members: 6  
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	63	154
Ambulatory:	34	90
Attendants:		
Companions:		
Other:		
<b>Total:</b>	<b>97</b>	<b>244</b>

Dedicated Serv. Operated by: ☐ Transit System/Municipality  
☐ Private Contractor(s), number:  
☒ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:  
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☐ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

## VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	40,366	44,482
Tot. Veh. Km. - Dedicated Service	80,732	88,964
Rev. Veh. Hrs. - Dedicated Service	1,500	1,500
Tot. Veh. Hrs. - Dedicated Service	3,000	3,000
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

## PASSENGER DATA

	2013	2014
Dedicated Service	2,496	2,842
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>2,496</b>	<b>2,842</b>
Subscription / Pre-booked	0%	80%
Reservation	0%	19%
On-Demand / Day of trip	0%	1%
Cancelled in advance	79	90
No-shows / Cancelled at door	6	2
Unaccommodated trips		
Number of complaints		

## OPERATING EXPENSES

	2013	2014
Administration	\$15,341	\$15,623
Operations:		
Internal - Dedicated Service	\$86,782	\$88,392
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$7,554	\$22,205
Fuel	\$20,709	\$26,472
<b>TOTAL OPERATING EXPENSES</b>	<b>\$130,386</b>	<b>\$152,692</b>

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2013	2014
Passenger Revenue	\$16,234	\$17,562
Other Operating Revenue		\$124
<b>Total Operating Revenue</b>	<b>\$16,234</b>	<b>\$17,686</b>
Federal Contributions		
Provincial Contributions	\$52,556	\$96,011
Municipal Contributions	\$29,664	\$28,875
Other / Donations	\$31,932	\$10,120
<b>TOTAL</b>	<b>\$130,386</b>	<b>\$152,692</b>

## CAPITAL EXPENSES

	2013	2014
Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>		

## CAPITAL FUNDING SOURCES

	2013	2014
Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>		

## SERVICE HOURS / SCHEDULING

Weekday:	0630 to 1800	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	60 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Manual		

## FARE STRUCTURE

Effective Date: 01/04/2011	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult				<input type="checkbox"/>
Child				<input type="checkbox"/>
Student				<input type="checkbox"/>
Senior				<input checked="" type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion				<input checked="" type="checkbox"/>
Other	\$15.00 or \$30.00 depending on distance			

## EMPLOYEE DATA

	Full-time	Part-time
Operators		2
Other Operations	1	
Vehicle Mechanics		
General and Administration		1
Other		1
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>1</b>	<b>4</b>

Union Affiliations: Operators:  
 Mechanics:  
 Other (specify):

Top Operator Wage Rate: \$23.92

Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	12%	12%
Net Operating Cost / Capita	\$1.89	\$2.33
Total Exp. / Passenger	\$52.24	\$53.73
Total Exp. / Eligible Passenger	\$62.66	\$66.97
Transportation Exp. / Passenger		
Dedicated Service	\$46.09	\$48.23
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$38.35	\$45.69
OPERATING		
Registrants / Capita	0.0034	0.0042
Passengers / Capita	0.0414	0.0490
Passengers / Registrant	12.30	11.65
Passengers / Hour (Dedicated Service)	1.66	1.89
Kms / Passenger (Dedicated Service)	16.17	15.65
Average Speed (Dedicated Service)	26.91	29.65

## PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	1,016	
Wheelchair/Scooter Users	1,264	
Attendants	562	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>2,842</b>	

## VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	2	2	3	8
Other				
<b>TOTAL DED. VEHICLES</b>	<b>2</b>	<b>2</b>	N/A	N/A
Vehicle ownership:	Municipality			
Vehicle maintenance responsibility:	Non-Profit Organization			
Accessible taxis:				

# Port Hope

## Rolls Service

Contact: Jeanette Davidson  
 Title: Engineering Services Technician  
 Telephone: 905-885-2431  
 Fax: 905-885-0507  
 Email: jdavidson@porthope.ca

Population served: 16,214  
 Service area (km²): .0  
 Communities served: 1  
 Service began: 14/04/1969  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	66	66
Ambulatory:	214	214
Attendants:		
Companions:	62	62
Other:		
<b>Total:</b>	<b>342</b>	<b>342</b>

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

Eligibility Criteria: ☒ Unable to Board

☒ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☐

☒ Unable to Use

☐ Private Non-Profit Org.

☐ Other Criteria

## VEHICLE KILOMETRES & HOURS

Rev. Veh. Km. - Dedicated Service  
 Tot. Veh. Km. - Dedicated Service  
 Rev. Veh. Hrs. - Dedicated Service  
 Tot. Veh. Hrs. - Dedicated Service  
 Non-Dedicated Service - Veh. Km.  
 Non-Dedicated Service - Veh. Hrs.

2013	2014
3,733	3,614
3,733	3,614

## PASSENGER DATA

Dedicated Service  
 Non-Dedicated Service

2013	2014
5,547	4,984

## TOTAL PASSENGERS

Subscription / Pre-booked  
 Reservation  
 On-Demand / Day of trip

2013	2014
5,547	4,984
0%	69%
0%	23%
0%	8%

Cancelled in advance  
 No-shows / Cancelled at door  
 Unaccommodated trips  
 Number of complaints

2013	2014
440	398
286	401
	289
	2

## OPERATING EXPENSES

Administration

2013	2014
\$7,000	\$7,000

Operations:

Internal - Dedicated Service  
 Contract - Dedicated Service  
 Contract - Non-Dedicated Service  
 Contract - Taxi Scrip

2013	2014
\$108,868	\$105,556

Maintenance (Vehicles & Facilities)

Fuel

## TOTAL OPERATING EXPENSES

2013	2014
\$115,868	\$112,556

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue  
 Other Operating Revenue

2013	2014
\$5,299	\$4,035

## Total Operating Revenue

2013	2014
\$5,299	\$4,035

Federal Contributions  
 Provincial Contributions  
 Municipal Contributions  
 Other / Donations

2013	2014
\$110,569	\$108,521

## TOTAL

2013	2014
\$115,868	\$112,556

## CAPITAL EXPENSES

Vehicles Purchased  
 Debt Servicing  
 Other Capital Expenses

## TOTAL CAPITAL EXPENSES

## CAPITAL FUNDING SOURCES

Transit System  
 Federal Contributions  
 Provincial Contributions  
 Municipal Contributions  
 Other / Donations

## TOTAL CAPITAL FUNDING

Employment Statistics showed the Contracted Operator's employees; contracted dispatchers and administrators spend 8% of time on Port Hope Specialized transit service.

## SERVICE HOURS / SCHEDULING

Weekday: 0700 to 2000 Sunday: to  
 Saturday: 0900 to 1600 Holiday: to  
 Advanced booking notice: 30 day(s)  
 Minimum notice for reservation: 24.0 hour(s)  
 Reservations / Scheduling: Partially Computerized

## FARE STRUCTURE

Effective Date: 01/01/2014

	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.00		\$50.00	<input type="checkbox"/>
Child	\$1.50		\$30.00	<input type="checkbox"/>
Student	\$1.50		\$30.00	<input type="checkbox"/>
Senior	\$1.50		\$30.00	<input type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion				<input checked="" type="checkbox"/>
Other				

## EMPLOYEE DATA

	Full-time	Part-time
Operators	1	2
Other Operations	2	1
Vehicle Mechanics		
General and Administration	2	1
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>5</b>	<b>4</b>

Union Affiliations: Operators:  
 Mechanics:  
 Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

### FINANCIAL

	2013	2014
R/C Ratio	5%	4%
Net Operating Cost / Capita	\$8.04	\$6.69
Total Exp. / Passenger	\$20.89	\$22.58
Total Exp. / Eligible Passenger	\$20.89	\$24.20
Transportation Exp. / Passenger		
Dedicated Service	\$19.63	\$21.18
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$29.16	\$29.21

### OPERATING

	2013	2014
Registrants / Capita	0.0201	0.0211
Passengers / Capita	0.4034	0.3074
Passengers / Registrant	20.10	14.57
Passengers / Hour (Dedicated Service)	1.49	1.38
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	4,004	
Wheelchair/Scooter Users	648	
Attendants	332	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>4,984</b>	

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	1	1	2	3
Small Buses				
Other				
<b>TOTAL DED. VEHICLES</b>	<b>1</b>	<b>1</b>	N/A	N/A

Vehicle ownership: Contracted Operator  
 Vehicle maintenance responsibility: Contracted Operator  
 Accessible taxis:

# Prince Edward County

## Prince Edward County

Contact: Shelly Ackers  
 Title: Administrator, Internal Operations  
 Telephone: 613-392-9664  
 Fax: 613-392-3872  
 Email: sackers@bellnet.ca

Population served: 25,490  
 Service area (km²): 1,048.3  
 Communities served: 1  
 Service began: 05/06/2007  
 Advisory Committee members: N/A  
 Eligibility Committee members: 2

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	435	435
Ambulatory:	462	462
Attendants:	32	32
Companions:		
Other:		
<b>Total:</b>	<b>929</b>	<b>929</b>

Dedicated Serv. Operated by: ☐ Transit System/Municipality  
☐ Private Contractor(s), number:  
☒ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:  
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board  
☒ Unable to Use  
☒ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	82,738	99,562
Tot. Veh. Km. - Dedicated Service	87,629	103,954
Rev. Veh. Hrs. - Dedicated Service	2,325	2,660
Tot. Veh. Hrs. - Dedicated Service	2,614	3,045
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

	2013	2014
Dedicated Service	6,777	7,397
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>6,777</b>	<b>7,397</b>
Subscription / Pre-booked	40%	40%
Reservation	58%	58%
On-Demand / Day of trip	2%	2%
Cancelled in advance	1,115	901
No-shows / Cancelled at door	20	18
Unaccommodated trips	2	21
Number of complaints		

### OPERATING EXPENSES

	2013	2014
Administration	\$13,176	\$10,380
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$124,046	\$124,424
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
<b>TOTAL OPERATING EXPENSES</b>	<b>\$137,222</b>	<b>\$134,804</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2013	2014
Passenger Revenue	\$45,742	\$51,876
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$45,742</b>	<b>\$51,876</b>
Federal Contributions		
Provincial Contributions	\$63,993	\$21,401
Municipal Contributions	\$22,487	\$56,527
Other / Donations	\$5,000	\$5,000
<b>TOTAL</b>	<b>\$137,222</b>	<b>\$134,804</b>

### CAPITAL EXPENSES

	2013	2014
Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>		

### CAPITAL FUNDING SOURCES

	2013	2014
Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>		

### SERVICE HOURS / SCHEDULING

Weekday:	0800 to 1630	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

### FARE STRUCTURE

Effective Date:	01/01/2013	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$5.00			<input type="checkbox"/>
Child	\$5.00			<input type="checkbox"/>
Student	\$5.00			<input type="checkbox"/>
Senior	\$5.00			<input type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion				<input type="checkbox"/>
Other				<input type="checkbox"/>

Zone fares: \$5 one-way within Picton, Wellington, Bloomfield, Etc

### EMPLOYEE DATA

	Full-time	Part-time
Operators		
Other Operations		
Vehicle Mechanics		
General and Administration		
Other		

### TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators:  
 Mechanics:  
 Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	33%	38%
Net Operating Cost / Capita	\$3.59	\$3.25
Total Exp. / Passenger	\$20.25	\$18.22
Total Exp. / Eligible Passenger	\$22.60	\$20.25
Transportation Exp. / Passenger		
Dedicated Service	\$18.30	\$16.82
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$47.45	\$40.86
<b>OPERATING</b>		
Registrants / Capita	0.0273	0.0365
Passengers / Capita	0.2659	0.2902
Passengers / Registrant	9.74	7.96
Passengers / Hour (Dedicated Service)	2.91	2.78
Kms / Passenger (Dedicated Service)	12.21	13.46
Average Speed (Dedicated Service)	35.59	37.43

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	5,274	
Wheelchair/Scooter Users	1,383	
Attendants	740	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>7,397</b>	

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	1	1	N/A	3
Small Buses	1	1	4	12
Other				
<b>TOTAL DED. VEHICLES</b>	<b>2</b>	<b>2</b>	N/A	N/A

Vehicle ownership: Municipality - Quinte West  
 Vehicle maintenance responsibility: Non-Profit Organization - Quinte Access  
 Accessible taxis:



# Quinte West

## Quinte Access Transportation

Contact: Shelly Ackers  
 Title: Administrator  
 Telephone: 613-392-9640  
 Fax: 613-392-3872  
 Email: sackers@bellnet.ca

Population served: 52,920  
 Service area (km²): 722.0  
 Communities served: 2  
 Service began: 17/01/1994  
 Advisory Committee members: 8  
 Eligibility Committee members: 2

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	520	520
Ambulatory:	1,024	1,024
Attendants:	96	96
Companions:		
Other:		
<b>Total:</b>	<b>1,640</b>	<b>1,640</b>

Dedicated Serv. Operated by: ☐ Transit System/Municipality  
☐ Private Contractor(s), number:  
☒ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:  
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board  
☒ Unable to Use  
☒ Other Criteria

## VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	373,817	370,347
Tot. Veh. Km. - Dedicated Service	391,703	385,920
Rev. Veh. Hrs. - Dedicated Service	11,402	11,509
Tot. Veh. Hrs. - Dedicated Service	13,354	13,429
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

## PASSENGER DATA

	2013	2014
Dedicated Service	26,693	32,158
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>26,693</b>	<b>32,158</b>
Subscription / Pre-booked	65%	60%
Reservation	33%	38%
On-Demand / Day of trip	2%	2%
Cancelled in advance	4,194	4,520
No-shows / Cancelled at door	74	74
Unaccommodated trips	60	52
Number of complaints		

## OPERATING EXPENSES

	2013	2014
Administration	\$144,350	\$125,358
Operations:		
Internal - Dedicated Service	\$315,328	\$343,774
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$73,352	\$84,808
Fuel	\$79,648	\$82,985
<b>TOTAL OPERATING EXPENSES</b>	<b>\$612,679</b>	<b>\$636,925</b>

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2013	2014
Passenger Revenue	\$162,575	\$170,594
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$162,575</b>	<b>\$170,594</b>
Federal Contributions		
Provincial Contributions	\$163,360	\$181,402
Municipal Contributions	\$192,800	\$202,540
Other / Donations	\$93,944	\$82,390
<b>TOTAL</b>	<b>\$612,679</b>	<b>\$636,925</b>

## CAPITAL EXPENSES

	2013	2014
Vehicles Purchased	\$43,733	\$46,599
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$43,733</b>	<b>\$46,599</b>

## CAPITAL FUNDING SOURCES

	2013	2014
Transit System	\$3,300	
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$40,433	\$46,599
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$43,733</b>	<b>\$46,599</b>

## SERVICE HOURS / SCHEDULING

Weekday:	0600 to 1930	Sunday:	0700 to 0000
Saturday:	0900 to 1630	Holiday:	0700 to 0000

Advanced booking notice: day(s)  
 Minimum notice for reservation: 24.0 hour(s)  
 Reservations / Scheduling: Fully Computerized

## FARE STRUCTURE

Effective Date:	01/01/2013	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$2.00			<input type="checkbox"/>
Child	\$2.00			<input type="checkbox"/>
Student	\$2.00			<input type="checkbox"/>
Senior	\$2.00			<input type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion				<input checked="" type="checkbox"/>
Other				

Rates are Zone Based: \$2 for one way within Trenton Ward

## EMPLOYEE DATA

	Full-time	Part-time
Operators	6	9
Other Operations	1	
Vehicle Mechanics		
General and Administration	2	2
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>9</b>	<b>11</b>

Union Affiliations: Operators:  
 Mechanics:  
 Other (specify):

Top Operator Wage Rate: \$16.40  
 Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	27%	27%
Net Operating Cost / Capita	\$8.51	\$8.81
Total Exp. / Passenger	\$22.95	\$19.81
Total Exp. / Eligible Passenger	\$25.11	\$21.38
Transportation Exp. / Passenger		
Dedicated Service	\$17.54	\$15.91
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$35.07	\$38.09
<b>OPERATING</b>		
Registrants / Capita	0.0315	0.0310
Passengers / Capita	0.5044	0.6077
Passengers / Registrant	15.99	19.61
Passengers / Hour (Dedicated Service)	2.34	2.79
Kms / Passenger (Dedicated Service)	14.00	11.52
Average Speed (Dedicated Service)	32.79	32.18

## PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	24,205	
Wheelchair/Scooter Users	5,580	
Attendants	2,373	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>32,158</b>	

## VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	3	3	N/A	3
Small Buses	5	4	5	16
Other				
<b>TOTAL DED. VEHICLES</b>	<b>8</b>	<b>7</b>	N/A	N/A

Vehicle ownership: Municipality  
 Vehicle maintenance responsibility: Non-Profit Organization - Quinte Access  
 Accessible taxis:

# Renfrew

## Sunshine Coach Service

Contact: Neil Virgin  
 Title: Operations Manager  
 Telephone: 613-432-2134  
 Fax: 613-432-0957  
 Email: sunshinecoach@sunshinecoach.ca

Population served: 26,950  
 Service area (km²): 2,861.4  
 Communities served: 6  
 Service began: 01/03/1985  
 Advisory Committee members: 8  
 Eligibility Committee members: 8

**REGISTRANTS**  
 Wheelchair/Scooter Users: 300  
 Ambulatory: 450  
 Attendants:  
 Companions:  
 Other:  
**Total: 750**

**Active**  
 300  
 450  
 750

Dedicated Serv. Operated by: ☐ Transit System/Municipality  
☐ Private Contractor(s), number:  
☒ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:  
 Taxi Scrip Program Available: ☐

**Eligibility Criteria:** ☒ Unable to Board  
☒ Unable to Use  
☒ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	275,100	400,657
Tot. Veh. Km. - Dedicated Service	423,230	616,393
Rev. Veh. Hrs. - Dedicated Service	11,165	11,675
Tot. Veh. Hrs. - Dedicated Service	17,177	17,962
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	32,372	38,109
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>32,372</b>	<b>38,109</b>
Subscription / Pre-booked	65%	65%
Reservation	25%	25%
On-Demand / Day of trip	10%	10%

Cancelled in advance  
 No-shows / Cancelled at door  
 Unaccommodated trips  
 Number of complaints

### OPERATING EXPENSES

Administration	\$135,086	\$137,257
Operations:		
Internal - Dedicated Service	\$524,072	\$618,041
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$59,269	\$51,394
Fuel	\$83,249	\$90,972
<b>TOTAL OPERATING EXPENSES</b>	<b>\$801,675</b>	<b>\$897,664</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$397,663	\$491,086
Other Operating Revenue	\$29,829	\$31,922
<b>Total Operating Revenue</b>	<b>\$427,493</b>	<b>\$523,008</b>
Federal Contributions		
Provincial Contributions	\$140,876	\$152,699
Municipal Contributions	\$16,800	\$17,000
Other / Donations	\$216,507	\$204,957
<b>TOTAL</b>	<b>\$801,675</b>	<b>\$897,664</b>

### CAPITAL EXPENSES

Vehicles Purchased	\$48,452	\$99,077
Debt Servicing		
Other Capital Expenses	\$6,319	
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$54,771</b>	<b>\$99,077</b>

### CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$54,771	
Municipal Contributions		
Other / Donations		\$99,077
<b>TOTAL CAPITAL FUNDING</b>	<b>\$54,771</b>	<b>\$99,077</b>

\* Number of Registrants : Based on estimates only due to no automated system for tracking . \* Operating Statistics - Revenue Vehicle Hours & Kilometres vs Deadheading ratio has been estimated to be 65% / 35%. \* Population and Service Area Size data sourced from Statistics Canada - Census 2011. \* Trip volume growth of 18% attributable to aging population, increased awareness of disabilities under AODA, increased awareness of Sunshine Coach Service as an accessible transportation provider within our service area.

### SERVICE HOURS / SCHEDULING

Weekday:	0730 to 1630	Sunday:	0900 to 2200
Saturday:	1000 to 2200	Holiday:	to
Advanced booking notice:	90 day(s)		
Minimum notice for reservation:	0.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

### FARE STRUCTURE

Effective Date:	01/04/2014	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$6.00	\$6.00		<input type="checkbox"/>
Child	\$6.00	\$6.00		<input type="checkbox"/>
Student	\$6.00	\$6.00		<input type="checkbox"/>
Senior	\$6.00	\$6.00		<input checked="" type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion				<input checked="" type="checkbox"/>
Other				

### EMPLOYEE DATA

	Full-time	Part-time
Operators	3	14
Other Operations		
Vehicle Mechanics		
General and Administration	2	1
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>5</b>	<b>15</b>

**Union Affiliations:** Operators:  
 Mechanics:  
 Other (specify):

Top Operator Wage Rate: \$21.36  
 Top Mechanic Wage Rate: \$19.13

### PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	53%	58%
Net Operating Cost / Capita	\$13.88	\$13.90
Total Exp. / Passenger	\$24.76	\$23.56
Total Exp. / Eligible Passenger	\$28.27	\$26.81
Transportation Exp. / Passenger		
Dedicated Service	\$20.59	\$19.95
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$38.81	\$42.33
<b>OPERATING</b>		
Registrants / Capita	0.0278	0.0278
Passengers / Capita	1.2012	1.4141
Passengers / Registrant	43.16	50.81
Passengers / Hour (Dedicated Service)	2.90	3.26
Kms / Passenger (Dedicated Service)	8.50	10.51
Average Speed (Dedicated Service)	24.64	34.32

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	22,974	
Wheelchair/Scooter Users	10,508	
Attendants	4,499	
Companions		
Other (specified)	128	
<b>TOTAL</b>	<b>38,109</b>	

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	8	8	2	4
Small Buses	1	1	4	10
Other	1	1	2	7
<b>TOTAL DED. VEHICLES</b>	<b>10</b>	<b>10</b>	N/A	N/A

Vehicle ownership: Non-Profit Organization  
 Vehicle maintenance responsibility: Non-Profit Organization  
 Accessible taxis:

# Sarnia

## Sarnia Care-A-Van

Contact: Jim Stevens  
Title: Director of Transit  
Telephone: 519-336-3271  
Fax: 519-336-3361  
Email: jim.stevens@sarnia.ca

Population served: 71,420  
Service area (km²): 167.3  
Communities served: 2  
Service began: 01/04/1981  
Advisory Committee members: 12  
Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	1,105	1,105
Ambulatory:	1,071	1,071
Attendants:		
Companions:		
Other:	31	31
<b>Total:</b>	<b>2,207</b>	<b>2,207</b>

Dedicated Serv. Operated by: ☒ Transit System/Municipality  
☐ Private Contractor(s), number:  
☐ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:  
Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board  
☒ Unable to Use  
☒ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	209,531	211,613
Tot. Veh. Km. - Dedicated Service	209,531	211,613
Rev. Veh. Hrs. - Dedicated Service	14,415	12,961
Tot. Veh. Hrs. - Dedicated Service	14,415	12,961
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	32,294	32,556
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>32,294</b>	<b>32,556</b>
Subscription / Pre-booked	50%	50%
Reservation	48%	48%
On-Demand / Day of trip	2%	2%
Cancelled in advance	4,194	5,209
No-shows / Cancelled at door	400	507
Unaccommodated trips	430	509
Number of complaints		

### OPERATING EXPENSES

Administration	\$86,885	\$103,246
Operations:		
Internal - Dedicated Service	\$569,864	\$515,831
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$84,612	\$117,221
Fuel	\$67,199	\$66,067
<b>TOTAL OPERATING EXPENSES</b>	<b>\$808,560</b>	<b>\$802,365</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$61,549	\$67,720
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$61,549</b>	<b>\$67,720</b>
Federal Contributions		
Provincial Contributions	\$24,114	\$67,590
Municipal Contributions	\$722,897	\$667,055
Other / Donations		
<b>TOTAL</b>	<b>\$808,560</b>	<b>\$802,365</b>

### CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing	\$7,418	\$1,192
Other Capital Expenses		\$6,100
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$7,418</b>	<b>\$7,292</b>

### CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$7,418	\$7,292
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$7,418</b>	<b>\$7,292</b>

Notes: 2014 Point Edward Service: passenger revenue \$1,741, contract revenue \$28,333, ridership 1,519, and registrants 42.

### SERVICE HOURS / SCHEDULING

Weekday:	0630 to 2230	Sunday:	0900 to 1830
Saturday:	0800 to 2230	Holiday:	to
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

### FARE STRUCTURE

Effective Date:	01/01/2013	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.50	\$2.20	\$66.00	<input checked="" type="checkbox"/>
Child				<input type="checkbox"/>
Student	\$2.50	\$2.20	\$66.00	<input type="checkbox"/>
Senior	\$2.50	\$2.20	\$66.00	<input checked="" type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion	\$2.50	\$2.20	\$66.00	<input type="checkbox"/>
Other	College \$165/4-mth & Ele/Sec \$148.50/5-mth; Child<5 free			

### EMPLOYEE DATA

	Full-time	Part-time
Operators	6	
Other Operations	1	
Vehicle Mechanics		1
General and Administration		1
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>7</b>	<b>2</b>

Union Affiliations: Operators: Unifor L127  
Mechanics: Unifor L127  
Other (specify): CUPE 3690

Top Operator Wage Rate: \$25.24  
Top Mechanic Wage Rate: \$29.42

### PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	8%	8%
Net Operating Cost / Capita	\$10.46	\$10.29
Total Exp. / Passenger	\$25.04	\$24.65
Total Exp. / Eligible Passenger	\$26.12	\$25.73
Transportation Exp. / Passenger		
Dedicated Service	\$22.35	\$21.47
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$50.06	\$53.94
<b>OPERATING</b>		
Registrants / Capita	0.0287	0.0309
Passengers / Capita	0.4522	0.4558
Passengers / Registrant	15.78	14.75
Passengers / Hour (Dedicated Service)	2.24	2.51
Kms / Passenger (Dedicated Service)	6.49	6.50
Average Speed (Dedicated Service)	14.54	16.33

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	21,236	
Wheelchair/Scooter Users	9,951	
Attendants	1,151	
Companions	218	
Other (specified)		
<b>TOTAL</b>	<b>32,556</b>	

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	6	6	3	8
Small Buses				
Other				
<b>TOTAL DED. VEHICLES</b>	<b>6</b>	<b>6</b>	<b>N/A</b>	<b>N/A</b>

Vehicle ownership: Municipal Transit System  
Vehicle maintenance responsibility: Municipal Transit System  
Accessible taxis:

# Sault Ste Marie

## Sault Ste Marie Transit Para Bus Services

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

Population served: 69,900  
 Service area (km²): 223.5  
 Communities served: 1  
 Service began: 01/01/1975  
 Advisory Committee members: N/A  
 Eligibility Committee members: 12

**REGISTRANTS**  
 Wheelchair/Scooter Users: 1,633  
 Ambulatory: 1,096  
 Attendants:  
 Companions:  
 Other:  
**Total: 2,729**

Dedicated Serv. Operated by: ☒ Transit System/Municipality  
☐ Private Contractor(s), number:  
☐ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 1  
 Taxi Scrip Program Available: ☐

**Eligibility Criteria:** ☒ Unable to Board  
☐ Unable to Use  
☐ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	262,723	283,934
Tot. Veh. Km. - Dedicated Service	262,723	283,934
Rev. Veh. Hrs. - Dedicated Service	17,071	17,459
Tot. Veh. Hrs. - Dedicated Service	17,071	17,459
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	36,344	38,480
Non-Dedicated Service	10,914	12,183
<b>TOTAL PASSENGERS</b>	<b>47,258</b>	<b>50,663</b>
Subscription / Pre-booked	40%	28%
Reservation	58%	71%
On-Demand / Day of trip	2%	1%
Cancelled in advance	2,616	2,834
No-shows / Cancelled at door	603	615
Unaccommodated trips	633	638
Number of complaints	20	18

### OPERATING EXPENSES

Administration	\$304	\$351
Operations:		
Internal - Dedicated Service	\$636,853	\$679,961
Contract - Dedicated Service	\$156,131	\$181,804
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$81,992	\$99,602
Fuel	\$94,968	\$106,704
<b>TOTAL OPERATING EXPENSES</b>	<b>\$970,248</b>	<b>\$1,068,422</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$74,620	\$76,566
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$74,620</b>	<b>\$76,566</b>
Federal Contributions		
Provincial Contributions	\$323,474	\$343,130
Municipal Contributions	\$572,154	\$657,081
Other / Donations		
<b>TOTAL</b>	<b>\$970,248</b>	<b>\$1,076,777</b>

### CAPITAL EXPENSES

Vehicles Purchased	\$66,691	\$141,154
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$66,691</b>	<b>\$141,154</b>

### CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$66,691	\$141,154
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$66,691</b>	<b>\$141,154</b>

### SERVICE HOURS / SCHEDULING

Weekday:	0600 to 2330	Sunday:	0600 to 2330
Saturday:	0600 to 2330	Holiday:	0600 to 2330
Advanced booking notice:	14 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

### FARE STRUCTURE

Effective Date:	01/02/2013	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.50	\$1.75	\$60.00	<input type="checkbox"/>
Child	\$2.50	\$1.75		<input type="checkbox"/>
Student	\$2.50	\$1.75	\$60.00	<input type="checkbox"/>
Senior	\$2.50	\$1.30	\$46.00	<input type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion	\$2.50			<input type="checkbox"/>
Other				

### EMPLOYEE DATA

	Full-time	Part-time
Operators	6	6
Other Operations	1	2
Vehicle Mechanics	1	
General and Administration	1	
Other		

### TOTAL NUMBER OF EMPLOYEES

Union Affiliations:	Operators:	ATU Local 1767
	Mechanics:	USWA Local 2251
	Other (specify):	(Admin) CUPE Local 67

Top Operator Wage Rate: \$25.01

Top Mechanic Wage Rate: \$27.90

### PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	8%	7%
Net Operating Cost / Capita	\$12.81	\$14.19
Total Exp. / Passenger	\$20.53	\$21.09
Total Exp. / Eligible Passenger	\$23.05	\$23.70
Transportation Exp. / Passenger		
Dedicated Service	\$26.69	\$27.76
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$56.82	\$61.18
<b>OPERATING</b>		
Registrants / Capita	0.0423	0.0390
Passengers / Capita	0.6761	0.7248
Passengers / Registrant	15.99	18.56
Passengers / Hour (Dedicated Service)	2.13	2.20
Kms / Passenger (Dedicated Service)	7.23	7.38
Average Speed (Dedicated Service)	15.39	16.26

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	12,737	12,183
Wheelchair/Scooter Users	20,152	
Attendants	5,591	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>38,480</b>	<b>12,183</b>

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	9	6		
Other				
<b>TOTAL DED. VEHICLES</b>	<b>9</b>	<b>6</b>	<b>N/A</b>	<b>N/A</b>

Vehicle ownership: Municipal Transit System  
 Vehicle maintenance responsibility: Municipal Transit System  
 Accessible taxis:

# Schreiber

## Schreiber Terrace Bay Handitransit

Contact: Don McArthur  
 Title: CAO/Clerk  
 Telephone: 807-824-2711 x225  
 Fax: 807-824-3231  
 Email: cao@schreiber.ca

Population served: 2,526  
 Service area (km²): 187.8  
 Communities served: 2  
 Service began: 01/01/1986  
 Advisory Committee members: 7  
 Eligibility Committee members: 3

**REGISTRANTS**  
 Wheelchair/Scooter Users: 14  
 Ambulatory: 92  
 Attendants:  
 Companions: 3  
 Other:  
**Total: 106 109**

Dedicated Serv. Operated by: ☒ Transit System/Municipality  
☐ Private Contractor(s), number:  
☐ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:  
 Taxi Scrip Program Available: ☐

**Eligibility Criteria:** ☐ Unable to Board  
☐ Unable to Use  
☒ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	12,479	16,207
Tot. Veh. Km. - Dedicated Service	19,345	23,814
Rev. Veh. Hrs. - Dedicated Service	329	365
Tot. Veh. Hrs. - Dedicated Service	464	508
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

	2013	2014
Dedicated Service	1,735	1,962
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>1,735</b>	<b>1,962</b>
Subscription / Pre-booked	0%	100%
Reservation	100%	0%
On-Demand / Day of trip	0%	0%

Cancelled in advance	
No-shows / Cancelled at door	6
Unaccommodated trips	
Number of complaints	1

### OPERATING EXPENSES

	2013	2014
Administration	\$46,002	\$49,306
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$924	\$1,166
Fuel	\$5,391	\$6,307
<b>TOTAL OPERATING EXPENSES</b>	<b>\$52,317</b>	<b>\$56,779</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2013	2014
Passenger Revenue	\$6,193	\$7,603
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$6,193</b>	<b>\$7,603</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$46,124	\$49,176
Other / Donations		
<b>TOTAL</b>	<b>\$52,317</b>	<b>\$56,779</b>

### CAPITAL EXPENSES

Vehicles Purchased
Debt Servicing
Other Capital Expenses
<b>TOTAL CAPITAL EXPENSES</b>

### CAPITAL FUNDING SOURCES

Transit System
Federal Contributions
Provincial Contributions
Municipal Contributions
Other / Donations
<b>TOTAL CAPITAL FUNDING</b>

Eligibility Criteria: elderly, visually impaired, cognitively disabled, epilepsy, or other mobility condition

### SERVICE HOURS / SCHEDULING

	Weekday	Sunday
0700 to 2300	1000 to 2300	
Saturday: 1000 to 2300	Holiday: 1000 to 2300	
Advanced booking notice: 1 day(s)		
Minimum notice for reservation: 24.0 hour(s)		
Reservations / Scheduling: Manual		

### FARE STRUCTURE

Effective Date: 01/01/2014	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.00			<input type="checkbox"/>
Child	\$3.00			<input type="checkbox"/>
Student	\$3.00			<input type="checkbox"/>
Senior	\$3.00			<input checked="" type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion	\$3.00			
Other	\$5.00 out of Town			

### EMPLOYEE DATA

	Full-time	Part-time
Operators	1	2
Other Operations		
Vehicle Mechanics		
General and Administration		
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>1</b>	<b>2</b>

**Union Affiliations:** Operators:  
 Mechanics:  
 Other (specify):

Top Operator Wage Rate: \$23.80  
 Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

	2013	2014
<b>FINANCIAL</b>		
R/C Ratio	12%	13%
Net Operating Cost / Capita	\$18.26	\$19.47
Total Exp. / Passenger	\$30.15	\$28.94
Total Exp. / Eligible Passenger	\$30.61	\$29.16
Transportation Exp. / Passenger		
Dedicated Service	\$3.64	\$3.81
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$13.61	\$14.71
<b>OPERATING</b>		
Registrants / Capita	0.0443	0.0432
Passengers / Capita	0.6869	0.7767
Passengers / Registrant	15.49	18.00
Passengers / Hour (Dedicated Service)	5.27	5.38
Kms / Passenger (Dedicated Service)	7.19	8.26
Average Speed (Dedicated Service)	37.93	44.40

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	1,402	
Wheelchair/Scooter Users	545	
Attendants	15	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>1,962</b>	

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	1	1	2	6
Small Buses				
Other				
<b>TOTAL DED. VEHICLES</b>	<b>1</b>	<b>1</b>	N/A	N/A
Vehicle ownership:	Municipality			
Vehicle maintenance responsibility:	Municipality			
Accessible taxis:				

# St. Catharines

## Paratransit System of St. Catharines

Contact: Debbie Grandbois  
Title: Paratransit Supervisor  
Telephone: 905-685-4228 x250  
Fax: 905-685-4050  
Email: dgrandbois@yourbus.com

Population served: 131,400  
Service area (km²): 97.0  
Communities served: 2  
Service began: 06/01/1979  
Advisory Committee members: 7  
Eligibility Committee members: 2

REGISTRANTS		Active	Total
Wheelchair/Scooter Users:		401	991
Ambulatory:		500	616
Attendants:			
Companions:			
Other:			
<b>Total:</b>		<b>901</b>	<b>1,607</b>

Dedicated Serv. Operated by: ☒ Transit System/Municipality  
☐ Private Contractor(s), number:  
☐ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 1  
Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	294,828	283,052
Tot. Veh. Km. - Dedicated Service	294,828	283,052
Rev. Veh. Hrs. - Dedicated Service	15,227	15,287
Tot. Veh. Hrs. - Dedicated Service	15,227	15,287
Non-Dedicated Service - Veh. Km.	24,616	22,862
Non-Dedicated Service - Veh. Hrs.	1,734	1,631

### PASSENGER DATA

Dedicated Service	31,102	30,155
Non-Dedicated Service	6,515	6,277
<b>TOTAL PASSENGERS</b>	<b>37,617</b>	<b>36,432</b>
Subscription / Pre-booked	10%	5%
Reservation	85%	90%
On-Demand / Day of trip	5%	5%
Cancelled in advance	989	1,594
No-shows / Cancelled at door	256	290
Unaccommodated trips	832	728
Number of complaints	13	15

### OPERATING EXPENSES

Administration	\$156,493	\$163,169
Operations:		
Internal - Dedicated Service	\$730,738	\$739,699
Contract - Dedicated Service	\$88,892	\$96,897
Contract - Non-Dedicated Service	\$72,749	\$82,123
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$209,032	\$228,836
Fuel	\$71,799	\$72,950
<b>TOTAL OPERATING EXPENSES</b>	<b>\$1,329,703</b>	<b>\$1,383,674</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$93,867	\$97,102
Other Operating Revenue	\$373	\$476
<b>Total Operating Revenue</b>	<b>\$94,240</b>	<b>\$97,578</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$1,221,563	\$1,275,696
Other / Donations	\$13,900	\$10,400
<b>TOTAL</b>	<b>\$1,329,703</b>	<b>\$1,383,674</b>

### CAPITAL EXPENSES

Vehicles Purchased	\$282,548	\$190,007
Debt Servicing		
Other Capital Expenses		\$182,269
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$282,548</b>	<b>\$372,276</b>

### CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$182,269
Municipal Contributions	\$282,548	\$190,007
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$282,548</b>	<b>\$372,276</b>

Thorold 2014 Stats : Number of registrants 60, number of passengers 2,774, contract revenue \$80,461, Passenger revenue \$6,514.50.

### SERVICE HOURS / SCHEDULING

Weekday:	0730 to 2330	Sunday:	0900 to 2030
Saturday:	0900 to 2330	Holiday:	1030 to 1830
Advanced booking notice:	14 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

### FARE STRUCTURE

Effective Date:	01/09/2014	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$3.00	\$2.60	\$92.00	<input checked="" type="checkbox"/>
Child	\$2.50			<input type="checkbox"/>
Student	\$2.50	\$2.25	\$62.00	<input type="checkbox"/>
Senior	\$3.00	\$2.00	\$57.00	<input type="checkbox"/>
Attendant	\$3.00			<input checked="" type="checkbox"/>
Companion	\$3.00			<input type="checkbox"/>
Other	Child <5 free; registered attendant free			

### EMPLOYEE DATA

	Full-time	Part-time
Operators	8	
Other Operations		
Vehicle Mechanics	1	
General and Administration	1	2
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>10</b>	<b>2</b>

Union Affiliations: Operators: ATU Local 846  
Mechanics: ATU Local 846  
Other (specify):

Top Operator Wage Rate: \$27.09  
Top Mechanic Wage Rate: \$32.44

### PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	7%	7%
Net Operating Cost / Capita	\$9.40	\$9.79
Total Exp. / Passenger	\$35.35	\$37.98
Total Exp. / Eligible Passenger	\$37.39	\$40.65
Transportation Exp. / Passenger		
Dedicated Service	\$35.38	\$37.75
Non-Dedicated Service	\$11.17	\$13.08
Transportation Exp. / Hour (Dedicated Service)	\$72.27	\$74.47
<b>OPERATING</b>		
Registrants / Capita	0.0113	0.0122
Passengers / Capita	0.2863	0.2773
Passengers / Registrant	25.30	22.67
Passengers / Hour (Dedicated Service)	2.04	1.97
Kms / Passenger (Dedicated Service)	9.48	9.39
Average Speed (Dedicated Service)	19.36	18.52

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	17,506	4,026
Wheelchair/Scooter Users	10,528	1,978
Attendants	1,221	155
Companions	900	118
Other (specified)		
<b>TOTAL</b>	<b>30,155</b>	<b>6,277</b>

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	3	2		3
Small Buses	8	6	5	5
Other				
<b>TOTAL DED. VEHICLES</b>	<b>11</b>	<b>8</b>	<b>N/A</b>	<b>N/A</b>

Vehicle ownership: Transit Commission  
Vehicle maintenance responsibility: Transit Commission  
Accessible taxis: 1

# St. Marys

## St. Marys and Area Mobility Service

Contact: Kelly Ann Van Dinther  
 Title: Manager  
 Telephone: 519 284 4010  
 Fax: 519 284 0261  
 Email: mobility@town.stmarys.on.ca

Population served: 10,749  
 Service area (km²): 530.2  
 Communities served: 3  
 Service began: 01/01/1991  
 Advisory Committee members: 7  
 Eligibility Committee members: N/A

**REGISTRANTS**  
 Wheelchair/Scooter Users: 83  
 Ambulatory: 483  
 Attendants:  
 Companions:  
 Other:  
**Total: 566**

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☒ Contractors: 2

**Eligibility Criteria:** ☒ Unable to Board

☐ Private Contractor(s), number: 15 Taxi Scrip Program Available: ☐

☒ Unable to Use

☒ Private Non-Profit Org.

☒ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	51,730	50,987
Tot. Veh. Km. - Dedicated Service	51,730	50,987
Rev. Veh. Hrs. - Dedicated Service		
Tot. Veh. Hrs. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	11,982	10,669
Non-Dedicated Service	461	528
<b>TOTAL PASSENGERS</b>	<b>12,443</b>	<b>11,197</b>
Subscription / Pre-booked	30%	30%
Reservation	69%	69%
On-Demand / Day of trip	1%	1%
Cancelled in advance	1,799	1,720
No-shows / Cancelled at door	71	71
Unaccommodated trips		
Number of complaints		

### OPERATING EXPENSES

Administration	\$47,761	\$48,192
Operations:		
Internal - Dedicated Service	\$152,625	\$152,717
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$41,742	\$30,991
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$12,410	\$12,715
Fuel	\$11,033	\$12,559
<b>TOTAL OPERATING EXPENSES</b>	<b>\$265,571</b>	<b>\$257,174</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$139,241	\$109,972
Other Operating Revenue		\$2,369
<b>Total Operating Revenue</b>	<b>\$139,241</b>	<b>\$112,341</b>
Federal Contributions		
Provincial Contributions	\$73,747	\$133,145
Municipal Contributions	\$18,600	\$19,733
Other / Donations	\$16,146	\$14,830
<b>TOTAL</b>	<b>\$247,734</b>	<b>\$280,049</b>

### CAPITAL EXPENSES

Vehicles Purchased		\$44,800
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>		<b>\$44,800</b>

### CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$44,800
Municipal Contributions		
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>		<b>\$44,800</b>

We experienced a decrease in dedicated services in comparison to 2013 which decreased revenue for the service.

### SERVICE HOURS / SCHEDULING

Weekday:	0000 to 2400	Sunday:	0000 to 2400
Saturday:	0000 to 2400	Holiday:	0000 to 2400
Advanced booking notice:	30 day(s)		
Minimum notice for reservation:	1.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

### FARE STRUCTURE

Effective Date:	01/08/2011	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$4.75			<input type="checkbox"/>
Child	\$4.75			<input type="checkbox"/>
Student	\$4.75			<input type="checkbox"/>
Senior	\$4.75			<input type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion				<input type="checkbox"/>
Other				<input type="checkbox"/>

### EMPLOYEE DATA

	Full-time	Part-time
Operators	1	3
Other Operations		
Vehicle Mechanics		
General and Administration		2
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>1</b>	<b>5</b>

**Union Affiliations:** Operators:  
 Mechanics:  
 Other (specify):

Top Operator Wage Rate: \$17.42

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	52%	44%
Net Operating Cost / Capita	\$11.75	\$13.47
Total Exp. / Passenger	\$21.34	\$22.97
Total Exp. / Eligible Passenger	\$21.34	\$22.97
Transportation Exp. / Passenger		
Dedicated Service	\$14.69	\$16.68
Non-Dedicated Service	\$90.55	\$58.70
Transportation Exp. / Hour (Dedicated Service)		
<b>OPERATING</b>		
Registrants / Capita	0.0535	0.0527
Passengers / Capita	1.1576	1.0417
Passengers / Registrant	21.64	19.78
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)	4.32	4.78
Average Speed (Dedicated Service)		

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	8,440	528
Wheelchair/Scooter Users	2,229	
Attendants		
Companions		
Other (specified)		
<b>TOTAL</b>	<b>10,669</b>	<b>528</b>

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	3	3	2	2
Small Buses	1	1	5	12
Other				
<b>TOTAL DED. VEHICLES</b>	<b>4</b>	<b>4</b>	N/A	N/A

Vehicle ownership: Non-Profit Organization

Vehicle maintenance responsibility: Non-Profit Organization

Accessible taxis:

# St. Thomas

## City of St. Thomas - Transit

Contact: Dave White  
 Title: Supervisor of Roads and Transportation  
 Telephone: 519 631-0368 x5130  
 Fax: 519 631-5542  
 Email: dwhite@stthomas.ca

Population served: 36,000  
 Service area (km²): 35.7  
 Communities served: 1  
 Service began:  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

**REGISTRANTS**  
 Wheelchair/Scooter Users: 100  
 Ambulatory: 600  
 Attendants:  
 Companions:  
 Other:  
**Total: 700**

**Active**  
 100  
 600  
 700

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

**Eligibility Criteria:** ☒ Unable to Board

☒ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☐

☐ Unable to Use

☐ Private Non-Profit Org.

☐ Other Criteria

### VEHICLE KILOMETRES & HOURS

Rev. Veh. Km. - Dedicated Service  
 Tot. Veh. Km. - Dedicated Service  
 Rev. Veh. Hrs. - Dedicated Service  
 Tot. Veh. Hrs. - Dedicated Service  
 Non-Dedicated Service - Veh. Km.  
 Non-Dedicated Service - Veh. Hrs.

**2013**

**2014**

6,313

6,313

6,313

6,313

### PASSENGER DATA

Dedicated Service  
 Non-Dedicated Service

17,520

18,756

### TOTAL PASSENGERS

**17,520**

**18,756**

Subscription / Pre-booked  
 Reservation  
 On-Demand / Day of trip

0%

0%

0%

0%

0%

0%

Cancelled in advance

2,011

1,703

No-shows / Cancelled at door

119

47

Unaccommodated trips

164

241

Number of complaints

### OPERATING EXPENSES

Administration

\$20,542

\$11,497

Operations:

Internal - Dedicated Service

Contract - Dedicated Service

\$285,229

\$289,903

Contract - Non-Dedicated Service

Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)

\$47,314

\$70,845

Fuel

### TOTAL OPERATING EXPENSES

**\$353,085**

**\$372,245**

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue

\$26,831

\$20,090

Other Operating Revenue

\$1,379

### Total Operating Revenue

**\$28,210**

**\$20,090**

Federal Contributions

Provincial Contributions

Municipal Contributions

\$324,875

\$352,155

Other / Donations

### TOTAL

**\$353,085**

**\$372,245**

### CAPITAL EXPENSES

Vehicles Purchased

\$166,474

Debt Servicing

Other Capital Expenses

### TOTAL CAPITAL EXPENSES

**\$166,474**

### CAPITAL FUNDING SOURCES

Transit System

Federal Contributions

Provincial Contributions

\$110,983

Municipal Contributions

\$55,491

Other / Donations

### TOTAL CAPITAL FUNDING

**\$166,474**

### SERVICE HOURS / SCHEDULING

Weekday: 0715 to 1845 Sunday: to  
 Saturday: 0915 to 1845 Holiday: to

Advanced booking notice: day(s)  
 Minimum notice for reservation: 0.0 hour(s)  
 Reservations / Scheduling: Partially Computerized

### FARE STRUCTURE

Effective Date: 01/07/2007

	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.50	\$2.00	\$60.00	<input type="checkbox"/>
Child	\$2.50	\$1.50	\$50.00	<input type="checkbox"/>
Student	\$2.50	\$1.50	\$50.00	<input type="checkbox"/>
Senior	\$2.50	\$1.50	\$50.00	<input type="checkbox"/>

Attendant

Companion

Other Child under 5 rides free with adult

### EMPLOYEE DATA

Operators

Other Operations

Vehicle Mechanics

General and Administration

Other

Full-time

Part-time

### TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators:

Mechanics:

Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

#### FINANCIAL

	2013	2014
R/C Ratio	8%	5%
Net Operating Cost / Capita	\$9.02	\$9.78
Total Exp. / Passenger	\$20.15	\$19.85
Total Exp. / Eligible Passenger	\$21.08	\$20.78
Transportation Exp. / Passenger		
Dedicated Service	\$18.98	\$19.23
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$52.68	\$57.14

#### OPERATING

Registrants / Capita	0.0194	0.0194
Passengers / Capita	0.4867	0.5210
Passengers / Registrant	25.03	26.79
Passengers / Hour (Dedicated Service)	2.78	2.97
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

#### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	13,101	
Wheelchair/Scooter Users	4,814	
Attendants	841	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>18,756</b>	

#### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	2	2	4	4
Other				
<b>TOTAL DED. VEHICLES</b>	<b>2</b>	<b>2</b>	N/A	N/A

Vehicle ownership: Municipality  
 Vehicle maintenance responsibility: Contracted Operator  
 Accessible taxis:



# Stratford

## Parallel Transit

Contact: Mike Mousley  
Title: Manager of Transit  
Telephone: 519-271-0250 x347  
Fax:  
Email: mmousley@stratfordcanada.ca

Population served: 32,000  
Service area (km²): 27.0  
Communities served: 1  
Service began: 06/01/2005  
Advisory Committee members: 8  
Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	108	108
Ambulatory:	112	112
Attendants:	55	55
Companions:		
Other:	91	91
<b>Total:</b>	<b>366</b>	<b>366</b>

Dedicated Serv. Operated by: ☒ Transit System/Municipality  
☐ Private Contractor(s), number:  
☐ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:  
Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

## VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	79,596	85,800
Tot. Veh. Km. - Dedicated Service	79,596	85,800
Rev. Veh. Hrs. - Dedicated Service	6,910	6,948
Tot. Veh. Hrs. - Dedicated Service	6,910	6,948
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

## PASSENGER DATA

Dedicated Service	19,206	18,600
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>19,206</b>	<b>18,600</b>
Subscription / Pre-booked	75%	65%
Reservation	22%	25%
On-Demand / Day of trip	3%	10%
Cancelled in advance	1,234	
No-shows / Cancelled at door	100	
Unaccommodated trips	170	
Number of complaints	2	

## OPERATING EXPENSES

Administration	\$48,094	\$49,210
Operations:		
Internal - Dedicated Service	\$291,199	\$184,454
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		\$11,000
Fuel	\$9,614	\$10,228
<b>TOTAL OPERATING EXPENSES</b>	<b>\$348,907</b>	<b>\$254,892</b>

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$48,770	\$46,500
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$48,770</b>	<b>\$46,500</b>
Federal Contributions		
Provincial Contributions	\$38,339	
Municipal Contributions	\$261,798	\$208,392
Other / Donations		
<b>TOTAL</b>	<b>\$348,907</b>	<b>\$254,892</b>

## CAPITAL EXPENSES

Vehicles Purchased	\$69,031	
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$69,031</b>	

## CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$69,031	
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$69,031</b>	

Service Hours on Fridays: 0800-2300 hrs.

## SERVICE HOURS / SCHEDULING

Weekday:	0800 to 1700	Sunday:	0830 to 1630
Saturday:	0900 to 1630	Holiday:	to
Advanced booking notice:	14 day(s)		
Minimum notice for reservation:	2.0 hour(s)		
Reservations / Scheduling:	Manual		

## FARE STRUCTURE

Effective Date:	01/06/2012	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.75	\$2.50	\$57.00	<input checked="" type="checkbox"/>
Child				<input type="checkbox"/>
Student	\$2.75	\$2.50	\$47.00	<input type="checkbox"/>
Senior	\$2.75	\$2.50	\$47.00	<input checked="" type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion				<input checked="" type="checkbox"/>
Other	Child under 5 free			

## EMPLOYEE DATA

	Full-time	Part-time
Operators	3	5
Other Operations		
Vehicle Mechanics	2	
General and Administration	1	
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>6</b>	<b>5</b>

Union Affiliations: Operators: IBEW 636  
Mechanics: IBEW 636  
Other (specify):

Top Operator Wage Rate: \$22.19

Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	14%	18%
Net Operating Cost / Capita	\$9.38	\$6.51
Total Exp. / Passenger	\$18.17	\$13.70
Total Exp. / Eligible Passenger	\$18.17	\$16.26
Transportation Exp. / Passenger		
Dedicated Service	\$15.66	\$11.06
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$43.53	\$29.60
<b>OPERATING</b>		
Registrants / Capita	0.0222	0.0114
Passengers / Capita	0.6002	0.5813
Passengers / Registrant	27.01	50.82
Passengers / Hour (Dedicated Service)	2.78	2.68
Kms / Passenger (Dedicated Service)	4.14	4.61
Average Speed (Dedicated Service)	11.52	12.35

## PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	7,522	
Wheelchair/Scooter Users	8,155	
Attendants	2,333	
Companions		
Other (specified)	590	
<b>TOTAL</b>	<b>18,600</b>	

## VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	4	3	4	6
Other				
<b>TOTAL DED. VEHICLES</b>	<b>4</b>	<b>3</b>	<b>N/A</b>	<b>N/A</b>

Vehicle ownership: Municipal Transit System  
Vehicle maintenance responsibility: Municipal Transit System  
Accessible taxis:

# Thunder Bay

## Lift+ Specialized Transit Service

Contact: Dana Earle  
 Title: Supervisor - Customer Care & Admin Services  
 Telephone: 807-684-3191  
 Fax: 804-345-5744  
 Email: dearle@thunderbay.ca

Population served: 109,000  
 Service area (km²): 256.0  
 Communities served: 1  
 Service began: 01/01/2014  
 Advisory Committee members: 13  
 Eligibility Committee members: 2

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	334	412
Ambulatory:	453	551
Attendants:		
Companions:		
Other:		
<b>Total:</b>	<b>787</b>	<b>963</b>

Dedicated Serv. Operated by: ☒ Transit System/Municipality  
☐ Private Contractor(s), number:  
☐ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 3  
 Taxi Scrip Program Available: ☒

Eligibility Criteria: ☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

## VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	572,277	392,851
Tot. Veh. Km. - Dedicated Service	572,277	574,480
Rev. Veh. Hrs. - Dedicated Service	31,726	24,952
Tot. Veh. Hrs. - Dedicated Service	31,726	29,346
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

## PASSENGER DATA

Dedicated Service	73,406	72,366
Non-Dedicated Service	1,417	2,236
<b>TOTAL PASSENGERS</b>	<b>74,823</b>	<b>74,602</b>
Subscription / Pre-booked	0%	45%
Reservation	0%	55%
On-Demand / Day of trip	0%	1%
Cancelled in advance	14,989	12,080
No-shows / Cancelled at door	815	966
Unaccommodated trips	2,352	589
Number of complaints		55

## OPERATING EXPENSES

Administration		\$233,777
Operations:		
Internal - Dedicated Service		\$946,476
Contract - Dedicated Service		
Contract - Non-Dedicated Service		\$45,945
Contract - Taxi Scrip		\$67,281
Maintenance (Vehicles & Facilities)		\$592,709
Fuel		
<b>TOTAL OPERATING EXPENSES</b>	<b>\$2,284,998</b>	<b>\$1,886,188</b>

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$361,707	\$136,021
Other Operating Revenue		\$141,960
<b>Total Operating Revenue</b>	<b>\$361,707</b>	<b>\$277,981</b>
Federal Contributions		
Provincial Contributions		\$141,956
Municipal Contributions	\$1,791,200	\$2,113,400
Other / Donations	\$138,840	\$75,869
<b>TOTAL</b>	<b>\$2,291,747</b>	<b>\$2,609,206</b>

## CAPITAL EXPENSES

Vehicles Purchased	\$202,031
Debt Servicing	
Other Capital Expenses	
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$202,031</b>

## CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	\$202,031
Municipal Contributions	
Other / Donations	
<b>TOTAL CAPITAL FUNDING</b>	<b>\$202,031</b>

\* Other Operating Contribution was one-time transition funding from the non-profit organization when the specialized service moved to the city on January 1, 2014.

## SERVICE HOURS / SCHEDULING

Weekday:	0600 to 0030	Sunday:	0800 to 2330
Saturday:	0600 to 0030	Holiday:	0800 to 2330
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	0.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

## FARE STRUCTURE

Effective Date:	01/04/2013	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$2.65	\$2.40	\$74.00	<input type="checkbox"/>
Child				<input type="checkbox"/>
Student	\$2.65	\$2.40	\$53.00	<input type="checkbox"/>
Senior	\$2.65	\$2.40	\$53.00	<input type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion	\$2.65	\$2.40	\$74.00	<input type="checkbox"/>
Other	20-ride punch pass for \$40; Annual Senior Pass for \$477			

## EMPLOYEE DATA

	Full-time	Part-time
Operators	9	9
Other Operations	3	
Vehicle Mechanics		
General and Administration	1	
Other		

## TOTAL NUMBER OF EMPLOYEES

<b>13</b>	<b>9</b>
-----------	----------

Union Affiliations: Operators: ATU Local 966  
 Mechanics:  
 Other (specify):

Top Operator Wage Rate: \$21.05

Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	16%	15%
Net Operating Cost / Capita	\$17.64	\$14.75
Total Exp. / Passenger	\$30.54	\$25.28
Total Exp. / Eligible Passenger	\$30.54	\$27.54
Transportation Exp. / Passenger		
Dedicated Service		\$21.27
Non-Dedicated Service		\$50.64
Transportation Exp. / Hour (Dedicated Service)		\$52.45
<b>OPERATING</b>		
Registrants / Capita	0.0602	0.0088
Passengers / Capita	0.6865	0.6844
Passengers / Registrant	11.41	77.47
Passengers / Hour (Dedicated Service)	2.31	2.90
Kms / Passenger (Dedicated Service)	7.80	5.43
Average Speed (Dedicated Service)	18.04	15.74

## PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	43,735	1,149
Wheelchair/Scooter Users	22,702	899
Attendants	5,536	174
Companions	393	14
Other (specified)		
<b>TOTAL</b>	<b>72,366</b>	<b>2,236</b>

## VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	26	11	4	8
Small Buses				
Other				
<b>TOTAL DED. VEHICLES</b>	<b>26</b>	<b>11</b>	<b>N/A</b>	<b>N/A</b>

Vehicle ownership: Transit System  
 Vehicle maintenance responsibility: Private Operation  
 Accessible taxis:

# Timmins

## Timmins Handy Transit

Contact: Catherine Verreault  
 Title: Manager of Timmins Transit  
 Telephone: 705-360-2600 x3501  
 Fax: 705-360-2698  
 Email: catherine.verreault@timmins.ca

Population served: 38,622  
 Service area (km²): 24.0  
 Communities served: 1  
 Service began: 01/01/1985  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	480	480
Ambulatory:	95	95
Attendants:	6	6
Companions:		
Other:		
<b>Total:</b>	<b>581</b>	<b>581</b>

Dedicated Serv. Operated by: ☒ Transit System/Municipality  
☐ Private Contractor(s), number:  
☐ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:  
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	107,467	114,349
Tot. Veh. Km. - Dedicated Service	107,467	114,349
Rev. Veh. Hrs. - Dedicated Service	5,349	5,596
Tot. Veh. Hrs. - Dedicated Service	5,349	5,596
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	13,224	13,225
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>13,224</b>	<b>13,225</b>
Subscription / Pre-booked	74%	72%
Reservation	25%	27%
On-Demand / Day of trip	1%	1%
Cancelled in advance	2,493	3,355
No-shows / Cancelled at door	197	82
Unaccommodated trips	342	87
Number of complaints		

### OPERATING EXPENSES

Administration	\$61,894	\$58,075
Operations:		
Internal - Dedicated Service	\$250,230	\$277,516
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$175,563	\$169,235
Fuel	\$29,149	\$28,042
<b>TOTAL OPERATING EXPENSES</b>	<b>\$516,836</b>	<b>\$532,868</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$25,808	\$31,687
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$25,808</b>	<b>\$31,687</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$491,028	\$501,181
Other / Donations		
<b>TOTAL</b>	<b>\$516,836</b>	<b>\$532,868</b>

### CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>		

### CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		

### TOTAL CAPITAL FUNDING

Part time driver wages are recorded on the Urban Transit Statistics survey - they are not separated by budget line. Dispatchers, mechanics, administration and maintenance employees are shared with the conventional bus service.

### SERVICE HOURS / SCHEDULING

Weekday:	0600 to 2330	Sunday:	0830 to 1830
Saturday:	0630 to 2330	Holiday:	to
Advanced booking notice:	28 day(s)		
Minimum notice for reservation:	1.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

### FARE STRUCTURE

Effective Date:	01/01/2014	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$2.50	\$2.50		<input checked="" type="checkbox"/>
Child				<input type="checkbox"/>
Student	\$2.00	\$2.00		<input type="checkbox"/>
Senior	\$2.00	\$2.00		<input checked="" type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion	\$2.50			
Other	Children < 5 free			

### EMPLOYEE DATA

	Full-time	Part-time
Operators	2	5
Other Operations		
Vehicle Mechanics		
General and Administration		
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>2</b>	<b>5</b>

Union Affiliations: Operators: CUPE Local 1544  
 Mechanics: CUPE Local 1544  
 Other (specify):

Top Operator Wage Rate: \$24.28  
 Top Mechanic Wage Rate: \$29.69

### PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	5%	6%
Net Operating Cost / Capita	\$12.71	\$12.98
Total Exp. / Passenger	\$39.08	\$40.29
Total Exp. / Eligible Passenger	\$39.80	\$40.74
Transportation Exp. / Passenger		
Dedicated Service	\$34.40	\$35.90
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$85.05	\$84.85
<b>OPERATING</b>		
Registrants / Capita	0.0158	0.0150
Passengers / Capita	0.3424	0.3424
Passengers / Registrant	21.68	22.76
Passengers / Hour (Dedicated Service)	2.47	2.36
Kms / Passenger (Dedicated Service)	8.13	8.65
Average Speed (Dedicated Service)	20.09	20.43

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	13,079	
Wheelchair/Scooter Users		
Attendants	146	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>13,225</b>	

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	5	4	5	6
Other				
<b>TOTAL DED. VEHICLES</b>	<b>5</b>	<b>4</b>	<b>N/A</b>	<b>N/A</b>

Vehicle ownership: Municipal Transit System  
 Vehicle maintenance responsibility: Municipal Transit System  
 Accessible taxis:

## Wheel-Trans

Contact: Margaret Gomes  
 Title: Budget & Research Analyst  
 Telephone: 416-393-4963  
 Fax: 416-338-0139  
 Email: margaret.gomes@ttc.ca

Population served: 2,808,500  
 Service area (km²): 630.0  
 Communities served: 1  
 Service began: 01/01/1975  
 Advisory Committee members: 15  
 Eligibility Committee members: 15

**REGISTRANTS**  
 Wheelchair/Scooter Users: 12,550  
 Ambulatory: 22,317  
 Attendants:  
 Companions:  
 Other:  
**Total: 34,867**

**Active**  
 12,550  
 22,317  
 34,867

**Total**  
 12,550  
 22,317  
 34,867

Dedicated Serv. Operated by: ☒ Transit System/Municipality

Non-Dedicated Service: ☒ Contractors: 2

**Eligibility Criteria:** ☐ Unable to Board

☒ Private Contractor(s), number: 4

Taxi Scrip Program Available: ☐

☐ Unable to Use

☐ Private Non-Profit Org.

☒ Other Criteria

## VEHICLE KILOMETRES &amp; HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	15,096,706	14,024,459
Tot. Veh. Km. - Dedicated Service	18,870,906	16,829,351
Rev. Veh. Hrs. - Dedicated Service	737,760	716,865
Tot. Veh. Hrs. - Dedicated Service	914,860	845,900
Non-Dedicated Service - Veh. Km.	5,393,027	6,741,500
Non-Dedicated Service - Veh. Hrs.	172,685	219,899

## PASSENGER DATA

Dedicated Service	2,160,340	2,160,373
Non-Dedicated Service	735,164	966,129
<b>TOTAL PASSENGERS</b>	<b>2,895,504</b>	<b>3,126,502</b>
Subscription / Pre-booked	45%	45%
Reservation	54%	54%
On-Demand / Day of trip	1%	1%
Cancelled in advance	1,035,548	1,139,709
No-shows / Cancelled at door	90,127	99,671
Unaccommodated trips	83,023	56,957
Number of complaints	3,093	5,340

## OPERATING EXPENSES

Administration	\$12,543,852	\$15,584,321
Operations:		
Internal - Dedicated Service	\$35,476,441	\$36,686,566
Contract - Dedicated Service	\$19,859,035	\$19,876,113
Contract - Non-Dedicated Service	\$14,477,871	\$18,229,432
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$15,808,784	\$17,267,536
Fuel	\$3,697,841	\$3,750,888
<b>TOTAL OPERATING EXPENSES</b>	<b>\$101,863,824</b>	<b>\$111,394,856</b>

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$5,654,684	\$5,778,064
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$5,654,684</b>	<b>\$5,778,064</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$96,209,140	\$105,616,793
Other / Donations		
<b>TOTAL</b>	<b>\$101,863,824</b>	<b>\$111,394,857</b>

## CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses	\$2,456,826	
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$2,456,826</b>	

## CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$2,456,826	
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$2,456,826</b>	

\* Other Eligibility Criteria: users who have restricted physical functional mobility.

## SERVICE HOURS / SCHEDULING

Weekday:	0000 to 2400	Sunday:	0000 to 2400
Saturday:	0000 to 2400	Holiday:	0000 to 2400
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	3.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

## FARE STRUCTURE

Effective Date: 01/01/2014	<b>Cash</b>	<b>Tickets/Cards</b> (unit price)	<b>Monthly Pass</b>	<b>Free</b>
Adult	\$3.00	\$2.70	\$133.75	<input type="checkbox"/>
Child	\$0.75	\$0.60		<input type="checkbox"/>
Student	\$2.00	\$1.85	\$108.00	<input type="checkbox"/>
Senior	\$2.00	\$1.85	\$108.00	<input checked="" type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion				
Other				

## EMPLOYEE DATA

	<b>Full-time</b>	<b>Part-time</b>
Operators	350	
Other Operations	86	
Vehicle Mechanics	89	
General and Administration	7	
Other		

## TOTAL NUMBER OF EMPLOYEES

532

**Union Affiliations:** Operators: ATU Local 113  
 Mechanics: ATU Local 113  
 Other (specify): (Divisional Clerk) ATU Local 113

Top Operator Wage Rate: \$32.03

Top Mechanic Wage Rate: \$39.28

## PERFORMANCE INDICATORS

	2013	2014
<b>FINANCIAL</b>		
R/C Ratio	6%	5%
Net Operating Cost / Capita	\$34.47	\$37.61
Total Exp. / Passenger	\$35.18	\$35.63
Total Exp. / Eligible Passenger	\$35.18	\$35.63
Transportation Exp. / Passenger		
Dedicated Service	\$34.64	\$35.91
Non-Dedicated Service	\$19.69	\$18.87
Transportation Exp. / Hour (Dedicated Service)	\$81.81	\$91.71
<b>OPERATING</b>		
Registrants / Capita	0.0112	0.0124
Passengers / Capita	1.0374	1.1132
Passengers / Registrant	92.80	89.67
Passengers / Hour (Dedicated Service)	2.93	3.01
Kms / Passenger (Dedicated Service)	6.99	6.49
Average Speed (Dedicated Service)	20.46	19.56

## PASSENGER DATA

	<b>Ded. Service</b>	<b>Non-Ded. Service</b>
Ambulatory	1,468,663	957,425
Wheelchair/Scooter Users	691,710	8,704
Attendants		
Companions		
Other (specified)		
<b>TOTAL</b>	<b>2,160,373</b>	<b>966,129</b>

## VEHICLE DATA

	<b>Number</b>	<b>Veh. Peak</b>	<b>Avg. Capacity per Veh.</b>	
Non-Accessible Cars	200	130	N/A	3
Accessible Vans / Minivans	162	154	1	2
Small Buses	221	162	4	8
Other				
<b>TOTAL DED. VEHICLES</b>	<b>583</b>	<b>446</b>	N/A	N/A

Vehicle ownership: Transit Commission  
 Vehicle maintenance responsibility: Transit Commission  
 Accessible taxis: 173

# Trent Hills

## Community Care Northumberland Specialized Transpor

Contact: Charlotte Clay-Ireland  
 Title: Transportation Program Coordinator  
 Telephone: 905-885-0466  
 Fax: 905-885-1818  
 Email: c.clay-ireland@commcare.ca

Population served: 12,604  
 Service area (km²): 509.5  
 Communities served: 1  
 Service began: 06/05/1992  
 Advisory Committee members: 9  
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	140	140
Ambulatory:	181	181
Attendants:	20	20
Companions:		
Other:		
<b>Total:</b>	<b>341</b>	<b>341</b>

Dedicated Serv. Operated by: ☐ Transit System/Municipality  
☐ Private Contractor(s), number:  
☒ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:  
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	114,381	94,721
Tot. Veh. Km. - Dedicated Service	145,431	118,401
Rev. Veh. Hrs. - Dedicated Service	4,032	3,324
Tot. Veh. Hrs. - Dedicated Service	4,805	3,957
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

	2013	2014
Dedicated Service	5,033	4,030
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>5,033</b>	<b>4,030</b>
Subscription / Pre-booked	50%	50%
Reservation	50%	50%
On-Demand / Day of trip	0%	0%
Cancelled in advance	641	1,155
No-shows / Cancelled at door	42	50
Unaccommodated trips	25	28
Number of complaints	5	10

### OPERATING EXPENSES

	2013	2014
Administration	\$45,910	\$39,663
Operations:		
Internal - Dedicated Service	\$146,952	\$131,554
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$31,880	\$31,357
Fuel		
<b>TOTAL OPERATING EXPENSES</b>	<b>\$224,742</b>	<b>\$202,574</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2013	2014
Passenger Revenue	\$39,810	\$28,406
Other Operating Revenue	\$24,961	\$23,870
<b>Total Operating Revenue</b>	<b>\$64,771</b>	<b>\$52,276</b>
Federal Contributions		
Provincial Contributions	\$106,914	\$80,959
Municipal Contributions	\$51,750	\$69,339
Other / Donations	\$408	
<b>TOTAL</b>	<b>\$223,843</b>	<b>\$202,574</b>

### CAPITAL EXPENSES

	2013	2014
Vehicles Purchased		\$30,000
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>		<b>\$30,000</b>

### CAPITAL FUNDING SOURCES

	2013	2014
Transit System		
Federal Contributions		
Provincial Contributions		\$30,000
Municipal Contributions		
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>		<b>\$30,000</b>

Please note regarding our number of registrants. We have updated our files from last year and the number reported for 2014 is an accurate one. A 2011 Dodge Caravan wheelchair accessible vehicle was purchased in April 2014 with monies from the Central East LHIN/MOH. This vehicle replaced a 2008 Dodge vehicle in the fleet.

### SERVICE HOURS / SCHEDULING

	Weekday:	0800 to 1700	Sunday:	to
Saturday:	to		Holiday:	to
Advanced booking notice:	7 day(s)			
Minimum notice for reservation:	48.0 hour(s)			
Reservations / Scheduling:	Partially Computerized			

### FARE STRUCTURE

Effective Date:	01/01/2012	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$4.00	\$3.33		<input type="checkbox"/>
Child	\$4.00	\$3.33		<input type="checkbox"/>
Student	\$4.00	\$3.33		<input type="checkbox"/>
Senior	\$4.00	\$3.33		<input type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion				<input type="checkbox"/>
Other				<input type="checkbox"/>

### EMPLOYEE DATA

	Full-time	Part-time
Operators		3
Other Operations		1
Vehicle Mechanics		
General and Administration	1	
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>1</b>	<b>4</b>

Union Affiliations: Operators:  
 Mechanics:  
 Other (specify):

Top Operator Wage Rate: \$15.09

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

	2013	2014
<b>FINANCIAL</b>		
R/C Ratio	29%	26%
Net Operating Cost / Capita	\$12.69	\$11.92
Total Exp. / Passenger	\$44.65	\$50.27
Total Exp. / Eligible Passenger	\$45.07	\$50.52
Transportation Exp. / Passenger		
Dedicated Service	\$35.53	\$40.42
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$37.22	\$41.17
<b>OPERATING</b>		
Registrants / Capita	0.0650	0.0271
Passengers / Capita	0.3993	0.3197
Passengers / Registrant	6.15	11.82
Passengers / Hour (Dedicated Service)	1.25	1.21
Kms / Passenger (Dedicated Service)	22.73	23.50
Average Speed (Dedicated Service)	28.37	28.50

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	1,025	
Wheelchair/Scooter Users	2,985	
Attendants	20	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>4,030</b>	

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	1	1	2	1
Small Buses	1	1	4	8
Other				
<b>TOTAL DED. VEHICLES</b>	<b>2</b>	<b>2</b>	N/A	N/A

Vehicle ownership: Non-profit Organization  
 Vehicle maintenance responsibility: Non-profit Organization  
 Accessible taxis:

# Wallaceburg

## CK Transit Wallaceburg Accessible Service

Contact: Jan Metcalfe  
 Title: Engineering Technologist  
 Telephone: 519-360-1998 x 3301  
 Fax: 519-436-3240  
 Email: janm@chatham-kent.ca

Population served: 11,000  
 Service area (km²): 10.7  
 Communities served: 1  
 Service began: 01/09/1991  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	173	173
Ambulatory:	352	352
Attendants:	144	144
Companions:		
Other:		
<b>Total:</b>	<b>669</b>	<b>669</b>

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

Eligibility Criteria: ☒ Unable to Board

☒ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☐

☒ Unable to Use

☐ Private Non-Profit Org.

☐ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	25,196	25,500
Tot. Veh. Km. - Dedicated Service	25,196	32,000
Rev. Veh. Hrs. - Dedicated Service	3,352	3,340
Tot. Veh. Hrs. - Dedicated Service	3,352	3,340
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	7,615	6,302
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>7,615</b>	<b>6,302</b>
Subscription / Pre-booked	0%	0%
Reservation	100%	100%
On-Demand / Day of trip	0%	0%
Cancelled in advance	625	288
No-shows / Cancelled at door		11
Unaccommodated trips		
Number of complaints		

### OPERATING EXPENSES

Administration	\$10,857	\$11,116
Operations:		
Internal - Dedicated Service	\$4,330	\$2,197
Contract - Dedicated Service	\$141,287	\$160,775
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel	\$5,096	\$3,055
<b>TOTAL OPERATING EXPENSES</b>	<b>\$161,570</b>	<b>\$177,143</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$19,374	\$16,710
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$19,374</b>	<b>\$16,710</b>
Federal Contributions		
Provincial Contributions	\$8,840	\$8,823
Municipal Contributions	\$133,356	\$151,610
Other / Donations		
<b>TOTAL</b>	<b>\$161,570</b>	<b>\$177,143</b>

### CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
<b>TOTAL CAPITAL EXPENSES</b>	

### CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	
Other / Donations	
<b>TOTAL CAPITAL FUNDING</b>	

### SERVICE HOURS / SCHEDULING

Weekday:	0615 to 1915	Sunday:	0800 to 1700
Saturday:	0615 to 1915	Holiday:	to
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

### FARE STRUCTURE

Effective Date:	01/01/2006	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$3.00	\$3.00		<input type="checkbox"/>
Child	\$3.00	\$3.00		<input type="checkbox"/>
Student	\$3.00	\$3.00		<input type="checkbox"/>
Senior	\$3.00	\$3.00		<input checked="" type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion	\$3.00	\$3.00		
Other				

### EMPLOYEE DATA

	Full-time	Part-time
Operators		
Other Operations		
Vehicle Mechanics		
General and Administration		
Other		

### TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators:  
 Mechanics:  
 Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	12%	9%
Net Operating Cost / Capita	\$12.93	\$14.58
Total Exp. / Passenger	\$21.22	\$28.11
Total Exp. / Eligible Passenger	\$21.92	\$29.05
Transportation Exp. / Passenger		
Dedicated Service	\$19.79	\$26.35
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$44.96	\$49.71
<b>OPERATING</b>		
Registrants / Capita	0.0544	0.0608
Passengers / Capita	0.6923	0.5729
Passengers / Registrant	12.73	9.42
Passengers / Hour (Dedicated Service)	2.27	1.89
Kms / Passenger (Dedicated Service)	3.31	4.05
Average Speed (Dedicated Service)	7.52	7.63

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	5,584	
Wheelchair/Scooter Users	513	
Attendants	205	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>6,302</b>	

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	2	1	3	4
Other				
<b>TOTAL DED. VEHICLES</b>	<b>2</b>	<b>1</b>	N/A	N/A

Vehicle ownership: contracted operators

Vehicle maintenance responsibility: contracted operators

Accessible taxis:

# Waterloo Region - Rural

## Woolwich Transit Inc. o/a Kiwanis Transit

Contact: Cheryl Fisher  
 Title: KT Transit Manager  
 Telephone: 519-669-4533 x223  
 Fax: 519-669-3124  
 Email: cheryl@k-transit.com

Population served: 57,000  
 Service area (km²): 843.0  
 Communities served: 3  
 Service began: 02/07/1992  
 Advisory Committee members: 13  
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	620	620
Ambulatory:	1,055	1,055
Attendants:		
Companions:		
Other:		
<b>Total:</b>	<b>1,675</b>	<b>1,675</b>

Dedicated Serv. Operated by: ☐ Transit System/Municipality  
☐ Private Contractor(s), number: 1  
☒ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 3  
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☐ Unable to Board  
☐ Unable to Use  
☒ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	511,135	549,603
Tot. Veh. Km. - Dedicated Service	511,135	549,603
Rev. Veh. Hrs. - Dedicated Service	14,774	16,602
Tot. Veh. Hrs. - Dedicated Service	14,774	16,602
Non-Dedicated Service - Veh. Km.	80,772	95,726
Non-Dedicated Service - Veh. Hrs.	1,176	1,367

### PASSENGER DATA

Dedicated Service	37,858	36,388
Non-Dedicated Service	5,432	7,376
<b>TOTAL PASSENGERS</b>	<b>43,290</b>	<b>43,764</b>
Subscription / Pre-booked	69%	72%
Reservation	30%	27%
On-Demand / Day of trip	1%	1%
Cancelled in advance	6,979	7,599
No-shows / Cancelled at door	257	298
Unaccommodated trips	624	780
Number of complaints		

### OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$1,111,755	\$1,149,160
Contract - Non-Dedicated Service	\$171,523	\$197,227
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
<b>TOTAL OPERATING EXPENSES</b>	<b>\$1,283,278</b>	<b>\$1,346,387</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$102,865	\$91,238
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$102,865</b>	<b>\$91,238</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$1,150,896	\$1,256,363
Other / Donations		
<b>TOTAL</b>	<b>\$1,253,761</b>	<b>\$1,347,601</b>

### CAPITAL EXPENSES

Vehicles Purchased		\$82,495
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>		<b>\$82,495</b>

### CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		\$82,495
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>		<b>\$82,495</b>

\* Fares: Child under 5 or veteran pass is free.

### SERVICE HOURS / SCHEDULING

Weekday:	0600 to 1800	Sunday:	to
Saturday:	0700 to 1700	Holiday:	to
Advanced booking notice:	30 day(s)		
Minimum notice for reservation:	48.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

### FARE STRUCTURE

Effective Date:	01/07/2014	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$3.00	\$2.47	\$76.00	<input checked="" type="checkbox"/>
Child	\$3.00	\$2.14	\$64.00	<input type="checkbox"/>
Student	\$3.00	\$2.14	\$64.00	<input type="checkbox"/>
Senior	\$3.00	\$2.14	\$64.00	<input checked="" type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion	\$3.00			
Other	Attendant free only if the registrant has a PlusONE card			

### EMPLOYEE DATA

	Full-time	Part-time
Operators	5	5
Other Operations	2	1
Vehicle Mechanics		
General and Administration	1	
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>8</b>	<b>6</b>

Union Affiliations: Operators:  
 Mechanics:  
 Other (specify):

Top Operator Wage Rate: \$22.01

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	8%	7%
Net Operating Cost / Capita	\$21.46	\$22.02
Total Exp. / Passenger	\$29.64	\$30.76
Total Exp. / Eligible Passenger	\$32.74	\$33.54
Transportation Exp. / Passenger		
Dedicated Service	\$29.37	\$31.58
Non-Dedicated Service	\$31.58	\$26.74
Transportation Exp. / Hour (Dedicated Service)	\$75.25	\$69.22
<b>OPERATING</b>		
Registrants / Capita	0.0265	0.0294
Passengers / Capita	0.7871	0.7678
Passengers / Registrant	29.75	26.13
Passengers / Hour (Dedicated Service)	2.56	2.19
Kms / Passenger (Dedicated Service)	13.50	15.10
Average Speed (Dedicated Service)	34.60	33.10

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	26,346	5,970
Wheelchair/Scooter Users	6,418	1,406
Attendants	3,624	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>36,388</b>	<b>7,376</b>

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	6	5	6	12
Other				
<b>TOTAL DED. VEHICLES</b>	<b>6</b>	<b>5</b>	<b>N/A</b>	<b>N/A</b>

Vehicle ownership: Regional Municipality  
 Vehicle maintenance responsibility: Non profit organization  
 Accessible taxis:

# Waterloo Region - Urban

## Grand River Transit MobilityPLUS (Urban Area)

Contact: Bonnie Liesemer  
 Title: Manager, Finance & Administration (GRT)  
 Telephone: 519-585-7597 x7218  
 Fax: 519-585-1060  
 Email: bliesemer@regionofwaterloo.ca

Population served: 502,600  
 Service area (km²): 315.8  
 Communities served: 4  
 Service began: 01/01/1973  
 Advisory Committee members: 12  
 Eligibility Committee members: 5

**REGISTRANTS**  
 Wheelchair/Scooter Users: 1,036  
 Ambulatory: 1,555  
 Attendants:  
 Companions:  
 Other:  
**Total: 2,591**

**Active**  
 1,036  
 1,555  
 2,591  
**6,717**

Dedicated Serv. Operated by: ☒ Transit System/Municipality  
☐ Private Contractor(s), number:  
☐ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 4  
 Taxi Scrip Program Available: ☒

**Eligibility Criteria:** ☒ Unable to Board  
☒ Unable to Use  
☒ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	1,168,465	1,134,674
Tot. Veh. Km. - Dedicated Service	1,192,311	1,157,831
Rev. Veh. Hrs. - Dedicated Service	57,044	56,761
Tot. Veh. Hrs. - Dedicated Service	58,208	57,919
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	145,085	149,557
Non-Dedicated Service	146,025	141,011
<b>TOTAL PASSENGERS</b>	<b>291,110</b>	<b>290,568</b>
Subscription / Pre-booked	55%	59%
Reservation	45%	42%
On-Demand / Day of trip	0%	0%
Cancelled in advance	43,547	43,981
No-shows / Cancelled at door	5,721	5,130
Unaccommodated trips	3,584	2,568
Number of complaints	317	380

### OPERATING EXPENSES

Administration	\$785,273	\$855,985
Operations:		
Internal - Dedicated Service	\$4,384,308	\$4,528,122
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$1,542,378	\$1,396,464
Contract - Taxi Scrip	\$687,052	\$712,072
Maintenance (Vehicles & Facilities)	\$835,588	\$774,498
Fuel	\$412,794	\$417,347
<b>TOTAL OPERATING EXPENSES</b>	<b>\$8,647,393</b>	<b>\$8,684,488</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$362,803	\$352,730
Other Operating Revenue	\$381,470	\$395,362
<b>Total Operating Revenue</b>	<b>\$744,273</b>	<b>\$748,092</b>
Federal Contributions		
Provincial Contributions	\$941,026	\$941,026
Municipal Contributions	\$6,962,094	\$6,995,370
Other / Donations		
<b>TOTAL</b>	<b>\$8,647,393</b>	<b>\$8,684,488</b>

### CAPITAL EXPENSES

Vehicles Purchased	\$569,223	\$383,614
Debt Servicing		
Other Capital Expenses	\$10,327	
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$579,550</b>	<b>\$383,614</b>

### CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$579,550	\$383,614
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$579,550</b>	<b>\$383,614</b>

\* Fares: Child under 5 or veteran pass is free. \* In June 2008 MobilityPLUS started a Commuter Service for persons with cognitive disabilities. In 2014, 10,586 passengers were carried. All MobilityPLUS registrants have access to Taxiscip as well as complimentary rides on conventional GRT routes. In 2014, there were approximately 126,016 rides provided on GRT conventional transit for registrants of MobilityPLUS.

### SERVICE HOURS / SCHEDULING

Weekday:	0515 to 0115	Sunday:	0715 to 0115
Saturday:	0530 to 0115	Holiday:	0715 to 0115
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	48.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

### FARE STRUCTURE

Effective Date:	01/07/2014	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$3.00	\$2.47	\$76.00	<input checked="" type="checkbox"/>
Child	\$3.00	\$2.14	\$64.00	<input type="checkbox"/>
Student	\$3.00	\$2.14	\$64.00	<input type="checkbox"/>
Senior	\$3.00	\$2.14	\$64.00	<input checked="" type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion	\$3.00			
Other	Attendant free only if the registrant has a PlusONE card			

### EMPLOYEE DATA

	Full-time	Part-time
Operators	34	12
Other Operations	6	5
Vehicle Mechanics		
General and Administration	10	
Other		

### TOTAL NUMBER OF EMPLOYEES

<b>50</b>	<b>17</b>
<b>Union Affiliations:</b>	
Operators:	Unifor 4304
Mechanics:	Unifor 4304
Other (specify):	(Clerical staff) CUPE 1883

Top Operator Wage Rate: \$28.27

Top Mechanic Wage Rate: \$32.07

### PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	9%	9%
Net Operating Cost / Capita	\$15.89	\$15.79
Total Exp. / Passenger	\$29.70	\$29.89
Total Exp. / Eligible Passenger	\$41.48	\$42.16
Transportation Exp. / Passenger		
Dedicated Service	\$38.82	\$38.25
Non-Dedicated Service	\$15.27	\$14.95
Transportation Exp. / Hour (Dedicated Service)	\$96.77	\$98.76
<b>OPERATING</b>		
Registrants / Capita	0.0153	0.0134
Passengers / Capita	0.5852	0.5781
Passengers / Registrant	38.17	43.26
Passengers / Hour (Dedicated Service)	2.54	2.63
Kms / Passenger (Dedicated Service)	8.05	7.59
Average Speed (Dedicated Service)	20.48	19.99

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	80,659	53,560
Wheelchair/Scooter Users	55,826	15,945
Attendants	13,072	
Companions		
Other (specified)		71,506
<b>TOTAL</b>	<b>149,557</b>	<b>141,011</b>

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			Wheelchair N/A Ambulatory
Accessible Vans / Minivans	30	25	6 7
Small Buses			
Other			
<b>TOTAL DED. VEHICLES</b>	<b>30</b>	<b>25</b>	N/A N/A

Vehicle ownership: Regional Transit System  
 Vehicle maintenance responsibility: Regional Transit System  
 Accessible taxis: 21



# Welland

## WellTrans

Contact: Lorraine Denis  
 Title: WellTrans Co-ordinator  
 Telephone: 905-735-1700 x3102  
 Fax: 905-732-9422  
 Email: lorraine.denis@welland.ca

Population served: 50,331  
 Service area (km²): 86.0  
 Communities served: 1  
 Service began: 01/08/1981  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

REGISTRANTS		Active	Total
Wheelchair/Scooter Users:		710	710
Ambulatory:		604	604
Attendants:		440	440
Companions:			
Other:			
<b>Total:</b>		<b>1,754</b>	<b>1,754</b>

Dedicated Serv. Operated by: ☒ Transit System/Municipality  
☐ Private Contractor(s), number:  
☐ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:  
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

## VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	87,348	85,178
Tot. Veh. Km. - Dedicated Service	93,593	91,584
Rev. Veh. Hrs. - Dedicated Service	5,522	5,645
Tot. Veh. Hrs. - Dedicated Service	6,077	6,261
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

## PASSENGER DATA

Dedicated Service	16,122	16,040
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>16,122</b>	<b>16,040</b>
Subscription / Pre-booked	55%	45%
Reservation	44%	54%
On-Demand / Day of trip	1%	1%
Cancelled in advance	2,744	2,313
No-shows / Cancelled at door	121	127
Unaccommodated trips	380	385
Number of complaints	12	10

## OPERATING EXPENSES

Administration	\$120,127	\$122,223
Operations:		
Internal - Dedicated Service	\$213,142	\$241,903
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$46,648	\$43,658
Fuel	\$34,426	\$37,174
<b>TOTAL OPERATING EXPENSES</b>	<b>\$414,343</b>	<b>\$444,958</b>

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$36,390	\$35,354
Other Operating Revenue	\$770	\$420
<b>Total Operating Revenue</b>	<b>\$37,160</b>	<b>\$35,774</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$377,183	\$409,184
Other / Donations		
<b>TOTAL</b>	<b>\$414,343</b>	<b>\$444,958</b>

## CAPITAL EXPENSES

Vehicles Purchased	\$116,539	
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$116,539</b>	

## CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$116,539	
Municipal Contributions		
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$116,539</b>	

## SERVICE HOURS / SCHEDULING

Weekday:	0715 to 1845	Sunday:	to
Saturday:	0930 to 1815	Holiday:	to
Advanced booking notice:	14 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

## FARE STRUCTURE

Effective Date:	01/07/2013	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$2.75	\$2.20		<input type="checkbox"/>
Child	\$2.75	\$2.20		<input type="checkbox"/>
Student	\$2.75	\$2.20		<input type="checkbox"/>
Senior	\$2.75	\$2.20		<input type="checkbox"/>
Attendant	\$2.75	\$2.20		<input type="checkbox"/>
Companion	\$2.75	\$2.20		<input type="checkbox"/>
Other	free with CNIB Card			

## EMPLOYEE DATA

	Full-time	Part-time
Operators	2	3
Other Operations		1
Vehicle Mechanics		1
General and Administration	1	2
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>3</b>	<b>7</b>

Union Affiliations: Operators: ATU Local 1633  
 Mechanics: ATU Local 1633  
 Other (specify):

Top Operator Wage Rate: \$26.96  
 Top Mechanic Wage Rate: \$33.20

## PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	9%	8%
Net Operating Cost / Capita	\$7.49	\$8.13
Total Exp. / Passenger	\$25.70	\$27.74
Total Exp. / Eligible Passenger	\$27.37	\$30.82
Transportation Exp. / Passenger		
Dedicated Service	\$18.25	\$20.12
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$48.41	\$51.55
<b>OPERATING</b>		
Registrants / Capita	0.0381	0.0349
Passengers / Capita	0.3203	0.3187
Passengers / Registrant	8.41	9.14
Passengers / Hour (Dedicated Service)	2.92	2.84
Kms / Passenger (Dedicated Service)	5.42	5.31
Average Speed (Dedicated Service)	15.82	15.09

## PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	8,487	
Wheelchair/Scooter Users	5,951	
Attendants	1,602	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>16,040</b>	

## VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	5	3	5	14
Other				
<b>TOTAL DED. VEHICLES</b>	<b>5</b>	<b>3</b>	<b>N/A</b>	<b>N/A</b>

Vehicle ownership: Municipal Transit System  
 Vehicle maintenance responsibility: Municipal Transit System  
 Accessible taxis:

# West Elgin

## Four Counties Transportation

Contact: Spencer Pray  
 Title: Financial Assistant  
 Telephone: 519-785-0560 x222  
 Fax: 519-785-0644  
 Email: spray@westelgin.net

Population served: 22,955  
 Service area (km²): 1,555.0  
 Communities served: 4  
 Service began: 01/04/1994  
 Advisory Committee members: N/A  
 Eligibility Committee members: 6

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	20	20
Ambulatory:	82	82
Attendants:		
Companions:		
Other:		
<b>Total:</b>	<b>102</b>	<b>102</b>

Dedicated Serv. Operated by: ☒ Transit System/Municipality  
☐ Private Contractor(s), number:  
☐ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:  
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☐ Unable to Board  
☒ Unable to Use  
☒ Other Criteria

## VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	69,103	59,211
Tot. Veh. Km. - Dedicated Service	69,103	59,211
Rev. Veh. Hrs. - Dedicated Service	1,828	1,745
Tot. Veh. Hrs. - Dedicated Service	1,828	1,745
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

## PASSENGER DATA

	2013	2014
Dedicated Service	3,116	2,364
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>3,116</b>	<b>2,364</b>
Subscription / Pre-booked	100%	100%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance	128	128
No-shows / Cancelled at door	4	11
Unaccommodated trips		
Number of complaints		

## OPERATING EXPENSES

	2013	2014
Administration	\$4,609	\$4,236
Operations:		
Internal - Dedicated Service	\$39,751	\$38,262
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$15,460	\$19,842
Fuel	\$10,055	\$9,771
<b>TOTAL OPERATING EXPENSES</b>	<b>\$69,874</b>	<b>\$72,111</b>

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2013	2014
Passenger Revenue	\$18,858	\$14,000
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$18,858</b>	<b>\$14,000</b>
Federal Contributions		
Provincial Contributions	\$22,955	\$26,354
Municipal Contributions	\$28,061	\$23,028
Other / Donations		
<b>TOTAL</b>	<b>\$69,874</b>	<b>\$63,382</b>

## CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
<b>TOTAL CAPITAL EXPENSES</b>	

## CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	
Other / Donations	
<b>TOTAL CAPITAL FUNDING</b>	

\*Other Eligibility Criteria includes persons with an application signed by a health care professional or doctor. \* Contributions by the Municipality of Chatham-Kent \$3,491.86, Newbury \$1,163.95, Southwest Middlesex \$7,987.90, and West Elgin \$10,384.27.  
 \*Dedicated Gas Tax Funds for New Initiatives Program on Mondays and Tuesdays-Fridays. This program has been in place since 2007 and reported on yearly Dedicated Gas Tax Forms for Public Transportation. \* The Four Counties Day Program was reduced from four (4) days each week to three (3) days in 2014. The amount of days allowable for Special Trips was increased from one (1) day to two (2) days each week in 2014. Majority of our clients are seniors. Part of the decline in ridership would be attributed to former clients no longer having the need for the service.

## SERVICE HOURS / SCHEDULING

Weekday:	0900 to 1700	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Manual		

## FARE STRUCTURE

Effective Date:	01/07/2013	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$5.00			<input type="checkbox"/>
Child	\$5.00			<input type="checkbox"/>
Student	\$5.00			<input type="checkbox"/>
Senior	\$5.00			<input type="checkbox"/>
Attendant	\$5.00			<input type="checkbox"/>
Companion	\$5.00			<input type="checkbox"/>
Other	Out of serv. area & reg. hrs. \$25.00/hr + \$0.70/km			

## EMPLOYEE DATA

	Full-time	Part-time
Operators		2
Other Operations		
Vehicle Mechanics		
General and Administration		
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>		<b>2</b>

Union Affiliations: Operators:  
 Mechanics:  
 Other (specify):  
 Top Operator Wage Rate: \$21.78  
 Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	27%	19%
Net Operating Cost / Capita	\$2.22	\$2.53
Total Exp. / Passenger	\$22.42	\$30.50
Total Exp. / Eligible Passenger	\$25.77	\$35.68
Transportation Exp. / Passenger		
Dedicated Service	\$20.95	\$28.71
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$35.70	\$38.90
<b>OPERATING</b>		
Registrants / Capita	0.0043	0.0044
Passengers / Capita	0.1357	0.1030
Passengers / Registrant	31.80	23.18
Passengers / Hour (Dedicated Service)	1.70	1.35
Kms / Passenger (Dedicated Service)	22.18	25.05
Average Speed (Dedicated Service)	37.80	33.93

## PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	1,811	
Wheelchair/Scooter Users	210	
Attendants		
Companions		
Other (specified)	343	
<b>TOTAL</b>	<b>2,364</b>	

## VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	1	1	2	16
Other				
<b>TOTAL DED. VEHICLES</b>	<b>1</b>	<b>1</b>	N/A	N/A
Vehicle ownership:	Municipality			
Vehicle maintenance responsibility:	Municipality			
Accessible taxis:				

# West Perth

## Mitchell and Area Mobility Bus

Contact: Vicky Wolfe Hinz  
 Title: Manager of Outreach Services  
 Telephone: 519-348-8612 ext 226  
 Fax: 519-348-4420  
 Email: maco@ritzlutheranvilla.com

Population served: 9,129  
 Service area (km<sup>2</sup>): 567,000.0  
 Communities served: 1  
 Service began: 01/09/1985  
 Advisory Committee members: 12  
 Eligibility Committee members: 1

**REGISTRANTS**  
 Wheelchair/Scooter Users: 95  
 Ambulatory: 197  
 Attendants: 56  
 Companions: 56  
 Other:  
**Total: 348**

**Active**  
 95  
 197  
 56  
 56  
 348

Dedicated Serv. Operated by: ☐ Transit System/Municipality  
☐ Private Contractor(s), number:  
☒ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 1  
 Taxi Scrip Program Available: ☐

**Eligibility Criteria:** ☐ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	26,009	26,086
Tot. Veh. Km. - Dedicated Service	26,844	27,086
Rev. Veh. Hrs. - Dedicated Service	2,123	2,099
Tot. Veh. Hrs. - Dedicated Service	2,253	2,243
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	4,145	3,303
Non-Dedicated Service		406
<b>TOTAL PASSENGERS</b>	<b>4,145</b>	<b>3,709</b>
Subscription / Pre-booked	45%	15%
Reservation	50%	80%
On-Demand / Day of trip	5%	5%
Cancelled in advance	35	218
No-shows / Cancelled at door	8	26
Unaccommodated trips	4	5
Number of complaints	3	4

### OPERATING EXPENSES

Administration	\$26,314	\$29,346
Operations:		
Internal - Dedicated Service	\$53,483	\$48,783
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$3,600	\$8,951
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$6,115	\$8,262
Fuel		\$4,868
<b>TOTAL OPERATING EXPENSES</b>	<b>\$89,512</b>	<b>\$100,210</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$12,907	\$24,751
Other Operating Revenue	\$13,805	\$12,912
<b>Total Operating Revenue</b>	<b>\$26,712</b>	<b>\$37,663</b>
Federal Contributions		
Provincial Contributions	\$53,046	\$60,126
Municipal Contributions	\$12,000	\$12,000
Other / Donations	\$13,926	\$13,780
<b>TOTAL</b>	<b>\$105,684</b>	<b>\$123,569</b>

### CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>		

### CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>		

\* Fare Structure-the fares indicated are for in-town; rural is \$8.00 one way; if going out of the service area during service hours within Huron and Perth rate is \$0.80/km & \$12/hr waiting; if beyond these counties rate is \$0.65/km & \$12/hr waiting. Outside of service hours & group charters \$44/hr driving; \$34/hr standby, loading, waiting. \* Service hours: Mondays/Wednesdays 0900-1300hrs; Tuesdays 1000-1500hrs; Thursdays/Fridays 0900-1700 hrs. \* General administration staff also acts as a spare driver when required. \*Note: information is based on fiscal data as we have no way of collecting data annually as we operate on a fiscal year. \* We had a large decrease in subscription trips in 2014 due to regular users no longer using the service. Increase in no shows and trips cancelled in advance due to computerized data being able to be accessed.

### SERVICE HOURS / SCHEDULING

Weekday:	to	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

### FARE STRUCTURE

Effective Date: 01/08/2014	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$4.00			<input type="checkbox"/>
Child	\$4.00			<input type="checkbox"/>
Student	\$4.00			<input type="checkbox"/>
Senior	\$4.00			<input checked="" type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion				<input checked="" type="checkbox"/>
Other				

### EMPLOYEE DATA

	Full-time	Part-time
Operators		6
Other Operations		
Vehicle Mechanics		
General and Administration		1
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>		<b>7</b>

**Union Affiliations:** Operators:  
 Mechanics:  
 Other (specify):  
 Top Operator Wage Rate: \$18.48  
 Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	30%	38%
Net Operating Cost / Capita	\$6.88	\$6.85
Total Exp. / Passenger	\$21.60	\$27.02
Total Exp. / Eligible Passenger	\$21.60	\$27.02
Transportation Exp. / Passenger		
Dedicated Service	\$14.38	\$18.74
Non-Dedicated Service		\$22.05
Transportation Exp. / Hour (Dedicated Service)	\$26.45	\$27.60
<b>OPERATING</b>		
Registrants / Capita	0.0424	0.0381
Passengers / Capita	0.4541	0.4063
Passengers / Registrant	10.71	10.66
Passengers / Hour (Dedicated Service)	1.95	1.57
Kms / Passenger (Dedicated Service)	6.27	7.90
Average Speed (Dedicated Service)	12.25	12.43

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	3,303	406
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
<b>TOTAL</b>	<b>3,303</b>	<b>406</b>

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	1	1	N/A	4
Small Buses	1	1	5	12
Other				
<b>TOTAL DED. VEHICLES</b>	<b>2</b>	<b>2</b>	N/A	N/A
Vehicle ownership:	Municipality			
Vehicle maintenance responsibility:	Non-Profit Organization			
Accessible taxis:				

# Windsor

## Handi-Transit Windsor

Contact: Lori Colenutt  
 Title: General Manager  
 Telephone: 519-966-0930  
 Fax: 519-966-1249  
 Email: handitransitwindsor@gmail.com

Population served: 233,687  
 Service area (km²): 195.6  
 Communities served: 2  
 Service began: 01/09/1978  
 Advisory Committee members: 11  
 Eligibility Committee members: 2

**REGISTRANTS**  
 Wheelchair/Scooter Users: 1,541  
 Ambulatory: 2,187  
 Attendants:  
 Companions:  
 Other:  
**Total: 3,728**

Dedicated Serv. Operated by: ☐ Transit System/Municipality  
☐ Private Contractor(s), number:  
☒ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:  
 Taxi Scrip Program Available: ☐

**Eligibility Criteria:** ☐ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	325,052	311,737
Tot. Veh. Km. - Dedicated Service	462,438	432,477
Rev. Veh. Hrs. - Dedicated Service	21,109	20,407
Tot. Veh. Hrs. - Dedicated Service	21,109	20,407
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	55,442	52,747
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>55,442</b>	<b>52,747</b>
Subscription / Pre-booked	38%	38%
Reservation	59%	60%
On-Demand / Day of trip	4%	2%
Cancelled in advance	20,824	20,838
No-shows / Cancelled at door	698	743
Unaccommodated trips	17	18
Number of complaints	4	1

### OPERATING EXPENSES

Administration	\$366,579	\$366,220
Operations:		
Internal - Dedicated Service	\$671,564	\$664,291
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$149,785	\$144,496
Fuel	\$139,393	\$139,860
<b>TOTAL OPERATING EXPENSES</b>	<b>\$1,327,321</b>	<b>\$1,314,867</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$271,971	\$256,974
Other Operating Revenue	\$145	\$275
<b>Total Operating Revenue</b>	<b>\$272,116</b>	<b>\$257,249</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$1,067,100	\$1,067,100
Other / Donations		\$2,517
<b>TOTAL</b>	<b>\$1,339,216</b>	<b>\$1,326,866</b>

### CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>		

### CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		

### TOTAL CAPITAL FUNDING

The data for Windsor also includes the specialized transit service for the Town of LaSalle. In 2014, 82 registered clients took 3,306 trips. LaSalle service contract revenue for 2014 was \$61,822.20 and the passenger revenue was \$17,356.50.

### SERVICE HOURS / SCHEDULING

Weekday:	0630 to 0030	Sunday:	0800 to 2200
Saturday:	0800 to 0030	Holiday:	0800 to 2200
Advanced booking notice:	28 day(s)		
Minimum notice for reservation:	2.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

### FARE STRUCTURE

Effective Date:	01/01/2014	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$2.75	\$2.75		<input type="checkbox"/>
Child	\$2.75	\$2.75		<input type="checkbox"/>
Student	\$2.75	\$2.75		<input type="checkbox"/>
Senior	\$2.75	\$2.75		<input type="checkbox"/>
Attendant	\$2.75	\$2.75		<input type="checkbox"/>
Companion	\$2.75	\$2.75		<input type="checkbox"/>
Other	LaSalle 5.25/trip			

### EMPLOYEE DATA

	Full-time	Part-time
Operators	5	11
Other Operations	3	1
Vehicle Mechanics		
General and Administration	2	
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>10</b>	<b>12</b>

**Union Affiliations:** Operators: Teamsters Local 879  
 Mechanics:  
 Other (specify):

Top Operator Wage Rate: \$21.05

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	21%	20%
Net Operating Cost / Capita	\$4.52	\$4.53
Total Exp. / Passenger	\$23.94	\$24.93
Total Exp. / Eligible Passenger	\$24.98	\$26.05
Transportation Exp. / Passenger		
Dedicated Service	\$17.33	\$17.98
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$45.51	\$46.49
<b>OPERATING</b>		
Registrants / Capita	0.0155	0.0160
Passengers / Capita	0.2373	0.2257
Passengers / Registrant	15.29	14.15
Passengers / Hour (Dedicated Service)	2.63	2.58
Kms / Passenger (Dedicated Service)	5.86	5.91
Average Speed (Dedicated Service)	15.40	15.28

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	29,848	
Wheelchair/Scooter Users	20,626	
Attendants	2,273	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>52,747</b>	

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	13	12	5	6
Other				
<b>TOTAL DED. VEHICLES</b>	<b>13</b>	<b>12</b>	N/A	N/A

Vehicle ownership: Non-Profit Organization  
 Vehicle maintenance responsibility: Non-Profit Organization  
 Accessible taxis:

# Woodstock

## City of Woodstock

Contact: Alex Piggott  
 Title: Works Superintendent  
 Telephone: 519-539-2382 x3140  
 Fax: 519-537-6984  
 Email: apiggott@cityofwoodstock.ca

Population served: 38,000  
 Service area (km²): 52.0  
 Communities served: 1  
 Service began: 01/01/1979  
 Advisory Committee members: 10  
 Eligibility Committee members: 2

**REGISTRANTS**  
 Wheelchair/Scooter Users: 128  
 Ambulatory: 246  
 Attendants:  
 Companions:  
 Other:  
**Total: 374**

**Active**  
 128  
 246  
 374

Dedicated Serv. Operated by: ☒ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

**Eligibility Criteria:** ☐ Unable to Board

☒ Private Contractor(s), number: 2

Taxi Scrip Program Available: ☐

☒ Unable to Use

☐ Private Non-Profit Org.

☐ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	45,991	58,001
Tot. Veh. Km. - Dedicated Service	85,128	105,001
Rev. Veh. Hrs. - Dedicated Service	1,464	5,916
Tot. Veh. Hrs. - Dedicated Service	8,884	10,444
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	20,919	24,074
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>20,919</b>	<b>24,074</b>
Subscription / Pre-booked	15%	46%
Reservation	75%	0%
On-Demand / Day of trip	10%	54%
Cancelled in advance	3,338	3,776
No-shows / Cancelled at door	131	69
Unaccommodated trips		234
Number of complaints		

### OPERATING EXPENSES

Administration	\$39,408	\$28,821
Operations:		
Internal - Dedicated Service	\$81,756	\$75,299
Contract - Dedicated Service	\$429,503	\$448,442
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$18,220	\$25,129
Fuel	\$17,446	\$19,104
<b>TOTAL OPERATING EXPENSES</b>	<b>\$586,333</b>	<b>\$596,795</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$36,833	\$31,942
Other Operating Revenue	\$4,000	
<b>Total Operating Revenue</b>	<b>\$40,833</b>	<b>\$31,942</b>
Federal Contributions		
Provincial Contributions	\$100,000	
Municipal Contributions	\$445,500	\$564,853
Other / Donations		
<b>TOTAL</b>	<b>\$586,333</b>	<b>\$596,795</b>

### CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
<b>TOTAL CAPITAL EXPENSES</b>	

### CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	
Other / Donations	
<b>TOTAL CAPITAL FUNDING</b>	

\* 2 buses are owned and operated by the City. Up to 4 buses are available for scheduling and are owned and operated by the service contractor. Dispatch service is provided by the Red Cross. \* This was the first full year on the new system with the booking in advance and the shared ride system (without cabs).

### SERVICE HOURS / SCHEDULING

Weekday:	0630 to 1830	Sunday:	to
Saturday:	0830 to 1830	Holiday:	to
Advanced booking notice:	365 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

### FARE STRUCTURE

Effective Date:	01/01/2013	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$2.00	\$1.66	\$50.00	<input type="checkbox"/>
Child				<input type="checkbox"/>
Student	\$2.00	\$1.66	\$40.00	<input type="checkbox"/>
Senior	\$2.00	\$1.66	\$40.00	<input type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion	\$2.00	\$1.66		<input type="checkbox"/>
Other				

### EMPLOYEE DATA

	Full-time	Part-time
Operators		6
Other Operations		
Vehicle Mechanics		
General and Administration		
Other		

### TOTAL NUMBER OF EMPLOYEES

6

**Union Affiliations:** Operators: CUPE 1146  
 Mechanics: CUPE 1146  
 Other (specify):

Top Operator Wage Rate: \$29.04

Top Mechanic Wage Rate: \$29.22

### PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	7%	5%
Net Operating Cost / Capita	\$14.36	\$14.86
Total Exp. / Passenger	\$28.03	\$24.79
Total Exp. / Eligible Passenger	\$29.85	\$29.79
Transportation Exp. / Passenger		
Dedicated Service	\$26.14	\$23.59
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$61.56	\$54.38
<b>OPERATING</b>		
Registrants / Capita	0.0095	0.0098
Passengers / Capita	0.5505	0.6335
Passengers / Registrant	57.95	64.37
Passengers / Hour (Dedicated Service)	14.29	4.07
Kms / Passenger (Dedicated Service)	2.20	2.41
Average Speed (Dedicated Service)	31.41	9.80

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	17,346	
Wheelchair/Scooter Users	2,690	
Attendants		
Companions	4,038	
Other (specified)		
<b>TOTAL</b>	<b>24,074</b>	

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			Wheelchair
Accessible Vans / Minivans			N/A
Small Buses	6	6	4
Other			14
<b>TOTAL DED. VEHICLES</b>	<b>6</b>	<b>6</b>	N/A

Vehicle ownership: Municipality (2), Contractor (4)

Vehicle maintenance responsibility: Municipality & Contractor

Accessible taxis:

# York Region

## YRT - Mobility Plus

Contact: Steven Baldo  
Title: Supervisor, Contract Administration  
Telephone: 905-762-1282 x75629  
Fax: 905-762-2110  
Email: steven.baldo@york.ca

Population served: 1,144,800  
Service area (km²): 1,775.0  
Communities served: 9  
Service began: 01/01/2001  
Advisory Committee members: 13  
Eligibility Committee members: 3

**REGISTRANTS**  
Wheelchair/Scooter Users: 5,364  
Ambulatory: 2,483  
Attendants:  
Companions:  
Other:  
**Total: 7,847**

Dedicated Serv. Operated by: ☐ Transit System/Municipality  
☒ Private Contractor(s), number: 3  
☐ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 1  
Taxi Scrip Program Available: ☒

**Eligibility Criteria:** ☒ Unable to Board  
☒ Unable to Use  
☒ Other Criteria

## VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	2,615,572	2,735,255
Tot. Veh. Km. - Dedicated Service	2,615,572	2,735,255
Rev. Veh. Hrs. - Dedicated Service	180,155	181,875
Tot. Veh. Hrs. - Dedicated Service	205,560	207,779
Non-Dedicated Service - Veh. Km.	9,118	10,302
Non-Dedicated Service - Veh. Hrs.	2,796	2,853

## PASSENGER DATA

Dedicated Service	349,338	355,768
Non-Dedicated Service	5,684	2,141
<b>TOTAL PASSENGERS</b>	<b>355,022</b>	<b>357,909</b>
Subscription / Pre-booked	33%	47%
Reservation	66%	52%
On-Demand / Day of trip	1%	1%
Cancelled in advance	58,938	57,737
No-shows / Cancelled at door	5,727	6,157
Unaccommodated trips	2	
Number of complaints	600	725

## OPERATING EXPENSES

Administration	\$1,374,224	\$1,313,400
Operations:		
Internal - Dedicated Service	\$3,514,017	\$3,554,597
Contract - Dedicated Service	\$8,825,048	\$9,118,727
Contract - Non-Dedicated Service	\$103,807	
Contract - Taxi Scrip	\$25,378	\$29,603
Maintenance (Vehicles & Facilities)	\$1,303	\$289
Fuel	\$229,130	\$39,102
<b>TOTAL OPERATING EXPENSES</b>	<b>\$14,072,907</b>	<b>\$14,055,718</b>

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$764,332	\$841,550
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$764,332</b>	<b>\$841,550</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$13,285,208	\$13,198,922
Other / Donations	\$23,367	\$15,246
<b>TOTAL</b>	<b>\$14,072,907</b>	<b>\$14,055,718</b>

## CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
<b>TOTAL CAPITAL EXPENSES</b>	

## CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	
Other / Donations	

## TOTAL CAPITAL FUNDING

\* In February, Mobility Plus implemented New RouteMatch scheduling software and tablet technology in all vehicles. \* Other Eligibility Criteria: Registrants have cognitive disabilities or been experiencing sensory motor area conditions, such as Parkinson's disease. \* Vehicle Ownership: Small Buses-Transit System, Accessible Mini-Vans & Sedans-Private Operation. \* Other passenger trips includes "Family of Service" passenger trips.

## SERVICE HOURS / SCHEDULING

Weekday:	0500 to 0300	Sunday:	0500 to 0300
Saturday:	0500 to 0300	Holiday:	0500 to 0300
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	18.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

## FARE STRUCTURE

Effective Date:	01/01/2014	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$4.00	\$3.30	\$132.00	<input type="checkbox"/>
Child	\$4.00	\$2.00	\$55.00	<input type="checkbox"/>
Student	\$4.00	\$2.50	\$99.00	<input type="checkbox"/>
Senior	\$4.00	\$2.00	\$55.00	<input checked="" type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion	\$4.00	\$3.30	\$132.00	<input type="checkbox"/>
Other	Zone 2: Cash \$5, Monthly Pass \$177			

## EMPLOYEE DATA

	Full-time	Part-time
Operators		
Other Operations	11	6
Vehicle Mechanics		
General and Administration	7	
Other		

## TOTAL NUMBER OF EMPLOYEES

**18** **6**

Union Affiliations: Operators:  
Mechanics:  
Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	5%	6%
Net Operating Cost / Capita	\$11.77	\$11.54
Total Exp. / Passenger	\$39.64	\$39.27
Total Exp. / Eligible Passenger	\$45.87	\$46.00
Transportation Exp. / Passenger		
Dedicated Service	\$35.98	\$35.73
Non-Dedicated Service	\$22.73	\$13.83
Transportation Exp. / Hour (Dedicated Service)	\$61.15	\$61.18
<b>OPERATING</b>		
Registrants / Capita	0.0099	0.0070
Passengers / Capita	0.3141	0.3126
Passengers / Registrant	31.79	44.59
Passengers / Hour (Dedicated Service)	1.94	1.96
Kms / Passenger (Dedicated Service)	7.49	7.69
Average Speed (Dedicated Service)	14.52	15.04

## PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	236,810	1,927
Wheelchair/Scooter Users	66,804	26
Attendants	35,260	135
Companions	10,821	53
Other (specified)	6,073	
<b>TOTAL</b>	<b>355,768</b>	<b>2,141</b>

## VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	46	36	N/A	3
Accessible Vans / Minivans	40	30	2	2
Small Buses	9	6	5	10
Other				
<b>TOTAL DED. VEHICLES</b>	<b>95</b>	<b>72</b>	N/A	N/A

Vehicle ownership: Transit System - bus, Priv Operation - car/van  
Vehicle maintenance responsibility: Private Operation  
Accessible taxis:

## **IV. SPECIALIZED TRANSIT STATISTICS GLOSSARY**

The definitions contained in this section are those used by the Association for the collection and publication of statistical data for specialized transit systems.

## **GENERAL INFORMATION**

**Service Area Population:** Population served.

### **Advisory Committee**

Group of concerned citizens who assist in the development of policy.

### **Eligibility Committee**

Group usually separate from the Advisory Committee, responsible for reviewing applications and determining the eligibility of applicants for the service.

### **Eligibility Criteria:**

- **Unable to board:** persons physically unable to climb three steps to board a regular transit vehicle.
- **Unable to use:** persons physically unable to walk 175 metres.

### **Registrants**

Registrants are all persons who meet the eligibility criteria, including any attendants/companions who are required to register for the service, and have completed all requirements of the registration process. Includes wheelchair/scooter users, or ambulatory persons registered to use the service, as well as other eligible users, as locally defined, e.g. attendants/companions, and other registrants (which include persons with temporary disabilities).

## **FARE STRUCTURE**

Provides information about fares by type of passenger and type of fare media for the reporting year.

## **SERVICE**

Specialized transit service provides door to door demand response transit services to persons that meet eligibility criteria of specialized transit system.

### **Dedicated Service**

Service provided in vehicles exclusively dedicated to the transport of persons with disabilities (e.g. vans, small buses). This service can be provided internally or under contract.

### **Non-Dedicated Service (e.g. Taxis)**

Service available to persons with disabilities provided by non-exclusive vehicles, typically taxis under contract. The basis of payment for these taxi service contracts include: meter rate, hourly rate, flat trip rate, mileage rate, etc.

### **Taxi Scrip/User Subsidy Program**

Provides eligible users with coupons that are purchased at a discount and can be used on participating taxi services.

## **SERVICE HOURS / SCHEDULING**

Provides information about hours of service, maximum advanced booking notice (in days), minimum notice for reservation (in hours), and the degree of automation for the reservations/scheduling system.

### **Reservations/Scheduling**

Reservations, scheduling, dispatching can be conducted manually, or with the assistance of a computer (partially computerized reservation management or fully-automated reservation and scheduling).



## OPERATING STATISTICS

### Revenue Vehicles

Provides a breakdown, according to vehicle type, of the number of vehicles (total and in the peak) operating the dedicated service. Average wheelchair and ambulatory capacity per vehicle category are also indicated.

### Non-Accessible Cars

Unmodified cars, station wagons, and minivans used for carrying ambulatory passengers.

### Accessible Vans/Minivans

Regular production vans or minivans with a raised roof and/or lowered floor and a lift or ramp for wheelchair access.

### Small Buses

Vehicles built on a standard production cab and chassis or by an Original Equipment Manufacturer (OEM). Examples include the Orion II, the ELF, and school buses.

### Other

Excludes taxis.

### Total Revenue Vehicles

Total number of fully dedicated vehicles owned and/or leased for the provision of the services. Vehicles used by volunteer services should **NOT** be considered as revenue vehicles and must not be included in the revenue vehicle statistics.

### Revenue Vehicle Kilometres and Hours *(for dedicated service only)*

Excludes deadheading, maintenance, training, charter travel and non-dedicated services. Revenue Vehicle Kilometres is the total distance travelled during the year by fully dedicated vehicles while in revenue service, excluding deadheading (to make a return without a load) to and from garage, maintenance, and training. It excludes the travel distance by taxi or other vehicles not fully dedicated to the service. Revenue Vehicle Hours is the sum of all vehicle hours operated by fully dedicated vehicles in service, excluding deadheading to and from garage, maintenance, and training. It excludes the service hours by taxi or other vehicles not fully dedicated to the service.

## PASSENGER STATISTICS

### Annual Passengers

Passenger Data is broken down by type of service (dedicated, non-dedicated/taxi) and by type of user (ambulatory, wheelchair/scooter users, attendants, companions, and other). The number of passengers includes eligible riders who used dedicated and/or non-dedicated (taxi) specialized transit service, as well as attendants, companions, and other non-paying riders. A passenger trip is defined as a one-way trip from origin to destination. Passengers who request round-trip (two-way) service are counted twice. Passenger trips that are being delivered for free by volunteer services should **NOT** be counted in the annual passenger statistics.

### Subscription/Pre-booked

Regular pre-scheduled trips with no call-in requirements for daily work-trips or regular pre-booked trips (e.g. regular medical trips).

### Reservations

Trips not taken regularly and requiring an advance call-in. Minimum and maximum early notice call-in times vary between municipalities, but minimum notice is typically 24 hours.

**On-Demand/Day of Trip**

trips requested the same day as the trip is made, and accommodated as feasible.

**Total Trips Requested**

The total trips requested includes all subscription / pre-booked, reservations, on-demand, unaccommodated, and no show/ cancelled trip requests. Total number of trips requested is not necessarily equal to the total number of passengers.

**Cancelled in Advance**

The annual number of scheduled passenger trips which were cancelled prior to the service being dispatched.

**Unaccommodated Trip Requests**

The annual number of trip requests that cannot be accommodated at the time requested or at a reasonable alternative time on the same day due to insufficient service.

**No-Shows/Trips Cancelled at Door**

The annual number of scheduled passenger trips which were dispatched but not used because of no shows or cancellations at the door.

**FINANCIAL STATISTICS**

Provides Operating Expenses, Operating Revenues and Other Funding Contributions, Capital Expenses, and Capital Funding Sources.

**Operating Expenses****Administration**

Salaries, wages and benefits for administrative and general management staff, as well as office supplies, telephone and fax, insurance other than fleet insurance, bank service charges, external travel costs, and other costs associated with the administering of specialized transit service, including contract administration.

**Operations – Internal – Dedicated Service**

Salaries, wages, and benefits for operators, dispatchers, schedulers, supervisors, and inspectors, as well as licenses, fleet insurance and other costs related to the scheduling, dispatching and provision of dedicated service by the transit system, municipality or a non-profit organization.

**Contract - Dedicated Service**

Cost of contract(s) for Dedicated Specialized Transit Service (please see definition) operated by companies under contract.

**Contract - Non-Dedicated Service**

Cost of contract(s) for Non-Dedicated Service (please see definition) operated by taxi companies under contract.

**Contract - Taxi Scrip**

Amount paid to taxi company under contract according to Taxi Scrip/User Subsidy Program (please see definition).

**Maintenance**

Salaries, wages and benefits for mechanics, service people, as well as parts, materials, utilities, used in the maintenance of vehicles and plant.

**Fuel**

The cost of fuel, fuel taxes and other expenses related to fuelling vehicles.

**Total Operating Expenses**

Includes administration expenses, internal operations expenses for dedicated services, contract expenses for dedicated services, contract expenses for non-dedicated/taxi services, expenses for the taxi scrip/fare reimbursement program, maintenance expenses, and fuel expenses.

**Operating Revenues and Other Funding Contributions****Passenger Revenue**

Fares received from dedicated and/or non-dedicated service.

**Other Operating Revenue**

Charters, bank interest, tax rebates, etc.

**Total Operating Revenues**

Passenger Revenue + Other Operating Revenue

**Donations/Other**

Cash donations from corporations, service clubs, private individuals, and others to defray operating expenses.

**Total Operating Revenues and Other Funding Contributions**

Total Operating Revenues + Federal Operating Contributions + Provincial Operating Contributions + Municipal Operating Contributions + Donations/Other

**Capital Expenses****Vehicles Purchased**

Capital expenditures for the reporting year that are funded through a capital funding program (e.g. subsidies, donations, etc.) without debt servicing by the reporting agency.

**Debt Service Payments**

Capital plus interest payments made in the current year for capital expenditures funded through debt serviced by the reporting agency.

**Other Capital Expenses**

Computers, equipment, etc. expensed in the reporting year.

**Capital Funding Sources**

The sources of capital funding reported should reflect the breakdown of money received either from the capital funding program or from the mix of revenue sources used to finance the servicing of the debt. Transit system funding represents monies received from either the transit system's operating or capital budgets.

**EMPLOYMENT STATISTICS****Full-time Employee**

A person filling a full-time authorized post of the establishment with a minimum of 1,820 working hours annually.

**Part-time Employee**

A person with a work assignment requiring less than 1,820 working hours annually or whose duties are shared with other departments or services.

**Wage Rates**

Top hourly wage rates paid to operators and to mechanic employees, excluding fringe benefits, premiums, and cost of living allowances.

**PERFORMANCE INDICATORS**

Please note that some indicators are unique to either **Dedicated** or **Non-Dedicated/Taxi** Service.

**FINANCIAL PERFORMANCE INDICATORS**

<b>R/C Ratio</b>	=	$\frac{\text{Total Operating Revenues}}{\text{Total Operating Expenses}}$
<b>Net Operating Cost / Capita</b>	=	$\frac{(\text{Total Operating Expenses} - \text{Total Operating Revenues})}{\text{Service Area Population}}$
<b>Total Expenses / Passengers</b>	=	$\frac{\text{Total Operating Expenses}}{\text{Total Passengers}}$
<b>Total Expenses / Eligible Passengers*</b>	=	$\frac{\text{Total Operating Expenses}}{\text{Eligible Passengers}}$
<b>Transportation Expenses / Passengers</b> (Dedicated Service)	=	$\frac{(\text{Dedicated Contract} + \text{Internal} + \text{Maintenance} + \text{Fuel Exp.})}{\text{Passengers (Dedicated Service)}}$
<b>Transportation Expenses / Passengers</b> (Non-Dedicated Service)	=	$\frac{(\text{Non-Dedicated Contract} + \text{Taxi Scrip Program Expenses})}{\text{Passengers (Non-Dedicated Service)}}$
<b>Transportation Expenses / Hours</b> (Dedicated Service)	=	$\frac{(\text{Dedicated Contract} + \text{Internal} + \text{Maintenance} + \text{Fuel Exp.})}{\text{Total Vehicle Hours (Dedicated Service)}}$

\* "Eligible Passengers" include the ambulatory and wheelchair/scooter users for dedicated and non-dedicated services, but do not include attendants/companions or other passengers.

**OPERATING PERFORMANCE INDICATORS**

<b>Registrants / Capita</b>	=	$\frac{\text{Total Registrants}}{\text{Service Area Population}}$
<b>Passengers / Capita</b>	=	$\frac{\text{Total Passengers}}{\text{Service Area Population}}$
<b>Passengers / Registrant</b>	=	$\frac{\text{Total Passengers}}{\text{Total Registrants}}$
<b>Passengers / Hours</b> (Dedicated Service)	=	$\frac{\text{Passengers (Dedicated Service)}}{\text{Revenue Vehicle Hours (Dedicated Service)}}$
<b>Kilometres / Passengers</b> (Dedicated Service)	=	$\frac{\text{Revenue Vehicle Kilometres (Dedicated Service)}}{\text{Passengers (Dedicated Service)}}$
<b>Average Speed</b> (Dedicated Service)	=	$\frac{\text{Revenue Vehicle Kilometres (Dedicated Service)}}{\text{Revenue Vehicle Hours (Dedicated Service)}}$