

Ontario Specialized Transit Services

1999 Fact Book

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 1998 and 1999, along with key performance indicators, for each of the Specialized Transit systems. It also provides a provincial summary, as well as tables comparing the performance indicators by population group.

Please communicate any corrections to the data to:

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GLOSSARY

DATA REPORTED

GENERAL INFORMATION

Population served - Service area population

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.

Registrants - 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).

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.

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.

Taxi Scrip/User Subsidy Program - Provides eligible users with coupons that are purchased at a discount and can be used on participating taxi services.

OPERATING DATA

Provides **Vehicle Kilometres** (Revenue and Total) and **Vehicle Hours** (Revenue and Total) for Dedicated Service, and Total Vehicle Kilometres and Hours for Non-Dedicated Service. Note that **Revenue** vehicle kilometres (or hours) exclude deadheading, maintenance, training, charter travel, and non-dedicated services.

PASSENGER DATA

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).

Trip Types

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.

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 cancellation at door.

FINANCIAL DATA

Provides Operating Expenses, Operating Funding Sources, Capital Expenses, and Capital Funding Sources.

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, internal maintenance expenses, and fuel 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 Expenses: 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.

Taxi Scrip/Fare Reimbursement: amount paid to taxi company under contract according to Taxi Scrip/User Subsidy Program (please see definition).

Maintenance Expenses: salaries, wages and benefits for mechanics, service people, as well as parts, materials, utilities, used in the maintenance of vehicles and plant.

Fuel Expenses: the cost of fuel, fuel taxes and other expenses related to fuelling vehicles.

Total Operating Funding Sources - Includes passenger revenue, other operating revenue, provincial and municipal operating contributions, and other donations.

Passenger Revenue: Fares received from dedicated and/or non-dedicated service.

Other Operating Revenue: Charters, bank interest, tax rebates, etc.

Donations - Cash donations from corporations, service clubs, private individuals, and others to defray operating expenses.

Total Capital Expenses - Includes capital expenditures for vehicles in the reporting year that are funded through a) a capital funding program or b) debt service payments, plus other capital expenses (e.g. computers, equipment).

[A] 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.

[B] 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.

Total 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.

VEHICLE DATA

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.

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).

FARE STRUCTURE

Provides information about fares by type of passenger and type of fare media. Average fares, indicated on summary Table, do not take into account free fares.

EMPLOYEE DATA

Provides a breakdown of the number of full-time and part-time employees by functional area, and information concerning union affiliation.

Full-time Employee - A person filling a full-time authorized post of the establishment with a minimum of 1,820 working hours annually.

Part-time Employee - A person with a work assignment requiring less than 1,820 working hours annually or whose duties are shared with other departments or services.

Wage Rates - Top hourly wage rates paid to operators and to mechanic employees, excluding fringe benefits, premiums, and cost of living allowances.

PERFORMANCE INDICATORS

Please note that some indicators are unique to either Dedicated or Non-Dedicated/Taxi Service.

FINANCIAL PERFORMANCE INDICATORS

R/C Ratio	= $\frac{\text{Total Operating Revenues}}{\text{Total Operating Expenses}}$
Net Operating Cost / Capita	= $\frac{(\text{Total Operating Expenses} - \text{Total Operating Revenues})}{\text{Service Area Population}}$
Total Expenses / Passengers	= $\frac{\text{Total Operating Expenses}}{\text{Total Passengers}}$
Total Expenses / Eligible Passengers*	= $\frac{\text{Total Operating Expenses}}{\text{Eligible Passengers}}$
Transportation Expenses / Passengers (Dedicated Service)	= $\frac{(\text{Dedicated Contract} + \text{Internal} + \text{Maintenance} + \text{Fuel Exp.})}{\text{Passengers (Dedicated Service)}}$
Transportation Expenses / Passengers (Non-Dedicated Service)	= $\frac{(\text{Non-Dedicated Contract} + \text{Taxi Scrip Program Expenses})}{\text{Passengers (Non-Dedicated Service)}}$
Transportation Expenses / Hours (Dedicated Service)	= $\frac{(\text{Dedicated Contract} + \text{Internal} + \text{Maintenance} + \text{Fuel Exp.})}{\text{Total Vehicle Hours (Dedicated Service)}}$

* "Eligible Passengers" include the ambulatory and wheelchair/scooter users for dedicated and non-dedicated services, but do not include attendants/companions or other passengers.

OPERATING PERFORMANCE INDICATORS

Registrants / Capita	= $\frac{\text{Total Registrants}}{\text{Service Area Population}}$
Passengers / Capita	= $\frac{\text{Total Passengers}}{\text{Service Area Population}}$
Passengers / Registrant	= $\frac{\text{Total Passengers}}{\text{Total Registrants}}$
Passengers / Hours (Dedicated Service)	= $\frac{\text{Passengers (Dedicated Service)}}{\text{Total Vehicle Hours (Dedicated Service)}}$
Total Vehicle Kilometres / Passengers (Dedicated Service)	= $\frac{\text{Total Vehicle Kilometres (Dedicated Service)}}{\text{Passengers (Dedicated Service)}}$
Average Speed (Dedicated Service)	= $\frac{\text{Total Vehicle Kilometres (Dedicated Service)}}{\text{Total Vehicle Hours (Dedicated Service)}}$

Population served:	8,825,773	NUMBER OF REGISTRANTS	85,229	Eligibility Criteria:
Service area (km ²):	20,216.8	Wheelchair/Scooter Users:	(47.0%)	Unable to board 57%
Communities served:	159	Ambulatory:	(43.2%)	Unable to use 71%
Systems with Dedicated Service:	72 (100%)	Attendants/Companions:	(1.0%)	Others 11%
Systems with Non-Dedicated Service:	34 (47%)	Other:	(8.6%)	
Systems with Taxi Scrip Program:	6 (8%)			

OPERATING DATA		1998	1999	SERVICE SCHEDULING	
Number of transit systems reporting	§ 68	72		Advanced booking notice (days): 7	
Rev Veh Km - Dedicated Service	18,658,815	19,420,347		Minimum notice of reservation (hours): 18.1	
Tot Veh Km - Dedicated Service	28,129,776	28,098,517		Reservations/Scheduling:	
Rev Veh Hr - Dedicated Service	1,035,389	1,006,280	Manual 37%		
Tot Veh Hr - Dedicated Service	1,316,003	1,378,904	Partially Computerized 41%		
Non-Dedicated Service - Veh Km	3,677,834	3,845,734	Fully Automated 22%		
Non-Dedicated Service - Veh Hr	122,656	127,252			
PASSENGER DATA		FARE STRUCTURE (average)			
Dedicated Service	3,147,522	3,238,060	Cash (unit price)	Tickets/Cards Monthly Pass	
Non-Dedicated Service	1,257,219	1,229,334	Adult \$2.18	\$1.96 \$61.0	
TOTAL PASSENGERS	4,404,741	4,467,194	Child \$1.86	\$1.88 \$42.4	
Passenger Reservations - Average			Student \$2.11	\$1.88 \$48.8	
Subscription/Pre-booked	49%	55%	Senior \$2.10	\$1.87 \$42.6	
Reservation	45%	42%			
On-Demand/Day of trip	10%	9%			
UNACCOMMODATED TRIPS	96,548	87,130			
NO-SHOWS/CANCELLED AT DOOR	262,270	321,566			
NUMBER OF COMPLAINTS	39,187	3,244			
OPERATING EXPENSES		EMPLOYEE DATA			
Administration	\$11,621,616	\$11,332,252		(Full-Time) (Part-Time)	
Operations:			Operators 651	250	
Internal - Dedicated Service	\$27,819,587	\$28,065,415	Other Operations (e.g. dispatchers) 93	51	
Contract - Dedicated Service	\$17,503,368	\$17,980,446	Maintenance 107	20	
Contract - Non-Dedicated Service	\$11,176,363	\$11,419,725	General Administration 101	33	
Taxi Scrip/Fare Reimbursement	\$836,300	\$864,302	Other 20	5	
Maintenance	\$11,919,660	\$11,972,212	TOTAL NUMBER OF EMPLOYEES 972	359	
Fuel	\$2,326,006	\$2,322,951			
TOTAL OPERATING EXPENSES	\$83,721,906	\$85,071,852			
* contract employees are not necessarily included in the Employee Statistics					
			Average Top Operator Wage Rate: \$14.58		
			Average Top Mechanic Wage Rate: \$19.81		
PERFORMANCE INDICATORS					
OPERATING FUNDING SOURCES		FINANCIAL	1998	1999	
Passenger Revenue	\$7,876,441	\$7,974,674	R/C Ratio 10%	10%	
Other Operating Revenue	\$622,543	\$639,205	Net Operating Cost/Capita \$8.88	\$8.74	
Total Operating Revenues	\$8,550,202	\$8,663,284	Total Exp/Passengers \$19.02	\$19.17	
Provincial Contributions	\$423,318	\$9,651	Total Exp/Eligible Passengers \$19.84	\$19.94	
Municipal Contributions	\$74,246,874	\$75,686,811	Transp Exp/Passengers		
Donations/Other	\$543,927	\$707,588	Dedicated Service \$19.09	\$19.19	
TOTAL OPERATING FUNDING	\$83,764,325	\$85,067,333	Non-Dedicated Service (e.g. Taxis) \$9.58	\$10.00	
CAPITAL EXPENSES		Transp Exp/Hours (Dedicated Service) \$44.16	\$44.32		
Vehicles Purchased	\$3,238,261	\$4,597,690			
Debt Servicing	\$44,351	\$32,604			
Other Capital Expenses	\$1,681,903	\$830,960	OPERATING		
TOTAL CAPITAL EXPENSES	\$4,964,515	\$5,461,254	Registrants/Capita 0.0095	0.0098	
CAPITAL FUNDING SOURCES		Passengers/Capita 0.5187	0.5062		
Transit System		Passengers/Registrants 54.70	51.77		
Provincial Contributions	\$260,365	Passengers/Hours (Dedicated Service) 2.26	2.27		
Municipal Contributions	\$4,418,027	Km/Passengers (Dedicated Service) 9.65	9.54		
Donations/Other	\$312,079	Average Speed (Dedicated Service) 21.68	21.67		
TOTAL CAPITAL FUNDING	\$4,990,471	\$5,485,686			

VEHICLE DATA (1999)	Number	Veh. Peak
Non-Accessible Cars	224	224
Accessible Vans/Minivans	131	113
Small Buses	431	368
Other	4	
TOTAL DED VEHICLES	790	701
Accessible taxis	129	N/A

PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service
Ambulatory	1,520,203	1,065,602
Wheelchair/Scooter Users	1,549,581	146,176
Attendants/Companions	149,278	12,817
Other	2,800	3,380
TOTAL PASSENGER (%Total)	3,238,060 (72%)	1,229,334 (28%)

§ Note that all transit systems do not always report all data items

September 2000

ONTARIO SPECIALIZED TRANSIT SERVICES
PERFORMANCE INDICATORS BY POPULATION SIZE
- 1999 DATA -

POPULATION	NO. OF SYSTEMS	R/C RATIO	NOC/CAPITA	TOT EXP/ PASS	TOT EXPI/ ELIGI PASS	TRANSPI/ PASS (DED SERV)	TRANSPI/ PASS (NON-DED)	TRANSPI/ EXPHR (DED SERV)	REGISTRANTS/ CAPITA	PASSENGERS/ CAPITA	PASSENGERS/ REGISTRANTS	PASSENGERS/ HR (DED SERV)	KM/ PASSENGER (DED SERV)	AVERAGE SPEED (DED SERV)
>150,000	9	8%	\$11.38	\$20.98	\$21.74	\$21.93	\$10.20	\$47.45	0.0083	0.5920	71.11	2.16	10.48	22.69
50,000-150,000	25	19%	\$3.82	\$14.10	\$14.90	\$12.76	\$8.86	\$34.35	0.0110	0.3326	29.30	2.69	7.07	19.07
<50,000	38	21%	\$3.80	\$11.99	\$12.50	\$11.03	\$5.22	\$32.46	0.0163	0.3968	24.45	2.47	7.01	16.83
ONTARIO	72	10%	\$8.74	\$19.17	\$19.94	\$19.19	\$10.00	\$44.32	0.0098	0.5062	51.77	2.27	9.54	21.67

Note: See Glossary for definitions of performance indicators

AJAX

Ajax Handi-Trans

Contact: Ms. V. Platt
 Title: Dispatcher
 Telephone: (905) 427-1313
 FAX: (905) 427-3473
 e-mail: PLATT@TOWNOFAJAX.COM

Dedicated Service operated by: Transit System/Municipality
 Non-Ded. Service (e.g. Taxis) operated by: 1 taxi company
 Taxi Scrip Ride Program available: NO

Population served:	68,000	NUMBER OF REGISTRANTS	399
Service area (km ²):		Wheelchair/Scooter Users:	102 (26%)
Communities served:	1	Ambulatory:	251 (63%)
Service began:	1991	Attendants/Companions:	46 (12%)
Advisory Committee members:	13	Other:	
Eligibility Committee members:	N/A		

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

OPERATING DATA	1998	1999
Rev Veh Km - Dedicated Service	193,826	241,382
Tot Veh Km - Dedicated Service	195,326	247,571
Rev Veh Hr - Dedicated Service	5,773	5,704
Tot Veh Hr - Dedicated Service	5,773	6,217
Non-Dedicated Service - Veh Km		
Non-Dedicated Service - Veh Hr		

PASSENGER DATA

	1998	1999
Dedicated Service	18,737	16,198
Non-Dedicated Service	1,284	1,359
TOTAL PASSENGERS	20,021	17,557
Subscription/Pre-booked	73%	75%
Reservation	24%	23%
On-Demand/Day of trip	3%	2%
UNACCOMMODATED TRIPS	77	35
NO-SHOWS/CANCELLED AT DOOR	15	21
NUMBER OF COMPLAINTS	3	5

OPERATING EXPENSES

Administration	
Operations:	
Internal - Dedicated Service	
Contract - Dedicated Service	
Contract - Non-Dedicated Service	
Taxi Scrip/Fare Reimbursement	
Maintenance (Vehicles & Facilities)	
Fuel	
TOTAL OPERATING EXPENSES	\$483,454
	\$491,026

OPERATING FUNDING SOURCES

Passenger Revenue	
Other Operating Revenue	
Total Operating Revenues	\$51,217
Provincial Contributions	
Municipal Contributions	\$432,237
Donations/Other	
TOTAL OPERATING FUNDING	\$483,454
	\$491,027

CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	

CAPITAL FUNDING SOURCES

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

VEHICLE DATA (1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	4	3	3	10
Other				
TOTAL DED VEHICLES	4	3	N/A	N/A
Accessible Taxis	6	N/A		

SERVICE HOURS/SCHEDULING

Weekday: 0700 to 2300 Sunday:
 Saturday: Holiday:
 Advanced booking notice: 14 days
 Minimum notice for reservation: 24.0 hours
 Reservations/Scheduling: Partially Computerized

FARE STRUCTURE

(1999)	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$1.50		
Child	\$1.50		
Student	\$1.50		
Senior	\$1.50		
Attendant	\$1.50		
Companion	\$1.50		
Other			

EMPLOYEE DATA (1999)

	(Full-Time)	(Part-Time)
Operators	3	13
Other Operations (e.g. dispatchers)	1	
Maintenance	1	
General Administration		
Other		
TOTAL NUMBER OF EMPLOYEES	5	13
Union Affiliations:	N/A	
Top Operator Wage Rate:	\$18.54	
Top Mechanic Wage Rate:	\$24.63	

PERFORMANCE INDICATORS

	1998	1999
FINANCIAL		
R/C Ratio	11%	10%
Net Operating Cost/Capita	\$6.45	\$6.49
Total Exp/Passengers	\$24.15	\$27.97
Total Exp/Eligible Passengers	\$24.19	\$28.68
Transp Exp/Passengers		
Dedicated Service		
Non-Dedicated Service (e.g. Taxis)		
Transp Exp/Hours (Dedicated Service)		
OPERATING		
Registrants/Capita	0.0064	0.0059
Passengers/Capita	0.2988	0.2582
Passengers/Registrants	46.78	44.00
Passengers/Hours (Dedicated Service)	3.25	2.61
Km/Passengers (Dedicated Service)	10.42	15.28
Average Speed (Dedicated Service)	33.83	39.82

PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service
Ambulatory		
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (% Total)	16,198 (92%)	1,359 (8%)

ATIKOKAN

Atikokan Handi-Van

Contact: Mr. Ed Morrisette
 Title: Recreation Director
 Telephone: (807) 597-6932
 FAX: (807) 597-6186
 e-mail:

Dedicated Service operated by: Private Non-Profit Organization
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Ride Program available: NO

	Population served:	4,200	NUMBER OF REGISTRANTS	100
	Service area (km ²):	372.8	Wheelchair/Scooter Users:	10 (10%)
	Communities served:	1	Ambulatory:	80 (80%)
	Service began:	1990	Attendants/Companions:	6 (6%)
	Advisory Committee members:	7	Other:	4 (4%)
	Eligibility Committee members:	11		

ELIGIBILITY CRITERIA

- Unable to Board
- Unable to Use
- Other Criteria

OPERATING DATA		1998	1999	SERVICE HOURS/SCHEDULING	
Rev Veh Km - Dedicated Service		25,000		Weekday: 0800 to 1600	
Tot Veh Km - Dedicated Service		25,000		Saturday: Holiday:	
Rev Veh Hr - Dedicated Service		2,300	1,688	Advanced booking notice: 1 days	
Tot Veh Hr - Dedicated Service		2,300	1,688	Minimum notice for reservation:	
Non-Dedicated Service - Veh Km				Reservations/Scheduling: Manual	
Non-Dedicated Service - Veh Hr					
PASSENGER DATA				FARE STRUCTURE	
Dedicated Service		5,000	6,066	(1999)	
Non-Dedicated Service				Cash	
TOTAL PASSENGERS		5,000	6,066	Adult	
Subscription/Pre-booked		3%	3%	\$2.00	
Reservation		2%	2%	Child	
On-Demand/Day of trip		95%	95%	Student	
UNACCOMMODATED TRIPS			6	Senior	
NO-SHOWS/CANCELLED AT DOOR		8	8	Attendant	
NUMBER OF COMPLAINTS		12	12	Companion	
				Other School Board pays \$7 per trip.	
OPERATING EXPENSES				EMPLOYEE DATA (1999)	
Administration		\$15,000	\$17,000	(Full-Time)	
Operations:				(Part-Time)	
Internal - Dedicated Service		\$24,000	\$27,534	Operators 2	
Contract - Dedicated Service				Other Operations (e.g. dispatchers) 1	
Contract - Non-Dedicated Service				Maintenance	
Taxi Scrip/Fare Reimbursement				General Administration 1	
Maintenance (Vehicles & Facilities)		\$6,500	\$3,800	Other	
Fuel		\$3,000	\$3,200	TOTAL NUMBER OF EMPLOYEES 4	
TOTAL OPERATING EXPENSES		\$48,500	\$51,534	Union Affiliations: CUPE	
OPERATING FUNDING SOURCES				Top Operator Wage Rate: \$14.82	
Passenger Revenue		\$6,000	\$7,300	Top Mechanic Wage Rate:	
Other Operating Revenue		\$9,000	\$8,000		
Total Operating Revenues		\$15,000	\$15,300	PERFORMANCE INDICATORS	
Provincial Contributions				1998	
Municipal Contributions				FINANCIAL	
Donations/Other		\$33,500	\$36,234	R/C Ratio 31% 30%	
TOTAL OPERATING FUNDING		\$48,500	\$51,534	Net Operating Cost/Capita \$7.98 \$8.63	
CAPITAL EXPENSES				Total Exp/Passengers \$9.70 \$8.50	
Vehicles Purchased				Total Exp/Eligible Passengers \$21.56 \$8.50	
Debt Servicing				Transp Exp/Passengers	
Other Capital Expenses				Dedicated Service \$6.70 \$5.69	
TOTAL CAPITAL EXPENSES				Non-Dedicated Service (e.g. Taxis)	
CAPITAL FUNDING SOURCES				Transp Exp/Hours (Dedicated Service) \$14.57 \$20.46	
Transit System				OPERATING	
Provincial Contributions				Registrants/Capita 0.0119 0.0238	
Municipal Contributions				Passengers/Capita 1.1905 1.4443	
Donations/Other				Passengers/Registrants 100.00 60.66	
TOTAL CAPITAL FUNDING				Passengers/Hours (Dedicated Service) 2.17 3.59	
				Km/Passengers (Dedicated Service) 5.00	
				Average Speed (Dedicated Service) 10.87	

VEHICLE DATA (1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	1	1	2	5
Small Buses				
Other				
TOTAL DED VEHICLES	1	1	N/A	N/A
Accessible Taxis		N/A		

PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service
Ambulatory	4,900	
Wheelchair/Scooter Users	1,160	
Attendants/Companions	6	
Other		
TOTAL PASSENGER (%Total)	6,066 (100%)	(0%)

AURORA

Aurora Access Bus

Contact: Mr. Ken Lauppé
 Title: Operations Services Manager
 Telephone: (905) 727-1375
 FAX: (905) 727-7616
 e-mail: klauppe@town.aurora.on.ca
 Dedicated Service operated by: Transit System/Municipality
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Ride Program available: NO

	Population served:	40,000	NUMBER OF REGISTRANTS	200
	Service area (km²):	47.7	Wheelchair/Scooter Users:	
	Communities served:	2	Ambulatory:	
	Service began:	1991	Attendants/Companions:	
	Advisory Committee members:	5	Other:	
	Eligibility Committee members:	N/A	Note: Service under contract to Newmarket Transit.	
			Cross boundary service between Aurora and Newmarket.	
	ELIGIBILITY CRITERIA			
	<input checked="" type="checkbox"/> Unable to Board			
	<input checked="" type="checkbox"/> Unable to Use			
	<input type="checkbox"/> Other Criteria			

	1998	1999	SERVICE HOURS/SCHEDULING		
Rev Veh Km - Dedicated Service			Weekday:	0800 to 1700	Sunday:
Tot Veh Km - Dedicated Service			Saturday:		Holiday:
Rev Veh Hr - Dedicated Service		2,268	Advanced booking notice:	3 days	
Tot Veh Hr - Dedicated Service		2,268	Minimum notice for reservation:	24.0 hours	
Non-Dedicated Service - Veh Km			Reservations/Scheduling:	Partially Computerized	
Non-Dedicated Service - Veh Hr					
PASSENGER DATA			FARE STRUCTURE		
Dedicated Service		3,000	(1999)	Cash	Tickets/Cards
Non-Dedicated Service			Adult	\$1.60	(unit price)
TOTAL PASSENGERS		3,000	Child	\$1.60	Monthly Pass
Subscription/Pre-booked			Student	\$1.60	
Reservation			Senior	\$1.60	
On-Demand/Day of trip			Attendant	\$1.60	
UNACCOMMODATED TRIPS			Companion	\$1.60	
NO-SHOWS/CANCELLED AT DOOR			Other	\$1.60	
NUMBER OF COMPLAINTS					
OPERATING EXPENSES			EMPLOYEE DATA (1999)		
Administration		\$1,073		(Full-Time)	(Part-Time)
Operations:			Operators		
Internal - Dedicated Service			Other Operations (e.g. dispatchers)		
Contract - Dedicated Service		\$71,275	Maintenance		
Contract - Non-Dedicated Service			General Administration		
Taxi Scrip/Fare Reimbursement			Other		
Maintenance (Vehicles & Facilities)		\$283	TOTAL NUMBER OF EMPLOYEES		
Fuel			Union Affiliations:	N/A	
TOTAL OPERATING EXPENSES		\$72,631	Top Operator Wage Rate:		
OPERATING FUNDING SOURCES			Top Mechanic Wage Rate:		
Passenger Revenue		\$2,576	PERFORMANCE INDICATORS		
Other Operating Revenue			1998	1999	
Total Operating Revenues		\$2,576	FINANCIAL		
Provincial Contributions			R/C Ratio		4%
Municipal Contributions		\$52,546	Net Operating Cost/Capita		\$1.75
Donations/Other		\$17,509	Total Exp/Passengers		\$24.21
TOTAL OPERATING FUNDING		\$72,631	Total Exp/Eligible Passengers		\$24.21
CAPITAL EXPENSES			Transp Exp/Passengers		
Vehicles Purchased			Dedicated Service		\$23.85
Debt Servicing			Non-Dedicated Service (e.g. Taxis)		
Other Capital Expenses			Transp Exp/Hours (Dedicated Service)		\$31.55
TOTAL CAPITAL EXPENSES			OPERATING		
CAPITAL FUNDING SOURCES			Registrants/Capita		0.0050
Transit System			Passengers/Capita		0.0750
Provincial Contributions			Passengers/Registrants		15.00
Municipal Contributions			Passengers/Hours (Dedicated Service)		1.32
Donations/Other			Km/Passengers (Dedicated Service)		
TOTAL CAPITAL FUNDING			Average Speed (Dedicated Service)		
VEHICLE DATA					
(1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)	
Non-Accessible Cars			N/A		
Accessible Vans/Minivans	1	1	3	6	
Small Buses					
Other					
TOTAL DED VEHICLES	1	1	N/A	N/A	
Accessible Taxis	N/A	N/A			

PASSENGER STATISTICS	Dedicated Service	Non-Dedicated Service
Ambulatory		
Wheelchair/Scooter Users	3,000*	
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	3,000 (100%)	(0%)
* Total for all categories		

BARRIE

B.A.C.T.S.

Contact: Mr. Ron Lemanczyk
 Title: Transportation Technologist
 Telephone: (705) 739-4220 x4305
 FAX: (705) 739-4247
 e-mail: rlemanczyk@city.barrie.on.ca

Dedicated Service operated by: 1 Private Contractor
 Non-Ded. Service (e.g. Taxis) operated by: 1 taxi company
 Taxi Scrip Ride Program available: NO

	Population served:	100,000	NUMBER OF REGISTRANTS	1,100
	Service area (km²):	74.0	Wheelchair/Scooter Users:	600 (55%)
	Communities served:	1	Ambulatory:	500 (45%)
	Service began:	1980	Attendants/Companions:	
	Advisory Committee members:	N/A	Other:	
	Eligibility Committee members:	N/A		

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

OPERATING DATA		1998	1999	SERVICE HOURS/SCHEDULING		
Rev Veh Km - Dedicated Service				Weekday:	0730 to 2300	Sunday: 0900 to 1800
Tot Veh Km - Dedicated Service	123,055	129,520		Saturday:	0900 to 2300	Holiday:
Rev Veh Hr - Dedicated Service						Advanced booking notice: 14 days
Tot Veh Hr - Dedicated Service	7,855	7,761				Minimum notice for reservation: 24.0 hours
Non-Dedicated Service - Veh Km						Reservations/Scheduling: Partially Computerized
Non-Dedicated Service - Veh Hr						
PASSENGER DATA				FARE STRUCTURE		
Dedicated Service	22,086	22,046	(1999)	Cash	Tickets/Cards (unit price)	Monthly Pass
Non-Dedicated Service	5,146	5,219	Adult	\$2.50	\$2.50	
TOTAL PASSENGERS	27,232	27,265	Child	\$2.50	\$2.50	
Subscription/Pre-booked	26%	26%	Student	\$2.50	\$2.50	
Reservation	70%	70%	Senior	\$2.50	\$2.50	
On-Demand/Day of trip	4%	4%	Attendant	\$2.50	\$2.50	
UNACCOMMODATED TRIPS	240	222	Companion	\$2.50	\$2.50	
NO-SHOWS/CANCELLED AT DOOR	425	372	Other			
NUMBER OF COMPLAINTS	2	3				
OPERATING EXPENSES				EMPLOYEE DATA (1999)		
Administration	\$8,693	\$2,682		(Full-Time)		(Part-Time)
Operations:				Operators	4	3
Internal - Dedicated Service	\$604			Other Operations (e.g. dispatchers)	1	1
Contract - Dedicated Service	\$285,775	\$301,362		Maintenance	2	
Contract - Non-Dedicated Service	\$37,696	\$36,115		General Administration	1	
Taxi Scrip/Fare Reimbursement				Other	2	
Maintenance (Vehicles & Facilities)	\$40			TOTAL NUMBER OF EMPLOYEES	10	4
Fuel						
TOTAL OPERATING EXPENSES	\$332,808	\$340,159		Union Affiliations: ATU 1587		
OPERATING FUNDING SOURCES				Top Operator Wage Rate: \$12.96		
Passenger Revenue	\$65,035	\$68,162		Top Mechanic Wage Rate: \$18.40		
Other Operating Revenue		\$400				
Total Operating Revenues	\$65,035	\$68,562				
Provincial Contributions						
Municipal Contributions	\$267,773	\$271,597				
Donations/Other						
TOTAL OPERATING FUNDING	\$332,808	\$340,159				
CAPITAL EXPENSES						
Vehicles Purchased	\$66,650					
Debt Servicing						
Other Capital Expenses						
TOTAL CAPITAL EXPENSES	\$66,650					
CAPITAL FUNDING SOURCES						
Transit System						
Provincial Contributions						
Municipal Contributions	\$66,650					
Donations/Other						
TOTAL CAPITAL FUNDING	\$66,650					

VEHICLE DATA (1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	5	4	5	4
Other				
TOTAL DED VEHICLES	5	4	N/A	N/A
Accessible Taxis	2	N/A		

PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service
Ambulatory	20,283*	4,937*
Wheelchair/Scooter Users		
Attendants/Companions	1,763	282
Other		
TOTAL PASSENGER (%Total)	22,046 (81%)	5,219 (19%)

* Total for Ambulatory and Wheelchair/Scooter Users

BELLEVILLE

Belleville Mobility Bus

Contact: Ms. Elizabeth Garrison
 Title: Office Manager
 Telephone: (613) 967-3200 x3515
 FAX: (613) 967-3262
 e-mail:

Dedicated Service operated by: 1 Private Contractor
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Ride Program available: NO

	Population served:	35,800	NUMBER OF REGISTRANTS	402
	Service area (km²):	36.0	Wheelchair/Scooter Users:	229 (57%)
	Communities served:	1	Ambulatory:	113 (28%)
	Service began:		Attendants/Companions:	60 (15%)
	Advisory Committee members:	N/A	Other:	
	Eligibility Committee members:	N/A	Note: Contractor provides operators and mechanics for	Belleville Transit.
			ELIGIBILITY CRITERIA	
			<input checked="" type="checkbox"/> Unable to Board	
			<input type="checkbox"/> Unable to Use	
			<input type="checkbox"/> Other Criteria	

	1998	1999	SERVICE HOURS/SCHEDULING	
Rev Veh Km - Dedicated Service	43,079	44,820	Weekday: 0800 to 1700	Sunday:
Tot Veh Km - Dedicated Service	43,079	44,820	Saturday: 1000 to 1400	Holiday:
Rev Veh Hr - Dedicated Service	3,436	3,452	Advanced booking notice:	7 days
Tot Veh Hr - Dedicated Service	3,436	3,452	Minimum notice for reservation:	4.0 hours
Non-Dedicated Service - Veh Km			Reservations/Scheduling:	Manual
Non-Dedicated Service - Veh Hr				
PASSENGER DATA			FARE STRUCTURE	
Dedicated Service	9,230	8,698	(1999)	Cash
Non-Dedicated Service			Adult	\$1.55 \$1.40
TOTAL PASSENGERS	9,230	8,698	Child	\$0.95 \$0.85
Subscription/Pre-booked	50%	60%	Student	\$1.20 \$1.10
Reservation	40%	25%	Senior	\$1.20 \$1.10
On-Demand/Day of trip	10%	15%	Attendant	\$1.55 \$1.40
UNACCOMMODATED TRIPS		150	Companion	\$1.55 \$1.40
NO-SHOWS/CANCELLED AT DOOR	60	100	Other	Attendants require to pay adult fare.
NUMBER OF COMPLAINTS	2	2	EMPLOYEE DATA (1999)	(Full-Time) (Part-Time)
OPERATING EXPENSES			Operators	
Administration	\$10,105		Other Operations (e.g. dispatchers)	
Operations:			Maintenance	
Internal - Dedicated Service			General Administration	
Contract - Dedicated Service	\$101,055	\$101,699	Other	
Contract - Non-Dedicated Service			TOTAL NUMBER OF EMPLOYEES	
Taxi Scrip/Fare Reimbursement			Union Affiliations: N/A	
Maintenance (Vehicles & Facilities)	\$1,000		Top Operator Wage Rate:	
Fuel			Top Mechanic Wage Rate:	
TOTAL OPERATING EXPENSES	\$112,160	\$101,699	PERFORMANCE INDICATORS	1998 1999
OPERATING FUNDING SOURCES			FINANCIAL	
Passenger Revenue	\$9,658	\$9,505	R/C Ratio	9% 9%
Other Operating Revenue			Net Operating Cost/Capita	\$2.86 \$2.58
Total Operating Revenues	\$9,658	\$9,505	Total Exp/Passengers	\$12.15 \$11.69
Provincial Contributions			Total Exp/Eligible Passengers	\$13.67 \$13.21
Municipal Contributions	\$96,948	\$92,194	Transp Exp/Passengers	
Donations/Other	\$5,554		Dedicated Service	\$11.06 \$11.69
TOTAL OPERATING FUNDING	\$112,160	\$101,699	Non-Dedicated Service (e.g. Taxis)	
CAPITAL EXPENSES			Transp Exp/Hours (Dedicated Service)	\$29.70 \$29.46
Vehicles Purchased		\$58,491	OPERATING	
Debt Servicing			Registrants/Capita	0.0154 0.0112
Other Capital Expenses			Passengers/Capita	0.2578 0.2430
TOTAL CAPITAL EXPENSES		\$58,491	Passengers/Registrants	16.78 21.64
CAPITAL FUNDING SOURCES			Passengers/Hours (Dedicated Service)	2.69 2.52
Transit System			Km/Passengers (Dedicated Service)	4.67 5.15
Provincial Contributions			Average Speed (Dedicated Service)	12.54 12.98
Municipal Contributions		\$58,491		
Donations/Other				
TOTAL CAPITAL FUNDING		\$58,491		

VEHICLE DATA (1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	2	2	3	4
Other				
TOTAL DED VEHICLES	2	2	N/A	N/A
Accessible Taxis	N/A	N/A		

PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service
Ambulatory	3,849	
Wheelchair/Scooter Users	3,849	
Attendants/Companions	1,000	
Other		
TOTAL PASSENGER (%Total)	8,698 (100%)	(0%)

BRANTFORD

Operation Lift

Contact: Mr. Kevin Williams
 Title: Administrator
 Telephone: (519) 756-2170
 FAX: (519) 756-2147
 e-mail: oplift@bfree.on.ca

Dedicated Service operated by: Private Non-Profit Organization
 Non-Ded. Service (e.g. Taxis) operated by: 2 taxi companies
 Taxi Scrip Ride Program available: NO

	Population served:	85,000	NUMBER OF REGISTRANTS	2,400
	Service area (km²):	71.5	Wheelchair/Scooter Users:	750 (31%)
	Communities served:	1	Ambulatory:	1,650 (69%)
	Service began:	1975	Attendants/Companions:	
	Advisory Committee members:	15	Other:	
	Eligibility Committee members:	4	Note: * Operation Lift provides 24 hours a day and 7 days a week services.	
	ELIGIBILITY CRITERIA			
	<input type="checkbox"/> Unable to Board			
	<input checked="" type="checkbox"/> Unable to Use			
	<input type="checkbox"/> Other Criteria			

OPERATING DATA		1998	1999	SERVICE HOURS/SCHEDULING		
Rev Veh Km - Dedicated Service		207,520	216,423	Weekday:	0700 to 2400	Sunday:
Tot Veh Km - Dedicated Service		218,443	228,611	Saturday:	0700 to 2400	Holiday:
Rev Veh Hr - Dedicated Service		11,118	11,611	Advanced booking notice:	1 days	
Tot Veh Hr - Dedicated Service		11,704	12,264	Minimum notice for reservation:	24.0 hours	
Non-Dedicated Service - Veh Km				Reservations/Scheduling:	Partially Computerized	
Non-Dedicated Service - Veh Hr						
PASSENGER DATA				FARE STRUCTURE		
Dedicated Service		45,749	46,402	(1999)	Cash	Tickets/Cards (unit price)
Non-Dedicated Service		10,140	9,394	Adult	\$1.75	Monthly Pass
TOTAL PASSENGERS		55,889	55,796	Child	\$1.75	
Subscription/Pre-booked		45%	43%	Student	\$1.75	
Reservation		54%	53%	Senior	\$1.75	
On-Demand/Day of trip		1%	4%	Attendant	\$1.75	
UNACCOMMODATED TRIPS		100	129	Companion	\$1.75	
NO-SHOWS/CANCELLED AT DOOR		2,270	2,261	Other		
NUMBER OF COMPLAINTS		24	34	EMPLOYEE DATA (1999)	(Full-Time)	(Part-Time)
OPERATING EXPENSES				Operators	5	2
Administration		\$127,635	\$126,808	Other Operations (e.g. dispatchers)	3	
Operations:				Maintenance		
Internal - Dedicated Service		\$270,427	\$292,488	General Administration	1	
Contract - Dedicated Service				Other	1	
Contract - Non-Dedicated Service		\$80,052	\$71,596	TOTAL NUMBER OF EMPLOYEES	10	2
Taxi Scrip/Fare Reimbursement				Union Affiliations:	N/A	
Maintenance (Vehicles & Facilities)		\$39,499	\$34,991	Top Operator Wage Rate:	\$11.68	
Fuel		\$26,622	\$27,868	Top Mechanic Wage Rate:		
TOTAL OPERATING EXPENSES		\$544,235	\$553,751	PERFORMANCE INDICATORS		
OPERATING FUNDING SOURCES				1998	1999	
Passenger Revenue		\$97,937	\$101,768	FINANCIAL		
Other Operating Revenue		\$26,369	\$24,105	R/C Ratio	23%	23%
Total Operating Revenues		\$124,306	\$125,873	Net Operating Cost/Capita	\$4.94	\$5.03
Provincial Contributions				Total Exp/Passengers	\$9.74	\$9.92
Municipal Contributions		\$318,140	\$333,600	Total Exp/Eligible Passengers	\$10.07	\$10.20
Donations/Other		\$107,011	\$93,717	Transp Exp/Passengers		
TOTAL OPERATING FUNDING		\$549,457	\$553,190	Dedicated Service	\$7.36	\$7.66
CAPITAL EXPENSES				Non-Dedicated Service (e.g. Taxis)	\$7.89	\$7.62
Vehicles Purchased				Transp Exp/Hours (Dedicated Service)	\$28.75	\$28.97
Debt Servicing		\$44,351	\$32,604	OPERATING		
Other Capital Expenses				Registrants/Capita	0.0235	0.0282
TOTAL CAPITAL EXPENSES		\$44,351	\$32,604	Passengers/Capita	0.6575	0.6564
CAPITAL FUNDING SOURCES				Passengers/Registrants	27.94	23.25
Transit System				Passengers/Hours (Dedicated Service)	3.91	3.78
Provincial Contributions		\$44,351		Km/Passengers (Dedicated Service)	4.77	4.93
Municipal Contributions				Average Speed (Dedicated Service)	18.66	18.64
Donations/Other						
TOTAL CAPITAL FUNDING		\$44,351	\$32,604			

VEHICLE DATA (1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	7	7	5	6
Other				
TOTAL DED VEHICLES	7	7	N/A	N/A
Accessible Taxis	4	N/A		

PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service
Ambulatory	46,402*	
Wheelchair/Scooter Users		9,394*
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	46,402 (83%)	9,394 (17%)
* Total for all categories		

BROCKVILLE

Brockville Para Transit

Contact: Ms. Valerie Harvey
Title: Supervisor, Solid Waste / Transit
Telephone: (613) 342-7154
FAX: (613) 342-5035
e-mail:

Dedicated Service operated by: 1 Private Contractor
Non-Ded. Service (e.g. Taxis) operated by: N/A
Taxi Scrip Ride Program available: NO

Population served:	21,500
Service area (km ²):	20.2
Communities served:	1
Service began:	1993
Advisory Committee members:	N/A
Eligibility Committee members:	N/A

ELIGIBILITY CRITERIA

- Unable to Board
 - Unable to Use
 - Other Criteria

NUMBER OF REGISTRANTS

650

Wheelchair/Scooter Users: 273 (42%)
 Ambulatory: 293 (45%)
 Attendants/Companions: 84 (13%)
 Other: 1

OPERATING DATA		1998	1999	SERVICE HOURS/SCHEDULING				
Rev Veh Km - Dedicated Service				Weekday:	0700 to 1800	Sunday:		
Tot Veh Km - Dedicated Service				Saturday:	0900 to 1800	Holiday:		
Rev Veh Hr - Dedicated Service	3,229	3,229		Advanced booking notice:				
Tot Veh Hr - Dedicated Service	3,229	3,229		Minimum notice for reservation:				
Non-Dedicated Service - Veh Km				Reservations/Scheduling:				
Non-Dedicated Service - Veh Hr								
PASSENGER DATA		FARE STRUCTURE			Tickets/Cards (unit price)			
Dedicated Service	10,255	10,066	(1999)		Cash	Monthly Pass		
Non-Dedicated Service			Adult		\$3.00			
TOTAL PASSENGERS	10,255	10,066	Child		\$3.00			
Subscription/Pre-booked			Student		\$3.00			
Reservation	90%	90%	Senior		\$3.00			
On-Demand/Day of trip	10%	10%	Attendant		\$3.00			
UNACCOMMODATED TRIPS			Companion		\$3.00			
NO-SHOWS/CANCELLED AT DOOR	779	992	Other					
NUMBER OF COMPLAINTS		EMPLOYEE DATA (1999)			(Full-Time)			
OPERATING EXPENSES		Operators			(Part-Time)			
Administration	\$933	\$1,011	Other Operations (e.g. dispatchers)					
Operations:			Maintenance					
Internal - Dedicated Service			General Administration					
Contract - Dedicated Service	\$91,660	\$89,545	Other					
Contract - Non-Dedicated Service			TOTAL NUMBER OF EMPLOYEES					
Taxi Scrip/Fare Reimbursement			Union Affiliations:	N/A				
Maintenance (Vehicles & Facilities)			Top Operator Wage Rate:					
Fuel			Top Mechanic Wage Rate:					
TOTAL OPERATING EXPENSES	\$92,593	\$90,556	PERFORMANCE INDICATORS					
OPERATING FUNDING SOURCES		1998			1999			
Passenger Revenue	\$24,085	\$30,198	FINANCIAL					
Other Operating Revenue			R/C Ratio					
Total Operating Revenues	\$24,085	\$30,198			26%	33%		
Provincial Contributions			Net Operating Cost/Capita					
Municipal Contributions	\$68,507	\$60,358			\$3.19	\$2.81		
Donations/Other			Total Exp/Passengers					
TOTAL OPERATING FUNDING	\$92,592	\$90,556			\$9.03	\$9.00		
CAPITAL EXPENSES		Total Exp/Eligible Passengers			\$10.32			
Vehicles Purchased		Transp Exp/Passengers			\$10.24			
Debt Servicing		Dedicated Service						
Other Capital Expenses		Non-Dedicated Service (e.g. Taxis)						
TOTAL CAPITAL EXPENSES		Transp Exp/Hours (Dedicated Service)			\$8.94	\$8.90		
CAPITAL FUNDING SOURCES								
Transit System								
Provincial Contributions								
Municipal Contributions								
Donations/Other								
TOTAL CAPITAL FUNDING								
VEHICLE DATA (1999)		OPERATING			\$28.39			
Number	Veh. Peak	Wheelchair Capacity (avg. per veh)		Ambulatory Capacity (avg. per veh)	\$27.73			
Non-Accessible Cars		N/A						
Accessible Vans/Minivans								
Small Buses	2	2	4					
Other			10					
TOTAL DED VEHICLES	2	2	N/A					
Accessible Taxis	N/A	N/A	N/A					
PASSENGER STATISTICS (1999)		REGISTRANTS			Dedicated Service			
Ambulatory		0.0291			0.0302			
Wheelchair/Scooter Users		0.4770			0.4682			
Attendants/Companions		16.41			15.49			
Other		3.18			3.12			
TOTAL PASSENGER (%Total)		10,066 (100%)			(0 %)			
NON-DEDICATED SERVICE		NON-DEDICATED SERVICE			NON-DEDICATED SERVICE			

BURLINGTON

Burlington Transit Handi-Van

Contact: Mr. Don Hammond
 Title: Administration Supervisor
 Telephone: (905) 335-7797
 FAX: (905) 335-7878
 e-mail: hammondd@city.burlington.on.ca

Dedicated Service operated by: Transit System/Municipality
 Non-Ded. Service (e.g. Taxis) operated by: 1 taxi company
 Taxi Scrip Ride Program available: NO

Population served:	135,000	NUMBER OF REGISTRANTS	1,457
Service area (km²):	97.8	Wheelchair/Scooter Users:	776 (53%)
Communities served:	1	Ambulatory:	681 (47%)
Service began:	1975	Attendants/Companions:	
Advisory Committee members:	7	Other:	
Eligibility Committee members:	7		

ELIGIBILITY CRITERIA

- Unable to Board
- Unable to Use
- Other Criteria

OPERATING DATA		1998	1999	SERVICE HOURS/SCHEDULING		
Rev Veh Km - Dedicated Service		202,208	187,097	Weekday:	0700 to 2330	Sunday: 0830 to 1700
Tot Veh Km - Dedicated Service		235,000	191,000	Saturday:	0800 to 2330	Holiday:
Rev Veh Hr - Dedicated Service		10,373	9,809	Advanced booking notice:	4 days	
Tot Veh Hr - Dedicated Service		11,122	10,433	Minimum notice for reservation:	1.0 hours	
Non-Dedicated Service - Veh Km				Reservations/Scheduling:	Fully Automated	
Non-Dedicated Service - Veh Hr						
PASSENGER DATA				FARE STRUCTURE		
Dedicated Service		28,006	24,873	(1999)	Cash	Tickets/Cards (unit price)
Non-Dedicated Service		2,089	1,235	Adult	\$2.00	\$2.00
TOTAL PASSENGERS		30,095	26,108	Child	\$2.00	\$2.00
Subscription/Pre-booked		81%	83%	Student	\$2.00	\$2.00
Reservation		15%	14%	Senior	\$2.00	\$2.00
On-Demand/Day of trip		4%	3%	Attendant	\$2.00	\$2.00
UNACCOMMODATED TRIPS		102	50	Companion	\$2.00	\$2.00
NO-SHOWS/CANCELLED AT DOOR		556	515	Other		
NUMBER OF COMPLAINTS		14	4	EMPLOYEE DATA (1999)		
				(Full-Time)	(Part-Time)	
OPERATING EXPENSES				Operators	4	4
Administration				Other Operations (e.g. dispatchers)	1	
Operations:				Maintenance	1	
Internal - Dedicated Service		\$308,352	\$307,570	General Administration	1	
Contract - Dedicated Service				Other		
Contract - Non-Dedicated Service		\$16,800	\$11,112	TOTAL NUMBER OF EMPLOYEES		
Taxi Scrip/Fare Reimbursement				7	4	
Maintenance (Vehicles & Facilities)		\$61,038	\$79,821	Union Affiliations:	CUPE 2723	
Fuel		\$15,073	\$11,080	Top Operator Wage Rate:	\$16.95	
TOTAL OPERATING EXPENSES		\$401,263	\$409,583	Top Mechanic Wage Rate:	\$19.92	
OPERATING FUNDING SOURCES				PERFORMANCE INDICATORS		
Passenger Revenue		\$86,255	\$86,715	1998	1999	
Other Operating Revenue				FINANCIAL		
Total Operating Revenues		\$86,255	\$86,715	R/C Ratio	21%	21%
Provincial Contributions				Net Operating Cost/Capita	\$2.33	\$2.39
Municipal Contributions		\$315,008	\$322,876	Total Exp/Passengers	\$13.33	\$15.69
Donations/Other				Total Exp/Eligible Passengers	\$13.67	\$16.02
TOTAL OPERATING FUNDING		\$401,263	\$409,591	Transp Exp/Passengers		
CAPITAL EXPENSES				Dedicated Service	\$13.73	\$16.02
Vehicles Purchased				Non-Dedicated Service (e.g. Taxis)	\$8.04	\$9.00
Debt Servicing				Transp Exp/Hours (Dedicated Service)	\$34.57	\$38.19
Other Capital Expenses				OPERATING		
TOTAL CAPITAL EXPENSES				Registrants/Capita	0.0098	0.0108
CAPITAL FUNDING SOURCES				Passengers/Capita	0.2229	0.1934
Transit System				Passengers/Registrants	22.71	17.92
Provincial Contributions				Passengers/Hours (Dedicated Service)	2.52	2.38
Municipal Contributions				Km/Passengers (Dedicated Service)	8.39	7.68
Donations/Other				Average Speed (Dedicated Service)	21.13	18.31
TOTAL CAPITAL FUNDING						

VEHICLE DATA (1999)		Veh. Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars				N/A	
Accessible Vans/Minivans	6	6		6	6
Small Buses	1	1		5	6
Other					
TOTAL DED VEHICLES	7	7		N/A	N/A
Accessible Taxis	2	N/A			

PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service
Ambulatory	7,950	740
Wheelchair/Scooter Users	16,385	495
Attendants/Companions	538	
Other		
TOTAL PASSENGER (%Total)	24,873 (95%)	1,235 (5%)

CAMBRIDGE

Cambridge Transmobility

Contact: Ms. Lorraine Page
 Title: Specialized Services Coordinator
 Telephone: (519) 623-8490
 FAX: (519) 623-0126
 e-mail:

Dedicated Service operated by: Transit System/Municipality
 Non-Ded. Service (e.g. Taxis) operated by: 1 taxi company
 Taxi Scrip Ride Program available: NO

Population served: 106,000
 Service area (km²):
 Communities served: 1
 Service began: 1976
 Advisory Committee members: N/A
 Eligibility Committee members: 5

NUMBER OF REGISTRANTS
 Wheelchair/Scooter Users: 222 (32%)
 Ambulatory: 467 (68%)
 Attendants/Companions:
 Other:

ELIGIBILITY CRITERIA

- Unable to Board
- Unable to Use
- Other Criteria

OPERATING DATA

Rev Veh Km - Dedicated Service	102,979	122,810
Tot Veh Km - Dedicated Service	102,979	122,810
Rev Veh Hr - Dedicated Service	5,065	5,800
Tot Veh Hr - Dedicated Service	5,065	5,800
Non-Dedicated Service - Veh Km		
Non-Dedicated Service - Veh Hr		

1998

1999

SERVICE HOURS/SCHEDULING

Weekday:	0800 to 2200	Sunday:
Saturday:	0900 to 1700	Holiday:
Advanced booking notice:		7 days
Minimum notice for reservation:		24.0 hours
Reservations/Scheduling: Fully Automated		

PASSENGER DATA

Dedicated Service	17,890	18,683
Non-Dedicated Service	21,361	16,555
TOTAL PASSENGERS	39,251	35,238
Subscription/Pre-booked	26%	17%
Reservation	72%	82%
On-Demand/Day of trip	2%	1%
UNACCOMMODATED TRIPS	10	10
NO-SHOWS/CANCELLED AT DOOR	156	177
NUMBER OF COMPLAINTS	3	3

1998

1999

FARE STRUCTURE

(1999)	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.00	\$2.00	
Child	\$2.00	\$2.00	
Student	\$2.00	\$2.00	
Senior	\$2.00	\$2.00	
Attendant	\$2.00	\$2.00	
Companion	\$2.00	\$2.00	
Other			

OPERATING EXPENSES

Administration	\$20,831	\$21,111
Operations:		
Internal - Dedicated Service	\$109,871	\$146,533
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$174,410	\$131,446
Taxi Scrip/Fare Reimbursement		
Maintenance (Vehicles & Facilities)	\$21,126	\$23,239
Fuel	\$9,043	\$11,880
TOTAL OPERATING EXPENSES	\$335,281	\$334,209

1998

1999

EMPLOYEE DATA (1999)

	(Full-Time)	(Part-Time)
Operators	3	
Other Operations (e.g. dispatchers)		1
Maintenance		
General Administration		1
Other		
TOTAL NUMBER OF EMPLOYEES	3	2
Union Affiliations: ATU 1608		
Top Operator Wage Rate: \$16.00		
Top Mechanic Wage Rate: \$18.05		

OPERATING FUNDING SOURCES

Passenger Revenue	\$105,259	\$97,000
Other Operating Revenue		
Total Operating Revenues	\$105,259	\$97,000
Provincial Contributions		
Municipal Contributions	\$230,022	\$237,209
Donations/Other		
TOTAL OPERATING FUNDING	\$335,281	\$334,209

1998

1999

PERFORMANCE INDICATORS

	1998	1999
FINANCIAL		
R/C Ratio	31%	29%
Net Operating Cost/Capita	\$2.17	\$2.24
Total Exp/Passengers	\$8.54	\$9.48
Total Exp/Eligible Passengers	\$8.66	\$9.88
Transp Exp/Passengers		
Dedicated Service	\$7.83	\$9.72
Non-Dedicated Service (e.g. Taxis)	\$8.16	\$7.94
Transp Exp/Hours (Dedicated Service)	\$27.65	\$31.32
OPERATING		
Registrants/Capita	0.0056	0.0065
Passengers/Capita	0.3703	0.3324
Passengers/Registrants	66.08	51.14
Passengers/Hours (Dedicated Service)	3.53	3.22
Km/Passengers (Dedicated Service)	5.76	6.57
Average Speed (Dedicated Service)	20.33	21.17

CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	

1998

1999

CAPITAL FUNDING SOURCES

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

1998

1999

VEHICLE DATA

(1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars	1	1	N/A	4
Accessible Vans/Minivans	3	2	5	5
Small Buses				
Other				
TOTAL DED VEHICLES	4	3	N/A	N/A
Accessible Taxis	2	N/A		

PASSENGER STATISTICS

(1999)	Dedicated Service	Non-Dedicated Service
Ambulatory	13,452	11,920
Wheelchair/Scooter Users	4,484	3,973
Attendants/Companions	747	662
Other		
TOTAL PASSENGER (%Total)	18,683 (53%)	16,555 (47%)

CAMPBELLFORD

Campbellford District Rural Trans.

Contact: Ed Dunk / Shirley Preston

Title: Driver

Telephone: (705) 653-1900

FAX: (705) 653-5203

e-mail:

Dedicated Service operated by: N/A

Non-Ded. Service (e.g. Taxis) operated by: N/A

Taxi Scrip Ride Program available: NO

	Population served:	12,000	NUMBER OF REGISTRANTS
	Service area (km²):	51.0	Wheelchair/Scooter Users:
	Communities served:	4	Ambulatory:
	Service began:	1992	Attendants/Companions:
	Advisory Committee members:	8	Other:
	Eligibility Committee members:	1	

ELIGIBILITY CRITERIA

- Unable to Board
- Unable to Use
- Other Criteria

	1998	1999	SERVICE HOURS/SCHEDULING	
Rev Veh Km - Dedicated Service	71,979		Weekday: Sunday:	
Tot Veh Km - Dedicated Service	71,979		Saturday: Holiday:	
Rev Veh Hr - Dedicated Service	2,117		Advanced booking notice:	
Tot Veh Hr - Dedicated Service	2,117		Minimum notice for reservation:	
Non-Dedicated Service - Veh Km			Reservations/Scheduling:	
Non-Dedicated Service - Veh Hr				
PASSENGER DATA			FARE STRUCTURE	
Dedicated Service	4,481		(1999)	
Non-Dedicated Service			Cash	
TOTAL PASSENGERS	4,481		Tickets/Cards (unit price)	
Subscription/Pre-booked			Monthly Pass	
Reservation				
On-Demand/Day of trip				
UNACCOMMODATED TRIPS				
NO-SHOWS/CANCELLED AT DOOR				
NUMBER OF COMPLAINTS				
OPERATING EXPENSES			EMPLOYEE DATA (1999)	
Administration	\$8,784		(Full-Time)	
Operations:			(Part-Time)	
Internal - Dedicated Service				
Contract - Dedicated Service	\$23,008		Operators	
Contract - Non-Dedicated Service			Other Operations (e.g. dispatchers)	
Taxi Scrip/Fare Reimbursement			Maintenance	
Maintenance (Vehicles & Facilities)	\$11,389		General Administration	
Fuel			Other	
TOTAL OPERATING EXPENSES	\$43,181		TOTAL NUMBER OF EMPLOYEES	
OPERATING FUNDING SOURCES			Union Affiliations: N/A	
Passenger Revenue	\$12,727		Top Operator Wage Rate:	
Other Operating Revenue			Top Mechanic Wage Rate:	
Total Operating Revenues	\$12,727			
Provincial Contributions			PERFORMANCE INDICATORS	
Municipal Contributions	\$30,347		1998	1999
Donations/Other	\$76		FINANCIAL	
TOTAL OPERATING FUNDING	\$43,150		R/C Ratio	29%
CAPITAL EXPENSES			Net Operating Cost/Capita	\$2.54
Vehicles Purchased			Total Exp/Passengers	\$9.64
Debt Servicing			Total Exp/Eligible Passengers	\$9.64
Other Capital Expenses			Transp Exp/Passengers	
TOTAL CAPITAL EXPENSES			Dedicated Service	\$7.68
CAPITAL FUNDING SOURCES			Non-Dedicated Service (e.g. Taxis)	
Transit System			Transp Exp/Hours (Dedicated Service)	\$16.25
Provincial Contributions				
Municipal Contributions			OPERATING	
Donations/Other			Registrants/Capita	0.0351
TOTAL CAPITAL FUNDING			Passengers/Capita	0.3734

VEHICLE DATA (1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses				
Other				
TOTAL DED VEHICLES			N/A	N/A
Accessible Taxis	N/A	N/A		

PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service
Ambulatory		
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	()	()

CAPREOL

c/o Northway Bus Lines Inc.

Contact: Mr. Rick Clouthier
 Title: CAO-Clerk Treasurer, Town / Capreol
 Telephone: (705) 858-1212
 FAX: (705) 858-1085
 e-mail: townofcapreol@isys.ca
 Dedicated Service operated by: 1 Private Contractor
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Ride Program available: NO

Population served:	3,800	NUMBER OF REGISTRANTS	104
Service area (km ²):	25.0	Wheelchair/Scooter Users:	10 (10%)
Communities served:	1	Ambulatory:	94 (90%)
Service began:	1991	Attendants/Companions:	
Advisory Committee members:	N/A	Other:	
Eligibility Committee members:	N/A		

ELIGIBILITY CRITERIA

- Unable to Board
- Unable to Use
- Other Criteria

	1998	1999	SERVICE HOURS/SCHEDULING		
Rev Veh Km - Dedicated Service			Weekday:	0800 to 1600	Sunday:
Tot Veh Km - Dedicated Service	18,200		Saturday:		Holiday:
Rev Veh Hr - Dedicated Service			Advanced booking notice:	1 days	
Tot Veh Hr - Dedicated Service	2,080		Minimum notice for reservation:	24.0 hours	
Non-Dedicated Service - Veh Km			Reservations/Scheduling:	Manual	
Non-Dedicated Service - Veh Hr					
PASSENGER DATA			FARE STRUCTURE		
Dedicated Service	1,103	1,300	(1999)	Cash	Tickets/Cards
Non-Dedicated Service			Adult	\$6.00	(unit price)
TOTAL PASSENGERS	1,103	1,300	Child		Monthly Pass
Subscription/Pre-booked			Student	\$6.00	
Reservation			Senior	\$6.00	
On-Demand/Day of trip			Attendant	\$6.00	
UNACCOMMODATED TRIPS			Companion	\$6.00	
NO-SHOWS/CANCELLED AT DOOR			Other		
NUMBER OF COMPLAINTS		6	EMPLOYEE DATA (1999)		
OPERATING EXPENSES			(Full-Time)	(Part-Time)	
Administration	\$3,309	\$1,845	Operators	2	1
Operations:			Other Operations (e.g. dispatchers)		
Internal - Dedicated Service			Maintenance		1
Contract - Dedicated Service	\$26,350	\$18,452	General Administration		1
Contract - Non-Dedicated Service			Other		
Taxi Scrip/Fare Reimbursement			TOTAL NUMBER OF EMPLOYEES	2	3
Maintenance (Vehicles & Facilities)			Union Affiliations:	N/A	
Fuel			Top Operator Wage Rate:	\$13.00	
TOTAL OPERATING EXPENSES	\$29,659	\$32,497	Top Mechanic Wage Rate:	\$20.00	
OPERATING FUNDING SOURCES			PERFORMANCE INDICATORS		
Passenger Revenue	\$5,330		1998	1999	
Other Operating Revenue	\$84		FINANCIAL		
Total Operating Revenues	\$5,414		R/C Ratio	18%	N/A
Provincial Contributions			Net Operating Cost/Capita	\$6.38	\$8.55
Municipal Contributions	\$24,245		Total Exp/Passengers	\$26.89	\$25.00
Donations/Other			Total Exp/Eligible Passengers	\$26.89	\$25.00
TOTAL OPERATING FUNDING	\$29,659		Transp Exp/Passengers		
CAPITAL EXPENSES			Dedicated Service	\$23.89	\$23.58
Vehicles Purchased			Non-Dedicated Service (e.g. Taxis)		
Debt Servicing			Transp Exp/Hours (Dedicated Service)	\$14.74	
Other Capital Expenses			OPERATING		
TOTAL CAPITAL EXPENSES			Registrants/Capita	0.0247	0.0274
CAPITAL FUNDING SOURCES			Passengers/Capita	0.2903	0.3421
Transit System			Passengers/Registrants	11.73	12.50
Provincial Contributions			Passengers/Hours (Dedicated Service)	0.63	
Municipal Contributions			Km/Passengers (Dedicated Service)	14.00	
Donations/Other			Average Speed (Dedicated Service)	8.75	
TOTAL CAPITAL FUNDING					

VEHICLE DATA (1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1		
Other				
TOTAL DED VEHICLES	1	1	N/A	N/A
Accessible Taxis	N/A	N/A		

PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service
Ambulatory		
Wheelchair/Scooter Users	1,300*	
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	1,300 (100%)	(0%)
* Total for all categories		

CLARINGTON

Handi Transit - Clarington

Contact: Mr. Ben Chartier
 Title: General Manager
 Telephone: (905) 571-1222
 FAX: (905) 571-7390
 e-mail: handitrn@durham.net

Dedicated Service operated by: Private Non-Profit Organization
 Non-Ded. Service (e.g. Taxis) operated by: 1 taxi company
 Taxi Scrip Ride Program available: NO

Population served:	54,000	NUMBER OF REGISTRANTS	79
Service area (km ²):	500.0	Wheelchair/Scooter Users:	44 (56%)
Communities served:	1	Ambulatory:	35 (44%)
Service began:	1981	Attendants/Companions:	
Advisory Committee members:	11	Other:	
Eligibility Committee members:	11		

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

OPERATING DATA		1998	1999	SERVICE HOURS/SCHEDULING
Rev Veh Km - Dedicated Service		49,996	51,000	Weekday: 0730 to 2230
Tot Veh Km - Dedicated Service		49,996	51,000	Saturday: 0830 to 2230
Rev Veh Hr - Dedicated Service		2,470	2,670	Advanced booking notice: 7 days
Tot Veh Hr - Dedicated Service		2,470	2,670	Minimum notice for reservation: 2.0 hours
Non-Dedicated Service - Veh Km				Reservations/Scheduling: Partially Computerized
Non-Dedicated Service - Veh Hr				
PASSENGER DATA				FARE STRUCTURE
Dedicated Service		2,899	3,134	(1999)
Non-Dedicated Service			20	Cash
TOTAL PASSENGERS		2,899	3,154	Adult
Subscription/Pre-booked		25%	25%	Child
Reservation		60%	65%	Student
On-Demand/Day of trip		15%	10%	Senior
UNACCOMMODATED TRIPS		20	27	Attendant
NO-SHOWS/CANCELLED AT DOOR		40	64	Companion
NUMBER OF COMPLAINTS				Other
OPERATING EXPENSES				Child <10 w/adult - \$1. Fare-by-distance for cross-boundary
Administration	\$38,452	\$35,409		
Operations:				EMPLOYEE DATA (1999)
Internal - Dedicated Service				(Full-Time)
Contract - Dedicated Service	\$47,715	\$50,110	1	(Part-Time)
Contract - Non-Dedicated Service		\$846		
Taxi Scrip/Fare Reimbursement				
Maintenance (Vehicles & Facilities)	\$9,904	\$6,997		
Fuel	\$4,621	\$5,641		
TOTAL OPERATING EXPENSES	\$100,692	\$99,003		
OPERATING FUNDING SOURCES				FINANCIAL
Passenger Revenue	\$10,198	\$12,744		1998
Other Operating Revenue				1999
Total Operating Revenues	\$10,198	\$12,744		
Provincial Contributions				
Municipal Contributions	\$90,494	\$86,259		
Donations/Other				
TOTAL OPERATING FUNDING	\$100,692	\$99,003		
CAPITAL EXPENSES			PERFORMANCE INDICATORS	
Vehicles Purchased			1998	
Debt Servicing			1999	
Other Capital Expenses				
TOTAL CAPITAL EXPENSES				
CAPITAL FUNDING SOURCES			FINANCIAL	
Transit System				
Provincial Contributions			R/C Ratio	
Municipal Contributions			10% 13%	
Donations/Other			Net Operating Cost/Capita	
TOTAL CAPITAL FUNDING			\$1.48 \$1.60	

VEHICLE DATA (1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	6	4
Other				
TOTAL DED VEHICLES	1	1	N/A	N/A
Accessible Taxis	N/A	N/A		

PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service
Ambulatory	825	
Wheelchair/Scooter Users	1,994	20
Attendants/Companions	315	
Other		
TOTAL PASSENGER (%Total)	3,134 (99%)	20 (1%)

CORNWALL

Cornwall Transit

Contact: Mr. Sherman Goodwin
 Title: Transit Manager
 Telephone: (613) 930-2636
 FAX: (613) 932-9906
 e-mail: goodwin@city.cornwall.on.ca

Dedicated Service operated by: Transit System/Municipality
 Non-Ded. Service (e.g. Taxis) operated by: 1 taxi company
 Taxi Scrip Ride Program available: NO

Population served: 48,000
 Service area (km²): 63.5
 Communities served: 1
 Service began: 1981
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS
 Wheelchair/Scooter Users: 323 (25%)
 Ambulatory: 729 (56%)
 Attendants/Companions: 243 (19%)
 Other:

ELIGIBILITY CRITERIA

- Unable to Board
- Unable to Use
- Other Criteria

OPERATING DATA		1998	1999	SERVICE HOURS/SCHEDULING		
Rev Veh Km - Dedicated Service				Weekday:	0630 to 2330	Sunday:
Tot Veh Km - Dedicated Service	51,026	58,709		Saturday:	0700 to 2330	Holiday:
Rev Veh Hr - Dedicated Service					Advanced booking notice:	1 days
Tot Veh Hr - Dedicated Service	7,514	8,173			Minimum notice for reservation:	24.0 hours
Non-Dedicated Service - Veh Km	9,945	5,224			Reservations/Scheduling:	Partially Computerized
Non-Dedicated Service - Veh Hr		265				
PASSENGER DATA				FARE STRUCTURE		
Dedicated Service	12,826	16,025		(1999)	Cash	Tickets/Cards (unit price)
Non-Dedicated Service	3,639	1,748		Adult	\$2.00	\$1.95
TOTAL PASSENGERS	16,465	17,773		Child	\$2.00	\$1.95
Subscription/Pre-booked Reservation				Student	\$2.00	\$1.95
On-Demand/Day of trip				Senior	\$2.00	\$1.95
UNACCOMMODATED TRIPS				Attendant	\$2.00	\$1.95
NO-SHOWS/CANCELLED AT DOOR	137	206		Companion	\$2.00	\$1.95
NUMBER OF COMPLAINTS				Other		
OPERATING EXPENSES				EMPLOYEE DATA (1999)		
Administration				Operators	2	6
Operations:				Other Operations (e.g. dispatchers)		
Internal - Dedicated Service	\$380,710	\$277,929		Maintenance		3
Contract - Dedicated Service				General Administration	4	
Contract - Non-Dedicated Service	\$19,071	\$9,865		Other		
Taxi Scrip/Fare Reimbursement				TOTAL NUMBER OF EMPLOYEES	6	9
Maintenance (Vehicles & Facilities)	\$21,941	\$20,931		Union Affiliations:	ATU 946	
Fuel	\$16,286	\$11,771		Top Operator Wage Rate:	\$15.28	
TOTAL OPERATING EXPENSES	\$438,008	\$320,496		Top Mechanic Wage Rate:	\$16.36	
OPERATING FUNDING SOURCES				PERFORMANCE INDICATORS		
Passenger Revenue	\$89,411	\$55,556		1998	1999	
Other Operating Revenue	\$3,900	\$5,900		FINANCIAL		
Total Operating Revenues	\$93,311	\$61,456		R/C Ratio	21%	19%
Provincial Contributions				Net Operating Cost/Capita	\$7.18	\$5.40
Municipal Contributions	\$344,697	\$259,040		Total Exp/Passengers	\$26.60	\$18.03
Donations/Other				Total Exp/Eligible Passengers	\$26.76	\$18.14
TOTAL OPERATING FUNDING	\$438,008	\$320,496		Transp Exp/Passengers		
CAPITAL EXPENSES			Dedicated Service	\$32.66	\$19.38	
Vehicles Purchased			Non-Dedicated Service (e.g. Taxis)	\$5.24	\$5.64	
Debt Servicing			Transp Exp/Hours (Dedicated Service)	\$55.75	\$38.01	
Other Capital Expenses	\$432,028			OPERATING		
TOTAL CAPITAL EXPENSES	\$432,028			Registrants/Capita	0.0227	0.0270
CAPITAL FUNDING SOURCES				Passengers/Capita	0.3430	0.3703
Transit System				Passengers/Registrants	15.13	13.72
Provincial Contributions	\$216,014			Passengers/Hours (Dedicated Service)	1.71	1.96
Municipal Contributions	\$216,014			Km/Passengers (Dedicated Service)	3.98	3.66
Donations/Other				Average Speed (Dedicated Service)	6.79	7.18
TOTAL CAPITAL FUNDING	\$432,028					

VEHICLE DATA (1999)		Veh. Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars				N/A	
Accessible Vans/Minivans	2	2		5	4
Small Buses	5	2		4	6
Other					
TOTAL DED VEHICLES	7	4		N/A	N/A
Accessible Taxis	47	N/A			

PASSENGER STATISTICS (1999)		Dedicated Service	Non-Dedicated Service
Ambulatory		8,536	1,643
Wheelchair/Scooter Users		7,489	
Attendants/Companions			105
Other			
TOTAL PASSENGER (%Total)		16,025 (90%)	1,748 (10%)

DRYDEN

Dryden Handi-Transit

Contact: Ms. Judi Stratton
 Title: Manager
 Telephone: (807) 223-3568
 FAX: (807) 223-3999
 e-mail:

Dedicated Service operated by: Private Non-Profit Organization

Non-Ded. Service (e.g. Taxis) operated by: N/A

Taxi Scrip Ride Program available: NO

Population served:	7,731	NUMBER OF REGISTRANTS	84
Service area (km ²):	65.2	Wheelchair/Scooter Users:	23 (27%)
Communities served:	1	Ambulatory:	58 (69%)
Service began:	1976	Attendants/Companions:	3 (4%)
Advisory Committee members:	6	Other:	
Eligibility Committee members:	6	Note: Bus Statistics based on 11 months of operation.	

ELIGIBILITY CRITERIA	Financial Statistics based on 12 months of operation.
<input checked="" type="checkbox"/> Unable to Board	
<input checked="" type="checkbox"/> Unable to Use	
<input type="checkbox"/> Other Criteria	

OPERATING DATA		1998	1999	SERVICE HOURS/SCHEDULING		
Rev Veh Km - Dedicated Service		10,852	13,911	Weekday: 0730 to 1630		
Tot Veh Km - Dedicated Service		10,852	13,911	Saturday: Holiday:		
Rev Veh Hr - Dedicated Service		509	686	Advanced booking notice: 7 days		
Tot Veh Hr - Dedicated Service		509	686	Minimum notice for reservation: 24.0 hours		
Non-Dedicated Service - Veh Km				Reservations/Scheduling: Manual		
Non-Dedicated Service - Veh Hr						
PASSENGER DATA				FARE STRUCTURE		
Dedicated Service		2,206	2,718	(1999)		
Non-Dedicated Service				Cash		
TOTAL PASSENGERS		2,206	2,718	Adult \$2.00		
Subscription/Pre-booked		70%	75%	Child \$2.00		
Reservation		25%	23%	Student \$3.00		
On-Demand/Day of trip		5%	2%	Senior \$2.00		
UNACCOMMODATED TRIPS				Attendant \$2.00		
NO-SHOWS/CANCELLED AT DOOR		10	13	Companion		
NUMBER OF COMPLAINTS				Other Student: funded by School Board		
OPERATING EXPENSES				EMPLOYEE DATA (1999)		
Administration		\$2,009	\$1,874	(Full-Time)		
Operations:				1		
Internal - Dedicated Service		\$39,838	\$39,121	Other Operations (e.g. dispatchers)		
Contract - Dedicated Service				Maintenance		
Contract - Non-Dedicated Service				General Administration		
Taxi Scrip/Fare Reimbursement				Other		
Maintenance (Vehicles & Facilities)			\$1,102	TOTAL NUMBER OF EMPLOYEES		
Fuel		\$1,920	\$2,560	1		
TOTAL OPERATING EXPENSES		\$43,767	\$44,657	Union Affiliations: N/A		
OPERATING FUNDING SOURCES				Top Operator Wage Rate: \$16.00		
Passenger Revenue		\$4,421	\$5,789	Top Mechanic Wage Rate:		
Other Operating Revenue		\$1,820	\$1,642			
Total Operating Revenues		\$6,241	\$7,431	PERFORMANCE INDICATORS		
Provincial Contributions				1998		
Municipal Contributions		\$36,500	\$45,000	1999		
Donations/Other		\$980	\$390	FINANCIAL		
TOTAL OPERATING FUNDING		\$43,721	\$52,821	R/C Ratio	14%	17%
CAPITAL EXPENSES				Net Operating Cost/Capita	\$4.85	\$4.82
Vehicles Purchased				Total Exp/Passengers	\$19.84	\$16.43
Debt Servicing				Total Exp/Eligible Passengers	\$19.84	\$16.54
Other Capital Expenses				Transp Exp/Passengers		
TOTAL CAPITAL EXPENSES				Dedicated Service	\$18.93	\$15.74
CAPITAL FUNDING SOURCES				Non-Dedicated Service (e.g. Taxis)		
Transit System				Transp Exp/Hours (Dedicated Service)	\$82.04	\$62.37
Provincial Contributions						
Municipal Contributions						
Donations/Other						
TOTAL CAPITAL FUNDING				OPERATING		

VEHICLE DATA (1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	3	9
Other				
TOTAL DED VEHICLES	1	1	N/A	N/A
Accessible Taxis	N/A	N/A		

PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service
Ambulatory	2,210	
Wheelchair/Scooter Users	490	
Attendants/Companions	18	
Other		
TOTAL PASSENGER (%Total)	2,718 (100%)	(0%)

ELLIOT LAKE

Handi Lift Bus

Contact: Mr. Norman R. Mann
 Title: Community Services Coordinator
 Telephone: (705) 848-2019
 FAX: (705) 848-1306
 e-mail: normmldg@inorth.on.ca

Dedicated Service operated by: Transit System/Municipality
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Ride Program available: NO

Population served:	13,500	NUMBER OF REGISTRANTS	171
Service area (km ²):	8.0	Wheelchair/Scooter Users:	52 (30%)
Communities served:	1	Ambulatory:	119 (70%)
Service began:	1988	Attendants/Companions:	
Advisory Committee members:	N/A	Other:	
Eligibility Committee members:	N/A		

ELIGIBILITY CRITERIA

- Unable to Board
- Unable to Use
- Other Criteria

		1998	1999	SERVICE HOURS/SCHEDULING		
Rev Veh Km - Dedicated Service		26,500	27,000	Weekday:	0830 to 1600	Sunday:
Tot Veh Km - Dedicated Service		26,500	27,000	Saturday:		Holiday:
Rev Veh Hr - Dedicated Service		1,500	1,800	Advanced booking notice:	7 days	
Tot Veh Hr - Dedicated Service		1,500	1,800	Minimum notice for reservation:	24.0 hours	
Non-Dedicated Service - Veh Km				Reservations/Scheduling:	Manual	
Non-Dedicated Service - Veh Hr						
PASSENGER DATA				FARE STRUCTURE		
Dedicated Service		5,696	6,269	(1999)	Cash	Tickets/Cards (unit price)
Non-Dedicated Service				Adult	\$1.25	Monthly Pass
TOTAL PASSENGERS		5,696	6,269	Child	\$1.25	
Subscription/Pre-booked		80%	80%	Student	\$1.25	
Reservation				Senior	\$1.25	
On-Demand/Day of trip		20%	2%	Attendant	free	
UNACCOMMODATED TRIPS			18	Companion	free	
NO-SHOWS/CANCELLED AT DOOR			8	Other		
NUMBER OF COMPLAINTS				EMPLOYEE DATA (1999)		
OPERATING EXPENSES				(Full-Time)	(Part-Time)	
Administration				Operators	2	
Operations:				Other Operations (e.g. dispatchers)		
Internal - Dedicated Service	\$24,780	\$24,780		Maintenance	3	
Contract - Dedicated Service				General Administration	2	
Contract - Non-Dedicated Service				Other	1	
Taxi Scrip/Fare Reimbursement				TOTAL NUMBER OF EMPLOYEES	5	3
Maintenance (Vehicles & Facilities)	\$20,000	\$6,420		Union Affiliations:	CUPE 1880	
Fuel		\$1,260		Top Operator Wage Rate:	\$12.88	
TOTAL OPERATING EXPENSES	\$44,780	\$32,460		Top Mechanic Wage Rate:		
OPERATING FUNDING SOURCES				PERFORMANCE INDICATORS		
Passenger Revenue	\$5,809	\$7,836		1998	1999	
Other Operating Revenue				FINANCIAL		
Total Operating Revenues	\$5,809	\$7,836		R/C Ratio	13%	24%
Provincial Contributions				Net Operating Cost/Capita	\$2.89	\$1.82
Municipal Contributions	\$38,971	\$24,624		Total Exp/Passengers	\$7.86	\$5.18
Donations/Other				Total Exp/Eligible Passengers	\$9.64	\$6.12
TOTAL OPERATING FUNDING	\$44,780	\$32,460		Transp Exp/Passengers		
CAPITAL EXPENSES				Dedicated Service	\$7.86	\$5.18
Vehicles Purchased				Non-Dedicated Service (e.g. Taxis)		
Debt Servicing				Transp Exp/Hours (Dedicated Service)	\$29.85	\$18.03
Other Capital Expenses						
TOTAL CAPITAL EXPENSES				OPERATING		
CAPITAL FUNDING SOURCES				Registrants/Capita	0.0123	0.0127
Transit System				Passengers/Capita	0.4219	0.4644
Provincial Contributions				Passengers/Registrants	34.31	36.66
Municipal Contributions				Passengers/Hours (Dedicated Service)	3.80	3.48
Donations/Other				Km/Passengers (Dedicated Service)	4.65	4.31
TOTAL CAPITAL FUNDING				Average Speed (Dedicated Service)	17.67	15.00

VEHICLE DATA (1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	4	12
Other				
TOTAL DED VEHICLES	1	1	N/A	N/A
Accessible Taxis	N/A	N/A		

PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service
Ambulatory	3,469	
Wheelchair/Scooter Users	1,837	
Attendants/Companions	963	
Other		
TOTAL PASSENGER (%Total)	6,269 (100%)	(0%)

ESPAÑOLA

Espanola Care Van

Contact: Merwyn Sheppard
 Title: Clerk Treasurer/Administrator
 Telephone: (705) 869-1540
 FAX: (705) 869-0083
 e-mail: merwyn@etown.net

Dedicated Service operated by: Transit System/Municipality

Non-Ded. Service (e.g. Taxis) operated by: N/A

Taxi Scrip Ride Program available: NO

Population served: 5,600
 Service area (km²): 17.8
 Communities served: 1
 Service began:
 Advisory Committee members: 6
 Eligibility Committee members: N/A Note: No service on Mondays.

ELIGIBILITY CRITERIA

- Unable to Board
- Unable to Use
- Other Criteria

	1998	1999	SERVICE HOURS/SCHEDULING
Rev Veh Km - Dedicated Service			Weekday: 0930 to 1500
Tot Veh Km - Dedicated Service			Saturday: Holiday:
Rev Veh Hr - Dedicated Service	1,040		Advanced booking notice: 1 days
Tot Veh Hr - Dedicated Service	1,040		Minimum notice for reservation: 24.0 hours
Non-Dedicated Service - Veh Km			Reservations/Scheduling: Manual
Non-Dedicated Service - Veh Hr			
PASSENGER DATA			FARE STRUCTURE
Dedicated Service		3,000	(1999) Cash
Non-Dedicated Service			Adult \$2.00
TOTAL PASSENGERS		3,000	Child \$2.00
Subscription/Pre-booked			Student \$2.00
Reservation			Senior \$2.00
On-Demand/Day of trip			Attendant \$2.00
UNACCOMMODATED TRIPS			Companion \$2.00
NO-SHOWS/CANCELLED AT DOOR			Other
NUMBER OF COMPLAINTS			
OPERATING EXPENSES			EMPLOYEE DATA (1999)
Administration		\$806	(Full-Time) (Part-Time)
Operations:			Operators 1
Internal - Dedicated Service		\$15,179	Other Operations (e.g. dispatchers)
Contract - Dedicated Service			Maintenance 1
Contract - Non-Dedicated Service			General Administration 1
Taxi Scrip/Fare Reimbursement			Other
Maintenance (Vehicles & Facilities)		\$5,553	TOTAL NUMBER OF EMPLOYEES 2 1
Fuel		\$1,912	
TOTAL OPERATING EXPENSES		\$23,450	
OPERATING FUNDING SOURCES			Union Affiliations: CUPE
Passenger Revenue		\$7,290	Top Operator Wage Rate: \$10.70
Other Operating Revenue			Top Mechanic Wage Rate:
Total Operating Revenues		\$7,290	
Provincial Contributions			
Municipal Contributions		\$16,160	
Donations/Other			
TOTAL OPERATING FUNDING		\$23,450	
CAPITAL EXPENSES			PERFORMANCE INDICATORS
Vehicles Purchased			1998 1999
Debt Servicing			FINANCIAL
Other Capital Expenses			R/C Ratio 31%
TOTAL CAPITAL EXPENSES			Net Operating Cost/Capita \$2.89
CAPITAL FUNDING SOURCES			Total Exp/Passengers \$7.82
Transit System			Total Exp/Eligible Passengers \$7.82
Provincial Contributions			Transp Exp/Passengers
Municipal Contributions			Dedicated Service \$7.55
Donations/Other			Non-Dedicated Service (e.g. Taxis)
TOTAL CAPITAL FUNDING			Transp Exp/Hours (Dedicated Service) \$21.77

VEHICLE DATA (1999)		Veh. Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars				N/A	
Accessible Vans/Minivans	1	1		2	
Small Buses					
Other					
TOTAL DED VEHICLES	1	1		N/A	N/A
Accessible Taxis		N/A	N/A		

PASSENGER STATISTICS (1999)		Dedicated Service	Non-Dedicated Service
Ambulatory		2,700	
Wheelchair/Scooter Users		300	
Attendants/Companions			
Other			
TOTAL PASSENGER (%Total)		3,000 (100%)	(0%)

FLESHERTON

Ride on Transportation

Contact: Ms. Ann Detar
 Title: Transportation Co-ordinator
 Telephone: (519) 924-3339
 FAX: (519) 924-3575
 e-mail: archied@bmnts.com
 Dedicated Service operated by: Private Non-Profit Organization
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Ride Program available: NO

Population served:	16,000	NUMBER OF REGISTRANTS	80
Service area (km ²):	151.0	Wheelchair/Scooter Users:	5 (6%)
Communities served:	9	Ambulatory:	70 (88%)
Service began:	1992	Attendants/Companions:	
Advisory Committee members:	N/A	Other:	5 (6%)
Eligibility Committee members:	N/A	Note: * Non-Dedicated Service is provided by rented/leased vehicles.	
ELIGIBILITY CRITERIA			
<input checked="" type="checkbox"/> Unable to Board <input checked="" type="checkbox"/> Unable to Use <input checked="" type="checkbox"/> Other Criteria			

OPERATING DATA		1998	1999	SERVICE HOURS/SCHEDULING		
Rev Veh Km - Dedicated Service				Weekday:	0730 to 1800	Sunday:
Tot Veh Km - Dedicated Service		299,273		Saturday:	0900 to 1700	Holiday:
Rev Veh Hr - Dedicated Service				Advanced booking notice:	1 days	
Tot Veh Hr - Dedicated Service		12,480		Minimum notice for reservation:	24.0 hours	
Non-Dedicated Service - Veh Km				Reservations/Scheduling:	Manual	
Non-Dedicated Service - Veh Hr						
PASSENGER DATA				FARE STRUCTURE		
Dedicated Service				(1999)	Cash	Tickets/Cards
Dedicated Service		3,350		(unit price)		Monthly Pass
Non-Dedicated Service		1,000		Adult		
TOTAL PASSENGERS				Child		
Subscription/Pre-booked		4,350		Student		
Reservation		85%		Senior		
On-Demand/Day of trip		10%		Attendant		
UNACCOMMODATED TRIPS		5%		Companion		
NO-SHOWS/CANCELLED AT DOOR				Other	49¢/km for non-accessible car; 95¢/km for accessible van.	
NUMBER OF COMPLAINTS						
OPERATING EXPENSES						
Administration				EMPLOYEE DATA (1999)		
Operations:				(Full-Time)	(Part-Time)	
Internal - Dedicated Service				Operators	1	2
Contract - Dedicated Service				Other Operations (e.g. dispatchers)	1	
Contract - Non-Dedicated Service				Maintenance	1	
Taxi Scrip/Fare Reimbursement				General Administration		1
Maintenance (Vehicles & Facilities)				Other		
Fuel				TOTAL NUMBER OF EMPLOYEES		
TOTAL OPERATING EXPENSES		\$107,942		3	3	
OPERATING FUNDING SOURCES				Union Affiliations:	N/A	
Passenger Revenue				PERFORMANCE INDICATORS		
Other Operating Revenue		\$20,502		1998	1999	
Total Operating Revenues		\$20,502	FINANCIAL			
Provincial Contributions			R/C Ratio		19%	
Municipal Contributions		\$88,000	Net Operating Cost/Capita		\$5.47	
Donations/Other			Total Exp/Passengers		\$24.81	
TOTAL OPERATING FUNDING		\$108,502	Total Exp/Eligible Passengers		\$24.81	
CAPITAL EXPENSES			Transp Exp/Passengers	OPERATING		
Vehicles Purchased			Dedicated Service	Registrants/Capita	0.0050	
Debt Servicing			Non-Dedicated Service (e.g. Taxis)	Passengers/Capita	0.2719	
Other Capital Expenses			Transp Exp/Hours (Dedicated Service)	Passengers/Registrants	54.38	
TOTAL CAPITAL EXPENSES				Passengers/Hours (Dedicated Service)	0.27	
CAPITAL FUNDING SOURCES				Km/Passengers (Dedicated Service)	89.34	
Transit System				Average Speed (Dedicated Service)	23.98	
Provincial Contributions				PASSENGER STATISTICS		
Municipal Contributions				(1999)	Dedicated Service	Non-Dedicated Service
Donations/Other				Ambulatory	3,350*	1,000*
TOTAL CAPITAL FUNDING				Wheelchair/Scooter Users		
VEHICLE DATA				Attendants/Companions		
(1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Other		
Non-Accessible Cars	4	4	N/A			
Accessible Vans/Minivans	1	1	2			
Small Buses			4			
Other						
TOTAL DED VEHICLES	5	5	N/A			
Accessible Taxis	N/A	N/A	N/A			

PASSENGER STATISTICS	Dedicated Service	Non-Dedicated Service
(1999)		
Ambulatory	3,350*	1,000*
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	3,350 (77%)	1,000 (23%)
* Total for Ambulatory and Wheelchair/Scooter Users		

FORT FRANCES

Fort Frances Handi-Van

Contact: Mr. George A. Bell
 Title: Manager, Community Services
 Telephone: (807) 274-4561
 FAX: (807) 274-3799
 e-mail:
 Dedicated Service operated by: 1 Private Contractor
 Non-Ded. Service (e.g. Taxis) operated by: 1 taxi company
 Taxi Scrip Ride Program available: YES

Population served:		8,500	NUMBER OF REGISTRANTS	
Service area (km ²):			Wheelchair/Scooter Users:	
Communities served:		1	Ambulatory:	
Service began:			Attendants/Companions:	
Advisory Committee members:	N/A		Other:	
Eligibility Committee members:	N/A		Note: In 1999, Fort Frances Handi-Van started to provide small bus services, it also introduced Taxi Scrip Ride Program.	
ELIGIBILITY CRITERIA				
<input type="checkbox"/> Unable to Board				
<input checked="" type="checkbox"/> Unable to Use				
<input type="checkbox"/> Other Criteria				

OPERATING DATA		1998	1999	SERVICE HOURS/SCHEDULING		
Rev Veh Km - Dedicated Service				Weekday:	0800 to 1700	Sunday:
Tot Veh Km - Dedicated Service	25,000	27,812		Saturday:		Holiday:
Rev Veh Hr - Dedicated Service				Advanced booking notice:	1 days	
Tot Veh Hr - Dedicated Service	1,872	1,930		Minimum notice for reservation:	24.0 hours	
Non-Dedicated Service - Veh Km				Reservations/Scheduling:	Manual	
Non-Dedicated Service - Veh Hr						
PASSENGER DATA				FARE STRUCTURE		
Dedicated Service *	10,268	11,543	(1999)	Cash	Tickets/Cards (unit price)	Monthly Pass
Non-Dedicated Service			Adult	\$1.25		
TOTAL PASSENGERS	10,268	11,543	Child	\$1.25		
Subscription/Pre-booked			Student	\$1.25		
Reservation			Senior	\$1.25		
On-Demand/Day of trip			Attendant	\$1.25		
UNACCOMMODATED TRIPS			Companion	\$1.25		
NO-SHOWS/CANCELLED AT DOOR			Other			
NUMBER OF COMPLAINTS						
OPERATING EXPENSES				EMPLOYEE DATA (1999)		
Administration	\$11,404			(Full-Time)	(Part-Time)	
Operations:				Operators		
Internal - Dedicated Service				Other Operations (e.g. dispatchers)		
Contract - Dedicated Service	\$58,727	\$60,565		Maintenance		
Contract - Non-Dedicated Service				General Administration		
Taxi Scrip/Fare Reimbursement		\$13,222		Other		
Maintenance (Vehicles & Facilities)	\$9,658	\$12,505		TOTAL NUMBER OF EMPLOYEES		
Fuel	\$2,895	\$3,794		Union Affiliations:	N/A	
TOTAL OPERATING EXPENSES	\$82,684	\$90,086		Top Operator Wage Rate:		
				Top Mechanic Wage Rate:		
OPERATING FUNDING SOURCES				PERFORMANCE INDICATORS		
Passenger Revenue	\$16,800	\$17,968	1998	1999		
Other Operating Revenue			FINANCIAL			
Total Operating Revenues	\$16,800	\$17,968	R/C Ratio	20%	20%	
Provincial Contributions			Net Operating Cost/Capita	\$7.75	\$8.48	
Municipal Contributions	\$58,191	\$63,877	Total Exp/Passengers	\$8.05	\$7.80	
Donations/Other	\$7,693	\$8,241	Total Exp/Eligible Passengers	\$8.39	\$8.20	
TOTAL OPERATING FUNDING	\$82,684	\$90,086	Transp Exp/Passengers			
			Dedicated Service	\$6.94	\$6.66	
CAPITAL EXPENSES				Non-Dedicated Service (e.g. Taxis)		
Vehicles Purchased		\$64,703	Transp Exp/Hours (Dedicated Service)	\$38.08	\$39.83	
Debt Servicing						
Other Capital Expenses			OPERATING			
TOTAL CAPITAL EXPENSES		\$64,703	Registrants/Capita			
CAPITAL FUNDING SOURCES				Passengers/Capita	1.2080	1.3580
Transit System			Passengers/Registrants			
Provincial Contributions			Passengers/Hours (Dedicated Service) *	5.49	5.98	
Municipal Contributions		\$64,703	Km/Passengers (Dedicated Service) *	2.43	2.41	
Donations/Other			Average Speed (Dedicated Service)	13.35	14.41	
TOTAL CAPITAL FUNDING		\$64,703				

VEHICLE DATA (1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	3	
Other				
TOTAL DED VEHICLES	1	1	N/A	N/A
Accessible Taxis	N/A	N/A		

PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service
Ambulatory		
Wheelchair/Scooter Users	10,989*	
Attendants/Companions	554*	
Other		
TOTAL PASSENGER (%Total)	11,543* (100%)	(0%)
* Total for dedicated and non-dedicated services		

GANANOQUE

Gananoque Wheels of Care Inc.

Contact: Mr. David Payne
 Title: President
 Telephone: (613) 659-2506
 FAX: (613) 382-8514
 e-mail: dpayne@1000island.net

Dedicated Service operated by: Private Non-Profit Organization

Non-Ded. Service (e.g. Taxis) operated by: N/A

Taxi Scrip Ride Program available: NO

Population served:	10,000	NUMBER OF REGISTRANTS
Service area (km ²):	500.0	Wheelchair/Scooter Users:
Communities served:	7	Ambulatory:
Service began:	1984	Attendants/Companions:
Advisory Committee members:	14	Other:
Eligibility Committee members:	14	Note: * For 1999, Internal - Dedicated Service Expense included maintenance expenses.

ELIGIBILITY CRITERIA

- Unable to Board
- Unable to Use
- Other Criteria

OPERATING DATA

Rev Veh Km - Dedicated Service	50,250
Tot Veh Km - Dedicated Service	50,250
Rev Veh Hr - Dedicated Service	8,764
Tot Veh Hr - Dedicated Service	8,764
Non-Dedicated Service - Veh Km	
Non-Dedicated Service - Veh Hr	

1998

1999

SERVICE HOURS/SCHEDULING

Weekday:	0700 to 1700	Sunday:
Saturday:		Holiday:
Advanced booking notice:		1 days
Minimum notice for reservation:		2.0 hours
Reservations/Scheduling:		

PASSENGER DATA

Dedicated Service	1,412	1,039
Non-Dedicated Service		
TOTAL PASSENGERS	1,412	1,039
Subscription/Pre-booked	10%	80%
Reservation	60%	15%
On-Demand/Day of trip	30%	5%
UNACCOMMODATED TRIPS	15	20
NO-SHOWS/CANCELLED AT DOOR	2	72
NUMBER OF COMPLAINTS	1	

1998

1999

FARE STRUCTURE

(1999)

Cash

Tickets/Cards
(unit price)

Monthly Pass

Adult	
Child	
Student	
Senior	
Attendant	
Companion	
Other	fares vary according to distance travelled.

OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service *	\$5,063	\$10,555
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Taxi Scrip/Fare Reimbursement		
Maintenance (Vehicles & Facilities)	\$6,071	
Fuel	\$5,869	\$4,288
TOTAL OPERATING EXPENSES	\$17,003	\$14,843

OPERATING FUNDING SOURCES

Passenger Revenue	\$8,764	\$5,648
Other Operating Revenue	\$7,138	\$9,060

Total Operating Revenues	\$15,902	\$14,708
Provincial Contributions		
Municipal Contributions	\$1,101	
Donations/Other		
TOTAL OPERATING FUNDING	\$17,003	\$14,708

CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	\$529
TOTAL CAPITAL EXPENSES	\$529

CAPITAL FUNDING SOURCES

Transit System	
Provincial Contributions	
Municipal Contributions	
Donations/Other	\$7,138
TOTAL CAPITAL FUNDING	\$7,138

EMPLOYEE DATA (1999)

(Full-Time)

(Part-Time)

Operators	6
Other Operations (e.g. dispatchers)	
Maintenance	
General Administration	1
Other	
TOTAL NUMBER OF EMPLOYEES	7
Union Affiliations:	N/A
Top Operator Wage Rate:	
Top Mechanic Wage Rate:	

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio	94%	99%
Net Operating Cost/Capita	\$0.11	\$0.01
Total Exp/Passengers	\$12.04	\$14.29
Total Exp/Eligible Passengers	\$17.71	\$19.23
Transp Exp/Passengers		
Dedicated Service	\$12.04	\$14.29
Non-Dedicated Service (e.g. Taxis)		
Transp Exp/Hours (Dedicated Service)	\$1.94	

OPERATING

Registrants/Capita		
Passengers/Capita	0.1412	0.1039
Passengers/Registrants		
Passengers/Hours (Dedicated Service)	0.16	
Km/Passengers (Dedicated Service)	35.59	
Average Speed (Dedicated Service)	5.73	

VEHICLE DATA (1999)		Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars				N/A	
Accessible Vans/Minivans					
Small Buses	1	1		3	6
Other					
TOTAL DED VEHICLES	1	1		N/A	N/A
Accessible Taxis	N/A	N/A			

PASSENGER STATISTICS (1999)		Dedicated Service	Non-Dedicated Service
Ambulatory		505	
Wheelchair/Scooter Users		267	
Attendants/Companions		267	
Other			
TOTAL PASSENGER (%Total)	1,039	(100%)	(0%)

GEORGINA

Georgina Mobility

Contact: Ms. Michelle MacRae
 Title: Accounting Clerk
 Telephone: (905) 476-4301
 FAX: (905) 476-8100
 e-mail:

Dedicated Service operated by: 1 Private Contractor
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Ride Program available: NO

	Population served:	37,600	NUMBER OF REGISTRANTS	353
	Service area (km²):	289.9	Wheelchair/Scooter Users:	68 (19%)
	Communities served:	1	Ambulatory:	209 (59%)
	Service began:	1990	Attendants/Companions:	73 (21%)
	Advisory Committee members:	N/A	Other:	3 (1%)
Eligibility Committee members: N/A Note: * Services becoming more centralized within municipality therefore less travel is required to accomplish numerous tasks.				

ELIGIBILITY CRITERIA

Unable to Board
 Unable to Use
 Other Criteria

OPERATING DATA		1998	1999	SERVICE HOURS/SCHEDULING		
Rev Veh Km - Dedicated Service				Weekday:	0900 to 1700	Sunday:
Tot Veh Km - Dedicated Service *	41,910	33,528		Saturday:		Holiday:
Rev Veh Hr - Dedicated Service				Advanced booking notice:	1 days	
Tot Veh Hr - Dedicated Service	2,000	2,000		Minimum notice for reservation:	0.5 hours	
Non-Dedicated Service - Veh Km				Reservations/Scheduling:	Partially Computerized	
Non-Dedicated Service - Veh Hr						
PASSENGER DATA				FARE STRUCTURE		
Dedicated Service	3,292	3,848	(1999)	Cash	Tickets/Cards (unit price)	Monthly Pass
Non-Dedicated Service			Adult	\$2.50	\$1.88	
TOTAL PASSENGERS	3,292	3,848	Child			
Subscription/Pre-booked	70%	45%	Student			
Reservation	27%	46%	Senior	\$2.50	\$1.88	
On-Demand/Day of trip	3%	9%	Attendant			
UNACCOMMODATED TRIPS	5		Companion	\$2.50	\$1.88	
NO-SHOWS/CANCELLED AT DOOR	16	27	Other			
NUMBER OF COMPLAINTS				EMPLOYEE DATA (1999)		
				(Full-Time)	(Part-Time)	
OPERATING EXPENSES				Operators	1	
Administration		\$702		Other Operations (e.g. dispatchers)		1
Operations:				Maintenance		1
Internal - Dedicated Service				General Administration		1
Contract - Dedicated Service	\$87,969	\$88,747		Other		
Contract - Non-Dedicated Service				TOTAL NUMBER OF EMPLOYEES	1	3
Taxi Scrip/Fare Reimbursement				Union Affiliations:	N/A	
Maintenance (Vehicles & Facilities)				Top Operator Wage Rate:		
Fuel				Top Mechanic Wage Rate:		
TOTAL OPERATING EXPENSES	\$87,969	\$89,449		PERFORMANCE INDICATORS		
OPERATING FUNDING SOURCES				1998	1999	
Passenger Revenue	\$8,145	\$8,025	FINANCIAL			
Other Operating Revenue			R/C Ratio	9%	9%	
Total Operating Revenues	\$8,145	\$8,025	Net Operating Cost/Capita	\$2.20	\$2.17	
Provincial Contributions	\$7,314		Total Exp/Passengers	\$26.72	\$23.25	
Municipal Contributions	\$62,510	\$81,424	Total Exp/Eligible Passengers	\$27.76	\$25.30	
Donations/Other	\$10,000		Transp Exp/Passengers			
TOTAL OPERATING FUNDING	\$87,969	\$89,449	Dedicated Service	\$26.72	\$23.06	
CAPITAL EXPENSES			Non-Dedicated Service (e.g. Taxis)			
Vehicles Purchased			Transp Exp/Hours (Dedicated Service)	\$43.98	\$44.37	
Debt Servicing						
Other Capital Expenses			OPERATING			
TOTAL CAPITAL EXPENSES			Registrants/Capita	0.0085	0.0094	
CAPITAL FUNDING SOURCES			Passengers/Capita	0.0906	0.1023	
Transit System			Passengers/Registrants	10.62	10.90	
Provincial Contributions			Passengers/Hours (Dedicated Service)	1.65	1.92	
Municipal Contributions			Km/Passengers (Dedicated Service)	12.73	8.71	
Donations/Other			Average Speed (Dedicated Service)	20.96	16.76	
TOTAL CAPITAL FUNDING						

VEHICLE DATA (1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1		4	4
Other				
TOTAL DED VEHICLES	1		N/A	N/A
Accessible Taxis		N/A		

PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service
Ambulatory	2,477	
Wheelchair/Scooter Users	1,059	
Attendants/Companions	312	
Other		
TOTAL PASSENGER (%Total)	3,848 (100%)	(0%)

GUELPH

Guelph Transit Mobility Service

Contact: Ms. Linda Hanna
 Title: Managerial Assistant
 Telephone: (519) 822-1811
 FAX: (519) 822-1322
 e-mail:

Dedicated Service operated by: Transit System/Municipality
 Non-Ded. Service (e.g. Taxis) operated by: 2 taxi companies
 Taxi Scrip Ride Program available: YES

Population served: 100,600
 Service area (km²): 88.0
 Communities served: 1
 Service began: 1977
 Advisory Committee members: 10
 Eligibility Committee members: N/A Note: † Guelph Transit updated its registrant list in 1999.

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

OPERATING DATA

Rev Veh Km - Dedicated Service
 Tot Veh Km - Dedicated Service
 Rev Veh Hr - Dedicated Service
 Tot Veh Hr - Dedicated Service
 Non-Dedicated Service - Veh Km
 Non-Dedicated Service - Veh Hr

1998

157,159

SERVICE HOURS/SCHEDULING

Weekday: 0615 to 0615 to
 Saturday: 2315 to 2315 to
 Advanced booking notice: 6 days
 Minimum notice for reservation: 24.0 hours
 Reservations/Scheduling: Partially Computerized

FARE STRUCTURE

(1999)	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$1.50	\$1.25	
Child	\$1.50	\$1.25	
Student	\$1.50	\$1.25	
Senior	\$1.50	\$1.25	
Attendant	\$1.50	\$1.25	
Companion	\$1.50	\$1.25	
Other			

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service
 TOTAL PASSENGERS
 Subscription/Pre-booked
 Reservation

1998

34,982

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

101

On-Demand/Day of trip
 UNACCOMMODATED TRIPS
 NO-SHOWS/CANCELLED AT DOOR
 NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration
 Operations:
 Internal - Dedicated Service
 Contract - Dedicated Service
 Contract - Non-Dedicated Service
 Taxi Scrip/Fare Reimbursement
 Maintenance (Vehicles & Facilities)
 Fuel
 TOTAL OPERATING EXPENSES

1998

\$1,010

EMPLOYEE DATA (1999)

(Full-Time) (Part-Time)

Operators	4	2
Other Operations (e.g. dispatchers)	2	
Maintenance		1
General Administration		1
Other		1
TOTAL NUMBER OF EMPLOYEES	6	5
Union Affiliations: ATU 1189		
Top Operator Wage Rate: \$15.41		
Top Mechanic Wage Rate: \$19.90		

OPERATING FUNDING SOURCES

Passenger Revenue
 Other Operating Revenue
 Total Operating Revenues
 Provincial Contributions
 Municipal Contributions
 Donations/Other
 TOTAL OPERATING FUNDING

PERFORMANCE INDICATORS

1998 1999

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

FINANCIAL

R/C Ratio	17%	19%
Net Operating Cost/Capita	\$3.46	\$3.19
Total Exp/Passengers	\$9.02	\$7.73
Total Exp/Eligible Passengers	\$9.46	\$8.11
Transp Exp/Passengers		
Dedicated Service	\$10.30	\$8.40
Non-Dedicated Service (e.g. Taxis)	\$5.04	\$5.40
Transp Exp/Hours (Dedicated Service)	\$44.90	\$37.23

CAPITAL FUNDING SOURCES
 Transit System
 Provincial Contributions
 Municipal Contributions
 Donations/Other
 TOTAL CAPITAL FUNDING

OPERATING

Registrants/Capita †	0.0101	0.0067
Passengers/Capita	0.4618	0.5099
Passengers/Registrants †	45.73	76.10
Passengers/Hours (Dedicated Service)	4.36	4.43
Km/Passengers (Dedicated Service)	4.49	4.29
Average Speed (Dedicated Service)	19.58	19.02

VEHICLE DATA (1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	2	1	5	4
Small Buses	4	4	5	4
Other				
TOTAL DED VEHICLES	6	5	N/A	N/A
Accessible Taxis	4	N/A		

PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service
Ambulatory	23,378	
Wheelchair/Scooter Users	12,278	13,256 *
Attendants/Companions	2,380	
Other		
TOTAL PASSENGER (%Total)	38,036 (74%)	13,256 (26%)
* Total for Ambulatory and Wheelchair/Scooter Users		

HALTON HILLS

ActiVan

Contact: Ms. Donna Pickard
 Title: Supervisor of Administration
 Telephone: (905) 873-2601
 FAX: (905) 873-3036
 e-mail: donnap@town.halton-hills.on.ca
 Dedicated Service operated by: 1 Private Contractor
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Ride Program available: NO

Population served:	45,000	NUMBER OF REGISTRANTS	166
Service area (km ²):	280.0	Wheelchair/Scooter Users:	80 (48%)
Communities served:	1	Ambulatory:	86 (52%)
Service began:	1981	Attendants/Companions:	
Advisory Committee members:	5	Other:	
Eligibility Committee members:	N/A	Note: Extra service hours may be available upon request.	

ELIGIBILITY CRITERIA

- Unable to Board
- Unable to Use
- Other Criteria

OPERATING DATA		1998	1999	SERVICE HOURS/SCHEDULING				
Rev Veh Km - Dedicated Service		31,000	33,160	Weekday:	0800 to 1700	Sunday:		
Tot Veh Km - Dedicated Service		33,641	35,760	Saturday:		Holiday:		
Rev Veh Hr - Dedicated Service		1,581	1,518	Advanced booking notice:	7 days			
Tot Veh Hr - Dedicated Service		2,250	2,174	Minimum notice for reservation:	24.0 hours			
Non-Dedicated Service - Veh Km				Reservations/Scheduling:	Manual			
Non-Dedicated Service - Veh Hr								
PASSENGER DATA				FARE STRUCTURE				
Dedicated Service		3,755	4,271	(1999)	Cash	Tickets/Cards (unit price)		
Non-Dedicated Service				Adult	\$2.05	Monthly Pass		
TOTAL PASSENGERS		3,755	4,271	Child	\$2.05			
Subscription/Pre-booked		40%	40%	Student	\$2.05			
Reservation		55%	55%	Senior	\$2.05			
On-Demand/Day of trip		5%	5%	Attendant	\$2.05			
UNACCOMMODATED TRIPS		200	200	Companion				
NO-SHOWS/CANCELLED AT DOOR		20	20	Other	Student: billed as charter to School Boards @ \$7.69 a trip			
NUMBER OF COMPLAINTS		13	13	EMPLOYEE DATA (1999)		(Full-Time) (Part-Time)		
				Operators	1	1		
				Other Operations (e.g. dispatchers)		1		
				Maintenance		1		
				General Administration		2		
				Other				
				TOTAL NUMBER OF EMPLOYEES	1	5		
				Union Affiliations:	CUPE Local 73			
				Top Operator Wage Rate:				
				Top Mechanic Wage Rate:	\$21.18			
PERFORMANCE INDICATORS								
FINANCIAL								
Total Operating Revenues		\$13,565	\$14,984	1998	1999			
Provincial Contributions				R/C Ratio	20%	21%		
Municipal Contributions		\$53,153	\$55,102	Net Operating Cost/Capita	\$1.18	\$1.22		
Donations/Other				Total Exp/Passengers	\$17.77	\$16.40		
TOTAL OPERATING FUNDING		\$66,718	\$70,086	Total Exp/Eligible Passengers	\$17.77	\$16.40		
CAPITAL EXPENSES								
Vehicles Purchased				Transp Exp/Passengers				
Debt Servicing				Dedicated Service	\$16.44	\$14.99		
Other Capital Expenses				Non-Dedicated Service (e.g. Taxis)				
TOTAL CAPITAL EXPENSES				Transp Exp/Hours (Dedicated Service)	\$27.43	\$29.46		
CAPITAL FUNDING SOURCES								
Transit System				OPERATING				
Provincial Contributions				Registrants/Capita	0.0046	0.0037		
Municipal Contributions				Passengers/Capita	0.0834	0.0949		
Donations/Other				Passengers/Registrants	18.32	25.73		
TOTAL CAPITAL FUNDING				Passengers/Hours (Dedicated Service)	1.67	1.96		
				Km/Passengers (Dedicated Service)	8.96	8.37		
				Average Speed (Dedicated Service)	14.95	16.45		

VEHICLE DATA (1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	4	6
Other				
TOTAL DED VEHICLES	1	1	N/A	N/A
Accessible Taxis	N/A	N/A		

PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service
Ambulatory		
Wheelchair/Scooter Users	4,271 *	
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	4,271 (100%)	(0%)
* Total for all categories		

HAMILTON

Accessible Transportation Services

Contact: Mr. Paul Thompson
 Title: Service Manager
 Telephone: (905) 679-7304
 FAX: (905) 679-7303
 e-mail: pthomps@city.hamilton.on.ca

Dedicated Service operated by: Private Non-Profit Organization
 Non-Ded. Service (e.g. Taxis) operated by: 4 taxi companies
 Taxi Scrip Ride Program available: YES

Population served: 460,000
 Service area (km²): 658.0
 Communities served: 6
 Service began: 1976
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

8,790

Wheelchair/Scooter Users: 4,298 (49%)
 Ambulatory: 4,492 (51%)
 Attendants/Companions:
 Other:

ELIGIBILITY CRITERIA

- Unable to Board
- Unable to Use
- Other Criteria

OPERATING DATA

Rev Veh Km - Dedicated Service
 Tot Veh Km - Dedicated Service
 Rev Veh Hr - Dedicated Service
 Tot Veh Hr - Dedicated Service
 Non-Dedicated Service - Veh Km
 Non-Dedicated Service - Veh Hr

1998

2,641,062

1999

2,675,168

SERVICE HOURS/SCHEDULING

Weekday: 0700 to 2300 Sunday: 0800 to 2300
 Saturday: 0800 to 2300 Holiday: 0930 to 2300
 Advanced booking notice: 28 days
 Minimum notice for reservation: 24.0 hours
 Reservations/Scheduling: Partially Computerized

PASSENGER DATA

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

237,094

396,443

633,537

43%

29%

28%

6,038

4,503

257

209,615

350,715

660,330

43%

29%

28%

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INGERSOLL

Ingersoll Paratransit

Contact: Ms. Ann Marie Csendes
 Title: Paratransit Coordinator
 Telephone: (519) 485-0120
 FAX: (519) 485-3543
 e-mail: acsendes@ocl.net

Dedicated Service operated by: 1 Private Contractor

Non-Ded. Service (e.g. Taxis) operated by: 1 taxi company

Taxi Scrip Ride Program available: NO

	Population served:	10,000	NUMBER OF REGISTRANTS	445
	Service area (km²):	10.0	Wheelchair/Scooter Users:	80 (18%)
	Communities served:	1	Ambulatory:	355 (80%)
	Service began:	1992	Attendants/Companions:	10 (2%)
	Advisory Committee members:	7	Other:	
	Eligibility Committee members:	N/A	Note: * Non-Dedicated Contract expenses also included	
ELIGIBILITY CRITERIA			Dedicated Service expenses.	
			<input checked="" type="checkbox"/> Unable to Board	
			<input checked="" type="checkbox"/> Unable to Use	
			<input type="checkbox"/> Other Criteria	

		1998	1999	SERVICE HOURS/SCHEDULING		
Rev Veh Km - Dedicated Service				Weekday:	0800 to 2200	Sunday:
Tot Veh Km - Dedicated Service				Saturday:	0800 to 2200	Holiday:
Rev Veh Hr - Dedicated Service					Advanced booking notice:	1 days
Tot Veh Hr - Dedicated Service					Minimum notice for reservation:	1.0 hours
Non-Dedicated Service - Veh Km					Reservations/Scheduling:	Partially Computerized
Non-Dedicated Service - Veh Hr						
PASSENGER DATA				FARE STRUCTURE		
Dedicated Service	700	804		(1999)	Cash	Tickets/Cards (unit price)
Non-Dedicated Service	11,500	7,890		Adult		\$2.00
TOTAL PASSENGERS	12,200	8,494		Child		\$2.00
Subscription/Pre-booked	80%	80%		Student		\$2.00
Reservation	15%	15%		Senior		\$2.00
On-Demand/Day of trip	5%	5%		Attendant	free	
UNACCOMMODATED TRIPS				Companion	free	
NO-SHOWS/CANCELLED AT DOOR				Other		
NUMBER OF COMPLAINTS				EMPLOYEE DATA (1999)		
OPERATING EXPENSES				(Full-Time)		(Part-Time)
Administration	\$26,455	\$26,455		Operators		
Operations:				Other Operations (e.g. dispatchers)		
Internal - Dedicated Service				Maintenance		
Contract - Dedicated Service				General Administration	2	
Contract - Non-Dedicated Service *	\$42,590	\$41,606		Other		
Taxi Scrip/Fare Reimbursement				TOTAL NUMBER OF EMPLOYEES	2	
Maintenance (Vehicles & Facilities)				Union Affiliations:	N/A	
Fuel				Top Operator Wage Rate:		
TOTAL OPERATING EXPENSES	\$69,045	\$68,061		Top Mechanic Wage Rate:		
OPERATING FUNDING SOURCES				PERFORMANCE INDICATORS		
Passenger Revenue	\$18,720	\$16,008	FINANCIAL		1998	1999
Other Operating Revenue			R/C Ratio		27%	24%
Total Operating Revenues	\$18,720	\$16,008	Net Operating Cost/Capita		\$5.03	\$5.21
Provincial Contributions			Total Exp/Passengers		\$5.66	\$8.01
Municipal Contributions	\$45,251	\$47,053	Total Exp/Eligible Passengers		\$5.75	\$8.01
Donations/Other	\$5,000	\$5,000	Transp Exp/Passengers			
TOTAL OPERATING FUNDING	\$68,971	\$68,061	Dedicated Service			
CAPITAL EXPENSES			Non-Dedicated Service (e.g. Taxis)			
Vehicles Purchased			Transp Exp/Hours (Dedicated Service)			
Debt Servicing			OPERATING			
Other Capital Expenses			Registrants/Capita		0.0445	0.0445
TOTAL CAPITAL EXPENSES			Passengers/Capita		1.2200	0.8494
CAPITAL FUNDING SOURCES			Passengers/Registrants		27.42	19.09
Transit System			Passengers/Hours (Dedicated Service)			
Provincial Contributions			Km/Passengers (Dedicated Service)			
Municipal Contributions			Average Speed (Dedicated Service)			
Donations/Other			VEHICLE DATA (1999)		PASSENGER STATISTICS (1999)	
TOTAL CAPITAL FUNDING			Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
			Non-Accessible Cars	2 2	N/A	
			Accessible Vans/Minivans	1 1	2	
			Small Buses			
			Other			
			TOTAL DED VEHICLES	3 3	N/A	N/A
			Accessible Taxis	N/A N/A		

KAPUSKASING

Kap Handi Trans

Contact: Mr. Marc Dupont
 Title: Treasurer
 Telephone: (705) 335-2341
 FAX: (705) 337-1741
 e-mail:
 Dedicated Service operated by: 1 Private Contractor
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Ride Program available: NO

Population served: 9,501
 Service area (km²): 84.0
 Communities served: 1
 Service began: 1990
 Advisory Committee members: 7
 Eligibility Committee members: 2

NUMBER OF REGISTRANTS

95
Wheelchair/Scooter Users: 6 (6%)
Ambulatory: 80 (84%)
Attendants/Companions: 6 (6%)
Other: 3 (3%)

ELIGIBILITY CRITERIA

- Unable to Board
- Unable to Use
- Other Criteria

Note: * Passenger Revenue for 1998 was derived from voluntary contributions.

	1998	1999	SERVICE HOURS/SCHEDULING	
Rev Veh Km - Dedicated Service			Weekday: 0900 to 1630	
Tot Veh Km - Dedicated Service			Saturday:	
Rev Veh Hr - Dedicated Service			Advanced booking notice: 1 days	
Tot Veh Hr - Dedicated Service			Minimum notice for reservation: 24.0 hours	
Non-Dedicated Service - Veh Km			Reservations/Scheduling: Partially Computerized	
Non-Dedicated Service - Veh Hr				
PASSENGER DATA			FARE STRUCTURE	
Dedicated Service	6,741	5,928	(1999)	
Non-Dedicated Service			Cash	
TOTAL PASSENGERS	6,741	5,928	Adult	
Subscription/Pre-booked Reservation			Child	
On-Demand/Day of trip			Student	
UNACCOMMODATED TRIPS			Senior	
NO-SHOWS/CANCELLED AT DOOR			Attendant	
NUMBER OF COMPLAINTS	20	15	Companion	
			Other	
			Annual Pass: \$100.00	
OPERATING EXPENSES			EMPLOYEE DATA (1999)	
Administration	\$3,961	\$2,322	(Full-Time)	
Operations:			(Part-Time)	
Internal - Dedicated Service			Operators	
Contract - Dedicated Service	\$30,531	\$34,745	Other Operations (e.g. dispatchers)	
Contract - Non-Dedicated Service			Maintenance	
Taxi Scrip/Fare Reimbursement			General Administration	
Maintenance (Vehicles & Facilities)			Other	
Fuel			TOTAL NUMBER OF EMPLOYEES	
TOTAL OPERATING EXPENSES	\$34,492	\$37,067	Union Affiliations: N/A	
OPERATING FUNDING SOURCES			Top Operator Wage Rate:	
Passenger Revenue *	\$486	\$2,689	Top Mechanic Wage Rate:	
Other Operating Revenue			PERFORMANCE INDICATORS	
Total Operating Revenues *	\$486	\$2,689	1998	1999
Provincial Contributions			FINANCIAL	
Municipal Contributions	\$34,006	\$34,378	R/C Ratio *	1% 7%
Donations/Other			Net Operating Cost/Capita	\$3.58 \$3.62
TOTAL OPERATING FUNDING	\$34,492	\$37,067	Total Exp/Passengers	\$5.12 \$6.25
CAPITAL EXPENSES			Total Exp/Eligible Passengers	\$5.84 \$7.19
Vehicles Purchased			Transp Exp/Passengers	
Debt Servicing			Dedicated Service	\$4.53 \$5.86
Other Capital Expenses			Non-Dedicated Service (e.g. Taxis)	
TOTAL CAPITAL EXPENSES			Transp Exp/Hours (Dedicated Service)	
CAPITAL FUNDING SOURCES			OPERATING	
Transit System			Registrants/Capita	0.0111 0.0100
Provincial Contributions			Passengers/Capita	0.7095 0.6239
Municipal Contributions			Passengers/Registrants	64.20 62.40
Donations/Other			Passengers/Hours (Dedicated Service)	
TOTAL CAPITAL FUNDING			Km/Passengers (Dedicated Service)	
			Average Speed (Dedicated Service)	

VEHICLE DATA (1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	3	9
Other				
TOTAL DED VEHICLES	1	1	N/A	N/A
Accessible Taxis	N/A	N/A		

PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service
Ambulatory	4,860	
Wheelchair/Scooter Users	298	
Attendants/Companions	474	
Other	296	
TOTAL PASSENGER (% Total)	5,928 (100%)	(0%)

KENORA

Tri-Municipal Handi-Transit

Contact: Karen Brown
 Title: Treasurer, Town of Kenora
 Telephone: (807) 467-2010
 FAX: (807) 467-2141
 e-mail:
 Dedicated Service operated by: Transit System/Municipality
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Ride Program available: NO

	Population served:	16,000	NUMBER OF REGISTRANTS	322
	Service area (km²):	20.0	Wheelchair/Scooter Users:	135 (42%)
	Communities served:	3	Ambulatory:	161 (50%)
	Service began:	1985	Attendants/Companions:	26 (8%)
	Advisory Committee members:	10	Other:	
	Eligibility Committee members:	2	Note: *Operating Expenses and Operating Funding include provision for vehicle replacement of \$48,880 in 1999 and \$13,770 in 1998.	
ELIGIBILITY CRITERIA				
☒ Unable to Board				
☒ Unable to Use				
☐ Other Criteria				

	1998	1999	SERVICE HOURS/SCHEDULING		
Rev Veh Km - Dedicated Service			Weekday:	0700 to 1700	Sunday:
Tot Veh Km - Dedicated Service	47,450	55,946	Saturday:	0700 to 1700	Holiday:
Rev Veh Hr - Dedicated Service			Advanced booking notice:		2 days
Tot Veh Hr - Dedicated Service	4,004	4,269	Minimum notice for reservation:		24.0 hours
Non-Dedicated Service - Veh Km			Reservations/Scheduling:	Manual	
Non-Dedicated Service - Veh Hr					
PASSENGER DATA			FARE STRUCTURE		
Dedicated Service	7,334	8,360	(1999)	Cash	Tickets/Cards
Non-Dedicated Service	778		Adult	\$3.00	(unit price)
TOTAL PASSENGERS	8,112	8,360	Child	\$3.00	Monthly Pass
Subscription/Pre-booked	70%	70%	Student	\$3.00	
Reservation	20%	20%	Senior	\$3.00	
On-Demand/Day of trip	10%	10%	Attendant	\$3.00	
UNACCOMMODATED TRIPS	78	20	Companion	\$3.00	
NO-SHOWS/CANCELLED AT DOOR	35	54	Other	School contracts	
NUMBER OF COMPLAINTS	11	3			
OPERATING EXPENSES			EMPLOYEE DATA (1999)		
Administration	\$21,024	\$24,403		(Full-Time)	(Part-Time)
Operations:			Operators	2	
Internal - Dedicated Service *	\$63,256	\$107,490	Other Operations (e.g. dispatchers)		1
Contract - Dedicated Service			Maintenance		1
Contract - Non-Dedicated Service			General Administration		1
Taxi Scrip/Fare Reimbursement			Other		
Maintenance (Vehicles & Facilities)	\$7,753	\$9,834	TOTAL NUMBER OF EMPLOYEES	2	3
Fuel	\$5,880	\$7,003	Union Affiliations:	N/A	
TOTAL OPERATING EXPENSES	\$97,913	\$148,730	Top Operator Wage Rate:	\$12.50	
OPERATING FUNDING SOURCES			Top Mechanic Wage Rate:		
Passenger Revenue	\$25,809	\$41,665			
Other Operating Revenue					
Total Operating Revenues	\$25,809	\$41,665	PERFORMANCE INDICATORS		
Provincial Contributions				1998	1999
Municipal Contributions	\$66,734	\$91,303	FINANCIAL		
Donations/Other	\$5,370	\$15,762	R/C Ratio	26%	28%
TOTAL OPERATING FUNDING	\$97,913	\$148,730	Net Operating Cost/Capita	\$4.51	\$6.69
CAPITAL EXPENSES			Total Exp/Passengers	\$12.07	\$17.79
Vehicles Purchased			Total Exp/Eligible Passengers	\$12.71	\$18.49
Debt Servicing			Transp Exp/Passengers		
Other Capital Expenses			Dedicated Service	\$10.48	\$14.87
TOTAL CAPITAL EXPENSES			Non-Dedicated Service (e.g. Taxis)		
CAPITAL FUNDING SOURCES			Transp Exp/Hours (Dedicated Service)	\$19.20	\$29.12
Transit System			OPERATING		
Provincial Contributions			Registrants/Capita	0.0160	0.0201
Municipal Contributions			Passengers/Capita	0.5070	0.5225
Donations/Other			Passengers/Registrants	31.69	25.96
TOTAL CAPITAL FUNDING			Passengers/Hours (Dedicated Service)	1.83	1.96

VEHICLE DATA (1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	2	2	4	4
Other				
TOTAL DED VEHICLES	2	2	N/A	N/A
Accessible Taxis	N/A	N/A		

PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service
Ambulatory	3,160	
Wheelchair/Scooter Users	4,882	
Attendants/Companions	318	
Other		
TOTAL PASSENGER (%Total)	8,360 (100%)	(0%)

KINGSTON

Kingston Access Bus

Contact: Mr. L. Carpenter
 Title: Executive Director
 Telephone: (613) 542-2512
 FAX: (613) 549-6318
 e-mail: kab@kingston.net

Dedicated Service operated by: Private Non-Profit Organization

Non-Ded. Service (e.g. Taxis) operated by: 1 taxi company

Taxi Scrip Ride Program available: NO

Population served:	116,000	NUMBER OF REGISTRANTS	2,381
Service area (km ²):	447.0	Wheelchair/Scooter Users:	2,000 (84%)
Communities served:	1	Ambulatory:	381 (16%)
Service began:	1967	Attendants/Companions:	
Advisory Committee members:	9	Other:	
Eligibility Committee members:	N/A	Note: No service on statutory holidays except Christmas and New Year's Day.	

ELIGIBILITY CRITERIA

- Unable to Board
- Unable to Use
- Other Criteria

		1998	1999	SERVICE HOURS/SCHEDULING		
Rev Veh Km - Dedicated Service		449,162	455,859	Weekday:	0730 to 2300	Sunday: 0900 to 2300
Tot Veh Km - Dedicated Service		479,630	490,170	Saturday:	0900 to 2300	Holiday: 1000 to 2100
Rev Veh Hr - Dedicated Service		24,732	24,438	Advanced booking notice:	14 days	
Tot Veh Hr - Dedicated Service		26,789	26,438	Minimum notice for reservation:	1.0 hours	
Non-Dedicated Service - Veh Km				Reservations/Scheduling:	Fully Automated	
Non-Dedicated Service - Veh Hr						
PASSENGER DATA				FARE STRUCTURE		
Dedicated Service		73,814	76,745	(1999)	Cash	Tickets/Cards (unit price)
Non-Dedicated Service		1,432	1,476	Adult	\$1.75	\$1.75
TOTAL PASSENGERS		75,246	78,221	Child	\$1.75	
Subscription/Pre-booked		60%	64%	Student	\$1.75	
Reservation		35%	31%	Senior	\$1.75	
On-Demand/Day of trip		5%	5%	Attendant	\$1.75	
UNACCOMMODATED TRIPS		1,462	1,363	Companion	\$1.75	
NO-SHOWS/CANCELLED AT DOOR		1,182	1,129	Other	Charged trips - \$4.50	
NUMBER OF COMPLAINTS		14	6			
OPERATING EXPENSES				EMPLOYEE DATA (1999)		
Administration		\$117,949	\$211,992		(Full-Time)	(Part-Time)
Operations:				Operators	13	7
Internal - Dedicated Service		\$746,267	\$688,444	Other Operations (e.g. dispatchers)	2	2
Contract - Dedicated Service				Maintenance		
Contract - Non-Dedicated Service		\$6,461	\$6,975	General Administration	3	
Taxi Scrip/Fare Reimbursement				Other		
Maintenance (Vehicles & Facilities)		\$120,131	\$125,073	TOTAL NUMBER OF EMPLOYEES	18	9
Fuel		\$51,502	\$57,824	Union Affiliations: CAW 1837		
TOTAL OPERATING EXPENSES		\$1,042,312	\$1,090,308	Top Operator Wage Rate: \$13.43		
OPERATING FUNDING SOURCES				Top Mechanic Wage Rate:		
Passenger Revenue		\$80,405	\$114,310	PERFORMANCE INDICATORS		
Other Operating Revenue		\$153,964	\$127,938		1998	1999
Total Operating Revenues		\$234,369	\$242,248	FINANCIAL		
Provincial Contributions				R/C Ratio	22%	22%
Municipal Contributions		\$807,168	\$826,728	Net Operating Cost/Capita	\$7.15	\$7.31
Donations/Other		\$775	\$21,332	Total Exp/Passengers	\$13.85	\$13.94
TOTAL OPERATING FUNDING		\$1,042,312	\$1,090,308	Total Exp/Eligible Passengers	\$15.06	\$15.37
CAPITAL EXPENSES			Transp Exp/Passengers			
Vehicles Purchased			Dedicated Service	\$12.44	\$11.35	
Debt Servicing			Non-Dedicated Service (e.g. Taxis)	\$4.51	\$4.73	
Other Capital Expenses			Transp Exp/Hours (Dedicated Service)	\$34.26	\$32.96	
TOTAL CAPITAL EXPENSES						
CAPITAL FUNDING SOURCES			OPERATING			
Transit System			Registrants/Capita	0.0195	0.0205	
Provincial Contributions			Passengers/Capita	0.6659	0.6743	
Municipal Contributions			Passengers/Registrants	34.16	32.85	
Donations/Other			Passengers/Hours (Dedicated Service)	2.76	2.90	
TOTAL CAPITAL FUNDING			Km/Passengers (Dedicated Service)	6.50	6.39	
			Average Speed (Dedicated Service)	17.90	18.54	

VEHICLE DATA		Veh. Number	Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
(1999)					
Non-Accessible Cars	1			N/A	4
Accessible Vans/Minivans	1	1			6
Small Buses	17	13		6	4
Other	1			13	3
TOTAL DED VEHICLES	20	14		N/A	N/A
Accessible Taxis	N/A	N/A			

PASSENGER STATISTICS		Dedicated Service	Non-Dedicated Service
(1999)			
Ambulatory		25,169	1,476
Wheelchair/Scooter Users		44,282	
Attendants/Companions		7,294	
Other			
TOTAL PASSENGER (%Total)		76,745 (98%)	1,476 (2%)

KITCHENER

Project Lift Inc.

Contact: Mr. Dave Smith
 Title: General Manager
 Telephone: (519) 744-5150
 FAX: (519) 744-2899
 e-mail: admin@prolift.org

Dedicated Service operated by: Private Non-Profit Organization

Non-Ded. Service (e.g. Taxis) operated by: 3 taxi companies

Taxi Scrip Ride Program available: NO

	Population served:	276,000	NUMBER OF REGISTRANTS	3,327
	Service area (km²):	203.0	Wheelchair/Scooter Users:	1,754 (53%)
	Communities served:	2	Ambulatory:	1,573 (47%)
	Service began:	1973	Attendants/Companions:	
	Advisory Committee members:	21	Other:	
	Eligibility Committee members:	7		

ELIGIBILITY CRITERIA

- Unable to Board
- Unable to Use
- Other Criteria

OPERATING DATA		1998	1999	SERVICE HOURS/SCHEDULING		
Rev Veh Km - Dedicated Service		696,964	685,262	Weekday:	0700 to 2300	Sunday:
Tot Veh Km - Dedicated Service		711,478	699,532	Saturday:	0830 to 0100	Holiday:
Rev Veh Hr - Dedicated Service		32,606	32,025	Advanced booking notice:	7 days	
Tot Veh Hr - Dedicated Service		36,692	36,028	Minimum notice for reservation:	48.0 hours	
Non-Dedicated Service - Veh Km				Reservations/Scheduling:	Fully Automated	
Non-Dedicated Service - Veh Hr		2,582	3,179			
PASSENGER DATA				FARE STRUCTURE		
Dedicated Service		75,931	82,040	(1999)	Cash	Tickets/Cards
Non-Dedicated Service		24,750	31,107	Adult	\$2.00	(unit price)
TOTAL PASSENGERS		100,681	113,147	Child	\$2.00	Monthly Pass
Subscription/Pre-booked		60%	60%	Student	\$2.00	
Reservation		20%	20%	Senior	\$2.00	
On-Demand/Day of trip		20%	20%	Attendant	\$2.00	
UNACCOMMODATED TRIPS		1,109	981	Companion	\$2.00	
NO-SHOWS/CANCELLED AT DOOR		2,175	2,314	Other	\$2.00	
NUMBER OF COMPLAINTS				EMPLOYEE DATA (1999)		
OPERATING EXPENSES				(Full-Time)		(Part-Time)
Administration		\$453,473	\$483,829	Operators	20	5
Operations:				Other Operations (e.g. dispatchers)	3	2
Internal - Dedicated Service		\$928,853	\$909,633	Maintenance		
Contract - Dedicated Service				General Administration	4	1
Contract - Non-Dedicated Service		\$250,522	\$279,462	Other		1
Taxi Scrip/Fare Reimbursement				TOTAL NUMBER OF EMPLOYEES	27	9
Maintenance (Vehicles & Facilities)		\$247,387	\$282,266	Union Affiliations: CAW		
Fuel		\$67,164	\$72,389	Top Operator Wage Rate: \$15.13		
TOTAL OPERATING EXPENSES		\$1,947,399	\$2,027,581	Top Mechanic Wage Rate:		
OPERATING FUNDING SOURCES				PERFORMANCE INDICATORS		
Passenger Revenue		\$227,224	\$214,529	1998		1999
Other Operating Revenue		\$7,684	\$17,465	FINANCIAL		
Total Operating Revenues		\$234,908	\$231,995	R/C Ratio	12%	11%
Provincial Contributions				Net Operating Cost/Capita	\$6.20	\$6.51
Municipal Contributions		\$1,712,491	\$1,795,585	Total Exp/Passengers	\$19.34	\$17.92
Donations/Other				Total Exp/Eligible Passengers	\$20.07	\$19.24
TOTAL OPERATING FUNDING		\$1,947,399	\$2,027,580	Transp Exp/Passengers		
CAPITAL EXPENSES				Dedicated Service	\$16.38	\$15.41
Vehicles Purchased				Non-Dedicated Service (e.g. Taxis)	\$10.12	\$8.98
Debt Servicing				Transp Exp/Hours (Dedicated Service)	\$33.89	\$35.09
Other Capital Expenses		\$8,740	\$5,700	OPERATING		
TOTAL CAPITAL EXPENSES		\$8,740	\$141,450	Registrants/Capita	0.0132	0.0121
CAPITAL FUNDING SOURCES				Passengers/Capita	0.3648	0.4100
Transit System				Passengers/Registrants	27.64	34.01
Provincial Contributions				Passengers/Hours (Dedicated Service)	2.07	2.28
Municipal Contributions				Km/Passengers (Dedicated Service)	9.37	8.53
Donations/Other		\$8,740	\$5,700	Average Speed (Dedicated Service)	19.39	19.42
TOTAL CAPITAL FUNDING		\$8,740	\$141,450			

VEHICLE DATA (1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	15	13	5	7
Other				
TOTAL DED VEHICLES	15	13	N/A	N/A
Accessible Taxis	6	N/A		

PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service
Ambulatory	27,175	22,656
Wheelchair/Scooter Users	50,467	5,071
Attendants/Companions	4,398	
Other		3,380
TOTAL PASSENGER (% Total)	82,040 (73%)	31,107 (27%)

LINDSAY

Lindsay Limo

Contact: Mr. Randy Robinson
 Title: Supervisor
 Telephone: (705) 324-5301
 FAX: (705) 324-1155
 e-mail:

Dedicated Service operated by: Transit System/Municipality
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Ride Program available: NO

Population served:	20,000	NUMBER OF REGISTRANTS	556
Service area (km ²):		Wheelchair/Scooter Users:	185 (33%)
Communities served:	1	Ambulatory:	166 (30%)
Service began:	1997	Attendants/Companions:	159 (29%)
Advisory Committee members:	7	Other:	46 (8%)
Eligibility Committee members:	2	Note: * 4 full-time employees have other duties because they are not dedicated to the transit system.	

ELIGIBILITY CRITERIA
 Unable to Board
 Unable to Use
 Other Criteria

OPERATING DATA		1998	1999	SERVICE HOURS/SCHEDULING		
Rev Veh Km - Dedicated Service				Weekday:	0800 to 1800	Sunday:
Tot Veh Km - Dedicated Service				Saturday:	0800 to 1700	Holiday:
Rev Veh Hr - Dedicated Service	3,068			Advanced booking notice:	1 days	
Tot Veh Hr - Dedicated Service	3,068			Minimum notice for reservation:	2.0 hours	
Non-Dedicated Service - Veh Km				Reservations/Scheduling:	Manual	
Non-Dedicated Service - Veh Hr						
PASSENGER DATA				FARE STRUCTURE		
Dedicated Service	8,404		9,554	(1999)	Cash	Tickets/Cards (unit price)
Non-Dedicated Service				Adult	\$1.25	\$1.10
TOTAL PASSENGERS	8,404		9,554	Child		
Subscription/Pre-booked	5%		80%	Student		
Reservation	85%		5%	Senior		
On-Demand/Day of trip	10%		15%	Attendant	free	
UNACCOMMODATED TRIPS			25	Companion	\$1.25	\$1.10
NO-SHOWS/CANCELLED AT DOOR			50	Other		
NUMBER OF COMPLAINTS				EMPLOYEE DATA (1999)		
OPERATING EXPENSES				(Full-Time)		
Administration	\$10,000			Operators		11
Operations:				Other Operations (e.g. dispatchers)	1	
Internal - Dedicated Service	\$17,000		\$17,280	Maintenance	2	
Contract - Dedicated Service	\$500			General Administration	1	
Contract - Non-Dedicated Service				Other		
Taxi Scrip/Fare Reimbursement				TOTAL NUMBER OF EMPLOYEES	4	11
Maintenance (Vehicles & Facilities)	\$8,000		\$5,000	Union Affiliations:	CUPE 855	
Fuel	\$9,953		\$10,200	Top Operator Wage Rate:	\$14.38	
TOTAL OPERATING EXPENSES	\$45,453		\$32,480	Top Mechanic Wage Rate:	\$18.09	
OPERATING FUNDING SOURCES				PERFORMANCE INDICATORS		
Passenger Revenue	\$10,500		\$11,274	1998	1999	
Other Operating Revenue			\$400	FINANCIAL		
Total Operating Revenues	\$10,500		\$11,674	R/C Ratio	23%	36%
Provincial Contributions				Net Operating Cost/Capita	\$1.75	\$1.04
Municipal Contributions	\$34,953		\$20,806	Total Exp/Passengers	\$5.41	\$3.40
Donations/Other				Total Exp/Eligible Passengers	\$5.41	\$3.40
TOTAL OPERATING FUNDING	\$45,453		\$32,480	Transp Exp/Passengers		
CAPITAL EXPENSES				Dedicated Service	\$4.22	\$3.40
Vehicles Purchased				Non-Dedicated Service (e.g. Taxis)		
Debt Servicing				Transp Exp/Hours (Dedicated Service)	\$11.56	
Other Capital Expenses				OPERATING		
TOTAL CAPITAL EXPENSES				Registrants/Capita	0.0273	0.0278
CAPITAL FUNDING SOURCES			Passengers/Capita	0.4202	0.4777	
Transit System			Passengers/Registrants	15.42	17.18	
Provincial Contributions			Passengers/Hours (Dedicated Service)	2.74		
Municipal Contributions			Km/Passengers (Dedicated Service)			
Donations/Other			Average Speed (Dedicated Service)			
TOTAL CAPITAL FUNDING						

VEHICLE DATA		Veh. Number	Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
(1999)					
Non-Accessible Cars				N/A	
Accessible Vans/Minivans					
Small Buses	1	1		3	4
Other					
TOTAL DED VEHICLES	1	1		N/A	N/A
Accessible Taxis	N/A	N/A			

PASSENGER STATISTICS		Dedicated Service	Non-Dedicated Service
(1999)			
Ambulatory			
Wheelchair/Scooter Users		9,554*	
Attendants/Companions			
Other			
TOTAL PASSENGER (%Total)	9,554	(100%)	(0%)
* Total for all categories			

LONDON

London Community Transportation

Contact: Ms. Kelly Paleczny
 Title: Director of LCTB & MIS
 Telephone: (519) 451-1340 x366
 FAX: (519) 451-0153
 e-mail: ltc@golden.net
 Dedicated Service operated by: 1 Private Contractor
 Non-Ded. Service (e.g. Taxis) operated by: 2 taxi companies
 Taxi Scrip Ride Program available: NO

	Population served:	350,000	NUMBER OF REGISTRANTS	2,208
	Service area (km ²):	416.0	Wheelchair/Scooter Users:	1,038 (47%)
	Communities served:	1	Ambulatory:	1,170 (53%)
	Service began:	1977	Attendants/Companions:	
	Advisory Committee members:	8	Other:	
	Eligibility Committee members:	N/A	Note: Specialized transit service is contracted out.	
	ELIGIBILITY CRITERIA		Contractor provides all vehicle and operators. London	
	<input checked="" type="checkbox"/> Unable to Board		Community Transportation Brokerage provides	
	<input type="checkbox"/> Unable to Use		administration, trip scheduling and dispatch functions.	
	<input checked="" type="checkbox"/> Other Criteria			

	1998	1999	SERVICE HOURS/SCHEDULING				
Rev Veh Km - Dedicated Service			Weekday: 0700 to 2330				
Tot Veh Km - Dedicated Service			Saturday: 0830 to 2330				
Rev Veh Hr - Dedicated Service			Holiday: 0830 to 2330				
Tot Veh Hr - Dedicated Service	58,196		Advanced booking notice: 3 days				
Non-Dedicated Service - Veh Km			Minimum notice for reservation:				
Non-Dedicated Service - Veh Hr			Reservations/Scheduling: Partially Computerized				
PASSENGER DATA			FARE STRUCTURE				
Dedicated Service	131,069	123,931	(1999)	Cash	Tickets/Cards	(unit price)	Monthly Pass
Non-Dedicated Service	2,191	15,093	Adult	\$2.25	\$1.40		
TOTAL PASSENGERS	133,260	139,024	Child	\$2.25	\$1.40		
Subscription/Pre-booked	49%	46%	Student	\$2.25	\$1.40		
Reservation	49%	52%	Senior	\$2.25	\$1.40		
On-Demand/Day of trip	2%	2%	Attendant	\$2.25	\$1.40		
UNACCOMMODATED TRIPS	2,836	4,338	Companion	\$2.25	\$1.40		
NO-SHOWS/CANCELLED AT DOOR	2,938	3,500	Other				
NUMBER OF COMPLAINTS	35,839	128	EMPLOYEE DATA (1999)	(Full-Time)	(Part-Time)		
			Operators				
			Other Operations (e.g. dispatchers)				
			Maintenance				
			General Administration	7			
			Other				
			TOTAL NUMBER OF EMPLOYEES	7			
			Union Affiliations:	N/A			
			Top Operator Wage Rate:				
			Top Mechanic Wage Rate:				
OPERATING EXPENSES			PERFORMANCE INDICATORS	1998	1999		
Administration	\$209,100	\$260,878	FINANCIAL				
Operations:			R/C Ratio	12%	12%		
Internal - Dedicated Service			Net Operating Cost/Capita	\$4.99	\$5.05		
Contract - Dedicated Service	\$1,637,200	\$1,595,113	Total Exp/Passengers	\$13.85	\$14.37		
Contract - Non-Dedicated Service *		\$141,124	Total Exp/Eligible Passengers	\$15.15	\$15.62		
Taxi Scrip/Fare Reimbursement			Transp Exp/Passengers				
Maintenance (Vehicles & Facilities)			Dedicated Service	\$12.49	\$12.87		
Fuel			Non-Dedicated Service (e.g. Taxis)		\$9.35		
TOTAL OPERATING EXPENSES	\$1,846,300	\$1,997,115	Transp Exp/Hours (Dedicated Service)		\$27.41		
OPERATING FUNDING SOURCES			OPERATING				
Passenger Revenue	\$194,000	\$199,818	Registrants/Capita	0.0085	0.0063		
Other Operating Revenue	\$25,700	\$31,397	Passengers/Capita	0.4088	0.3972		
Total Operating Revenues	\$219,700	\$231,215	Passengers/Registrants	47.87	62.96		
Provincial Contributions			Passengers/Hours (Dedicated Service)		2.13		
Municipal Contributions	\$1,626,600	\$1,765,900	Km/Passengers (Dedicated Service)				
Donations/Other			Average Speed (Dedicated Service)				
TOTAL OPERATING FUNDING	\$1,846,300	\$1,997,115	PASSENGER STATISTICS	Dedicated Service	Non-Dedicated Service		
CAPITAL EXPENSES			(1999)				
Vehicles Purchased			Ambulatory	47,431	14,919		
Debt Servicing			Wheelchair/Scooter Users	65,500			
Other Capital Expenses			Attendants/Companions	11,000	174		
TOTAL CAPITAL EXPENSES			Other				
CAPITAL FUNDING SOURCES			TOTAL PASSENGER (%Total)	123,931 (89%)	15,093 (11%)		
Transit System							
Provincial Contributions							
Municipal Contributions							
Donations/Other							
TOTAL CAPITAL FUNDING							

VEHICLE DATA (1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	17	17	4	4
Other				
TOTAL DED VEHICLES	17	17	N/A	N/A
Accessible Taxis	N/A	N/A		

PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service
Ambulatory	47,431	14,919
Wheelchair/Scooter Users	65,500	
Attendants/Companions	11,000	174
Other		
TOTAL PASSENGER (%Total)	123,931 (89%)	15,093 (11%)

MARKHAM

Markham Mobility Bus Service

Contact: Ms. Mary-Lou Johnston
 Title: Transit Supervisor
 Telephone: (905) 477-7000 x4610
 FAX: (905) 475-4709
 e-mail: mjohnston@city.markham.on.ca

Dedicated Service operated by: Transit System/Municipality
 Non-Ded. Service (e.g. Taxis) operated by: 1 taxi company
 Taxi Scrip Ride Program available: YES

Population served: 191,000
 Service area (km²): 90.4
 Communities served: 1
 Service began: 1983
 Advisory Committee members: 15
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS 1,388
 Wheelchair/Scooter Users: 472 (34%)
 Ambulatory: 916 (66%)
 Attendants/Companions:
 Other:

ELIGIBILITY CRITERIA

- Unable to Board
- Unable to Use
- Other Criteria

		1998	1999	SERVICE HOURS/SCHEDULING		
Rev Veh Km - Dedicated Service		132,334	132,562	Weekday:	0700 to 2200	Sunday:
Tot Veh Km - Dedicated Service		132,334	132,562	Saturday:	0900 to 2400	Holiday:
Rev Veh Hr - Dedicated Service		7,118	7,136	Advanced booking notice:	2 days	
Tot Veh Hr - Dedicated Service		7,118	7,136	Minimum notice for reservation:	0.3 hours	
Non-Dedicated Service - Veh Km				Reservations/Scheduling:	Partially Computerized	
Non-Dedicated Service - Veh Hr						
PASSENGER DATA				FARE STRUCTURE		
Dedicated Service		17,283	16,001	(1999)	Cash	Tickets/Cards
Non-Dedicated Service		26,310	29,268	Adult	\$2.00	(unit price)
TOTAL PASSENGERS		43,593	45,269	Child		
Subscription/Pre-booked		60%	55%	Student		
Reservation		15%	30%	Senior		
On-Demand/Day of trip		25%	15%	Attendant	\$2.00	\$1.60
UNACCOMMODATED TRIPS		250	60	Companion		
NO-SHOWS/CANCELLED AT DOOR		1,200	5,028	Other	GTA Weekly Pass \$36.25	
NUMBER OF COMPLAINTS		50	15			
OPERATING EXPENSES				EMPLOYEE DATA (1999)		
Administration		\$138,858	\$110,416	(Full-Time)		(Part-Time)
Operations:				Operators	4	2
Internal - Dedicated Service		\$202,820	\$249,859	Other Operations (e.g. dispatchers)		1
Contract - Dedicated Service				Maintenance	1	
Contract - Non-Dedicated Service		\$271,027	\$307,536	General Administration	1	1
Taxi Scrip/Fare Reimbursement				Other		
Maintenance (Vehicles & Facilities)		\$90,286	\$88,254	TOTAL NUMBER OF EMPLOYEES	6	4
Fuel		\$16,426		Union Affiliations:	CUPE 1219	
TOTAL OPERATING EXPENSES		\$719,417	\$756,065	Top Operator Wage Rate:	\$17.43	
OPERATING FUNDING SOURCES			Top Mechanic Wage Rate:	\$19.95		
Passenger Revenue		\$70,277	\$77,670	PERFORMANCE INDICATORS		
Other Operating Revenue				1998		
Total Operating Revenues		\$70,277	\$77,670	FINANCIAL		
Provincial Contributions				R/C Ratio	10%	10%
Municipal Contributions		\$649,140	\$678,395	Net Operating Cost/Capita	\$3.62	\$3.55
Donations/Other				Total Exp/Passengers	\$16.50	\$16.70
TOTAL OPERATING FUNDING		\$719,417	\$756,065	Total Exp/Eligible Passengers	\$16.81	\$16.95
CAPITAL EXPENSES				Transp Exp/Passengers		
Vehicles Purchased			\$50,000	Dedicated Service	\$17.91	\$21.13
Debt Servicing				Non-Dedicated Service (e.g. Taxis)	\$10.30	\$10.51
Other Capital Expenses				Transp Exp/Hours (Dedicated Service)	\$43.49	\$47.38
TOTAL CAPITAL EXPENSES			\$50,000	OPERATING		
CAPITAL FUNDING SOURCES				Registrants/Capita		
Transit System				0.0081	0.0073	
Provincial Contributions				Passengers/Capita		
Municipal Contributions				0.2429	0.2370	
Donations/Other			\$50,000	Passengers/Registrants		
TOTAL CAPITAL FUNDING			\$50,000	30.13	32.61	

VEHICLE DATA		Veh. Number	Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
(1999)				N/A	N/A
Non-Accessible Cars				N/A	
Accessible Vans/Minivans	1	1		2	3
Small Buses	5	4		7	6
Other					
TOTAL DED VEHICLES	6	5		N/A	N/A
Accessible Taxis	4	N/A			

PASSENGER STATISTICS		Dedicated Service	Non-Dedicated Service
(1999)			
Ambulatory		8,514	20,184
Wheelchair/Scooter Users		7,253	8,650
Attendants/Companions		234	434
Other			
TOTAL PASSENGER (% Total)		16,001 (35%)	29,268 (65%)

MEAFORD

Rotary Handi Van

Contact: Mr. Peter Doran
 Title: Committee Chair
 Telephone: (519) 538-3699
 FAX:
 e-mail: pdoran@bmts.com

Dedicated Service operated by: 1 Private Contractor
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Ride Program available: NO

Population served:	15,000	NUMBER OF REGISTRANTS	350
Service area (km ²):	400.0	Wheelchair/Scooter Users:	100 (29%)
Communities served:	3	Ambulatory:	250 (71%)
Service began:	1990	Attendants/Companions:	
Advisory Committee members:	8	Other:	
Eligibility Committee members:	4		

ELIGIBILITY CRITERIA

- Unable to Board
- Unable to Use
- Other Criteria

OPERATING DATA		1998	1999	SERVICE HOURS/SCHEDULING	
Rev Veh Km - Dedicated Service		40,000	40,000	Weekday: 0800 to 1700	
Tot Veh Km - Dedicated Service		40,000	40,000	Saturday: Holiday:	
Rev Veh Hr - Dedicated Service		2,000	2,000	Advanced booking notice: 1 days	
Tot Veh Hr - Dedicated Service		2,000	2,000	Minimum notice for reservation:	
Non-Dedicated Service - Veh Km				Reservations/Scheduling: Manual	
Non-Dedicated Service - Veh Hr					
PASSENGER DATA				FARE STRUCTURE	
Dedicated Service		4,552	4,430	(1999)	
Non-Dedicated Service				Cash	
TOTAL PASSENGERS		4,552	4,430	Adult \$1.50	
Subscription/Pre-booked		10%	10%	Child \$1.50	
Reservation		85%	85%	Student \$1.50	
On-Demand/Day of trip		5%	5%	Senior \$1.50	
UNACCOMMODATED TRIPS				Attendant \$1.50	
NO-SHOWS/CANCELLED AT DOOR		10		Companion \$1.50	
NUMBER OF COMPLAINTS			1	Other Zone fares: \$1.50-\$5.00	
OPERATING EXPENSES				EMPLOYEE DATA (1999)	
Administration		\$1,123	\$1,033	(Full-Time)	
Operations:				(Part-Time)	
Internal - Dedicated Service				Operators	
Contract - Dedicated Service		\$37,513	\$38,634	Other Operations (e.g. dispatchers)	
Contract - Non-Dedicated Service				Maintenance	
Taxi Scrip/Fare Reimbursement				General Administration	
Maintenance (Vehicles & Facilities)		\$4,664	\$4,559	Other	
Fuel		\$3,600	\$4,368	TOTAL NUMBER OF EMPLOYEES	
TOTAL OPERATING EXPENSES		\$46,901	\$48,593	Union Affiliations: N/A	
OPERATING FUNDING SOURCES				Top Operator Wage Rate:	
Passenger Revenue		\$7,172	\$8,158	Top Mechanic Wage Rate:	
Other Operating Revenue		\$6,506	\$4,700	PERFORMANCE INDICATORS	
Total Operating Revenues		\$13,678	\$12,858	1998	1999
Provincial Contributions		\$6,317		FINANCIAL	
Municipal Contributions		\$21,525	\$24,300	R/C Ratio	29% 26%
Donations/Other		\$5,381	\$11,435	Net Operating Cost/Capita	\$2.21 \$2.38
TOTAL OPERATING FUNDING		\$46,901	\$48,593	Total Exp/Passengers	\$10.30 \$10.97
CAPITAL EXPENSES				Total Exp/Eligible Passengers	\$10.84 \$11.61
Vehicles Purchased				Transp Exp/Passengers	
Debt Servicing				Dedicated Service	\$10.06 \$10.74
Other Capital Expenses				Non-Dedicated Service (e.g. Taxis)	
TOTAL CAPITAL EXPENSES				Transp Exp/Hours (Dedicated Service)	\$22.89 \$23.78
CAPITAL FUNDING SOURCES				OPERATING	
Transit System				Registrants/Capita	0.0233 0.0233
Provincial Contributions				Passengers/Capita	0.3035 0.2953
Municipal Contributions				Passengers/Registrants	13.01 12.66
Donations/Other				Passengers/Hours (Dedicated Service)	2.28 2.22
TOTAL CAPITAL FUNDING				Km/Passengers (Dedicated Service)	8.79 9.03
				Average Speed (Dedicated Service)	20.00 20.00

VEHICLE DATA (1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	4	6
Other				
TOTAL DED VEHICLES	1	1	N/A	N/A
Accessible Taxis	N/A	N/A		

PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service
Ambulatory	3,887	
Wheelchair/Scooter Users	298	
Attendants/Companions	245	
Other		
TOTAL PASSENGER (% Total)	4,430 (100%)	(0%)

MILDMAY

Bruce Grey & Huron Disability

Contact: Mr. Joe Pickering

Title: Coordinator

Telephone: (519) 881-2504

FAX: (519) 881-2504

e-mail:

Dedicated Service operated by: Private Non-Profit Organization

Non-Ded. Service (e.g. Taxis) operated by: N/A

Taxi Scrip Ride Program available: NO

Population served: 50,000

Service area (km²):

Communities served: 10

Service began: 1979

Advisory Committee members: 15

Eligibility Committee members: N/A Note: 24 hour emergency service provided.

NUMBER OF REGISTRANTS

Wheelchair/Scooter Users:

Ambulatory:

Attendants/Companions:

Other:

ELIGIBILITY CRITERIA

Unable to Board

Unable to Use

Other Criteria

		1998	1999	SERVICE HOURS/SCHEDULING				
Rev Veh Km - Dedicated Service		328,500		Weekday: (Refer to Note above)	Sunday:			
Tot Veh Km - Dedicated Service		328,500		Saturday:	Holiday:			
Rev Veh Hr - Dedicated Service		26,280		Advanced booking notice:	1 days			
Tot Veh Hr - Dedicated Service		26,280		Minimum notice for reservation:	24.0 hours			
Non-Dedicated Service - Veh Km				Reservations/Scheduling:	Partially Computerized			
Non-Dedicated Service - Veh Hr								
PASSENGER DATA				FARE STRUCTURE				
Dedicated Service		44,000	38,000	(1999)	Cash	Tickets/Cards (unit price)		
Non-Dedicated Service				Adult	\$5.00	Monthly Pass		
TOTAL PASSENGERS		44,000	38,000	Child				
Subscription/Pre-booked		90%	80%	Student				
Reservation				Senior				
On-Demand/Day of trip		10%	20%	Attendant				
UNACCOMMODATED TRIPS				Companion				
NO-SHOWS/CANCELLED AT DOOR				Other	fares based on distances travelled			
NUMBER OF COMPLAINTS				EMPLOYEE DATA (1999)				
OPERATING EXPENSES				(Full-Time)	(Part-Time)			
Administration		\$52,878		Operators	4	5		
Operations:				Other Operations (e.g. dispatchers)				
Internal - Dedicated Service		\$340,977		Maintenance				
Contract - Dedicated Service				General Administration	3			
Contract - Non-Dedicated Service				Other				
Taxi Scrip/Fare Reimbursement				TOTAL NUMBER OF EMPLOYEES	7	5		
Maintenance (Vehicles & Facilities)				Union Affiliations:	N/A			
Fuel				Top Operator Wage Rate:	\$11.65			
TOTAL OPERATING EXPENSES		\$393,855	\$427,580	Top Mechanic Wage Rate:				
OPERATING FUNDING SOURCES				PERFORMANCE INDICATORS				
Passenger Revenue		\$165,070	\$147,746	1998	1999			
Other Operating Revenue			\$11,878	FINANCIAL				
Total Operating Revenues		\$165,070	\$159,624	R/C Ratio	42%	37%		
Provincial Contributions		\$205,959		Net Operating Cost/Capita	\$4.58	\$5.36		
Municipal Contributions			\$255,300	Total Exp/Passengers	\$8.95	\$11.25		
Donations/Other		\$22,826	\$12,251	Total Exp/Eligible Passengers	\$8.95	\$11.25		
TOTAL OPERATING FUNDING		\$393,855	\$427,175	Transp Exp/Passengers				
CAPITAL EXPENSES				Dedicated Service	\$7.75			
Vehicles Purchased			\$5,220	Non-Dedicated Service (e.g. Taxis)				
Debt Servicing				Transp Exp/Hours (Dedicated Service)	\$12.97			
Other Capital Expenses				OPERATING				
TOTAL CAPITAL EXPENSES			\$5,220	Registrants/Capita				
CAPITAL FUNDING SOURCES				Passengers/Capita	0.8800	0.7600		
Transit System				Passengers/Registrants				
Provincial Contributions				Passengers/Hours (Dedicated Service)	1.67			
Municipal Contributions				Km/Passengers (Dedicated Service)	7.47			
Donations/Other			\$5,220	Average Speed (Dedicated Service)	12.50			
TOTAL CAPITAL FUNDING			\$5,220	VEHICLE DATA (1999)				
VEHICLE DATA (1999)		Veh. Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)			
Non-Accessible Cars	1			N/A		PASSENGER STATISTICS (1999)		
Accessible Vans/Minivans	4			2	4	Dedicated Service		
Small Buses	5			4	8	Non-Dedicated Service		
Other	1			8	11	Ambulatory	15,580	
TOTAL DED VEHICLES	11			N/A	N/A	Wheelchair/Scooter Users	22,420	
Accessible Taxis	N/A					Attendants/Companions		
						Other		
						TOTAL PASSENGER (%Total)	38,000 (100%)	(0%)

MILTON

Milton Specialized Transit

Contact: Ms. Helen Lisi
 Title: Town Clerk
 Telephone: (905) 878-7211
 FAX: (905) 878-5927
 e-mail: hellis@town.milton.on.ca
 Dedicated Service operated by: N/A
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Ride Program available: NO

Population served: 33,000
 Service area (km²):
 Communities served: 1
 Service began: 1987
 Advisory Committee members: 6
 Eligibility Committee members: N/A

ELIGIBILITY CRITERIA

- Unable to Board
- Unable to Use
- Other Criteria

	1998	1999	SERVICE HOURS/SCHEDULING		
Rev Veh Km - Dedicated Service			Weekday:		Sunday:
Tot Veh Km - Dedicated Service			Saturday:		Holiday:
Rev Veh Hr - Dedicated Service			Advanced booking notice:		
Tot Veh Hr - Dedicated Service			Minimum notice for reservation:		
Non-Dedicated Service - Veh Km			Reservations/Scheduling:		
Non-Dedicated Service - Veh Hr					
PASSENGER DATA			FARE STRUCTURE		
Dedicated Service	621		(1999)	Cash	Tickets/Cards (unit price)
Non-Dedicated Service	4,853		Adult		Monthly Pass
TOTAL PASSENGERS	5,474		Child		
Subscription/Pre-booked			Student		
Reservation			Senior		
On-Demand/Day of trip			Attendant		
UNACCOMMODATED TRIPS			Companion		
NO-SHOWS/CANCELLED AT DOOR			Other		
NUMBER OF COMPLAINTS					
OPERATING EXPENSES			EMPLOYEE DATA (1999)		
Administration	\$373		Operators	(Full-Time)	(Part-Time)
Operations:			Other Operations (e.g. dispatchers)		
Internal - Dedicated Service			Maintenance		
Contract - Dedicated Service	\$5,766		General Administration		
Contract - Non-Dedicated Service	\$44,266		Other		
Taxi Scrip/Fare Reimbursement			TOTAL NUMBER OF EMPLOYEES		
Maintenance (Vehicles & Facilities)			Union Affiliations:	N/A	
Fuel			Top Operator Wage Rate:		
TOTAL OPERATING EXPENSES	\$50,406		Top Mechanic Wage Rate:		
OPERATING FUNDING SOURCES					
Passenger Revenue	\$28,686		PERFORMANCE INDICATORS		
Other Operating Revenue			FINANCIAL	1998	1999
Total Operating Revenues	\$28,686		R/C Ratio		57%
Provincial Contributions			Net Operating Cost/Capita		\$0.66
Municipal Contributions	\$21,720		Total Exp/Passengers		\$9.21
Donations/Other			Total Exp/Eligible Passengers		\$81.17
TOTAL OPERATING FUNDING	\$50,406		Transp Exp/Passengers		
CAPITAL EXPENSES			Dedicated Service		\$9.29
Vehicles Purchased			Non-Dedicated Service (e.g. Taxis)		\$9.12
Debt Servicing			Transp Exp/Hours (Dedicated Service)		
Other Capital Expenses			OPERATING		
TOTAL CAPITAL EXPENSES			Registrants/Capita		0.0056
CAPITAL FUNDING SOURCES			Passengers/Capita		0.1659
Transit System			Passengers/Registrants		29.59
Provincial Contributions			Passengers/Hours (Dedicated Service)		
Municipal Contributions			Km/Passengers (Dedicated Service)		
Donations/Other			Average Speed (Dedicated Service)		
TOTAL CAPITAL FUNDING			PASSENGER STATISTICS	Dedicated Service	Non-Dedicated Service

VEHICLE DATA (1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses				
Other				
TOTAL DED VEHICLES			N/A	N/A
Accessible Taxis	N/A	N/A		

PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service
Ambulatory		
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	()	()

MITCHELL

Mitchell & Area Mobility Bus

Contact: Ms. Vicki WolfeHinz
 Title: Bus Manager
 Telephone: (519) 348-8612
 FAX: (519) 348-4420
 e-mail:

Dedicated Service operated by: Private Non-Profit Organization
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Ride Program available: NO

	Population served:	8,903	NUMBER OF REGISTRANTS	286	
	Service area (km²):	567.0	Wheelchair/Scooter Users:	34 (12%)	
	Communities served:	1	Ambulatory:	238 (83%)	
	Service began:	1989	Attendants/Companions:	14 (5%)	
	Advisory Committee members:	12	Other:		
	Eligibility Committee members:	2	Note: Hours: Tue 1000-1500, Wed 0900-1300, Thu & Fri 0900-1700. Provincial Operating Contribution from Ministry of Health (Long Term Care Division).		
	ELIGIBILITY CRITERIA				
	<input type="checkbox"/> Unable to Board				
	<input checked="" type="checkbox"/> Unable to Use				
	<input type="checkbox"/> Other Criteria				

	1998	1999	SERVICE HOURS/SCHEDULING			
Rev Veh Km - Dedicated Service	16,983	24,601	Weekday: (Refer to Note above)			
Tot Veh Km - Dedicated Service	17,033	25,101	Saturday:			
Rev Veh Hr - Dedicated Service	2,004	1,504	Advanced booking notice: 1 days			
Tot Veh Hr - Dedicated Service	2,004	2,204	Minimum notice for reservation: 24.0 hours			
Non-Dedicated Service - Veh Km			Reservations/Scheduling: Manual			
Non-Dedicated Service - Veh Hr						
PASSENGER DATA			FARE STRUCTURE			
Dedicated Service	4,686	6,133	(1999)	Cash	Tickets/Cards (unit price)	Monthly Pass
Non-Dedicated Service			Adult	\$2.00		
TOTAL PASSENGERS	4,686	6,133	Child	\$2.00		
Subscription/Pre-booked	15%	15%	Student			
Reservation	80%	78%	Senior	\$2.00		
On-Demand/Day of trip	5%	7%	Attendant	free		
UNACCOMMODATED TRIPS		2	Companion	free		
NO-SHOWS/CANCELLED AT DOOR	7	5	Other	Passes based on number of trips desired to maximum of 25.		
NUMBER OF COMPLAINTS	2	2	EMPLOYEE DATA (1999)	(Full-Time)	(Part-Time)	
OPERATING EXPENSES			Operators		7	
Administration		\$12,637	Other Operations (e.g. dispatchers)			
Operations:			Maintenance			
Internal - Dedicated Service	\$27,329	\$18,442	General Administration			
Contract - Dedicated Service			Other			
Contract - Non-Dedicated Service			TOTAL NUMBER OF EMPLOYEES		7	
Taxi Scrip/Fare Reimbursement			Union Affiliations:	N/A		
Maintenance (Vehicles & Facilities)	\$2,995	\$5,382	Top Operator Wage Rate:	\$12.00		
Fuel	\$2,233	\$3,242	Top Mechanic Wage Rate:			
TOTAL OPERATING EXPENSES	\$32,557	\$39,703	PERFORMANCE INDICATORS	1998	1999	
OPERATING FUNDING SOURCES			FINANCIAL			
Passenger Revenue	\$6,791	\$10,648	R/C Ratio	39%	43%	
Other Operating Revenue	\$5,920	\$6,409	Net Operating Cost/Capita	\$2.23	\$2.54	
Total Operating Revenues	\$12,711	\$17,057	Total Exp/Passengers	\$6.95	\$6.47	
Provincial Contributions		\$6,981	Total Exp/Eligible Passengers	\$6.95	\$6.47	
Municipal Contributions	\$20,000	\$8,000	Transp Exp/Passengers			
Donations/Other	\$7,764	\$6,512	Dedicated Service	\$6.95	\$4.41	
TOTAL OPERATING FUNDING	\$40,475	\$38,550	Non-Dedicated Service (e.g. Taxis)			
CAPITAL EXPENSES			Transp Exp/Hours (Dedicated Service)	\$16.25	\$12.28	
Vehicles Purchased		\$11,876	OPERATING			
Debt Servicing			Registrants/Capita	0.0299	0.0321	
Other Capital Expenses			Passengers/Capita	0.5263	0.6889	
TOTAL CAPITAL EXPENSES		\$11,876	Passengers/Registrants	17.62	21.44	
CAPITAL FUNDING SOURCES			Passengers/Hours (Dedicated Service)	2.34	2.78	
Transit System			Km/Passengers (Dedicated Service)	3.63	4.09	
Provincial Contributions			Average Speed (Dedicated Service)	8.50	11.39	
Municipal Contributions	\$9,259	\$10,000				
Donations/Other		\$1,876				
TOTAL CAPITAL FUNDING	\$9,259	\$11,876				

VEHICLE DATA (1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	4	8
Other				
TOTAL DED VEHICLES	1	1	N/A	N/A
Accessible Taxis	N/A	N/A		

PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service
Ambulatory		
Wheelchair/Scooter Users	6,133*	
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	6,133 (100%)	(0%)
* Total for all categories		

NEWMARKET

Newmarket Transit

Contact: Mr. James M. Barber
 Title: Transit Manager
 Telephone: (905) 895-5193 x855
 FAX: (905) 853-9511
 e-mail: Jbarber@town.newmarket.on.ca

Dedicated Service operated by: Transit System/Municipality
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Ride Program available: NO

Population served:	65,000	NUMBER OF REGISTRANTS	762
Service area (km ²):	40.0	Wheelchair/Scooter Users:	89 (12%)
Communities served:	1	Ambulatory:	673 (88%)
Service began:	1981	Attendants/Companions:	
Advisory Committee members:	N/A	Other:	
Eligibility Committee members:	N/A		

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

OPERATING DATA		1998	1999	SERVICE HOURS/SCHEDULING
Rev Veh Km - Dedicated Service		63,574	62,574	Weekday: 0800 to 1800 Sunday:
Tot Veh Km - Dedicated Service		63,574	62,574	Saturday: 0900 to 1600 Holiday:
Rev Veh Hr - Dedicated Service		4,800	4,800	Advanced booking notice: 14 days
Tot Veh Hr - Dedicated Service		4,800	4,800	Minimum notice for reservation: 24.0 hours
Non-Dedicated Service - Veh Km				Reservations/Scheduling: Partially Computerized
Non-Dedicated Service - Veh Hr				
PASSENGER DATA				FARE STRUCTURE
Dedicated Service		17,458	15,243	(1999)
Non-Dedicated Service				Cash
TOTAL PASSENGERS		17,458	15,243	Adult \$2.25
Subscription/Pre-booked		40%	40%	Child \$2.25
Reservation		40%	40%	Student \$2.25
On-Demand/Day of trip		20%	20%	Senior \$2.25
UNACCOMMODATED TRIPS		139	46	Attendant \$2.25
NO-SHOWS/CANCELLED AT DOOR		58	53	Companion \$2.25
NUMBER OF COMPLAINTS				Other \$3.00 - Saturday services
OPERATING EXPENSES				Tickets/Cards (unit price)
Administration	\$15,023		\$15,000	Monthly Pass
Operations:				
Internal - Dedicated Service	\$189,750		\$189,000	
Contract - Dedicated Service				
Contract - Non-Dedicated Service				
Taxi Scrip/Fare Reimbursement				
Maintenance (Vehicles & Facilities)	\$42,900		\$39,102	EMPLOYEE DATA (1999)
Fuel	\$6,900		\$6,700	(Full-Time)
TOTAL OPERATING EXPENSES	\$254,573		\$249,802	(Part-Time)
				Operators 2 3
				Other Operations (e.g. dispatchers) 1
				Maintenance
				General Administration 1
				Other
				TOTAL NUMBER OF EMPLOYEES 4 3
				Union Affiliations: N/A
				Top Operator Wage Rate: \$16.99
				Top Mechanic Wage Rate:
PERFORMANCE INDICATORS				
FINANCIAL				
R/C Ratio			1998	1999
Net Operating Cost/Capita				15% 14%
Total Exp/Passengers				\$3.59 \$3.32
Total Exp/Eligible Passengers				\$14.58 \$16.39
Transp Exp/Passengers				
Dedicated Service				\$15.39 \$17.25
Non-Dedicated Service (e.g. Taxis)				
Transp Exp/Hours (Dedicated Service)				\$13.72 \$15.40
				\$49.91 \$48.92
OPERATING				
Registrants/Capita				0.0131 0.0117
Passengers/Capita				0.2910 0.2345
Passengers/Registrants				22.24 20.00
Passengers/Hours (Dedicated Service)				3.64 3.18
Km/Passengers (Dedicated Service)				3.64 4.11
Average Speed (Dedicated Service)				13.24 13.04

VEHICLE DATA (1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	3	3	3	16
Other				
TOTAL DED VEHICLES	3	3	N/A	N/A
Accessible Taxis	N/A	N/A		

PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service
Ambulatory	11,127	
Wheelchair/Scooter Users	3,353	
Attendants/Companions	763	
Other		
TOTAL PASSENGER (%Total)	15,243 (100%)	(0%)

NIAGARA FALLS

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Niagara Chair-A-Van

Contact: Mr. Terry Librock
 Title: General Manager/Secretary-Treasurer
 Telephone: (905) 356-1179
 FAX: (905) 356-5576
 e-mail:
 Dedicated Service operated by: Transit System/Municipality
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Ride Program available: NO

Population served:	77,000	NUMBER OF REGISTRANTS	550 †
Service area (km ²):	212.0	Wheelchair/Scooter Users:	273 (50%)
Communities served:	1	Ambulatory:	277 (50%)
Service began:	1977	Attendants/Companions:	
Advisory Committee members:	7	Other:	
Eligibility Committee members:	2	Note: † Niagara Chair-A-Van updated its registrant list in 1999. Revenue Vehicle Hours (Kilometres) in 1998 included cross-boundary services to St. Catharines.	

ELIGIBILITY CRITERIA

Unable to Board
 Unable to Use
 Other Criteria

OPERATING DATA		1998	1999	SERVICE HOURS/SCHEDULING		
Rev Veh Km - Dedicated Service		95,941	82,813	Weekday:	0730 to 1900	Sunday: 0900 to 1500
Tot Veh Km - Dedicated Service		95,941	84,813	Saturday:	0900 to 1500	Holiday: 0900 to 1500
Rev Veh Hr - Dedicated Service		5,357	4,890	Advanced booking notice:	2 days	
Tot Veh Hr - Dedicated Service		5,357	4,890	Minimum notice for reservation:	24.0 hours	
Non-Dedicated Service - Veh Km				Reservations/Scheduling:	Partially Computerized	
Non-Dedicated Service - Veh Hr						
PASSENGER DATA				FARE STRUCTURE		
Dedicated Service		12,267	12,038	(1999)	Cash	Tickets/Cards (unit price)
Non-Dedicated Service				Adult	\$1.70	\$1.65
TOTAL PASSENGERS		12,267	12,038	Child		
Subscription/Pre-booked		15%	15%	Student		
Reservation		80%	80%	Senior		
On-Demand/Day of trip		5%	5%	Attendant		
UNACCOMMODATED TRIPS		591	663	Companion		
NO-SHOWS/CANCELLED AT DOOR		108	101	Other		
NUMBER OF COMPLAINTS				EMPLOYEE DATA (1999)		
OPERATING EXPENSES				(Full-Time)	(Part-Time)	
Administration		\$13,506	\$13,578	Operators	2	4
Operations:				Other Operations (e.g. dispatchers)	1	
Internal - Dedicated Service		\$133,368	\$133,942	Maintenance		
Contract - Dedicated Service				General Administration		
Contract - Non-Dedicated Service				Other		
Taxi Scrip/Fare Reimbursement				TOTAL NUMBER OF EMPLOYEES	3	4
Maintenance (Vehicles & Facilities)		\$42,716	\$35,843	Union Affiliations:	N/A	
Fuel		\$11,821	\$10,401	Top Operator Wage Rate:	\$15.78	
TOTAL OPERATING EXPENSES		\$201,411	\$193,764	Top Mechanic Wage Rate:		
OPERATING FUNDING SOURCES				PERFORMANCE INDICATORS		
Passenger Revenue		\$22,282	\$21,901	1998	1999	
Other Operating Revenue		\$1,368	\$1,801	FINANCIAL		
Total Operating Revenues		\$23,650	\$23,702	R/C Ratio	12%	12%
Provincial Contributions				Net Operating Cost/Capita	\$2.31	\$2.21
Municipal Contributions		\$177,761	\$170,062	Total Exp/Passengers	\$16.42	\$16.10
Donations/Other				Total Exp/Eligible Passengers	\$16.42	\$16.10
TOTAL OPERATING FUNDING		\$201,411	\$193,764	Transp Exp/Passengers		
CAPITAL EXPENSES				Dedicated Service	\$15.32	\$14.97
Vehicles Purchased				Non-Dedicated Service (e.g. Taxis)		
Debt Servicing				Transp Exp/Hours (Dedicated Service)	\$35.08	\$36.85
Other Capital Expenses						
TOTAL CAPITAL EXPENSES		\$69,815				
CAPITAL FUNDING SOURCES				OPERATING		
Transit System				Registrants/Capita †	0.0078	0.0071
Provincial Contributions				Passengers/Capita	0.1595	0.1563
Municipal Contributions				Passengers/Registrants †	20.38	21.89
Donations/Other				Passengers/Hours (Dedicated Service)	2.29	2.46
TOTAL CAPITAL FUNDING		\$69,815		Km/Passengers (Dedicated Service)	7.82	7.05

VEHICLE DATA		Veh. Number	Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
(1999)					
Non-Accessible Cars				N/A	
Accessible Vans/Minivans					
Small Buses	4	3		4	5
Other					
TOTAL DED VEHICLES	4	3		N/A	N/A
Accessible Taxis		N/A	N/A		

PASSENGER STATISTICS		Dedicated Service	Non-Dedicated Service
Ambulatory		9,144	
Wheelchair/Scooter Users		2,894	
Attendants/Companions			
Other			
TOTAL PASSENGER (%Total)		12,038 (100%)	(0%)

NORTH BAY

North Bay Para-Bus

Contact: Ms. Betty Gifford
 Title: Transportation Manager
 Telephone: (705) 476-5530
 FAX: (705) 476-5308
 e-mail:

Dedicated Service operated by: Private Non-Profit Organization
 Non-Ded. Service (e.g. Taxis) operated by: 1 taxi company
 Taxi Scrip Ride Program available: NO

	Population served:	49,000	NUMBER OF REGISTRANTS	1,079
	Service area (km²):	87.0	Wheelchair/Scooter Users:	583 (54%)
	Communities served:	1	Ambulatory:	406 (38%)
	Service began:	1982	Attendants/Companions:	90 (8%)
	Advisory Committee members:	12	Other:	
	Eligibility Committee members:	N/A		

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

OPERATING DATA		1998	1999	SERVICE HOURS/SCHEDULING		
Rev Veh Km - Dedicated Service		173,255		Weekday:	0700 to 2300	Sunday: 0900 to 1800
Tot Veh Km - Dedicated Service		190,580	163,672	Saturday:	0815 to 2300	Holiday:
Rev Veh Hr - Dedicated Service		9,452		Advanced booking notice:	7 days	
Tot Veh Hr - Dedicated Service		10,397	8,963	Minimum notice for reservation:	24.0 hours	
Non-Dedicated Service - Veh Km			16,449	Reservations/Scheduling:	Fully Automated	
Non-Dedicated Service - Veh Hr			866			
PASSENGER DATA				FARE STRUCTURE		
Dedicated Service		32,073	37,570	(1999)	Cash	Tickets/Cards (unit price)
Non-Dedicated Service		6,077	6,356	Adult	\$2.00	\$2.00
TOTAL PASSENGERS		38,150	43,926	Child	\$2.00	\$2.00
Subscription/Pre-booked		84%	60%	Student	\$2.00	\$2.00
Reservation		16%	35%	Senior	\$2.00	\$2.00
On-Demand/Day of trip			5%	Attendant	\$2.00	\$2.00
UNACCOMMODATED TRIPS		67	81	Companion	\$2.00	\$2.00
NO-SHOWS/CANCELLED AT DOOR		118	127	Other		
NUMBER OF COMPLAINTS				EMPLOYEE DATA (1999)		
OPERATING EXPENSES					(Full-Time)	(Part-Time)
Administration		\$28,510		Operators	2	4
Operations:				Other Operations (e.g. dispatchers)	1	3
Internal - Dedicated Service				Maintenance		
Contract - Dedicated Service		\$235,712	\$298,199	General Administration	1	
Contract - Non-Dedicated Service		\$57,762	\$39,278	Other		
Taxi Scrip/Fare Reimbursement				TOTAL NUMBER OF EMPLOYEES	4	7
Maintenance (Vehicles & Facilities)		\$100,258	\$116,411	Union Affiliations:	Teamsters 230	
Fuel		\$20,665	\$18,481	Top Operator Wage Rate:	\$13.04	
TOTAL OPERATING EXPENSES		\$442,907	\$472,369	Top Mechanic Wage Rate:	\$19.09	
OPERATING FUNDING SOURCES				PERFORMANCE INDICATORS		
Passenger Revenue		\$97,210	\$106,257	1998	1999	
Other Operating Revenue		\$10,846		FINANCIAL		
Total Operating Revenues		\$108,056	\$106,257	R/C Ratio	24%	22%
Provincial Contributions				Net Operating Cost/Capita	\$6.83	\$7.47
Municipal Contributions		\$334,851	\$366,112	Total Exp/Passengers	\$11.61	\$10.75
Donations/Other				Total Exp/Eligible Passengers	\$12.73	\$11.03
TOTAL OPERATING FUNDING		\$442,907	\$472,369	Transp Exp/Passengers		
CAPITAL EXPENSES				Dedicated Service	\$11.12	\$11.53
Vehicles Purchased				Non-Dedicated Service (e.g. Taxis)	\$9.51	\$6.18
Debt Servicing				Transp Exp/Hours (Dedicated Service)	\$34.30	\$48.32
Other Capital Expenses				OPERATING		
TOTAL CAPITAL EXPENSES				Registrants/Capita	0.0177	0.0220
CAPITAL FUNDING SOURCES			Passengers/Capita	0.7786	0.8964	
Transit System			Passengers/Registrants	44.10	40.71	
Provincial Contributions			Passengers/Hours (Dedicated Service)	3.08	4.19	
Municipal Contributions			Km/Passengers (Dedicated Service)	5.94	4.36	
Donations/Other			Average Speed (Dedicated Service)	18.33	18.26	
TOTAL CAPITAL FUNDING						

VEHICLE DATA (1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	4	4	5	8
Other				
TOTAL DED VEHICLES	4	4	N/A	N/A
Accessible Taxis	2	N/A		

PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service
Ambulatory	17,099	3,679
Wheelchair/Scooter Users	19,418	2,622
Attendants/Companions	1,053	55
Other		
TOTAL PASSENGER (%Total)	37,570 (86%)	6,356 (14%)

NW SIMCOE COUNTY

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Collingwood Red Cross Transportation

Contact: Ms. Jean M. Cooke
 Title: Service Coordinator
 Telephone: (705) 444-0231
 FAX: (705) 445-3521
 e-mail:
 Dedicated Service operated by: Private Non-Profit Organization
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Ride Program available: NO

Population served:	42,575	NUMBER OF REGISTRANTS	761
Service area (km ²):	657.2	Wheelchair/Scooter Users:	(22%)
Communities served:	3	Ambulatory:	592 (78%)
Service began:	1999	Attendants/Companions:	
Advisory Committee members:	6	Other:	
Eligibility Committee members:	N/A	Note: The Canadian Red Cross and the Accessible Collingwood Transit Systems (ACTS) amalgamated in 1999.	

ELIGIBILITY CRITERIA

Unable to Board
 Unable to Use
 Other Criteria

OPERATING DATA

Rev Veh Km - Dedicated Service	52,057
Tot Veh Km - Dedicated Service	172,434
Rev Veh Hr - Dedicated Service	3,795
Tot Veh Hr - Dedicated Service	6,249
Non-Dedicated Service - Veh Km	
Non-Dedicated Service - Veh Hr	

1998

1999

SERVICE HOURS/SCHEDULING

Weekday:	0830 to 1630	Sunday:	
Saturday:	0830 to 1630	Holiday:	
Advanced booking notice:		3 days	
Minimum notice for reservation:			
Reservations/Scheduling:		Partially Computerized	

PASSENGER DATA

Dedicated Service	19,507
Non-Dedicated Service	
TOTAL PASSENGERS	19,507
Subscription/Pre-booked Reservation	95%
On-Demand/Day of trip	5%
UNACCOMMODATED TRIPS	80
NO-SHOWS/CANCELLED AT DOOR	
NUMBER OF COMPLAINTS	6

OPERATING EXPENSES

Administration	
Operations:	
Internal - Dedicated Service	
Contract - Dedicated Service	
Contract - Non-Dedicated Service	
Taxi Scrip/Fare Reimbursement	
Maintenance (Vehicles & Facilities)	
Fuel	
TOTAL OPERATING EXPENSES	

OPERATING FUNDING SOURCES

Passenger Revenue	
Other Operating Revenue	
Total Operating Revenues	
Provincial Contributions	
Municipal Contributions	
Donations/Other	
TOTAL OPERATING FUNDING	

CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	

CAPITAL FUNDING SOURCES

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

FARE STRUCTURE

(1999)	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.00		
Child	\$2.00		
Student	\$2.00		
Senior	\$2.00		
Attendant	free		
Companion	\$2.00		
Other			

EMPLOYEE DATA (1999)

	(Full-Time)	(Part-Time)
Operators	2	3
Other Operations (e.g. dispatchers)		2
Maintenance		
General Administration	1	1
Other		
TOTAL NUMBER OF EMPLOYEES	3	5
Union Affiliations:	N/A	
Top Operator Wage Rate:	\$10.00	
Top Mechanic Wage Rate:		

PERFORMANCE INDICATORS

	1998	1999
FINANCIAL		
R/C Ratio		N/A
Net Operating Cost/Capita		
Total Exp/Passengers		
Total Exp/Eligible Passengers		
Transp Exp/Passengers		
Dedicated Service		
Non-Dedicated Service (e.g. Taxis)		
Transp Exp/Hours (Dedicated Service)		
OPERATING		
Registrants/Capita		0.0179
Passengers/Capita		0.4582
Passengers/Registrants		25.63
Passengers/Hours (Dedicated Service)		3.12
Km/Passengers (Dedicated Service)		8.84
Average Speed (Dedicated Service)		27.59

VEHICLE DATA

(1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars	34	34	N/A	3
Accessible Vans/Minivans	1	1	2	5
Small Buses	1	1	4	6
Other				
TOTAL DED VEHICLES	36	36	N/A	N/A
Accessible Taxis	N/A	N/A		

PASSENGER STATISTICS

(1999)	Dedicated Service	Non-Dedicated Service
Ambulatory	13,970	
Wheelchair/Scooter Users	5,537	
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	19,507 (100%)	(0%)

OAKVILLE

Oakville Care-A-Van

Contact: Ms. Joanne Phoenix
 Title: Planner / Project Coordinator
 Telephone: (905) 845-6601
 FAX: (905) 338-4166
 e-mail: jphoenix@town.oakville.on.ca

Dedicated Service operated by: Transit System/Municipality
 Non-Ded. Service (e.g. Taxis) operated by: 1 taxi company
 Taxi Scrip Ride Program available: NO

	Population served:	135,000	NUMBER OF REGISTRANTS	1,298
	Service area (km²):	76.5	Wheelchair/Scooter Users:	411 (32%)
	Communities served:	1	Ambulatory:	887 (68%)
	Service began:	1980	Attendants/Companions:	
	Advisory Committee members:	7	Other:	
	Eligibility Committee members:	3		

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

OPERATING DATA		1998	1999	SERVICE HOURS/SCHEDULING		
Rev Veh Km - Dedicated Service				Weekday:	0700 to 2400	Sunday:
Tot Veh Km - Dedicated Service	144,923	123,836		Saturday:	0700 to 2400	Holiday:
Rev Veh Hr - Dedicated Service				Advanced booking notice:		2 days
Tot Veh Hr - Dedicated Service	6,522	6,400		Minimum notice for reservation:		
Non-Dedicated Service - Veh Km				Reservations/Scheduling:	Fully Automated	
Non-Dedicated Service - Veh Hr						
PASSENGER DATA				FARE STRUCTURE		
Dedicated Service	19,156	16,797		(1999)	Cash	Tickets/Cards (unit price)
Non-Dedicated Service	8,208	4,815		Adult	\$2.00	\$1.60
TOTAL PASSENGERS	27,364	21,612		Child	\$2.00	\$1.60
Subscription/Pre-booked Reservation				Student	\$2.00	\$1.60
On-Demand/Day of trip				Senior	\$2.00	\$1.60
UNACCOMMODATED TRIPS				Attendant	\$2.00	\$1.60
NO-SHOWS/CANCELLED AT DOOR	360	2,300		Companion	\$2.00	\$1.60
NUMBER OF COMPLAINTS				Other		
OPERATING EXPENSES				EMPLOYEE DATA (1999)		
Administration	\$56,478	\$56,000			(Full-Time)	(Part-Time)
Operations:				Operators	3	
Internal - Dedicated Service	\$122,997	\$123,825		Other Operations (e.g. dispatchers)	2	
Contract - Dedicated Service				Maintenance		
Contract - Non-Dedicated Service	\$90,149	\$48,453		General Administration		
Taxi Scrip/Fare Reimbursement				Other		
Maintenance (Vehicles & Facilities)	\$77,055	\$75,000		TOTAL NUMBER OF EMPLOYEES	5	
Fuel	\$19,275	\$13,112		Union Affiliations:	CAW 1256, CUPE 1329	
TOTAL OPERATING EXPENSES	\$365,954	\$316,390		Top Operator Wage Rate:	\$17.48	
				Top Mechanic Wage Rate:	\$21.98	
OPERATING FUNDING SOURCES				PERFORMANCE INDICATORS		
Passenger Revenue	\$43,095	\$35,120	FINANCIAL		1998	1999
Other Operating Revenue			R/C Ratio		12%	11%
Total Operating Revenues	\$43,095	\$35,120	Net Operating Cost/Capita		\$2.39	\$2.08
Provincial Contributions			Total Exp/Passengers		\$13.37	\$14.64
Municipal Contributions	\$322,859	\$281,270	Total Exp/Eligible Passengers		\$13.63	\$15.51
Donations/Other			Transp Exp/Passengers			
TOTAL OPERATING FUNDING	\$365,954	\$316,390	Dedicated Service		\$11.45	\$12.62
			Non-Dedicated Service (e.g. Taxis)		\$10.98	\$10.06
CAPITAL EXPENSES			Transp Exp/Hours (Dedicated Service)		\$33.63	\$33.12
Vehicles Purchased			OPERATING			
Debt Servicing	\$75,000		Registrants/Capita		0.0096	0.0096
Other Capital Expenses			Passengers/Capita		0.2027	0.1601
TOTAL CAPITAL EXPENSES	\$75,000		Passengers/Registrants		21.08	16.65
CAPITAL FUNDING SOURCES			Passengers/Hours (Dedicated Service)		2.94	2.62
Transit System			Km/Passengers (Dedicated Service)		7.57	7.37
Provincial Contributions			Average Speed (Dedicated Service)		22.22	19.35
Municipal Contributions	\$10,100		VEHICLE DATA			
Donations/Other	\$64,900		(1999)	Veh. Number	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
TOTAL CAPITAL FUNDING	\$75,000			Peak	N/A	N/A
			PASSENGER STATISTICS	Dedicated Service	Non-Dedicated Service	
			(1999)			
			Ambulatory	10,425	4,685	
			Wheelchair/Scooter Users	5,292		
			Attendants/Companions	1,080	130	
			Other			
			TOTAL PASSENGER (%Total)	16,797 (78%)	4,815 (22%)	

ORILLIA

Orillia Wheelchair Limousine Service

Contact: Julia Hutchings

Title:

Telephone: (705) 327-0411

FAX: (705) 325-5178

e-mail:

Dedicated Service operated by: 1 Private Contractor

Non-Ded. Service (e.g. Taxis) operated by: N/A

Taxi Scrip Ride Program available: NO

	Population served:	27,000	NUMBER OF REGISTRANTS	350
	Service area (km²):	26.6	Wheelchair/Scooter Users:	350 (100%)
	Communities served:	1	Ambulatory:	
	Service began:	1987	Attendants/Companions:	
	Advisory Committee members:	N/A	Other:	
	Eligibility Committee members:	3		

ELIGIBILITY CRITERIA

- Unable to Board
- Unable to Use
- Other Criteria

OPERATING DATA

Rev Veh Km - Dedicated Service

Tot Veh Km - Dedicated Service

Rev Veh Hr - Dedicated Service

Tot Veh Hr - Dedicated Service

Non-Dedicated Service - Veh Km

Non-Dedicated Service - Veh Hr

1998

1999

SERVICE HOURS/SCHEDULING

Weekday: 0800 to 1700 Sunday: 0900 to 1200

Saturday: 1200 to 1600 Holiday:

Advanced booking notice: 10 days

Minimum notice for reservation: 2.0 hours

Reservations/Scheduling:

FARE STRUCTURE

(1999)	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.00	\$2.00	
Child	\$2.00	\$2.00	
Student	\$2.00	\$2.00	
Senior	\$2.00	\$2.00	
Attendant	\$2.00	\$2.00	
Companion	\$2.00	\$2.00	
Other			

PASSENGER DATA

Dedicated Service

5,200

Non-Dedicated Service

TOTAL PASSENGERS

5,200

Subscription/Pre-booked

Reservation

On-Demand/Day of trip

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration

Operations:

Internal - Dedicated Service

Contract - Dedicated Service

Contract - Non-Dedicated Service

Taxi Scrip/Fare Reimbursement

Maintenance (Vehicles & Facilities)

Fuel

TOTAL OPERATING EXPENSES

\$88,000

OPERATING FUNDING SOURCES

Passenger Revenue

\$23,000

Other Operating Revenue

Total Operating Revenues

\$23,000

Provincial Contributions

Municipal Contributions

Donations/Other

TOTAL OPERATING FUNDING

\$88,000

CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System

Provincial Contributions

Municipal Contributions

Donations/Other

TOTAL CAPITAL FUNDING

EMPLOYEE DATA (1999)

(Full-Time)

(Part-Time)

Operators

Other Operations (e.g. dispatchers)

Maintenance

General Administration

Other

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: N/A

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

1998

1999

FINANCIAL

R/C Ratio 26%

Net Operating Cost/Capita \$2.41

Total Exp/Passengers \$16.92

Total Exp/Eligible Passengers \$16.92

Transp Exp/Passengers

Dedicated Service

Non-Dedicated Service (e.g. Taxis)

Transp Exp/Hours (Dedicated Service)

OPERATING

Registrants/Capita 0.0130

Passengers/Capita 0.1926

Passengers/Registrants 14.86

Passengers/Hours (Dedicated Service)

Km/Passengers (Dedicated Service)

Average Speed (Dedicated Service)

VEHICLE DATA

(1999)

Number

Veh.

Peak

Wheelchair Capacity
(avg. per veh)

Ambulatory Capacity
(avg. per veh)

Non-Accessible Cars

Accessible Vans/Minivans

Small Buses

1

1

4

8

Other

TOTAL DED VEHICLES

1

1

N/A

N/A

PASSENGER STATISTICS

(1999)

Dedicated Service

Non-Dedicated Service

Ambulatory

5,200

Wheelchair/Scooter Users

Attendants/Companions

Other

TOTAL PASSENGER (%Total)

5,200 (100%)

(0%)

OSHAWA

Handi Transit - Oshawa

Contact: Mr. Ben Chartier
 Title: General Manager
 Telephone: (905) 571-1222
 FAX: (905) 571-7390
 e-mail: handitrn@durham.net

Dedicated Service operated by: Private Non-Profit Organization
 Non-Ded. Service (e.g. Taxis) operated by: Taxi company(ies)
 Taxi Scrip Ride Program available: NO

	Population served:	142,000	NUMBER OF REGISTRANTS	715
	Service area (km ²):	200.0	Wheelchair/Scooter Users:	365 (51%)
	Communities served:	1	Ambulatory:	350 (49%)
	Service began:	1974	Attendants/Companions:	
	Advisory Committee members:	11	Other:	
	Eligibility Committee members:	11		

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

OPERATING DATA		1998	1999	SERVICE HOURS/SCHEDULING		
Rev Veh Km - Dedicated Service		242,282		Weekday:	0730 to 2230	Sunday: 0830 to 1800
Tot Veh Km - Dedicated Service		242,282	242,500	Saturday:	0830 to 2230	Holiday: 0830 to 1800
Rev Veh Hr - Dedicated Service		16,560		Advanced booking notice:	7 days	
Tot Veh Hr - Dedicated Service		16,560	17,000	Minimum notice for reservation:	2.0 hours	
Non-Dedicated Service - Veh Km				Reservations/Scheduling:	Partially Computerized	
Non-Dedicated Service - Veh Hr						
PASSENGER DATA				FARE STRUCTURE		
Dedicated Service		43,947	39,361	(1999)	Cash	Tickets/Cards (unit price)
Non-Dedicated Service		5,407	4,437	Adult	\$2.50	\$2.27
TOTAL PASSENGERS		49,354	43,798	Child	\$1.00	
Subscription/Pre-booked		25%	25%	Student	\$2.50	
Reservation		60%	65%	Senior	\$2.50	
On-Demand/Day of trip		15%	10%	Attendant	\$2.50	
UNACCOMMODATED TRIPS		185	210	Companion	\$2.50	
NO-SHOWS/CANCELLED AT DOOR		345	360	Other	Child <10 w/adult - \$1. Fare by distance for cross-boundary.	
NUMBER OF COMPLAINTS				EMPLOYEE DATA (1999)		
OPERATING EXPENSES				(Full-Time)		(Part-Time)
Administration		\$117,688	\$116,523	Operators	6	4
Operations:				Other Operations (e.g. dispatchers)	1	1
Internal - Dedicated Service				Maintenance		
Contract - Dedicated Service		\$301,389	\$296,489	General Administration	1	1
Contract - Non-Dedicated Service		\$38,314	\$33,583	Other		
Taxi Scrip/Fare Reimbursement				TOTAL NUMBER OF EMPLOYEES	8	6
Maintenance (Vehicles & Facilities)		\$101,225	\$101,174	Union Affiliations:	Teamsters Local 938	
Fuel		\$35,501	\$34,410	Top Operator Wage Rate:	\$13.90	
TOTAL OPERATING EXPENSES		\$594,117	\$582,179	Top Mechanic Wage Rate:		
OPERATING FUNDING SOURCES				PERFORMANCE INDICATORS		
Passenger Revenue		\$152,968	\$138,626	1998	1999	
Other Operating Revenue			\$7,194	FINANCIAL		
Total Operating Revenues		\$152,968	\$145,820	R/C Ratio	26%	25%
Provincial Contributions				Net Operating Cost/Capita	\$3.15	\$3.07
Municipal Contributions		\$441,149	\$436,359	Total Exp/Passengers	\$12.04	\$13.29
Donations/Other				Total Exp/Eligible Passengers	\$12.81	\$14.24
TOTAL OPERATING FUNDING		\$594,117	\$582,179	Transp Exp/Passengers		
CAPITAL EXPENSES				Dedicated Service	\$9.97	\$10.98
Vehicles Purchased		\$140,000		Non-Dedicated Service (e.g. Taxis)	\$7.09	\$7.57
Debt Servicing				Transp Exp/Hours (Dedicated Service)	\$26.46	\$25.42
Other Capital Expenses				OPERATING		
TOTAL CAPITAL EXPENSES		\$140,000		Registrants/Capita	0.0051	0.0050
CAPITAL FUNDING SOURCES				Passengers/Capita	0.3525	0.3084
Transit System				Passengers/Registrants	68.83	61.26
Provincial Contributions				Passengers/Hours (Dedicated Service)	2.65	2.32
Municipal Contributions		\$140,000		Km/Passengers (Dedicated Service)	5.51	6.16
Donations/Other				Average Speed (Dedicated Service)	14.63	14.26
TOTAL CAPITAL FUNDING		\$140,000				

VEHICLE DATA (1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	7	6	7	4
Other				
TOTAL DED VEHICLES	7	6	N/A	N/A
Accessible Taxis	N/A	N/A		

PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service
Ambulatory	10,801	4,326
Wheelchair/Scooter Users	25,645	111
Attendants/Companions	2,915	
Other		
TOTAL PASSENGER (%Total)	39,361 (90%)	4,437 (10%)

OTTAWA

Para Transpo

Contact: Ms. Karen Barton
 Title: Supervisor, Admin. & Customer Serv.
 Telephone: (613) 244-1289
 FAX: (613) 244-4329
 e-mail:
 Dedicated Service operated by: 1 Private Contractor
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Ride Program available: NO

Population served: 672,600
 Service area (km²): 368.4
 Communities served: 8
 Service began: 1974
 Advisory Committee members: 12
 Eligibility Committee members: N/A
ELIGIBILITY CRITERIA
 Unable to Board
 Unable to Use
 Other Criteria

NUMBER OF REGISTRANTS 9,197
 Wheelchair/Scooter Users: 2,678 (29%)
 Ambulatory: 6,519 (71%)
 Attendants/Companions:
 Other:
 Note: * Operating Expense for Contract - Dedicated Service includes capital costs for vehicles. The introduction of a new scheduling system in June 1999 affected the service productivity data for the first few months after its implementation.

	1998	1999	SERVICE HOURS/SCHEDULING	
Rev Veh Km - Dedicated Service	6,765,958	7,244,302	Weekday: 0630 to 0030	
Tot Veh Km - Dedicated Service	8,114,634	8,677,948	Saturday: 0630 to 0030	
Rev Veh Hr - Dedicated Service	337,475	340,675	Advanced booking notice: 1 days	
Tot Veh Hr - Dedicated Service	381,172	386,353	Minimum notice for reservation:	
Non-Dedicated Service - Veh Km			Reservations/Scheduling: Partially Computerized	
Non-Dedicated Service - Veh Hr				
PASSENGER DATA			FARE STRUCTURE	
Dedicated Service	734,569	727,348	(1999)	
Non-Dedicated Service			Cash	
TOTAL PASSENGERS	734,569	727,348	Tickets/Cards (unit price)	
Subscription/Pre-booked	51%	53%	Monthly Pass	
Reservation	44%	45%	Adult \$2.25	
On-Demand/Day of trip	5%	3%	Child \$2.25	
UNACCOMMODATED TRIPS	39,714	34,989	Student \$2.25	
NO SHOWS/CANCELLED AT DOOR	33,306	29,062	Senior \$2.25	
NUMBER OF COMPLAINTS			Attendant \$2.25	
OPERATING EXPENSES			Companion \$2.25	
Administration	\$1,541,566	\$1,744,402	Other Ticket: \$0.75. Peak fare for \$3.50 or 3 tickets.	
Operations:				
Internal - Dedicated Service			EMPLOYEE DATA (1999)	
Contract - Dedicated Service *	\$13,309,572	\$13,575,504	(Full-Time)	
Contract - Non-Dedicated Service			(Part-Time)	
Taxi Scrip/Fare Reimbursement			Operators 187 18	
Maintenance (Vehicles & Facilities)			Other Operations (e.g. dispatchers) 14 7	
Fuel			Maintenance 15	
TOTAL OPERATING EXPENSES	\$14,851,138	\$15,319,906	General Administration 7	
OPERATING FUNDING SOURCES			Other 14	
Passenger Revenue	\$1,228,804	\$1,231,624	TOTAL NUMBER OF EMPLOYEES 237 25	
Other Operating Revenue	\$30,563	\$18,653		
Total Operating Revenues	\$1,259,367	\$1,250,277		
Provincial Contributions				
Municipal Contributions	\$13,425,771	\$13,794,685	PERFORMANCE INDICATORS	
Reserves	\$166,000	\$274,944	1998	1999
TOTAL OPERATING FUNDING	\$14,851,138	\$15,319,906	FINANCIAL	
CAPITAL EXPENSES			R/C Ratio 8% 8%	
Vehicles Purchased			Net Operating Cost/Capita \$20.57 \$20.92	
Debt Servicing			Total Exp/Passengers \$20.22 \$21.06	
Other Capital Expenses	\$136,594	\$67,937	Total Exp/Eligible Passengers \$22.27 \$23.10	
TOTAL CAPITAL EXPENSES	\$136,594	\$67,937	Transp Exp/Passengers	
CAPITAL FUNDING SOURCES			Dedicated Service \$18.12 \$18.66	
Transit System			Non-Dedicated Service (e.g. Taxis)	
Provincial Contributions			Transp Exp/Hours (Dedicated Service) \$34.92 \$35.14	
Municipal Contributions				
Reserves	\$136,594	\$67,937	OPERATING	
TOTAL CAPITAL FUNDING	\$136,594	\$67,937	Registrants/Capita 0.0135 0.0137	

VEHICLE DATA (1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars	57	55	N/A	4
Accessible Vans/Minivans	76	70	4	4
Small Buses	11	10	8	14
Other				
TOTAL DED VEHICLES	144	135	N/A	N/A
Accessible Taxis	N/A	N/A		

PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service
Ambulatory	450,143	
Wheelchair/Scooter Users	213,113	
Attendants/Companions	64,092	
Other		
TOTAL PASSENGER (% Total)	727,348 (100%)	(0%)

OWEN SOUND

Owen Sound Specialized Transit

Contact: Jim Coburn
 Title: Transit & Traffic Coordinator
 Telephone: (519) 376-4440 x265
 FAX: (519) 371-0511
 e-mail: jcoburn@city.owen-sound.on.ca
 Dedicated Service operated by: 1 Private Contractor
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Ride Program available: NO

		Population served:	21,000	NUMBER OF REGISTRANTS	410	
		Service area (km²):	23.7	Wheelchair/Scooter Users:	252 (61%)	
		Communities served:	1	Ambulatory:	158 (39%)	
		Service began:	1988	Attendants/Companions:		
		Advisory Committee members:	7	Other:		
		Eligibility Committee members:	3	Note: * Contract - Dedicated Service expense included maintenance expense. Thursday and Friday Service Hours: 0800-1800.		
		ELIGIBILITY CRITERIA				
		<input checked="" type="checkbox"/> Unable to Board				
		<input checked="" type="checkbox"/> Unable to Use				
		<input type="checkbox"/> Other Criteria				

	1998	1999	SERVICE HOURS/SCHEDULING			
Rev Veh Km - Dedicated Service		12,000	Weekday: 0800 to 1700			
Tot Veh Km - Dedicated Service		12,000	Saturday:	Holiday:		
Rev Veh Hr - Dedicated Service		2,379	Advanced booking notice:	14 days		
Tot Veh Hr - Dedicated Service		2,379	Minimum notice for reservation:			
Non-Dedicated Service - Veh Km			Reservations/Scheduling:	Manual		
Non-Dedicated Service - Veh Hr						
PASSENGER DATA			FARE STRUCTURE			
Dedicated Service		6,981	(1999)	Cash		
Non-Dedicated Service			Adult	\$2.00		
TOTAL PASSENGERS		6,981	Child	\$2.00		
Subscription/Pre-booked		95%	Student	\$2.00		
Reservation			Senior	\$2.00		
On-Demand/Day of trip		5%	Attendant	\$2.00		
UNACCOMMODATED TRIPS			Companion	\$2.00		
NO-SHOWS/CANCELLED AT DOOR		25	Other			
NUMBER OF COMPLAINTS		12	EMPLOYEE DATA (1999)	(Full-Time) (Part-Time)		
OPERATING EXPENSES			Operators			
Administration		\$15,388	Other Operations (e.g. dispatchers)			
Operations:			Maintenance			
Internal - Dedicated Service			General Administration			
Contract - Dedicated Service *		\$79,417	Other			
Contract - Non-Dedicated Service			TOTAL NUMBER OF EMPLOYEES			
Taxi Scrip/Fare Reimbursement			Union Affiliations:	N/A		
Maintenance (Vehicles & Facilities)			Top Operator Wage Rate:			
Fuel			Top Mechanic Wage Rate:			
TOTAL OPERATING EXPENSES		\$94,805	PERFORMANCE INDICATORS			
OPERATING FUNDING SOURCES			1998	1999		
Passenger Revenue		\$13,793	FINANCIAL			
Other Operating Revenue			R/C Ratio	15%		
Total Operating Revenues		\$13,793	Net Operating Cost/Capita	\$3.86		
Provincial Contributions			Total Exp/Passengers	\$13.58		
Municipal Contributions		\$81,012	Total Exp/Eligible Passengers	\$15.37		
Donations/Other			Transp Exp/Passengers			
TOTAL OPERATING FUNDING		\$94,805	Dedicated Service	\$11.38		
CAPITAL EXPENSES			Non-Dedicated Service (e.g. Taxis)			
Vehicles Purchased			Transp Exp/Hours (Dedicated Service)	\$33.38		
Debt Servicing			OPERATING			
Other Capital Expenses			Registrants/Capita	0.0195		
TOTAL CAPITAL EXPENSES			Passengers/Capita	0.3324		
CAPITAL FUNDING SOURCES			Passengers/Registrants	17.03		
Transit System			Passengers/Hours (Dedicated Service)	2.93		
Provincial Contributions			Km/Passengers (Dedicated Service)	1.72		
Municipal Contributions			Average Speed (Dedicated Service)	5.04		
Donations/Other			VEHICLE DATA (1999)			
TOTAL CAPITAL FUNDING			Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars					N/A	
Accessible Vans/Minivans						
Small Buses	1	1			4	4
Other						
TOTAL DED VEHICLES	1	1			N/A	N/A
Accessible Taxis			PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service	
	N/A	N/A	Ambulatory	4,714		
			Wheelchair/Scooter Users	1,456		
			Attendants/Companions	811		
			Other			
TOTAL PASSENGER (%Total)			TOTAL PASSENGER (%Total)	6,981 (100%)	(0%)	

PARIS

Willett Community Van Service

Contact: Ms. Linda Gordon
 Title: Development and Planning Consultant
 Telephone: (519) 442-2251 x6346
 FAX: (519) 442-6060
 e-mail: lgordon@bchsys.org

Dedicated Service operated by: Private Non-Profit Organization
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Ride Program available: NO

Population served: 10,000
 Service area (km²): 10.9
 Communities served: 1
 Service began: 1979
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS 195
 Wheelchair/Scooter Users: 52 (27%)
 Ambulatory: 143 (73%)
 Attendants/Companions:
 Other:

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

OPERATING DATA		1998	1999	SERVICE HOURS/SCHEDULING		
Rev Veh Km - Dedicated Service			29,782	Weekday:	0800 to 1600	Sunday:
Tot Veh Km - Dedicated Service			29,782	Saturday:		Holiday:
Rev Veh Hr - Dedicated Service			1,676	Advanced booking notice:	14 days	
Tot Veh Hr - Dedicated Service			1,676	Minimum notice for reservation:	24.0 hours	
Non-Dedicated Service - Veh Km				Reservations/Scheduling:	Manual	
Non-Dedicated Service - Veh Hr						
PASSENGER DATA				FARE STRUCTURE		
Dedicated Service	4,179		3,993	(1999)	Cash	Tickets/Cards
Non-Dedicated Service					(unit price)	Monthly Pass
TOTAL PASSENGERS	4,179		3,993	Adult	\$2.50	\$2.50
Subscription/Pre-booked Reservation	45%		100%	Child	\$2.50	\$2.50
On-Demand/Day of trip	50%			Student	\$2.50	\$2.50
UNACCOMMODATED TRIPS	5%			Senior	\$2.50	\$2.50
NO-SHOWS/CANCELLED AT DOOR	10		354	Attendant		
NUMBER OF COMPLAINTS				Companion		
				Other		
OPERATING EXPENSES				EMPLOYEE DATA (1999)		
Administration	\$24,648		\$10,172	(Full-Time)	(Part-Time)	
Operations:				Operators	2	
Internal - Dedicated Service	\$26,519		\$36,530	Other Operations (e.g. dispatchers)		
Contract - Dedicated Service				Maintenance		
Contract - Non-Dedicated Service				General Administration		
Taxi Scrip/Fare Reimbursement				Other		
Maintenance (Vehicles & Facilities)	\$2,493		\$1,726	TOTAL NUMBER OF EMPLOYEES		
Fuel	\$3,685		\$3,745		2	
TOTAL OPERATING EXPENSES	\$57,345		\$52,173	Union Affiliations:	SEIU	
OPERATING FUNDING SOURCES				Top Operator Wage Rate:	\$14.86	
Passenger Revenue	\$6,208		\$4,595	Top Mechanic Wage Rate:		
Other Operating Revenue				PERFORMANCE INDICATORS		
Total Operating Revenues	\$6,208		\$4,595	1998		
Provincial Contributions				FINANCIAL		
Municipal Contributions	\$40,000		\$40,000	R/C Ratio	11%	9%
Donations/Other	\$11,137		\$10,504	Net Operating Cost/Capita	\$5.11	\$4.76
TOTAL OPERATING FUNDING	\$57,345		\$55,099	Total Exp/Passengers	\$13.72	\$13.07
CAPITAL EXPENSES				Total Exp/Eligible Passengers	\$14.71	\$14.35
Vehicles Purchased				Transp Exp/Passengers		
Debt Servicing				Dedicated Service	\$7.82	\$10.52
Other Capital Expenses				Non-Dedicated Service (e.g. Taxis)		
TOTAL CAPITAL EXPENSES				Transp Exp/Hours (Dedicated Service)		\$25.06
CAPITAL FUNDING SOURCES				OPERATING		
Transit System				Registrants/Capita	0.0174	0.0195
Provincial Contributions				Passengers/Capita	0.4179	0.3993
Municipal Contributions				Passengers/Registrants	24.02	20.48
Donations/Other				Passengers/Hours (Dedicated Service)		2.38
TOTAL CAPITAL FUNDING				Km/Passengers (Dedicated Service)		7.46

VEHICLE DATA (1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	5	4
Other				
TOTAL DED VEHICLES	1	1	N/A	N/A
Accessible Taxis	N/A	N/A		

PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service
Ambulatory	2,050	
Wheelchair/Scooter Users	1,586	
Attendants/Companions	357	
Other		
TOTAL PASSENGER (%Total)	3,993 (100%)	(0%)

Transhelp

Contact: Mr. Norman R. McLeod
 Title: Manager
 Telephone: (905) 791-7800
 FAX: (905) 277-5864
 e-mail: mcleodn@region.peel.on.ca

Dedicated Service operated by: Transit System/Municipality
 Non-Ded. Service (e.g. Taxis) operated by: 4 taxi companies
 Taxi Scrip Ride Program available: NO

Population served:	956,689	NUMBER OF REGISTRANTS	1,602
Service area (km ²):	759.0	Wheelchair/Scooter Users:	817 (51%)
Communities served:	1	Ambulatory:	785 (49%)
Service began:	1981	Attendants/Companions:	
Advisory Committee members:	8	Other:	
Eligibility Committee members:	N/A		

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

OPERATING DATA
 Rev Veh Km - Dedicated Service
 Tot Veh Km - Dedicated Service
 Rev Veh Hr - Dedicated Service
 Tot Veh Hr - Dedicated Service
 Non-Dedicated Service - Veh Km
 Non-Dedicated Service - Veh Hr

1998 1999

SERVICE HOURS/SCHEDULING

Weekday:	0730 to 2330	Sunday:	0900 to 2200
Saturday:	0900 to 2330	Holiday:	0900 to 2200
Advanced booking notice:		14 days	
Minimum notice for reservation:		24.0 hours	
Reservations/Scheduling: Fully Automated			

PASSENGER DATA

Dedicated Service	94,593	116,872
Non-Dedicated Service	71,360	70,567
TOTAL PASSENGERS	165,953	187,439
Subscription/Pre-booked	70%	60%
Reservation	27%	35%
On-Demand/Day of trip	3%	5%
UNACCOMMODATED TRIPS	1,254	1,154
NO-SHOWS/CANCELLED AT DOOR	2,078	2,396
NUMBER OF COMPLAINTS	661	502

FARE STRUCTURE

(1999)	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult		\$2.00	
Child			
Student			
Senior			
Attendant			
Companion			
Other			

OPERATING EXPENSES

Administration	\$448,116	\$492,274
Operations:		
Internal - Dedicated Service	\$1,301,966	\$1,341,512
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$972,234	\$1,062,924
Taxi Scrip/Fare Reimbursement		
Maintenance (Vehicles & Facilities)	\$314,084	\$499,270
Fuel	\$72,009	\$117,641
TOTAL OPERATING EXPENSES	\$3,108,409	\$3,513,621

EMPLOYEE DATA (1999)

Operators	21	12
Other Operations (e.g. dispatchers)	3	4
Maintenance	3	2
General Administration	4	
Other		
TOTAL NUMBER OF EMPLOYEES	31	18
Union Affiliations:	CUPE 1483A	
Top Operator Wage Rate:	\$16.15	
Top Mechanic Wage Rate:	\$20.26	

PERFORMANCE INDICATORS

OPERATING FUNDING SOURCES

Passenger Revenue	\$291,380	\$321,879
Other Operating Revenue	\$55,809	\$54,085
Total Operating Revenues	\$347,189	\$375,964
Provincial Contributions	\$167,050	\$2,670
Municipal Contributions	\$2,594,169	\$3,133,987
Donations/Other		\$1,000
TOTAL OPERATING FUNDING	\$3,108,408	\$3,513,621

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses	\$585,000	\$235,000
TOTAL CAPITAL EXPENSES	\$585,000	\$235,000

CAPITAL FUNDING SOURCES

Transit System		
Provincial Contributions		
Municipal Contributions	\$585,000	\$235,000
Donations/Other		
TOTAL CAPITAL FUNDING	\$585,000	\$235,000

	1998	1999
FINANCIAL		
R/C Ratio	11%	11%
Net Operating Cost/Capita	\$2.89	\$3.28
Total Exp/Passengers	\$18.73	\$18.75
Total Exp/Eligible Passengers	\$21.52	\$21.14
Transp Exp/Passengers		
Dedicated Service	\$17.85	\$16.76
Non-Dedicated Service (e.g. Taxis)	\$13.62	\$15.06
Transp Exp/Hours (Dedicated Service)	\$42.59	\$42.02

OPERATING

Registrants/Capita	0.0016	0.0017
Passengers/Capita	0.1735	0.1959
Passengers/Registrants	107.07	117.00
Passengers/Hours (Dedicated Service)	2.39	2.51
Km/Passengers (Dedicated Service)	8.99	8.23
Average Speed (Dedicated Service)	21.46	20.64

VEHICLE DATA		Veh. Number	Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
(1999)					
Non-Accessible Cars				N/A	
Accessible Vans/Minivans					
Small Buses	24	22		6	4
Other	2			7	16
TOTAL DED VEHICLES	26	22		N/A	N/A
Accessible Taxis	10	N/A			

PASSENGER STATISTICS		Dedicated Service	Non-Dedicated Service
(1999)			
Ambulatory		51,121	30,867
Wheelchair/Scooter Users		52,527	31,715
Attendants/Companions		13,224	7,985
Other			
TOTAL PASSENGER (% Total)	116,872 (62%)	70,567 (38%)	

PEMBROKE

Pembroke Handi-Bus

Contact: Mr. Art Gallagher
 Title: Manager
 Telephone: (613) 735-6998
 FAX: (613) 735-8632
 e-mail:

Dedicated Service operated by: Private Non-Profit Organization
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Ride Program available: NO

Population served: 18,600
 Service area (km²): 91.5
 Communities served: 2
 Service began: 1989
 Advisory Committee members: 10
 Eligibility Committee members: 2

NUMBER OF REGISTRANTS
 Wheelchair/Scooter Users: 149 (35%)
 Ambulatory: 278 (65%)
 Attendants/Companions:
 Other:

ELIGIBILITY CRITERIA

- Unable to Board
- Unable to Use
- Other Criteria

OPERATING DATA

Rev Veh Km - Dedicated Service
 Tot Veh Km - Dedicated Service
 Rev Veh Hr - Dedicated Service
 Tot Veh Hr - Dedicated Service
 Non-Dedicated Service - Veh Km
 Non-Dedicated Service - Veh Hr

1998

1999

SERVICE HOURS/SCHEDULING

Weekday: 0800 to 1630 Sunday:
 Saturday: Holiday:
 Advanced booking notice: 1 days
 Minimum notice for reservation: 2.0 hours
 Reservations/Scheduling: Manual

PASSENGER DATA

Dedicated Service 18,262 15,964
 Non-Dedicated Service
TOTAL PASSENGERS 18,262 15,964
 Subscription/Pre-booked 30% 50%
 Reservation 50% 40%
 On-Demand/Day of trip 20% 10%

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR 118 83
 NUMBER OF COMPLAINTS 5 6

OPERATING EXPENSES

Administration	\$66,151	\$62,631
Operations:		
Internal - Dedicated Service	\$69,723	\$61,670
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Taxi Scrip/Fare Reimbursement		
Maintenance (Vehicles & Facilities)	\$9,116	\$13,150
Fuel	\$10,114	\$8,588
TOTAL OPERATING EXPENSES	\$155,104	\$146,039

OPERATING FUNDING SOURCES

Passenger Revenue	\$30,977	\$32,359
Other Operating Revenue	\$6,522	
Total Operating Revenues	\$37,499	\$32,359
Provincial Contributions	\$9,501	
Municipal Contributions	\$32,500	\$32,500
Donations/Other	\$76,277	\$81,180
TOTAL OPERATING FUNDING	\$155,777	\$146,039

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses
TOTAL CAPITAL EXPENSES
CAPITAL FUNDING SOURCES
 Transit System
 Provincial Contributions
 Municipal Contributions
 Donations/Other
TOTAL CAPITAL FUNDING

FARE STRUCTURE

(1999)	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.00	\$2.40	\$75.00
Child	\$3.00	\$2.40	\$75.00
Student	\$3.00	\$2.40	\$75.00
Senior	\$3.00	\$2.40	\$75.00
Attendant			
Companion			
Other	\$1 per km outside municipal area		

EMPLOYEE DATA (1999)

	(Full-Time)	(Part-Time)
Operators	2	1
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration	1	
Other		
TOTAL NUMBER OF EMPLOYEES	3	1
Union Affiliations:	N/A	
Top Operator Wage Rate:	\$12.00	
Top Mechanic Wage Rate:		

PERFORMANCE INDICATORS

	1998	1999
FINANCIAL		
R/C Ratio	24%	22%
Net Operating Cost/Capita	\$6.32	\$6.11
Total Exp/Passengers	\$8.49	\$9.15
Total Exp/Eligible Passengers	\$9.24	\$9.91
Transp Exp/Passengers		
Dedicated Service	\$4.87	\$5.22
Non-Dedicated Service (e.g. Taxis)		
Transp Exp/Hours (Dedicated Service)		
OPERATING		
Registrants/Capita	0.0168	0.0230
Passengers/Capita	0.9818	0.8583
Passengers/Registrants	58.53	37.39
Passengers/Hours (Dedicated Service)		
Km/Passengers (Dedicated Service)		
Average Speed (Dedicated Service)		

VEHICLE DATA (1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	1	1	2	4
Small Buses	2	2	4	8
Other				
TOTAL DED VEHICLES	3	3	N/A	N/A
Accessible Taxis	N/A	N/A		

PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service
Ambulatory	10,323	
Wheelchair/Scooter Users	4,411	
Attendants/Companions	1,230	
Other		
TOTAL PASSENGER (%Total)	15,964	(100%)
		(0%)

PETERBOROUGH

Peterborough Handi-Van

Contact: Mr. J.N. Kimble
 Title: Manager of Transportation
 Telephone: (705) 742-7777 x2895
 FAX: (705) 742-3741
 e-mail: jkimble@city.peterborough.on.ca

Dedicated Service operated by: Transit System/Municipality
 Non-Ded. Service (e.g. Taxis) operated by: 2 taxi companies
 Taxi Scrip Ride Program available: NO

	Population served:	71,200	NUMBER OF REGISTRANTS	1,150
	Service area (km²):	62.5	Wheelchair/Scooter Users:	410 (36%)
	Communities served:	1	Ambulatory:	740 (64%)
	Service began:	1976	Attendants/Companions:	
	Advisory Committee members:	8	Other:	
	Eligibility Committee members:	N/A	Note: * Other Operating Revenue included revenue for renting out facility space in 1999.	
	ELIGIBILITY CRITERIA			
	<input checked="" type="checkbox"/> Unable to Board			
	<input checked="" type="checkbox"/> Unable to Use			
	<input type="checkbox"/> Other Criteria			

OPERATING DATA		1998	1999	SERVICE HOURS/SCHEDULING		
Rev Veh Km - Dedicated Service		264,100	262,600	Weekday:	0715 to 2245	Sunday: 0930 to 2000
Tot Veh Km - Dedicated Service		278,000	276,400	Saturday:	0715 to 2215	Holiday:
Rev Veh Hr - Dedicated Service		14,300	16,800	Advanced booking notice:	7 days	
Tot Veh Hr - Dedicated Service		15,100	17,700	Minimum notice for reservation:	24.0 hours	
Non-Dedicated Service - Veh Km				Reservations/Scheduling:	Manual	
Non-Dedicated Service - Veh Hr						
PASSENGER DATA				FARE STRUCTURE		
Dedicated Service		47,860	46,970	(1999)	Cash	Tickets/Cards (unit price)
Non-Dedicated Service		440	300	Adult	\$1.75	\$64.00
TOTAL PASSENGERS		48,300	47,270	Child	\$1.75	\$30.00
Subscription/Pre-booked		70%	70%	Student	\$1.75	\$45.00
Reservation		29%	29%	Senior	\$1.75	\$30.00
On-Demand/Day of trip		1%	1%	Attendant	\$1.75	\$64.00
UNACCOMMODATED TRIPS				Companion	\$1.75	\$64.00
NO-SHOWS/CANCELLED AT DOOR		510	625	Other	Senior - Semi-Annual Pass \$110, Annual Pass \$180	
NUMBER OF COMPLAINTS				EMPLOYEE DATA (1999)		
OPERATING EXPENSES				(Full-Time)	(Part-Time)	
Administration		\$48,870	\$51,500	Operators	8	3
Operations:				Other Operations (e.g. dispatchers)		
Internal - Dedicated Service		\$383,450	\$387,200	Maintenance		3
Contract - Dedicated Service				General Administration	2	2
Contract - Non-Dedicated Service		\$3,150	\$1,300	Other		
Taxi Scrip/Fare Reimbursement				TOTAL NUMBER OF EMPLOYEES	10	8
Maintenance (Vehicles & Facilities)		\$107,000	\$93,600	Union Affiliations:	ATU 1320	
Fuel		\$33,570	\$37,100	Top Operator Wage Rate:	\$16.64	
TOTAL OPERATING EXPENSES		\$576,040	\$570,700	Top Mechanic Wage Rate:	\$19.80	
OPERATING FUNDING SOURCES				PERFORMANCE INDICATORS		
Passenger Revenue		\$66,500	\$62,900	1998	1999	
Other Operating Revenue *			\$35,000	FINANCIAL		
Total Operating Revenues		\$66,500	\$97,900	R/C Ratio	12%	17%
Provincial Contributions				Net Operating Cost/Capita	\$7.22	\$6.64
Municipal Contributions		\$509,540	\$472,800	Total Exp/Passengers	\$11.93	\$12.07
Donations/Other				Total Exp/Eligible Passengers	\$12.55	\$12.77
TOTAL OPERATING FUNDING		\$576,040	\$570,700	Transp Exp/Passengers		
CAPITAL EXPENSES				Dedicated Service	\$10.95	\$11.03
Vehicles Purchased				Non-Dedicated Service (e.g. Taxis)	\$7.16	\$4.33
Debt Servicing				Transp Exp/Hours (Dedicated Service)	\$34.70	\$29.26
Other Capital Expenses				OPERATING		
TOTAL CAPITAL EXPENSES				Registrants/Capita	0.0156	0.0162
CAPITAL FUNDING SOURCES				Passengers/Capita	0.6841	0.6639
Transit System				Passengers/Registrants	43.91	41.10
Provincial Contributions				Passengers/Hours (Dedicated Service)	3.17	2.65
Municipal Contributions				Km/Passengers (Dedicated Service)	5.81	5.88
Donations/Other				Average Speed (Dedicated Service)	18.41	15.62
TOTAL CAPITAL FUNDING						

VEHICLE DATA (1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	8	6		
Other				
TOTAL DED VEHICLES	8	6	N/A	N/A
Accessible Taxis	2	N/A		

PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service
Ambulatory	23,900	200
Wheelchair/Scooter Users	20,500	80
Attendants/Companions	2,570	20
Other		
TOTAL PASSENGER (%Total)	46,970 (99%)	300 (1%)

PETERBOROUGH COUNTY

Caremobile (Senior Citizens Council)

Contact: Ms. Pam MacDougall
 Title: Executive Director
 Telephone: (705) 742-7067
 FAX: (705) 742-7608
 e-mail: centofc@commcareptbo.org
 Dedicated Service operated by: Private Non-Profit Organization
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Ride Program available: NO

	Ontario Specialized Transit Service Fact Book - 1999 Operating Data		Page 50
	NUMBER OF REGISTRANTS		192
Population served:	53,913	Wheelchair/Scooter Users:	128 (67%)
Service area (km ²):	3877.2	Ambulatory:	64 (33%)
Communities served:	8	Attendants/Companions:	
Service began:	1992	Other:	
Advisory Committee members:	6		
Eligibility Committee members:	N/A		
		Note: * The Caremobile service is provided by Community Care Peterborough which covers the deficit in operations through other fundraising avenues.	
	ELIGIBILITY CRITERIA		
	<input type="checkbox"/> Unable to Board		
	<input checked="" type="checkbox"/> Unable to Use		
	<input type="checkbox"/> Other Criteria		

OPERATING DATA		1998	1999	SERVICE HOURS/SCHEDULING		
Rev Veh Km - Dedicated Service		28,354	28,247	Weekday:	0800 to 1700	Sunday:
Tot Veh Km - Dedicated Service		56,708	56,498	Saturday:		Holiday:
Rev Veh Hr - Dedicated Service		900	900	Advanced booking notice:	7 days	
Tot Veh Hr - Dedicated Service		1,800	1,800	Minimum notice for reservation:	24.0 hours	
Non-Dedicated Service - Veh Km				Reservations/Scheduling:	Manual	
Non-Dedicated Service - Veh Hr						
PASSENGER DATA				FARE STRUCTURE		
Dedicated Service		2,096	1,965	(1999)		
Non-Dedicated Service				Cash		
TOTAL PASSENGERS		2,096	1,965	Tickets/Cards		
Subscription/Pre-booked		60%	70%	(unit price)		
Reservation		39%	29%	Monthly Pass		
On-Demand/Day of trip		1%	1%			
UNACCOMMODATED TRIPS		10	16			
NO-SHOWS/CANCELLED AT DOOR		6	4			
NUMBER OF COMPLAINTS						
OPERATING EXPENSES				EMPLOYEE DATA (1999)		
Administration		\$4,868	\$5,436	(Full-Time)		(Part-Time)
Operations:				Operators	1	
Internal - Dedicated Service		\$31,910	\$33,987	Other Operations (e.g. dispatchers)		
Contract - Dedicated Service				Maintenance		
Contract - Non-Dedicated Service				General Administration	1	
Taxi Scrip/Fare Reimbursement				Other	1	
Maintenance (Vehicles & Facilities)		\$4,209	\$3,623	TOTAL NUMBER OF EMPLOYEES		
Fuel		\$4,273	\$7,258		1	2
TOTAL OPERATING EXPENSES		\$45,260	\$50,304	Union Affiliations:	N/A	
OPERATING FUNDING SOURCES				Top Operator Wage Rate:	\$14.62	
Passenger Revenue		\$8,380	\$8,020	Top Mechanic Wage Rate:		
Other Operating Revenue		\$322	\$428			
Total Operating Revenues		\$8,702	\$8,448	PERFORMANCE INDICATORS		
Provincial Contributions				1998		
Municipal Contributions		\$25,242	\$25,841	FINANCIAL		
Donations/Other		\$1,172	\$723	R/C Ratio	19%	17%
TOTAL OPERATING FUNDING		\$35,116	\$35,012	Net Operating Cost/Capita	\$0.68	\$0.78
CAPITAL EXPENSES				Total Exp/Passengers	\$21.59	\$25.60
Vehicles Purchased				Total Exp/Eligible Passengers	\$23.50	\$29.09
Debt Servicing				Transp Exp/Passengers		
Other Capital Expenses				Dedicated Service	\$19.27	\$22.83
TOTAL CAPITAL EXPENSES				Non-Dedicated Service (e.g. Taxis)		
CAPITAL FUNDING SOURCES				Transp Exp/Hours (Dedicated Service)	\$22.44	\$24.93
Transit System				OPERATING		
Provincial Contributions				Registrants/Capita	0.0031	0.0036
Municipal Contributions				Passengers/Capita	0.0389	0.0364
Donations/Other				Passengers/Registrants	12.70	10.23
TOTAL CAPITAL FUNDING				Passengers/Hours (Dedicated Service)	1.16	1.09

VEHICLE DATA (1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	1	1	4	8
Small Buses				
Other				
TOTAL DED VEHICLES	1	1	N/A	N/A
Accessible Taxis	N/A	N/A		

PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service
Ambulatory	583	
Wheelchair/Scooter Users	1,146	
Attendants/Companions	236	
Other		
TOTAL PASSENGER (%Total)	1,965 (100%)	(0%)

PICKERING

Pickering Transit Specialized Services

Contact: Ms. Deanna Wilson
 Title: Administrative Support Coordinator
 Telephone: (905) 683-4111 x236
 FAX: (905) 683-5314
 e-mail: dwilson@city.pickering.on.ca
 Dedicated Service operated by: Transit System/Municipality
 Non-Ded. Service (e.g. Taxis) operated by: 1 taxi company
 Taxi Scrip Ride Program available: NO

Population served:	87,058	NUMBER OF REGISTRANTS	346 †
Service area (km²):	340.0	Wheelchair/Scooter Users:	83 (24%)
Communities served:	1	Ambulatory:	263 (76%)
Service began:	1980	Attendants/Companions:	
Advisory Committee members:	2	Other:	
Eligibility Committee members:	N/A	Note: † Pickering Handi Transit updated its registrant list in 1999. 24-hour service provided, 7 days per week.	
ELIGIBILITY CRITERIA		Salaries paid in 1999 include retroactive pay to reflect negotiated increase back to April 1, 1998.	
<input checked="" type="checkbox"/> Unable to Board			
<input type="checkbox"/> Unable to Use			
<input type="checkbox"/> Other Criteria			

		1998	1999	SERVICE HOURS/SCHEDULING		
Rev Veh Km - Dedicated Service	165,000			Weekday:	(Refer to Note above)	Sunday:
Tot Veh Km - Dedicated Service	175,000		196,604	Saturday:		Holiday:
Rev Veh Hr - Dedicated Service	8,746		9,104	Advanced booking notice:	14 days	
Tot Veh Hr - Dedicated Service	9,954		9,304	Minimum notice for reservation:	1.0 hours	
Non-Dedicated Service - Veh Km				Reservations/Scheduling:	Partially Computerized	
Non-Dedicated Service - Veh Hr	2,214					
PASSENGER DATA				FARE STRUCTURE		
Dedicated Service	19,271		20,200	(1999)	Cash	Tickets/Cards (unit price)
Non-Dedicated Service	2,609		4,194	Adult	\$1.50	\$1.25
TOTAL PASSENGERS	21,880		24,394	Child	\$1.50	\$1.25
Subscription/Pre-booked	75%		75%	Student	\$1.50	\$1.25
Reservation	22%		22%	Senior	\$1.50	\$1.25
On-Demand/Day of trip	3%		3%	Attendant	\$1.50	\$1.25
UNACCOMMODATED TRIPS	165		60	Companion	\$1.50	\$1.25
NO-SHOWS/CANCELLED AT DOOR	4,615		5,597	Other		
NUMBER OF COMPLAINTS	5		12	EMPLOYEE DATA (1999)		
				Operators	3	19
				Other Operations (e.g. dispatchers)	1	
				Maintenance		
				General Administration	1	
				Other		
				TOTAL NUMBER OF EMPLOYEES	5	19
				Union Affiliations:	CUPE 129	
				Top Operator Wage Rate:	\$18.41	
				Top Mechanic Wage Rate:		
OPERATING EXPENSES				PERFORMANCE INDICATORS		
Administration	\$150,764		\$149,390	1998	1999	
Operations:				FINANCIAL		
Internal - Dedicated Service	\$234,247		\$214,867	R/C Ratio	5%	7%
Contract - Dedicated Service				Net Operating Cost/Capita	\$5.22	\$5.02
Contract - Non-Dedicated Service	\$32,185		\$40,881	Total Exp/Passengers	\$21.26	\$19.15
Taxi Scrip/Fare Reimbursement				Total Exp/Eligible Passengers	\$22.18	\$19.82
Maintenance (Vehicles & Facilities)	\$25,816		\$36,318	Transp Exp/Passengers		
Fuel	\$22,090		\$25,590	Dedicated Service	\$14.64	\$13.70
TOTAL OPERATING EXPENSES	\$465,102		\$467,046	Non-Dedicated Service (e.g. Taxis)	\$12.34	\$9.75
				Transp Exp/Hours (Dedicated Service)	\$28.35	\$29.75
OPERATING FUNDING SOURCES				OPERATING		
Passenger Revenue	\$22,020		\$29,847	Registrants/Capita †	0.0070	0.0040
Other Operating Revenue	\$720		\$555	Passengers/Capita	0.2580	0.2802
Total Operating Revenues	\$22,740		\$30,402	Passengers/Registrants †	37.08	70.50
Provincial Contributions				Passengers/Hours (Dedicated Service)	1.94	2.17
Municipal Contributions	\$442,362		\$436,644	Km/Passengers (Dedicated Service)	9.08	9.73
Donations/Other				Average Speed (Dedicated Service)	17.58	21.13
TOTAL OPERATING FUNDING	\$465,102		\$467,046			
CAPITAL EXPENSES						
Vehicles Purchased						
Debt Servicing						
Other Capital Expenses	\$9,100		\$9,000			
TOTAL CAPITAL EXPENSES	\$9,100		\$9,000			
CAPITAL FUNDING SOURCES						
Transit System						
Provincial Contributions						
Municipal Contributions						
Donations/Other						
TOTAL CAPITAL FUNDING	\$9,100		\$9,000			

VEHICLE DATA (1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	5	4	4	10
Other				
TOTAL DED VEHICLES	5	4	N/A	N/A
Accessible Taxis	5	N/A		

PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service
Ambulatory	14,687	3,049
Wheelchair/Scooter Users	4,826	1,002
Attendants/Companions	687	143
Other		
TOTAL PASSENGER (% Total)	20,200 (83%)	4,194 (17%)

PORT HOPE

Port Hope Mobiltrans

Contact: Ms. Barbara Spy
 Title: Treasurer
 Telephone: (905) 885-4544
 FAX: (905) 885-7698
 e-mail:

Dedicated Service operated by: 1 Private Contractor
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Ride Program available: NO

Population served: 12,500
 Service area (km²): 13.1
 Communities served: 1
 Service began: 1986
 Advisory Committee members: 3
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS
 Wheelchair/Scooter Users:
 Ambulatory:
 Attendants/Companions:
 Other:

ELIGIBILITY CRITERIA

- Unable to Board
- Unable to Use
- Other Criteria

	1998	1999	SERVICE HOURS/SCHEDULING	
OPERATING DATA			Weekday: 0815 to 1700	Sunday:
Rev Veh Km - Dedicated Service			Saturday:	Holiday:
Tot Veh Km - Dedicated Service			Advanced booking notice:	1 days
Rev Veh Hr - Dedicated Service			Minimum notice for reservation:	
Tot Veh Hr - Dedicated Service			Reservations/Scheduling:	Manual
Non-Dedicated Service - Veh Km				
Non-Dedicated Service - Veh Hr				
PASSENGER DATA			FARE STRUCTURE	
Dedicated Service	5,800	5,800	(1999)	Cash
Non-Dedicated Service			Adult	\$1.00
TOTAL PASSENGERS	5,800	5,800	Child	\$1.00
Subscription/Pre-booked			Student	\$1.00
Reservation	100%	100%	Senior	\$1.00
On-Demand/Day of trip			Attendant	
UNACCOMMODATED TRIPS			Companion	
NO-SHOWS/CANCELLED AT DOOR			Other	
NUMBER OF COMPLAINTS				
OPERATING EXPENSES			EMPLOYEE DATA (1999)	(Full-Time) (Part-Time)
Administration	\$7,309		Operators	
Operations:			Other Operations (e.g. dispatchers)	
Internal - Dedicated Service			Maintenance	
Contract - Dedicated Service	\$57,912	\$59,206	General Administration	
Contract - Non-Dedicated Service			Other	
Taxi Scrip/Fare Reimbursement			TOTAL NUMBER OF EMPLOYEES	
Maintenance (Vehicles & Facilities)	\$14,423	\$18,423	Union Affiliations: N/A	
Fuel			Top Operator Wage Rate:	
TOTAL OPERATING EXPENSES	\$79,644	\$77,629	Top Mechanic Wage Rate:	
OPERATING FUNDING SOURCES				
Passenger Revenue	\$8,346	\$6,779	PERFORMANCE INDICATORS	
Other Operating Revenue				1998 1999
Total Operating Revenues	\$8,346	\$6,779	FINANCIAL	
Provincial Contributions			R/C Ratio	10% 9%
Municipal Contributions	\$71,298	\$70,850	Net Operating Cost/Capita	\$5.70 \$5.67
Donations/Other			Total Exp/Passengers	\$13.73 \$13.38
TOTAL OPERATING FUNDING	\$79,644	\$77,629	Total Exp/Eligible Passengers	\$13.73 \$13.38
CAPITAL EXPENSES			Transp Exp/Passengers	
Vehicles Purchased			Dedicated Service	\$12.47 \$13.38
Debt Servicing			Non-Dedicated Service (e.g. Taxis)	
Other Capital Expenses			Transp Exp/Hours (Dedicated Service)	
TOTAL CAPITAL EXPENSES				
CAPITAL FUNDING SOURCES			OPERATING	
Transit System			Registrants/Capita	0.0160 0.0160
Provincial Contributions			Passengers/Capita	0.4640 0.4640
Municipal Contributions			Passengers/Registrants	29.00 29.00
Donations/Other			Passengers/Hours (Dedicated Service)	
TOTAL CAPITAL FUNDING			Km/Passengers (Dedicated Service)	
VEHICLE DATA			Average Speed (Dedicated Service)	
(1999)				
Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)	
Non-Accessible Cars		N/A		
Accessible Vans/Minivans	1	1		
Small Buses	1	1		
Other				
TOTAL DED VEHICLES	2	2		
Accessible Taxis	N/A	N/A		

PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service
Ambulatory		
Wheelchair/Scooter Users	5,800	
Attendants/Companions		
Other		
TOTAL PASSENGER (% Total)	5,800 (100%)	(0%)

QUINTE WEST

Quinte Access Transportation

Contact: Ms. Patricia Sutherland
 Title: Co-ordinator
 Telephone: (613) 392-9640
 FAX: (613) 392-8400
 e-mail: bus@reach.net

Dedicated Service operated by: Private Non-Profit Organization

Non-Ded. Service (e.g. Taxis) operated by: N/A

Taxi Scrip Ride Program available: NO

	Population served:	52,000	NUMBER OF REGISTRANTS	290
	Service area (km²):	453.7	Wheelchair/Scooter Users:	120 (41%)
	Communities served:	3	Ambulatory:	90 (31%)
	Service began:	1990	Attendants/Companions:	80 (28%)
	Advisory Committee members:	15	Other:	
	Eligibility Committee members:	3		

ELIGIBILITY CRITERIA

- Unable to Board
- Unable to Use
- Other Criteria

	1998	1999	SERVICE HOURS/SCHEDULING	
Rev Veh Km - Dedicated Service		27,002	Weekday: 0700 to 1700	Sunday: 0900 to 1900
Tot Veh Km - Dedicated Service		98,622	Saturday: 0900 to 1900	Holiday: 0900 to 1900
Rev Veh Hr - Dedicated Service			Advanced booking notice: 1 days	
Tot Veh Hr - Dedicated Service		3,543	Minimum notice for reservation: 24.0 hours	
Non-Dedicated Service - Veh Km			Reservations/Scheduling: Manual	
Non-Dedicated Service - Veh Hr				
PASSENGER DATA			FARE STRUCTURE	
Dedicated Service		5,740	(1999)	Cash
Non-Dedicated Service			Adult	
TOTAL PASSENGERS		5,740	Child	
Subscription/Pre-booked			Student	
Reservation		5%	Senior	
On-Demand/Day of trip		90%	Attendant	free
UNACCOMMODATED TRIPS		5%	Companion	
NO-SHOWS/CANCELLED AT DOOR		10	Other	fare by distance
NUMBER OF COMPLAINTS		9		
		1	EMPLOYEE DATA (1999)	(Full-Time) (Part-Time)
OPERATING EXPENSES			Operators	2 3
Administration		\$6,559	Other Operations (e.g. dispatchers)	1
Operations:			Maintenance	
Internal - Dedicated Service		\$94,690	General Administration	
Contract - Dedicated Service		\$9,059	Other	
Contract - Non-Dedicated Service			TOTAL NUMBER OF EMPLOYEES	3 3
Taxi Scrip/Fare Reimbursement			Union Affiliations: N/A	
Maintenance (Vehicles & Facilities)		\$9,628	Top Operator Wage Rate: \$12.36	
Fuel		\$13,959	Top Mechanic Wage Rate: \$15.00	
TOTAL OPERATING EXPENSES		\$133,895	PERFORMANCE INDICATORS	
OPERATING FUNDING SOURCES			1998	1999
Passenger Revenue		\$27,002	FINANCIAL	
Other Operating Revenue		\$34,409	R/C Ratio	46%
Total Operating Revenues		\$61,411	Net Operating Cost/Capita	\$1.39
Provincial Contributions			Total Exp/Passengers	\$23.33
Municipal Contributions		\$43,445	Total Exp/Eligible Passengers	\$23.33
Donations/Other		\$31,449	Transp Exp/Passengers	
TOTAL OPERATING FUNDING		\$136,305	Dedicated Service	\$22.18
CAPITAL EXPENSES			Non-Dedicated Service (e.g. Taxis)	
Vehicles Purchased		\$80,275	Transp Exp/Hours (Dedicated Service)	\$35.94
Debt Servicing			OPERATING	
Other Capital Expenses			Registrants/Capita	0.0056
TOTAL CAPITAL EXPENSES		\$80,275	Passengers/Capita	0.1104
CAPITAL FUNDING SOURCES			Passengers/Registrants	19.79
Transit System		\$5,000	Passengers/Hours (Dedicated Service)	1.62
Provincial Contributions		\$43,207	Km/Passengers (Dedicated Service)	17.18
Municipal Contributions		\$36,500	Average Speed (Dedicated Service)	27.84
Donations/Other				
TOTAL CAPITAL FUNDING		\$84,707		

VEHICLE DATA (1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	1	1		
Small Buses	2	2		
Other				
TOTAL DED VEHICLES	3	3	N/A	N/A
Accessible Taxis	N/A	N/A		

PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service
Ambulatory	5,740*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (% Total)	5,740 (100%)	(0%)
* Total for Ambulatory and Wheelchair/Scooter Users		

RICHMOND HILL

Richmond Hill Transit

Contact: Mr. Bruno P. Capone
 Title: Transit Supervisor
 Telephone: (905) 771-2419
 FAX: (905) 771-5438
 e-mail: BPC@Town.Richmond-Hill.On.Ca
 Dedicated Service operated by: 1 Private Contractor
 Non-Ded. Service (e.g. Taxis) operated by: 2 taxi companies
 Taxi Scrip Ride Program available: YES

Population served:	121,000	NUMBER OF REGISTRANTS	882		
Service area (km ²):	59.0	Wheelchair/Scooter Users:	564 (64%)		
Communities served:	1	Ambulatory:	318 (36%)		
Service began:	1980	Attendants/Companions:			
Advisory Committee members:	8	Other:			
Eligibility Committee members:	2	Note: Richmond Hill Transit has a taxi contractor providing dedicated service to the registrants. Richmond Transit administers the reservations, scheduling and dispatching duties. Friday service hours: 0700-2100.			
ELIGIBILITY CRITERIA					
<input checked="" type="checkbox"/> Unable to Board <input checked="" type="checkbox"/> Unable to Use <input type="checkbox"/> Other Criteria					

OPERATING DATA		1998	1999	SERVICE HOURS/SCHEDULING		
Rev Veh Km - Dedicated Service				Weekday:	0700 to 1900	Sunday:
Tot Veh Km - Dedicated Service				Saturday:		Holiday:
Rev Veh Hr - Dedicated Service	3,767	4,723		Advanced booking notice:	30 days	
Tot Veh Hr - Dedicated Service	3,767	4,723		Minimum notice for reservation:	24.0 hours	
Non-Dedicated Service - Veh Km				Reservations/Scheduling:	Fully Automated	
Non-Dedicated Service - Veh Hr						
PASSENGER DATA				FARE STRUCTURE		
Dedicated Service	12,119	15,366	(1999)	Cash	Tickets/Cards	
Non-Dedicated Service	5,301	5,879	Adult	\$2.00	(unit price)	Monthly Pass
TOTAL PASSENGERS	17,420	21,245	Child	\$1.00		
Subscription/Pre-booked	60%	60%	Student	\$1.50		
Reservation	30%	35%	Senior	\$1.00		
On-Demand/Day of trip	10%	5%	Attendant			
UNACCOMMODATED TRIPS			Companion			
NO-SHOWS/CANCELLED AT DOOR	183	205	Other	Blind/infant: free; 5-day monthly pass with SYR ID: \$44.		
NUMBER OF COMPLAINTS	3	5				
OPERATING EXPENSES				EMPLOYEE DATA (1999)		
Administration	\$48,000	\$59,500	(1999)	(Full-Time)	(Part-Time)	
Operations:			Operators			
Internal - Dedicated Service			Other Operations (e.g. dispatchers)			
Contract - Dedicated Service	\$82,926	\$105,096	Maintenance			
Contract - Non-Dedicated Service	\$25,429	\$28,679	General Administration	2		
Taxi Scrip/Fare Reimbursement			Other			
Maintenance (Vehicles & Facilities)			TOTAL NUMBER OF EMPLOYEES	2		
Fuel			Union Affiliations:	CUPE 2471		
TOTAL OPERATING EXPENSES	\$156,355	\$193,275	Top Operator Wage Rate:	\$16.61		
OPERATING FUNDING SOURCES			Top Mechanic Wage Rate:	\$18.44		
Passenger Revenue			PERFORMANCE INDICATORS			
Other Operating Revenue	\$16,462	\$19,911	(1999)	1998	1999	
Total Operating Revenues	\$16,462	\$19,911	FINANCIAL			
Provincial Contributions	\$10,411		R/C Ratio	11%	10%	
Municipal Contributions	\$129,482	\$173,364	Net Operating Cost/Capita	\$1.21	\$1.43	
Donations/Other			Total Exp/Passengers	\$8.98	\$9.10	
TOTAL OPERATING FUNDING	\$156,355	\$193,275	Total Exp/Eligible Passengers	\$9.42	\$9.64	
CAPITAL EXPENSES			Transp Exp/Passengers			
Vehicles Purchased			Dedicated Service	\$6.84	\$6.84	
Debt Servicing			Non-Dedicated Service (e.g. Taxis)	\$4.80	\$4.88	
Other Capital Expenses			Transp Exp/Hours (Dedicated Service)	\$22.01	\$22.25	
TOTAL CAPITAL EXPENSES			OPERATING			
CAPITAL FUNDING SOURCES			Registrants/Capita	0.0081	0.0073	
Transit System			Passengers/Capita	0.1502	0.1756	
Provincial Contributions			Passengers/Registrants	18.53	24.09	
Municipal Contributions			Passengers/Hours (Dedicated Service)	3.22	3.25	
Donations/Other			Km/Passengers (Dedicated Service)			
TOTAL CAPITAL FUNDING			Average Speed (Dedicated Service)			

VEHICLE DATA (1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses				
Other				
TOTAL DED VEHICLES	3	N/A	N/A	N/A
Accessible Taxis				

PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service
Ambulatory		5,879
Wheelchair/Scooter Users	14,170	
Attendants/Companions	1,196	
Other		
TOTAL PASSENGER (%Total)	15,366 (72%)	5,879 (28%)

SARNIA

Sarnia Care-A-Van

Contact: Ms. Pauline Chenier
 Title: Deputy Director of Transit
 Telephone: (519) 336-3271
 FAX: (519) 336-3361
 e-mail: pchenier@city.sarnia.on.ca

Dedicated Service operated by: Transit System/Municipality
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Ride Program available: NO

Population served:	75,000	NUMBER OF REGISTRANTS	762
Service area (km²):	167.3	Wheelchair/Scooter Users:	342 (45%)
Communities served:	2	Ambulatory:	420 (55%)
Service began:	1981	Attendants/Companions:	
Advisory Committee members:	N/A	Other:	
Eligibility Committee members:	N/A		

ELIGIBILITY CRITERIA

- Unable to Board
- Unable to Use
- Other Criteria

OPERATING DATA		1998	1999	SERVICE HOURS/SCHEDULING		
Rev Veh Km - Dedicated Service	141,925	139,088		Weekday:	0730 to 2130	Sunday:
Tot Veh Km - Dedicated Service	141,925	139,088		Saturday:	0900 to 1615	Holiday:
Rev Veh Hr - Dedicated Service	8,088	8,155		Advanced booking notice:	5 days	
Tot Veh Hr - Dedicated Service	8,088	8,155		Minimum notice for reservation:	24.0 hours	
Non-Dedicated Service - Veh Km				Reservations/Scheduling:	Partially Computerized	
Non-Dedicated Service - Veh Hr						
PASSENGER DATA				FARE STRUCTURE		
Dedicated Service	24,740	25,580		(1999)	Cash	Tickets/Cards (unit price)
Non-Dedicated Service				Adult	\$1.50	\$1.35
TOTAL PASSENGERS	24,740	25,580		Child	free	
Subscription/Pre-booked	53%	53%		Student	\$1.00	\$0.90
Reservation	44%	44%		Senior	\$1.50	\$1.35
On-Demand/Day of trip	3%	3%		Attendant		
UNACCOMMODATED TRIPS	181	125		Companion		
NO-SHOWS/CANCELLED AT DOOR	236	207		Other	Semester Pass: Elementary/Secondary \$110; College \$125	
NUMBER OF COMPLAINTS	3	3		EMPLOYEE DATA (1999)		
			(Full-Time)	(Part-Time)		
OPERATING EXPENSES				Operators	4	
Administration	\$21,337	\$24,864		Other Operations (e.g. dispatchers)	1	
Operations:				Maintenance		1
Internal - Dedicated Service	\$244,447	\$253,907		General Administration		1
Contract - Dedicated Service				Other		
Contract - Non-Dedicated Service				TOTAL NUMBER OF EMPLOYEES	5	2
Taxi Scrip/Fare Reimbursement						
Maintenance (Vehicles & Facilities)	\$51,909	\$54,659		Union Affiliations:	CAW 4184, CUPE 3690	
Fuel	\$15,426	\$15,811		Top Operator Wage Rate:	\$14.73	
TOTAL OPERATING EXPENSES	\$333,119	\$349,241		Top Mechanic Wage Rate:	\$17.65	
OPERATING FUNDING SOURCES				PERFORMANCE INDICATORS		
Passenger Revenue	\$35,052	\$46,243	1998	1999		
Other Operating Revenue	\$6,997	\$568	FINANCIAL			
Total Operating Revenues	\$42,049	\$46,811	R/C Ratio	13%		13%
Provincial Contributions			Net Operating Cost/Capita	\$3.88		\$4.03
Municipal Contributions	\$291,070	\$302,430	Total Exp/Passengers	\$13.46		\$13.65
Donations/Other			Total Exp/Eligible Passengers	\$14.24		\$14.59
TOTAL OPERATING FUNDING	\$333,119	\$349,241	Transp Exp/Passengers			
CAPITAL EXPENSES			Dedicated Service	\$12.60		\$12.68
Vehicles Purchased			Non-Dedicated Service (e.g. Taxis)			
Debt Servicing			Transp Exp/Hours (Dedicated Service)	\$38.55		\$39.78
Other Capital Expenses			OPERATING			
TOTAL CAPITAL EXPENSES			Registrants/Capita	0.0088		0.0102
CAPITAL FUNDING SOURCES			Passengers/Capita	0.3299		0.3411
Transit System			Passengers/Registrants	37.37		33.57
Provincial Contributions			Passengers/Hours (Dedicated Service)	3.06		3.14
Municipal Contributions			Km/Passengers (Dedicated Service)	5.74		5.44
Donations/Other			Average Speed (Dedicated Service)	17.55		17.06
TOTAL CAPITAL FUNDING						

VEHICLE DATA (1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	5	4	3	8
Small Buses				
Other				
TOTAL DED VEHICLES	5	4	N/A	N/A
Accessible Taxis	N/A	N/A		

PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service
Ambulatory	14,743	
Wheelchair/Scooter Users	9,200	
Attendants/Companions	1,637	
Other		
TOTAL PASSENGER (% Total)	25,580 (100%)	(0%)

SAULT STE MARIE

Sault Ste Marie Transit Parabus

Contact: Mr. Art Gagnon
 Title: Assistant Manager
 Telephone: (705) 759-5438
 FAX: (705) 759-4534
 e-mail:

Dedicated Service operated by: Transit System/Municipality
 Non-Ded. Service (e.g. Taxis) operated by: 1 taxi company
 Taxi Scrip Ride Program available: NO

Population served:	81,000	NUMBER OF REGISTRANTS	1,300
Service area (km ²):		Wheelchair/Scooter Users:	650 (50%)
Communities served:	1	Ambulatory:	650 (50%)
Service began:	1975	Attendants/Companions:	
Advisory Committee members:	10	Other:	
Eligibility Committee members:	3		

ELIGIBILITY CRITERIA

- Unable to Board
- Unable to Use
- Other Criteria

OPERATING DATA		1998	1999	SERVICE HOURS/SCHEDULING		
Rev Veh Km - Dedicated Service				Weekday:	0730 to 2400	Sunday: 0900 to 2400
Tot Veh Km - Dedicated Service	155,637	157,331		Saturday:	0830 to 2400	Holiday:
Rev Veh Hr - Dedicated Service				Advanced booking notice:	1 days	
Tot Veh Hr - Dedicated Service	10,152	10,776		Minimum notice for reservation:	24.0 hours	
Non-Dedicated Service - Veh Km				Reservations/Scheduling:	Fully Automated	
Non-Dedicated Service - Veh Hr						
PASSENGER DATA				FARE STRUCTURE		
Dedicated Service	24,580	25,324		(1999)	Cash	Tickets/Cards (unit price)
Non-Dedicated Service	7,812	7,142		Adult		Monthly Pass
TOTAL PASSENGERS	32,392	32,466		Child		
Subscription/Pre-booked				Student		
Reservation				Senior		
On-Demand/Day of trip				Attendant		
UNACCOMMODATED TRIPS				Companion		
NO-SHOWS/CANCELLED AT DOOR	187	197		Other	Wheelchair (Ambulatory): Cash \$1.50 (\$7.00)	
NUMBER OF COMPLAINTS				EMPLOYEE DATA (1999)		
OPERATING EXPENSES				(Full-Time)	(Part-Time)	
Administration	\$40,397	\$38,157		Operators	2	3
Operations:				Other Operations (e.g. dispatchers)	1	
Internal - Dedicated Service	\$259,553	\$275,896		Maintenance		
Contract - Dedicated Service				General Administration		1
Contract - Non-Dedicated Service	\$71,586	\$62,540		Other		
Taxi Scrip/Fare Reimbursement				TOTAL NUMBER OF EMPLOYEES	3	4
Maintenance (Vehicles & Facilities)	\$64,322	\$57,056		Union Affiliations:	UTU 104	
Fuel	\$17,146	\$20,423		Top Operator Wage Rate:	\$16.44	
TOTAL OPERATING EXPENSES	\$453,004	\$454,072		Top Mechanic Wage Rate:	\$19.28	
OPERATING FUNDING SOURCES				PERFORMANCE INDICATORS		
Passenger Revenue	\$97,499	\$97,594		1998	1999	
Other Operating Revenue	\$8,814	\$6,865		FINANCIAL		
Total Operating Revenues	\$106,313	\$104,459		R/C Ratio	23%	23%
Provincial Contributions				Net Operating Cost/Capita	\$4.28	\$4.32
Municipal Contributions	\$346,691	\$349,613		Total Exp/Passengers	\$13.99	\$13.99
Donations/Other				Total Exp/Eligible Passengers	\$16.15	\$16.38
TOTAL OPERATING FUNDING	\$453,004	\$454,072		Transp Exp/Passengers		
CAPITAL EXPENSES			Dedicated Service	\$13.87	\$13.95	
Vehicles Purchased			Non-Dedicated Service (e.g. Taxis)	\$9.16	\$8.76	
Debt Servicing			Transp Exp/Hours (Dedicated Service)	\$33.59	\$32.79	
Other Capital Expenses						
TOTAL CAPITAL EXPENSES		\$225,784	OPERATING			
CAPITAL FUNDING SOURCES			Registrants/Capita	0.0160	0.0160	
Transit System			Passengers/Capita	0.3999	0.4008	
Provincial Contributions			Passengers/Registrants	24.92	24.97	
Municipal Contributions			Passengers/Hours (Dedicated Service)	2.42	2.35	
Donations/Other			Km/Passengers (Dedicated Service)	6.33	6.21	
TOTAL CAPITAL FUNDING		\$225,784	Average Speed (Dedicated Service)	15.33	14.60	

VEHICLE DATA (1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	7	6	5	5
Small Buses				
Other				
TOTAL DED VEHICLES	7	6	N/A	N/A
Accessible Taxis	N/A	N/A		

PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service
Ambulatory		
Wheelchair/Scooter Users	20,583	7,142
Attendants/Companions	4,741	
Other		
TOTAL PASSENGER (%Total)	25,324 (78%)	7,142 (22%)

SCUGOG-UXBRIDGE

Handi Transit Inc.

Contact: Mr. Ben Chartier
 Title: General Manager
 Telephone: (905) 571-1222
 FAX: (905) 571-7390
 e-mail: handitrn@durham.net

Dedicated Service operated by: Private Non-Profit Organization

Non-Ded. Service (e.g. Taxis) operated by: Taxi company(ies)

Taxi Scrip Ride Program available: NO

	Population served:	30,000	NUMBER OF REGISTRANTS	48
	Service area (km²):	870.0	Wheelchair/Scooter Users:	29 (60%)
	Communities served:	2	Ambulatory:	19 (40%)
	Service began:	1987	Attendants/Companions:	
	Advisory Committee members:	11	Other:	
	Eligibility Committee members:	11		

ELIGIBILITY CRITERIA

Unable to Board

Unable to Use

Other Criteria

OPERATING DATA		1998	1999	SERVICE HOURS/SCHEDULING	
Rev Veh Km - Dedicated Service		45,257	41,200	Weekday: 0730 to 1700	
Tot Veh Km - Dedicated Service		45,257	41,200	Saturday:	
Rev Veh Hr - Dedicated Service		2,348	2,290	Advanced booking notice: 7 days	
Tot Veh Hr - Dedicated Service		2,348	2,290	Minimum notice for reservation: 2.0 hours	
Non-Dedicated Service - Veh Km				Reservations/Scheduling: Partially Computerized	
Non-Dedicated Service - Veh Hr					
PASSENGER DATA				FARE STRUCTURE	
Dedicated Service		1,543	1,150	(1999)	
Non-Dedicated Service				Cash	
TOTAL PASSENGERS		1,543	1,150	Adult	
Subscription/Pre-booked		25%	25%	Child	
Reservation		60%	65%	Student	
On-Demand/Day of trip		15%	10%	Senior	
UNACCOMMODATED TRIPS		5	11	Attendant	
NO-SHOWS/CANCELLED AT DOOR		18	18	Companion	
NUMBER OF COMPLAINTS				Other	
OPERATING EXPENSES				Child <10 w/adult - \$1. Fare-by-distance for cross-boundary	
Administration	\$19,226		\$18,034	EMPLOYEE DATA (1999)	
Operations:				(Full-Time)	
Internal - Dedicated Service				(Part-Time)	
Contract - Dedicated Service	\$32,745		\$28,273	Operators 1	
Contract - Non-Dedicated Service				Other Operations (e.g. dispatchers)	
Taxi Scrip/Fare Reimbursement				Maintenance	
Maintenance (Vehicles & Facilities)	\$10,246		\$6,751	General Administration 1	
Fuel	\$4,382		\$3,270	Other 1	
TOTAL OPERATING EXPENSES	\$66,599		\$56,328	TOTAL NUMBER OF EMPLOYEES 1	
OPERATING FUNDING SOURCES				Union Affiliations: Teamsters Local 938	
Passenger Revenue	\$10,683		\$8,084	Top Operator Wage Rate: \$13.90	
Other Operating Revenue			\$708	Top Mechanic Wage Rate:	
Total Operating Revenues	\$10,683		\$8,792	PERFORMANCE INDICATORS	
Provincial Contributions				1998	1999
Municipal Contributions	\$55,916		\$47,536	FINANCIAL	
Donations/Other				R/C Ratio 16% 16%	
TOTAL OPERATING FUNDING	\$66,599		\$56,328	Net Operating Cost/Capita \$1.86 \$1.58	
CAPITAL EXPENSES				Total Exp/Passengers \$43.16 \$48.98	
Vehicles Purchased				Total Exp/Eligible Passengers \$47.88 \$54.42	
Debt Servicing				Transp Exp/Passengers	
Other Capital Expenses				Dedicated Service \$30.70 \$33.30	
TOTAL CAPITAL EXPENSES				Non-Dedicated Service (e.g. Taxis) \$20.18 \$16.72	
CAPITAL FUNDING SOURCES				OPERATING	
Transit System				Registrants/Capita 0.0015 0.0016	
Provincial Contributions				Passengers/Capita 0.0514 0.0383	
Municipal Contributions				Passengers/Registrants 33.54 23.96	
Donations/Other				Passengers/Hours (Dedicated Service) 0.66 0.50	
TOTAL CAPITAL FUNDING				Km/Passengers (Dedicated Service) 29.33 35.83	
				Average Speed (Dedicated Service) 19.27 17.99	

VEHICLE DATA (1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	7	4
Other				
TOTAL DED VEHICLES	1	1	N/A	N/A
Accessible Taxis	N/A	N/A		

PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service
Ambulatory	245	
Wheelchair/Scooter Users	790	
Attendants/Companions	115	
Other		
TOTAL PASSENGER (%Total)	1,150 (100%)	(0%)

ST. CATHARINES

St. Catharines Paratransit

Contact: Mrs. Debbie Grandbois
 Title: Paratransit Supervisor
 Telephone: (905) 685-9844
 FAX: (905) 685-4050
 e-mail:

Dedicated Service operated by: Transit System/Municipality
 Non-Ded. Service (e.g. Taxis) operated by: 1 taxi company
 Taxi Scrip Ride Program available: NO

Population served:	130,000	NUMBER OF REGISTRANTS	1,717
Service area (km ²):	97.0	Wheelchair/Scooter Users:	903 (53%)
Communities served:	2	Ambulatory:	814 (47%)
Service began:	1979	Attendants/Companions:	
Advisory Committee members:	9	Other:	
Eligibility Committee members:	3		

ELIGIBILITY CRITERIA

- Unable to Board
- Unable to Use
- Other Criteria

OPERATING DATA		1998	1999	SERVICE HOURS/SCHEDULING		
Rev Veh Km - Dedicated Service	240,784	251,183		Weekday:	0730 to 2330	Sunday:
Tot Veh Km - Dedicated Service	240,784	251,183		Saturday:	0900 to 2330	Holiday:
Rev Veh Hr - Dedicated Service	11,973	13,992				Advanced booking notice: 21 days
Tot Veh Hr - Dedicated Service	11,973	13,992				Minimum notice for reservation: 24.0 hours
Non-Dedicated Service - Veh Km	24,013	27,770				Reservations/Scheduling: Fully Automated
Non-Dedicated Service - Veh Hr	1,865	2,038				
PASSENGER DATA		FARE STRUCTURE			TICKETS/CARDS	
Dedicated Service	28,631	29,515	(1999)	Cash	Tickets/Cards	
Non-Dedicated Service	3,877	4,069		(unit price)	Monthly Pass	
TOTAL PASSENGERS	32,508	33,584		Adult	\$2.00	\$1.85
Subscription/Pre-booked	30%	25%		Child	\$1.25	\$1.25
Reservation	60%	65%		Student	\$2.00	\$1.65
On-Demand/Day of trip	10%	10%		Senior	\$2.00	\$1.25
UNACCOMMODATED TRIPS	1,164	1,764		Attendant	\$2.00	\$45.00
NO-SHOWS/CANCELLED AT DOOR	206	316		Companion	\$2.00	\$45.00
NUMBER OF COMPLAINTS	6	6		Other		
OPERATING EXPENSES		EMPLOYEE DATA (1999)			(Full-Time)	
Administration	\$46,866	\$26,026		Operators	6	
Operations:				Other Operations (e.g. dispatchers)		
Internal - Dedicated Service	\$421,999	\$425,069		Maintenance		
Contract - Dedicated Service				General Administration	2	
Contract - Non-Dedicated Service	\$34,872	\$90,876		Other		
Taxi Scrip/Fare Reimbursement				TOTAL NUMBER OF EMPLOYEES	8	
Maintenance (Vehicles & Facilities)	\$144,427	\$146,605		Union Affiliations:	ATU 846	
Fuel	\$24,187	\$23,923		Top Operator Wage Rate:	\$17.66	
TOTAL OPERATING EXPENSES	\$672,351	\$712,499		Top Mechanic Wage Rate:	\$20.07	
OPERATING FUNDING SOURCES		PERFORMANCE INDICATORS			1998	
Passenger Revenue	\$63,621	\$66,355				
Other Operating Revenue	\$22,011	\$42,716				
Total Operating Revenues	\$85,632	\$109,071				
Provincial Contributions						
Municipal Contributions	\$586,719	\$603,428				
Donations/Other						
TOTAL OPERATING FUNDING	\$672,351	\$712,499				
CAPITAL EXPENSES		FINANCIAL			1999	
Vehicles Purchased	\$81,749			R/C Ratio	13%	15%
Debt Servicing				Net Operating Cost/Capita	\$4.51	\$4.64
Other Capital Expenses				Total Exp/Passengers	\$20.68	\$21.22
TOTAL CAPITAL EXPENSES	\$81,749	\$11,532		Total Exp/Eligible Passengers	\$22.97	\$23.61
CAPITAL FUNDING SOURCES				Transp Exp/Passengers		
Transit System				Dedicated Service	\$20.63	\$20.18
Provincial Contributions				Non-Dedicated Service (e.g. Taxis)	\$8.99	\$22.33
Municipal Contributions	\$32,904	\$11,532		Transp Exp/Hours (Dedicated Service)	\$49.33	\$42.57
Donations/Other	\$48,845					
TOTAL CAPITAL FUNDING	\$81,749	\$11,532				

VEHICLE DATA (1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	8	6	5	6
Other				
TOTAL DED VEHICLES	8	6	N/A	N/A
Accessible Taxis	1	N/A		

PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service
Ambulatory	14,081	1,657
Wheelchair/Scooter Users	12,295	2,143
Attendants/Companions	3,139	269
Other		
TOTAL PASSENGER (%Total)	29,515 (88%)	4,069 (12%)

ST. MARYS

St. Mary's & Area Mobility Service

Contact: Sharron Arnold
 Title: Administrative Clerk
 Telephone: (519) 284-4010
 FAX: (519) 284-0261
 e-mail:

Dedicated Service operated by: Private Non-Profit Organization
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Ride Program available: NO

Population served: 10,000
 Service area (km²):
 Communities served: 1
 Service began: 1992
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS
 Wheelchair/Scooter Users:
 Ambulatory:
 Attendants/Companions:
 Other:

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

OPERATING DATA		1998	1999	SERVICE HOURS/SCHEDULING		
Rev Veh Km - Dedicated Service				Weekday:	0800 to 1600	Sunday:
Tot Veh Km - Dedicated Service		23,560		Saturday:		Holiday:
Rev Veh Hr - Dedicated Service				Advanced booking notice:	30 days	
Tot Veh Hr - Dedicated Service		2,094		Minimum notice for reservation:	24.0 hours	
Non-Dedicated Service - Veh Km				Reservations/Scheduling:	Partially Computerized	
Non-Dedicated Service - Veh Hr						

PASSENGER DATA

OPERATING DATA		1998	1999	SERVICE HOURS/SCHEDULING		Tickets/Cards	
				(1999)	Cash	(unit price)	Monthly Pass
Dedicated Service	6,090	6,090		Adult	\$2.50	\$2.50	
Non-Dedicated Service	55			Child	\$2.50	\$2.50	
TOTAL PASSENGERS	6,145	6,090		Student	\$2.50	\$2.50	
Subscription/Pre-booked	20%	20%		Senior	\$2.50	\$2.50	
Reservation	50%	50%		Attendant			
On-Demand/Day of trip	30%	30%		Companion			
UNACCOMMODATED TRIPS	55			Other			
NO-SHOWS/CANCELLED AT DOOR	16						

NUMBER OF COMPLAINTS

OPERATING EXPENSES

	1998	1999	
Administration	\$4,593		
Operations:			
Internal - Dedicated Service	\$44,127		
Contract - Dedicated Service			
Contract - Non-Dedicated Service	\$136		
Taxi Scrip/Fare Reimbursement			
Maintenance (Vehicles & Facilities)	\$9,496		
Fuel	\$3,364		
TOTAL OPERATING EXPENSES	\$61,716		

OPERATING FUNDING SOURCES

	1998	1999	
Passenger Revenue	\$18,336		
Other Operating Revenue	\$8,653		
Total Operating Revenues	\$26,989		
Provincial Contributions	\$2,366		
Municipal Contributions	\$19,000		
Donations/Other	\$13,361		
TOTAL OPERATING FUNDING	\$61,716		

CAPITAL EXPENSES

	1998	1999	
Vehicles Purchased			
Debt Servicing			
Other Capital Expenses			
TOTAL CAPITAL EXPENSES			

CAPITAL FUNDING SOURCES

	1998	1999	
Transit System			
Provincial Contributions			
Municipal Contributions			
Donations/Other			
TOTAL CAPITAL FUNDING			

VEHICLE DATA (1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	4	6
Other				
TOTAL DED VEHICLES	1	1	N/A	N/A
Accessible Taxis	N/A	N/A		

NUMBER OF REGISTRANTS
 Wheelchair/Scooter Users:
 Ambulatory:
 Attendants/Companions:
 Other:

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

SERVICE HOURS/SCHEDULING

Weekday: 0800 to 1600 Sunday:
 Saturday: Holiday:
 Advanced booking notice: 30 days
 Minimum notice for reservation: 24.0 hours
 Reservations/Scheduling: Partially Computerized

FARE STRUCTURE

(1999)	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.50	\$2.50	
Child	\$2.50	\$2.50	
Student	\$2.50	\$2.50	
Senior	\$2.50	\$2.50	
Attendant			
Companion			
Other			

EMPLOYEE DATA (1999)

	(Full-Time)	(Part-Time)
Operators	1	
Other Operations (e.g. dispatchers)		1
Maintenance		
General Administration		1
Other		
TOTAL NUMBER OF EMPLOYEES	1	2
Union Affiliations:	N/A	
Top Operator Wage Rate:	\$11.75	
Top Mechanic Wage Rate:		

PERFORMANCE INDICATORS

	1998	1999
FINANCIAL		
R/C Ratio	44%	N/A
Net Operating Cost/Capita	\$3.47	
Total Exp/Passengers	\$10.04	
Total Exp/Eligible Passengers	\$10.04	
Transp Exp/Passengers		
Dedicated Service	\$9.36	
Non-Dedicated Service (e.g. Taxis)	\$2.47	
Transp Exp/Hours (Dedicated Service)	\$27.21	
OPERATING		
Registrants/Capita	0.0233	0.0325
Passengers/Capita	0.6145	0.6090
Passengers/Registrants	26.37	18.74
Passengers/Hours (Dedicated Service)	2.91	
Km/Passengers (Dedicated Service)	3.87	
Average Speed (Dedicated Service)	11.25	

PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service
Ambulatory		
Wheelchair/Scooter Users	6,090*	
Attendants/Companions		
Other		
TOTAL PASSENGER (% Total)	6,090 (100%)	
* Total for all categories		

ST. THOMAS

St. Thomas Paratransit

Contact: Mr. John Roberts
 Title: Transportation Coordinator
 Telephone: (519) 631-1680
 FAX: (519) 631-2130
 e-mail: jroberts@city.st-thomas.on.ca
 Dedicated Service operated by: 1 Private Contractor
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Ride Program available: NO

	Population served:	33,000	NUMBER OF REGISTRANTS	446
	Service area (km²):	32.5	Wheelchair/Scooter Users:	109 (24%)
	Communities served:	1	Ambulatory:	337 (76%)
	Service began:	1999	Attendants/Companions:	
	Advisory Committee members:	10	Other:	
	Eligibility Committee members:	3	Note: For last nine months of 1999, St. Thomas participated in a pilot project with CTAP, providing non-emergency service to and from hospitals.	
	ELIGIBILITY CRITERIA			
	<input checked="" type="checkbox"/> Unable to Board			
	<input checked="" type="checkbox"/> Unable to Use			
	<input type="checkbox"/> Other Criteria			

		1998	1999	SERVICE HOURS/SCHEDULING		
Rev Veh Km - Dedicated Service		48,500	59,376	Weekday:	0730 to 1800	Sunday:
Tot Veh Km - Dedicated Service		48,600	59,476	Saturday:	0900 to 1700	Holiday:
Rev Veh Hr - Dedicated Service		6,082	6,082	Advanced booking notice:	1 days	
Tot Veh Hr - Dedicated Service		6,132	6,182	Minimum notice for reservation:	1.0 hours	
Non-Dedicated Service - Veh Km				Reservations/Scheduling:	Manual	
Non-Dedicated Service - Veh Hr						
PASSENGER DATA				FARE STRUCTURE		
Dedicated Service		19,325	17,861	(1999)	Cash	Tickets/Cards (unit price)
Non-Dedicated Service				Adult	\$2.50	\$2.50
TOTAL PASSENGERS		19,325	17,861	Child	\$2.50	\$2.50
Subscription/Pre-booked		30%		Student	\$2.50	\$2.50
Reservation		69%		Senior	\$2.50	\$2.50
On-Demand/Day of trip		1%		Attendant	\$2.50	\$2.50
UNACCOMMODATED TRIPS		41	30	Companion	\$2.50	\$2.50
NO-SHOWS/CANCELLED AT DOOR		7	69	Other		
NUMBER OF COMPLAINTS		10	1			
OPERATING EXPENSES				EMPLOYEE DATA (1999)		
Administration		\$363	\$380	(Full-Time)		(Part-Time)
Operations:				Operators	3	
Internal - Dedicated Service		\$12,353	\$5,111	Other Operations (e.g. dispatchers)	1	1
Contract - Dedicated Service		\$117,975	\$127,962	Maintenance		
Contract - Non-Dedicated Service				General Administration	1	
Taxi Scrip/Fare Reimbursement				Other		
Maintenance (Vehicles & Facilities)		\$12,881	\$6,981	TOTAL NUMBER OF EMPLOYEES	5	1
Fuel		\$7,995	\$6,544	Union Affiliations:	N/A	
TOTAL OPERATING EXPENSES		\$151,568	\$146,978	Top Operator Wage Rate:	\$12.04	
OPERATING FUNDING SOURCES			Top Mechanic Wage Rate:	\$17.17		
Passenger Revenue		\$50,480	\$45,037	PERFORMANCE INDICATORS		
Other Operating Revenue		\$4,915	\$5,685	FINANCIAL		
Total Operating Revenues		\$55,395	\$50,722	R/C Ratio	37%	35%
Provincial Contributions				Net Operating Cost/Capita	\$3.01	\$2.92
Municipal Contributions		\$96,172	\$96,256	Total Exp/Passengers	\$7.84	\$8.23
Donations/Other				Total Exp/Eligible Passengers	\$8.14	\$8.53
TOTAL OPERATING FUNDING		\$151,567	\$146,978	Transp Exp/Passengers		
CAPITAL EXPENSES				Dedicated Service	\$7.82	\$8.21
Vehicles Purchased				Non-Dedicated Service (e.g. Taxis)		
Debt Servicing				Transp Exp/Hours (Dedicated Service)	\$24.66	\$23.71
Other Capital Expenses				OPERATING		
TOTAL CAPITAL EXPENSES				Registrants/Capita	0.0138	0.0135
CAPITAL FUNDING SOURCES				Passengers/Capita	0.6039	0.5412
Transit System				Passengers/Registrants	43.92	40.05
Provincial Contributions				Passengers/Hours (Dedicated Service)	3.15	2.89
Municipal Contributions				Km/Passengers (Dedicated Service)	2.51	3.33
Donations/Other				Average Speed (Dedicated Service)	7.93	9.62
TOTAL CAPITAL FUNDING						

VEHICLE DATA		Veh. Number	Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)	
(1999)						
Non-Accessible Cars				N/A		
Accessible Vans/Minivans						
Small Buses	2	2		6	6	
Other						
TOTAL DED VEHICLES	2	2		N/A	N/A	
Accessible Taxis		N/A	N/A			

PASSENGER STATISTICS		Dedicated Service	Non-Dedicated Service
(1999)			
Ambulatory		11,097	
Wheelchair/Scooter Users		6,134	
Attendants/Companions		630	
Other			
TOTAL PASSENGER (% Total)		17,861	(100%)

STRATFORD

Stratford Parallel Transit

Contact: Mr. Harry Eaton
 Title: General Manager
 Telephone: (519) 273-0511
 FAX: (519) 273-5041
 e-mail:

Dedicated Service operated by: Private Non-Profit Organization
 Non-Ded. Service (e.g. Taxis) operated by: 1 taxi company
 Taxi Scrip Ride Program available: NO

Population served:	27,000	NUMBER OF REGISTRANTS	625
Service area (km ²):		Wheelchair/Scooter Users:	325 (52%)
Communities served:	1	Ambulatory:	300 (48%)
Service began:	1976	Attendants/Companions:	
Advisory Committee members:	10	Other:	
Eligibility Committee members:	2	Note: Wage for P/T operator - \$10.50. Service 1st and 4th Thursday of month until 2200 hrs, and 2nd Tuesday of month until 2200 hrs.	
ELIGIBILITY CRITERIA			
<input type="checkbox"/> Unable to Board <input checked="" type="checkbox"/> Unable to Use <input type="checkbox"/> Other Criteria			

OPERATING DATA	1998	1999	SERVICE HOURS/SCHEDULING		
Rev Veh Km - Dedicated Service			Weekday: 0800 to 1700		
Tot Veh Km - Dedicated Service			Saturday: 0900 to 1700		
Rev Veh Hr - Dedicated Service			Holiday:		
Tot Veh Hr - Dedicated Service	6,800	6,212	Advanced booking notice: 1 days		
Non-Dedicated Service - Veh Km			Minimum notice for reservation: 1.0 hours		
Non-Dedicated Service - Veh Hr			Reservations/Scheduling: Manual		
PASSENGER DATA			FARE STRUCTURE		
Dedicated Service	20,822	19,348	(1999)		
Non-Dedicated Service	2,498	2,727	Cash		
TOTAL PASSENGERS	23,320	22,075	Adult	\$2.00	\$2.00
Subscription/Pre-booked	35%	30%	Child	\$2.00	\$2.00
Reservation	55%	60%	Student	\$2.00	\$2.00
On-Demand/Day of trip	10%	10%	Senior	\$2.00	\$2.00
UNACCOMMODATED TRIPS	200		Attendant	free	
NO-SHOWS/CANCELLED AT DOOR	250		Companion	free	
NUMBER OF COMPLAINTS	4		Other		
OPERATING EXPENSES			EMPLOYEE DATA (1999)		
Administration	\$53,392	\$54,746	(Full-Time)		
Operations:			(Part-Time)		
Internal - Dedicated Service	\$125,106	\$129,048	Operators 2 3		
Contract - Dedicated Service			Other Operations (e.g. dispatchers) 1		
Contract - Non-Dedicated Service	\$8,906	\$9,319	Maintenance 1		
Taxi Scrip/Fare Reimbursement			General Administration 1		
Maintenance (Vehicles & Facilities)	\$40,149	\$42,918	Other N/A		
Fuel	\$13,679	\$14,936	Top Operator Wage Rate: \$11.55		
TOTAL OPERATING EXPENSES	\$241,232	\$250,967	Top Mechanic Wage Rate:		
OPERATING FUNDING SOURCES			PERFORMANCE INDICATORS		
Passenger Revenue	\$41,903	\$40,252	1998		
Other Operating Revenue		\$1,387	1999		
Total Operating Revenues	\$41,903	\$41,639	FINANCIAL		
Provincial Contributions	\$1,246		R/C Ratio 17% 17%		
Municipal Contributions	\$198,744	\$213,621	Net Operating Cost/Capita \$7.12 \$7.75		
Donations/Other	\$2,611	\$10,457	Total Exp/Passengers \$10.34 \$11.37		
TOTAL OPERATING FUNDING	\$244,504	\$265,717	Total Exp/Eligible Passengers \$10.34 \$11.37		
CAPITAL EXPENSES			Transp Exp/Passengers		
Vehicles Purchased			Dedicated Service \$8.59 \$9.66		
Debt Servicing			Non-Dedicated Service (e.g. Taxis) \$3.57 \$3.42		
Other Capital Expenses			Transp Exp/Hours (Dedicated Service) \$26.31 \$30.09		
TOTAL CAPITAL EXPENSES			OPERATING		
CAPITAL FUNDING SOURCES			Registrants/Capita 0.0250 0.0231		
Transit System			Passengers/Capita 0.8329 0.8176		
Provincial Contributions			Passengers/Registrants 33.31 35.32		
Municipal Contributions	\$20,000	\$20,000	Passengers/Hours (Dedicated Service) 3.06 3.11		
Donations/Other			Km/Passengers (Dedicated Service)		
TOTAL CAPITAL FUNDING	\$20,000	\$20,000	Average Speed (Dedicated Service)		

VEHICLE DATA (1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	5	3	3	5
Other				
TOTAL DED VEHICLES	5	3	N/A	N/A
Accessible Taxis	N/A	N/A		

PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service
Ambulatory	8,873	2,727
Wheelchair/Scooter Users	10,475	
Attendants/Companions		
Other		
TOTAL PASSENGER (% Total)	19,348 (88%)	2,727 (12%)

SUDBURY

Sudbury Handi-Transit

Contact: Mr. Colin Williams

Title: Manager, Transportation Services

Telephone: (705) 675-3333

FAX: (705) 560-4531

TAX. (705) 560-4571

e-mail: colin.williams@city.sudbury.on.ca

Dedicated Service operated by: 1 Private Contractor

Non-Ded. Service (e.g. Taxis) operated

Population served: 9

Service area (km²):

Communities served:

Service began: 197

Advisory Committee members: 12

Eligibility Committee members: N/A. Note: * The contract costs include provision of vehicles.

ABILITY CRITERIA

Unable to Board

Unable to Use

NUMBER OF REGISTRANTS

2,711

Wheelchair/Scooter Users: 1,610 (59%)

1 (41%)

Attendant

Other:

* The con

OPERATING DATA		1998	1999	SERVICE HOURS/SCHEDULING			
Rev Veh Km - Dedicated Service		335,000	330,011	Weekday:	0700 to 2400	Sunday: 0830 to 2200	
Tot Veh Km - Dedicated Service		341,917	342,500	Saturday:	0800 to 2400	Holiday: 0830 to 2200	
Rev Veh Hr - Dedicated Service		17,290	17,200	Advanced booking notice:	30 days		
Tot Veh Hr - Dedicated Service		17,400	17,500	Minimum notice for reservation:	48.0 hours		
Non-Dedicated Service - Veh Km				Reservations/Scheduling:	Fully Automated		
Non-Dedicated Service - Veh Hr							
PASSENGER DATA		FARE STRUCTURE			Tickets/Cards		
Dedicated Service	46,991	47,262	(1999)	Cash	(unit price)	Monthly Pass	
Non-Dedicated Service	8,364	9,903	Adult	\$1.75			
TOTAL PASSENGERS	55,355	57,165	Child	\$1.75			
Subscription/Pre-booked	85%	80%	Student	\$1.75			
Reservation	14%	19%	Senior	\$1.75			
On-Demand/Day of trip	1%	1%	Attendant	\$1.75			
UNACCOMMODATED TRIPS			Companion	\$1.75			
NO-SHOWS/CANCELLED AT DOOR	1,300	836	Other				
NUMBER OF COMPLAINTS		EMPLOYEE DATA (1999)			(Full-Time)	(Part-Time)	
OPERATING EXPENSES		Operators		6	4		
Administration		Other Operations (e.g. dispatchers)		2			
Operations:		Maintenance					
Internal - Dedicated Service		General Administration				1	
Contract - Dedicated Service *	\$780,768	\$794,693	Other				
Contract - Non-Dedicated Service	\$113,666	\$136,290	TOTAL NUMBER OF EMPLOYEES	8	5		
Taxi Scrip/Fare Reimbursement			Union Affiliations:	N/A			
Maintenance (Vehicles & Facilities)			Top Operator Wage Rate:	\$14.38			
Fuel			Top Mechanic Wage Rate:	\$22.31			
TOTAL OPERATING EXPENSES	\$894,434	\$931,483					
OPERATING FUNDING SOURCES		PERFORMANCE INDICATORS					
Passenger Revenue	\$97,326	\$100,634	FINANCIAL		1998	1999	
Other Operating Revenue			R/C Ratio		11%	11%	
Total Operating Revenues	\$97,326	\$100,634	Net Operating Cost/Capita		\$8.75	\$9.12	
Provincial Contributions			Total Exp/Passengers		\$16.16	\$16.29	
Municipal Contributions	\$797,108	\$830,849	Total Exp/Eligible Passengers		\$17.64	\$17.70	
Donations/Other			Transp Exp/Passengers				
TOTAL OPERATING FUNDING	\$894,434	\$931,483	Dedicated Service *		\$16.62	\$16.81	
CAPITAL EXPENSES			Non-Dedicated Service (e.g. Taxis)		\$13.59	\$13.76	
Vehicles Purchased			Transp Exp/Hours (Dedicated Service)		\$44.87	\$45.41	
Debt Servicing			OPERATING				
Other Capital Expenses			Registrants/Capita		0.0286	0.0298	
TOTAL CAPITAL EXPENSES			Passengers/Capita		0.6079	0.6278	
CAPITAL FUNDING SOURCES			Passengers/Registrants		21.23	21.09	
Transit System			Passengers/Hours (Dedicated Service)		2.70	2.70	
Provincial Contributions			Km/Passengers (Dedicated Service)		7.28	7.25	
Municipal Contributions			Average Speed (Dedicated Service)		19.65	19.57	
Donations/Other							
TOTAL CAPITAL FUNDING							

VEHICLE DATA (1999)		Veh. Number	Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars				N/A	
Accessible Vans/Minivans	9	7		6	4
Small Buses					
Other					
TOTAL DED VEHICLES	9	7		N/A	N/A
Accessible Taxis	N/A	N/A			

PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service
Ambulatory	15,690	5,912
Wheelchair/Scooter Users	27,034	3,991
Attendants/Companions	4,538	
Other		
TOTAL PASSENGER (%Total)	47,262 (83%)	9,903 (17%)

THUNDER BAY

HAGI Transit Inc.

Contact: Mr. Doug Meredith
 Title: Manager
 Telephone: (807) 345-0777
 FAX: (807) 344-3521
 e-mail:

Dedicated Service operated by: Private Non-Profit Organization
 Non-Ded. Service (e.g. Taxis) operated by: 2 taxi companies
 Taxi Scrip Ride Program available: YES

	Population served:	120,000	NUMBER OF REGISTRANTS	1,922		
	Service area (km²):	323.5	Wheelchair/Scooter Users:	544 (28%)		
	Communities served:	1	Ambulatory:	1,378 (72%)		
	Service began:	1975	Attendants/Companions:			
	Advisory Committee members:	10	Other:			
	Eligibility Committee members:	3	Note: In September 1999, HAGI Transit experienced a 4-week strike resulting in a significant increase in the use of the Taxi Scrip program.			
ELIGIBILITY CRITERIA						
<input checked="" type="checkbox"/> Unable to Board <input checked="" type="checkbox"/> Unable to Use <input type="checkbox"/> Other Criteria						

OPERATING DATA		1998	1999	SERVICE HOURS/SCHEDULING		
Rev Veh Km - Dedicated Service			524,155	Weekday:	0700 to 2300	Sunday: 0900 to 2230
Tot Veh Km - Dedicated Service	524,773	524,155		Saturday:	0700 to 2300	Holiday:
Rev Veh Hr - Dedicated Service		24,658			Advanced booking notice:	14 days
Tot Veh Hr - Dedicated Service	26,110	24,658			Minimum notice for reservation:	24.0 hours
Non-Dedicated Service - Veh Km	3,930				Reservations/Scheduling:	Fully Automated
Non-Dedicated Service - Veh Hr						
PASSENGER DATA				FARE STRUCTURE		
Dedicated Service	70,472	65,754	(1999)	Cash	Tickets/Cards (unit price)	Monthly Pass
Non-Dedicated Service	524	1,982	Adult	\$2.50	\$2.50	
TOTAL PASSENGERS	70,996	67,736	Child	\$2.50	\$2.50	
Subscription/Pre-booked	65%	40%	Student	\$2.50	\$2.50	
Reservation	30%	55%	Senior	\$2.50	\$2.50	
On-Demand/Day of trip	5%	5%	Attendant	\$2.50	\$2.50	
UNACCOMMODATED TRIPS	316	672	Companion	\$2.50	\$2.50	
NO-SHOWS/CANCELLED AT DOOR	1,128	1,100	Other			
NUMBER OF COMPLAINTS	10	10				
OPERATING EXPENSES				EMPLOYEE DATA (1999)		
Administration	\$118,496	\$118,871			(Full-Time)	(Part-Time)
Operations:			Operators	9	14	
Internal - Dedicated Service	\$730,092	\$700,624	Other Operations (e.g. dispatchers)	3	4	
Contract - Dedicated Service			Maintenance			
Contract - Non-Dedicated Service			General Administration	2		
Taxi Scrip/Fare Reimbursement	\$4,192	\$24,775	Other			
Maintenance (Vehicles & Facilities)	\$140,631	\$128,099	TOTAL NUMBER OF EMPLOYEES	14	18	
Fuel	\$79,520	\$69,118				
TOTAL OPERATING EXPENSES	\$1,072,931	\$1,041,487	Union Affiliations:	ATU 966		
OPERATING FUNDING SOURCES				Top Operator Wage Rate:	\$13.56	
Passenger Revenue	\$178,350	\$159,271	Top Mechanic Wage Rate:			
Other Operating Revenue	\$51,114	\$31,470				
Total Operating Revenues	\$229,464	\$190,741	PERFORMANCE INDICATORS			
Provincial Contributions	\$1,570		FINANCIAL			
Municipal Contributions	\$867,094	\$867,094	R/C Ratio	21%	18%	
Donations/Other	\$210	\$725	Net Operating Cost/Capita	\$7.03	\$7.09	
TOTAL OPERATING FUNDING	\$1,098,338	\$1,058,560	Total Exp/Passengers	\$15.11	\$15.38	
CAPITAL EXPENSES				Total Exp/Eligible Passengers	\$15.71	\$15.38
Vehicles Purchased			Transp Exp/Passengers			
Debt Servicing			Dedicated Service	\$13.48	\$13.65	
Other Capital Expenses			Non-Dedicated Service (e.g. Taxis)	\$8.00	\$12.50	
TOTAL CAPITAL EXPENSES			Transp Exp/Hours (Dedicated Service)	\$36.39	\$36.41	
CAPITAL FUNDING SOURCES			OPERATING			
Transit System			Registrants/Capita	0.0200	0.0160	
Provincial Contributions			Passengers/Capita	0.5916	0.5645	
Municipal Contributions			Passengers/Registrants	29.58	35.24	
Donations/Other			Passengers/Hours (Dedicated Service)	2.70	2.67	
TOTAL CAPITAL FUNDING			Km/Passengers (Dedicated Service)	7.45	7.97	
			Average Speed (Dedicated Service)	20.10	21.26	

VEHICLE DATA (1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	16	14	4	8
Other				
TOTAL DED VEHICLES	16	14	N/A	N/A
Accessible Taxis	2	N/A		

PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service
Ambulatory	42,722	1,002
Wheelchair/Scooter Users	23,032	980
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	65,754 (97%)	1,982 (3%)

TIMMINS

Timmins Handi-Trans

Contact: Mr. John S. Craig
 Title: Transit Superintendent
 Telephone: (705) 264-1331 x475
 FAX: (705) 360-1405
 e-mail:

Dedicated Service operated by: Transit System/Municipality
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Ride Program available: NO

Population served:	44,629	NUMBER OF REGISTRANTS	556
Service area (km ²):		Wheelchair/Scooter Users:	256 (46%)
Communities served:	1	Ambulatory:	300 (54%)
Service began:	1976	Attendants/Companions:	
Advisory Committee members:	9	Other:	
Eligibility Committee members:	4	Note: Thursday Service Hours: 0700-2300 hours	

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

		1998	1999	SERVICE HOURS/SCHEDULING						
Rev Veh Km - Dedicated Service		86,148	93,590	Weekday:	0700 to 1800	Sunday:				
Tot Veh Km - Dedicated Service		123,148	133,698	Saturday:	1000 to 1800	Holiday:				
Rev Veh Hr - Dedicated Service		7,800	8,075	Advanced booking notice:	10 days					
Tot Veh Hr - Dedicated Service		8,215	8,500	Minimum notice for reservation:	24.0 hours					
Non-Dedicated Service - Veh Km				Reservations/Scheduling:	Fully Automated					
Non-Dedicated Service - Veh Hr										
PASSENGER DATA				FARE STRUCTURE						
Dedicated Service		15,754	14,568	(1999)	Cash	Tickets/Cards (unit price)				
Non-Dedicated Service				Adult	\$2.50	\$2.50				
TOTAL PASSENGERS		15,754	14,568	Child	\$2.50	\$2.05				
Subscription/Pre-booked		60%	60%	Student	\$2.50	\$2.05				
Reservation		38%	38%	Senior	\$2.50	\$1.73				
On-Demand/Day of trip		2%	2%	Attendant	\$2.50					
UNACCOMMODATED TRIPS		183	134	Companion	\$2.50					
NO-SHOWS/CANCELLED AT DOOR		500	1,143	Other	College \$2.50 (\$2.43)					
NUMBER OF COMPLAINTS		10	10							
OPERATING EXPENSES				EMPLOYEE DATA (1999)						
Administration		\$41,998	\$7,146		(Full-Time)	(Part-Time)				
Operations:				Operators	2	3				
Internal - Dedicated Service		\$191,361	\$231,523	Other Operations (e.g. dispatchers)		2				
Contract - Dedicated Service				Maintenance		3				
Contract - Non-Dedicated Service				General Administration		3				
Taxi Scrip/Fare Reimbursement				Other						
Maintenance (Vehicles & Facilities)		\$35,316	\$22,553	TOTAL NUMBER OF EMPLOYEES	2	12				
Fuel		\$15,063	\$11,560	Union Affiliations:	CUPE 1140, 434, 1544					
TOTAL OPERATING EXPENSES		\$283,738	\$272,782	Top Operator Wage Rate:	\$16.77					
OPERATING FUNDING SOURCES			Top Mechanic Wage Rate:	\$19.84						
Passenger Revenue		\$30,826	\$30,635	PERFORMANCE INDICATORS						
Other Operating Revenue				1998						
Total Operating Revenues		\$30,826	\$30,635	FINANCIAL						
Provincial Contributions				R/C Ratio	11%	11%				
Municipal Contributions		\$252,912	\$242,147	Net Operating Cost/Capita	\$5.67	\$5.43				
Donations/Other				Total Exp/Passengers	\$18.01	\$18.72				
TOTAL OPERATING FUNDING		\$283,738	\$272,782	Total Exp/Eligible Passengers	\$18.60	\$19.28				
CAPITAL EXPENSES			Transp Exp/Passengers							
Vehicles Purchased			Dedicated Service	\$15.34	\$18.23					
Debt Servicing			Non-Dedicated Service (e.g. Taxis)							
Other Capital Expenses			Transp Exp/Hours (Dedicated Service)	\$29.43	\$31.25					
TOTAL CAPITAL EXPENSES				OPERATING						
CAPITAL FUNDING SOURCES			Registrants/Capita	0.0119	0.0125					
Transit System			Passengers/Capita	0.3530	0.3264					
Provincial Contributions			Passengers/Registrants	29.78	26.20					
Municipal Contributions			Passengers/Hours (Dedicated Service)	1.92	1.71					
Donations/Other			Km/Passengers (Dedicated Service)	7.82	9.18					
TOTAL CAPITAL FUNDING			Average Speed (Dedicated Service)	14.99	15.73					
VEHICLE DATA										
(1999)		Veh. Number	Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)					
Non-Accessible Cars				N/A		PASSENGER STATISTICS				
Accessible Vans/Minivans	3	1		4	4	Dedicated Service				
Small Buses	2	2		5	14	Ambulatory	14,145*	Non-Dedicated Service		
Other						Wheelchair/Scooter Users				
TOTAL DED VEHICLES	5	3		N/A	N/A	Attendants/Companions	423			
Accessible Taxis	N/A	N/A				Other		TOTAL PASSENGER (%Total)		
								14,568	(100%)	(0%)

* Total for Ambulatory and Wheelchair/Scooter Users

TORONTO

TTC Wheel-Trans

Contact: Mr. Bob Thacker
 Title: General Superintendent
 Telephone: (416) 393-4170
 FAX: (416) 338-0139
 e-mail: bob.thacker@ttc.ca

Dedicated Service operated by: Transit System/Municipality
 Non-Ded. Service (e.g. Taxis) operated by: 12 taxi companies
 Taxi Scrip Ride Program available: NO

	Population served:	2,400,000	NUMBER OF REGISTRANTS	18,377
	Service area (km²):	630.0	Wheelchair/Scooter Users:	11,186 (61%)
	Communities served:	1	Ambulatory:	
	Service began:	1975	Attendants/Companions:	
	Advisory Committee members:	15	Other:	7,191 (39%)
	Eligibility Committee members:	N/A	Note: Wheel Trans also operates hourly Community Bus services for the elderly and persons with disabilities.	
			ELIGIBILITY CRITERIA	
			<input type="checkbox"/> Unable to Board	
			<input type="checkbox"/> Unable to Use	
			<input checked="" type="checkbox"/> Other Criteria	

OPERATING DATA		1998	1999	SERVICE HOURS/SCHEDULING		
Rev Veh Km - Dedicated Service		5,747,905	6,510,856	Weekday:	0600 to 0100	Sunday:
Tot Veh Km - Dedicated Service		9,380,000	8,686,011	Saturday:	0700 to 0100	Holiday:
Rev Veh Hr - Dedicated Service		356,200	347,907	Advanced booking notice:	1 days	
Tot Veh Hr - Dedicated Service		356,200	357,462	Minimum notice for reservation:	2.0 hours	
Non-Dedicated Service - Veh Km		3,638,284	3,770,431	Reservations/Scheduling:	Fully Automated	
Non-Dedicated Service - Veh Hr		114,818	120,743			
PASSENGER DATA		FARE STRUCTURE			Tickets/Cards	
Dedicated Service		847,301	816,663	(1999)	Cash	(unit price)
Non-Dedicated Service		573,585	583,335	Adult	\$2.00	\$1.70
TOTAL PASSENGERS	1,420,886	1,399,998		Child	\$0.50	\$0.40
Subscription/Pre-booked	39%	37%		Student	\$1.40	\$1.13
Reservation	60%	62%		Senior	\$1.40	\$1.13
On-Demand/Day of trip	1%	1%		Attendant		
UNACCOMMODATED TRIPS		44,921	32,779	Companion		
NO-SHOWS/CANCELLED AT DOOR		198,336	251,417	Other	Under 2 - free; Attendant/Companion: same as above	
NUMBER OF COMPLAINTS		2,382	2,114			
OPERATING EXPENSES		EMPLOYEE DATA (1999)			(Full-Time)	(Part-Time)
Administration	\$5,905,685	\$5,404,889	Operators		231	
Operations:			Other Operations (e.g. dispatchers)		28	7
Internal - Dedicated Service	\$14,405,877	\$14,708,909	Maintenance		73	
Contract - Dedicated Service			General Administration		34	
Contract - Non-Dedicated Service	\$6,628,604	\$7,007,857	Other			
Taxi Scrip/Fare Reimbursement			TOTAL NUMBER OF EMPLOYEES		366	7
Maintenance (Vehicles & Facilities)	\$9,091,316	\$8,916,014	Union Affiliations:	ATU 113		
Fuel	\$1,259,339	\$1,193,852	Top Operator Wage Rate:	\$21.02		
TOTAL OPERATING EXPENSES	\$37,290,821	\$37,231,521	Top Mechanic Wage Rate:	\$24.56		
OPERATING FUNDING SOURCES		PERFORMANCE INDICATORS			1998	1999
Passenger Revenue	\$1,671,650	\$1,702,138	FINANCIAL			
Other Operating Revenue	\$95,708	\$85,586	R/C Ratio		5%	5%
Total Operating Revenues	\$1,767,359	\$1,787,724	Net Operating Cost/Capita		\$15.44	\$14.77
Provincial Contributions			Total Exp/Passengers		\$26.24	\$26.59
Municipal Contributions	\$35,523,462	\$35,443,797	Total Exp/Eligible Passengers		\$26.24	\$26.59
Donations/Other			Transp Exp/Passengers			
TOTAL OPERATING FUNDING	\$37,290,821	\$37,231,521	Dedicated Service		\$29.22	\$30.39
CAPITAL EXPENSES			Non-Dedicated Service (e.g. Taxis)		\$11.56	\$12.01
Vehicles Purchased		\$2,829,000	Transp Exp/Hours (Dedicated Service)		\$69.50	\$69.43
Debt Servicing						
Other Capital Expenses						
TOTAL CAPITAL EXPENSES	\$2,829,000	\$3,688,000	OPERATING			
CAPITAL FUNDING SOURCES			Registrants/Capita		0.0068	0.0077
Transit System			Passengers/Capita		0.6178	0.5833
Provincial Contributions		\$1,800,000	Passengers/Registrants		91.38	76.18
Municipal Contributions	\$2,829,000	\$1,888,000	Passengers/Hours (Dedicated Service)		2.38	2.28
Donations/Other			Km/Passengers (Dedicated Service)		11.07	10.64
TOTAL CAPITAL FUNDING	\$2,829,000	\$3,688,000	Average Speed (Dedicated Service)		26.33	24.30

VEHICLE DATA (1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars	100	100	N/A	
Accessible Vans/Minivans				
Small Buses	140	115	5	13
Other				
TOTAL DED VEHICLES	240	215	N/A	N/A
Accessible Taxis	25	N/A		

PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service
Ambulatory	281,360	516,969
Wheelchair/Scooter Users	535,303	66,366
Attendants/Companions		
Other		
TOTAL PASSENGER (% Total)	816,663 (58%)	583,335 (42%)

VALLEY EAST

Northway Bus Lines Inc.

Contact: Mr. Gord Tokaryk
 Title: Commissioner of Finance
 Telephone: (705) 897-4938
 FAX: (705) 897-2667
 e-mail:
 Dedicated Service operated by: N/A
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Ride Program available: NO

Population served: 29,000
 Service area (km²): 218.0
 Communities served: 2
 Service began:
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

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

ELIGIBILITY CRITERIA

- Unable to Board
- Unable to Use
- Other Criteria

	1998	1999	SERVICE HOURS/SCHEDULING		
Rev Veh Km - Dedicated Service	184,704		Weekday:		Sunday:
Tot Veh Km - Dedicated Service	184,704		Saturday:		Holiday:
Rev Veh Hr - Dedicated Service	4,914		Advanced booking notice:		
Tot Veh Hr - Dedicated Service	4,914		Minimum notice for reservation:		
Non-Dedicated Service - Veh Km			Reservations/Scheduling:		
Non-Dedicated Service - Veh Hr					
PASSENGER DATA			FARE STRUCTURE		
Dedicated Service	4,000		(1999)	Cash	Tickets/Cards (unit price)
Non-Dedicated Service			Adult		Monthly Pass
TOTAL PASSENGERS	4,000		Child		
Subscription/Pre-booked			Student		
Reservation	90%		Senior		
On-Demand/Day of trip	10%		Attendant		
UNACCOMMODATED TRIPS			Companion		
NO-SHOWS/CANCELLED AT DOOR			Other		
NUMBER OF COMPLAINTS	3		EMPLOYEE DATA (1999)	(Full-Time)	(Part-Time)
OPERATING EXPENSES			Operators		
Administration			Other Operations (e.g. dispatchers)		
Operations:			Maintenance		
Internal - Dedicated Service			General Administration		
Contract - Dedicated Service			Other		
Contract - Non-Dedicated Service			TOTAL NUMBER OF EMPLOYEES		
Taxi Scrip/Fare Reimbursement			Union Affiliations:	N/A	
Maintenance (Vehicles & Facilities)			Top Operator Wage Rate:		
Fuel			Top Mechanic Wage Rate:		
TOTAL OPERATING EXPENSES	\$35,537		PERFORMANCE INDICATORS	1998	1999
OPERATING FUNDING SOURCES			FINANCIAL		
Passenger Revenue	\$15,493		R/C Ratio	44%	
Other Operating Revenue			Net Operating Cost/Capita	\$0.69	
Total Operating Revenues	\$15,493		Total Exp/Passengers	\$8.88	
Provincial Contributions			Total Exp/Eligible Passengers	\$8.88	
Municipal Contributions:	\$20,044		Transp Exp/Passengers		
Donations/Other			Dedicated Service		
TOTAL OPERATING FUNDING	\$35,537		Non-Dedicated Service (e.g. Taxis)		
CAPITAL EXPENSES			Transp Exp/Hours (Dedicated Service)		
Vehicles Purchased			OPERATING		
Debt Servicing			Registrants/Capita	0.0048	
Other Capital Expenses			Passengers/Capita	0.1379	
TOTAL CAPITAL EXPENSES			Passengers/Registrants	28.57	
CAPITAL FUNDING SOURCES			Passengers/Hours (Dedicated Service)	0.81	
Transit System			Km/Passengers (Dedicated Service)	46.18	
Provincial Contributions			Average Speed (Dedicated Service)	37.59	
Municipal Contributions					
Donations/Other					
TOTAL CAPITAL FUNDING					

VEHICLE DATA (1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses				
Other				
TOTAL DED VEHICLES	N/A	N/A	N/A	N/A
Accessible Taxis				

PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service
Ambulatory		
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	()	()

VAUGHAN

Vaughan Access Bus

Contact: Mr. Robert Di Profio
 Title: Transit Technician
 Telephone: (905) 832-8526
 FAX: (905) 832-5680
 e-mail: diprofit@city.vaughan.on.ca

Dedicated Service operated by: Transit System/Municipality
 Non-Ded. Service (e.g. Taxis) operated by: 3 taxi companies
 Taxi Scrip Ride Program available: NO

	Population served:	182,000	NUMBER OF REGISTRANTS	740
	Service area (km²):	275.3	Wheelchair/Scooter Users:	252 (34%)
	Communities served:	1	Ambulatory:	488 (66%)
	Service began:	1987	Attendants/Companions:	
	Advisory Committee members:	N/A	Other:	
	Eligibility Committee members:	N/A	Note: Wednesday and Friday service hours: 0730-2200.	

ELIGIBILITY CRITERIA

- Unable to Board
- Unable to Use
- Other Criteria

OPERATING DATA		1998	1999	SERVICE HOURS/SCHEDULING		
Rev Veh Km - Dedicated Service		118,535	161,140	Weekday:	0730 to 1830	Sunday: 1000 to 1800
Tot Veh Km - Dedicated Service		118,535	161,140	Saturday:	1000 to 1800	Holiday:
Rev Veh Hr - Dedicated Service		5,760	7,016	Advanced booking notice:	7 days	
Tot Veh Hr - Dedicated Service		5,760	7,016	Minimum notice for reservation:	24.0 hours	
Non-Dedicated Service - Veh Km				Reservations/Scheduling:	Partially Computerized	
Non-Dedicated Service - Veh Hr						
PASSENGER DATA				FARE STRUCTURE		
Dedicated Service		11,127	14,825	(1999)	Cash	Tickets/Cards
Non-Dedicated Service		30,731	30,691	Adult	\$2.00	(unit price)
TOTAL PASSENGERS		41,858	45,516	Child	\$1.00	\$1.60
Subscription/Pre-booked				Student	\$1.50	\$1.25
Reservation				Senior	\$1.00	\$1.00
On-Demand/Day of trip				Attendant		
UNACCOMMODATED TRIPS		233	213	Companion		
NO-SHOWS/CANCELLED AT DOOR		590	777	Other	GTA weekly pass - \$36.25	
NUMBER OF COMPLAINTS		25	21	EMPLOYEE DATA (1999)		
				(Full-Time)	(Part-Time)	
OPERATING EXPENSES				Operators	3	3
Administration		\$133,942	\$123,433	Other Operations (e.g. dispatchers)	1	
Operations:				Maintenance		
Internal - Dedicated Service		\$220,050	\$164,503	General Administration		2
Contract - Dedicated Service				Other		
Contract - Non-Dedicated Service		\$366,882	\$365,961	TOTAL NUMBER OF EMPLOYEES	4	5
Taxi Scrip/Fare Reimbursement				Union Affiliations:	CUPE 1090	
Maintenance (Vehicles & Facilities)		\$33,312	\$24,354	Top Operator Wage Rate:	\$16.28	
Fuel		\$10,859	\$10,894	Top Mechanic Wage Rate:		
TOTAL OPERATING EXPENSES		\$765,045	\$689,145	PERFORMANCE INDICATORS		
OPERATING FUNDING SOURCES				1998	1999	
Passenger Revenue		\$48,549	\$54,954	FINANCIAL		
Other Operating Revenue				R/C Ratio	6%	8%
Total Operating Revenues		\$48,549	\$54,954	Net Operating Cost/Capita	\$4.64	\$3.48
Provincial Contributions				Total Exp/Passengers	\$18.28	\$15.14
Municipal Contributions		\$716,496	\$634,191	Total Exp/Eligible Passengers	\$20.03	\$16.81
Donations/Other				Transp Exp/Passengers		
TOTAL OPERATING FUNDING		\$765,045	\$689,145	Dedicated Service	\$23.75	\$13.47
CAPITAL EXPENSES				Non-Dedicated Service (e.g. Taxis)	\$11.94	\$11.92
Vehicles Purchased				Transp Exp/Hours (Dedicated Service)	\$45.87	\$28.47
Debt Servicing				OPERATING		
Other Capital Expenses				Registrants/Capita		
TOTAL CAPITAL EXPENSES				Passengers/Capita	0.0046	0.0041
CAPITAL FUNDING SOURCES				Passengers/Registrants	0.2712	0.2501
Transit System				Passengers/Hours (Dedicated Service)	59.12	61.51
Provincial Contributions				Km/Passengers (Dedicated Service)	1.93	2.11
Municipal Contributions				Average Speed (Dedicated Service)	10.65	10.87
Donations/Other						
TOTAL CAPITAL FUNDING						

VEHICLE DATA (1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	4	3	4	7
Other				
TOTAL DED VEHICLES	4	3	N/A	N/A
Accessible Taxis	2	N/A		

PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service
Ambulatory	6,024	24,179
Wheelchair/Scooter Users	6,833	3,954
Attendants/Companions	1,968	2,558
Other		
TOTAL PASSENGER (%Total)	14,825 (33%)	30,691 (67%)

VICTORIA COUNTY

Community Care Victoria County

Contact: Ms. Linda Sytnyk
 Title: Van Co-ordinator
 Telephone: (705) 324-7323
 FAX: (705) 328-0607
 e-mail: ccvc@nexicom.net
 Dedicated Service operated by: Private Non-Profit Organization
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Ride Program available: NO

	Population served:	67,926	NUMBER OF REGISTRANTS	389		
	Service area (km²):	3070.0	Wheelchair/Scooter Users:	189 (49%)		
	Communities served:	18	Ambulatory:	200 (51%)		
	Service began:	1989	Attendants/Companions:			
	Advisory Committee members:	7	Other:			
	Eligibility Committee members:	N/A	Note: Will work later on Saturday, Sunday and Holiday, by request. Volunteers drive van at these times and when staff driver on vacation.			
	ELIGIBILITY CRITERIA					
	<input type="checkbox"/> Unable to Board <input checked="" type="checkbox"/> Unable to Use <input type="checkbox"/> Other Criteria					

OPERATING DATA		1998	1999	SERVICE HOURS/SCHEDULING		
Rev Veh Km - Dedicated Service		57,436	56,173	Weekday:	0800 to 1800	Sunday: 0800 to 1800
Tot Veh Km - Dedicated Service		57,436	56,173	Saturday:	0800 to 1800	Holiday: 0800 to 1800
Rev Veh Hr - Dedicated Service		1,452	1,484	Advanced booking notice:	30 days	
Tot Veh Hr - Dedicated Service		1,452	1,484	Minimum notice for reservation:	24.0 hours	
Non-Dedicated Service - Veh Km				Reservations/Scheduling:		
Non-Dedicated Service - Veh Hr						
PASSENGER DATA				FARE STRUCTURE		
Dedicated Service		1,139	1,120	(1999)		Cash
Non-Dedicated Service				Adult		
TOTAL PASSENGERS		1,139	1,120	Child		
Subscription/Pre-booked		30%	30%	Student		
Reservation		60%	60%	Senior		
On-Demand/Day of trip		10%	10%	Attendant	free	
UNACCOMMODATED TRIPS		25	28	Companion		
NO-SHOWS/CANCELLED AT DOOR		8	6	Other	\$0.20/km, \$0.25/km out of county, \$4 flat in town.	
NUMBER OF COMPLAINTS		2	3			
OPERATING EXPENSES				EMPLOYEE DATA (1999)		
Administration		\$9,459	\$9,979	(Full-Time)		(Part-Time)
Operations:				Operators	1	
Internal - Dedicated Service		\$20,320	\$19,902	Other Operations (e.g. dispatchers)		
Contract - Dedicated Service				Maintenance		
Contract - Non-Dedicated Service				General Administration	1	
Taxi Scrip/Fare Reimbursement				Other		
Maintenance (Vehicles & Facilities)		\$1,416	\$2,348	TOTAL NUMBER OF EMPLOYEES	1	1
Fuel		\$3,239	\$3,558	Union Affiliations:	N/A	
TOTAL OPERATING EXPENSES		\$34,436	\$35,787	Top Operator Wage Rate:	\$9.50	
OPERATING FUNDING SOURCES			Top Mechanic Wage Rate:			
Passenger Revenue		\$11,330	\$11,297	PERFORMANCE INDICATORS		
Other Operating Revenue				FINANCIAL		
Total Operating Revenues		\$11,330	\$11,297	R/C Ratio	33%	32%
Provincial Contributions				Net Operating Cost/Capita	\$0.34	\$0.36
Municipal Contributions		\$16,144	\$16,575	Total Exp/Passengers	\$30.23	\$31.95
Donations/Other		\$7,809	\$7,915	Total Exp/Eligible Passengers	\$32.49	\$37.32
TOTAL OPERATING FUNDING		\$35,283	\$35,787	Transp Exp/Passengers		
CAPITAL EXPENSES				Dedicated Service	\$21.93	\$23.04
Vehicles Purchased		\$45,862		Non-Dedicated Service (e.g. Taxis)		
Debt Servicing				Transp Exp/Hours (Dedicated Service)	\$17.20	\$17.39
Other Capital Expenses				OPERATING		
TOTAL CAPITAL EXPENSES		\$45,862		Registrants/Capita	0.0050	0.0057
CAPITAL FUNDING SOURCES				Passengers/Capita	0.0168	0.0165
Transit System				Passengers/Registrants	3.38	2.88
Provincial Contributions				Passengers/Hours (Dedicated Service)	0.78	0.75
Municipal Contributions				Km/Passengers (Dedicated Service)	50.43	50.15
Donations/Other		\$45,862		Average Speed (Dedicated Service)	39.56	37.85
TOTAL CAPITAL FUNDING		\$45,862				

VEHICLE DATA (1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	1	1	2	6
Small Buses				
Other				
TOTAL DED VEHICLES	1	1	N/A	N/A
Accessible Taxis	N/A	N/A		

PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service
Ambulatory	415	
Wheelchair/Scooter Users	544	
Attendants/Companions	161	
Other		
TOTAL PASSENGER (%Total)	1,120 (100%)	(0%)

WELLAND

Welland Handi-Trans

Contact: Ms. Marg Fortin
 Title: Office Co-Ordinator
 Telephone: (905) 732-6844
 FAX: (905) 732-9422
 e-mail: marg.fortin@city.welland.on.ca

Dedicated Service operated by: Transit System/Municipality
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Ride Program available: NO

	Population served:	48,100	NUMBER OF REGISTRANTS	926
	Service area (km ²):	86.0	Wheelchair/Scooter Users:	211 (23%)
	Communities served:	1	Ambulatory:	701 (76%)
	Service began:	1981	Attendants/Companions:	
	Advisory Committee members:	N/A	Other:	14 (2%)
	Eligibility Committee members:	N/A	Note: * Welland Handi-Trans has a 10-week summer schedule (in late June) which reduces the scheduling from 103.75 to 87.5 hours/week.	
ELIGIBILITY CRITERIA				
<input checked="" type="checkbox"/> Unable to Board				
<input type="checkbox"/> Unable to Use				
<input type="checkbox"/> Other Criteria				

		1998	1999	SERVICE HOURS/SCHEDULING		
Rev Veh Km - Dedicated Service		87,702	88,593	Weekday:	0710 to 1855	Sunday:
Tot Veh Km - Dedicated Service		88,482	89,373	Saturday:	1000 to 1800	Holiday:
Rev Veh Hr - Dedicated Service		4,913	4,910	Advanced booking notice:	14 days	
Tot Veh Hr - Dedicated Service		4,985	4,925	Minimum notice for reservation:	24.0 hours	
Non-Dedicated Service - Veh Km				Reservations/Scheduling:	Fully Automated	
Non-Dedicated Service - Veh Hr						
PASSENGER DATA				FARE STRUCTURE		
Dedicated Service		19,088	19,123	(1999)	Cash	Tickets/Cards (unit price)
Non-Dedicated Service				Adult	\$2.00	\$1.36
TOTAL PASSENGERS		19,088	19,123	Child	\$2.00	\$1.36
Subscription/Pre-booked		22%	60%	Student	\$2.00	\$1.36
Reservation		75%	37%	Senior	\$2.00	\$1.18
On-Demand/Day of trip		3%	3%	Attendant	\$2.00	\$1.36
UNACCOMMODATED TRIPS		240	75	Companion	\$2.00	\$1.36
NO-SHOWS/CANCELLED AT DOOR		185	168	Other	Blind - free with CNIB card	
NUMBER OF COMPLAINTS		36	12	EMPLOYEE DATA (1999)		
				(Full-Time)		(Part-Time)
Administration		\$65,397	\$59,883	Operators	2	1
Operations:				Other Operations (e.g. dispatchers)		1
Internal - Dedicated Service		\$134,918	\$160,411	Maintenance		1
Contract - Dedicated Service				General Administration	1	
Contract - Non-Dedicated Service				Other		
Taxi Scrip/Fare Reimbursement				TOTAL NUMBER OF EMPLOYEES	3	3
Maintenance (Vehicles & Facilities)		\$26,451	\$27,826	Union Affiliations:	ATU 1633	
Fuel		\$11,697	\$11,975	Top Operator Wage Rate:	\$17.24	
TOTAL OPERATING EXPENSES		\$238,463	\$260,095	Top Mechanic Wage Rate:	\$19.55	
OPERATING FUNDING SOURCES				PERFORMANCE INDICATORS		
Passenger Revenue		\$31,740	\$37,399	1998	1999	
Other Operating Revenue		\$1,265		FINANCIAL		
Total Operating Revenues		\$33,005	\$37,399	R/C Ratio	14%	14%
Provincial Contributions				Net Operating Cost/Capita	\$4.27	\$4.63
Municipal Contributions		\$205,458	\$215,196	Total Exp/Passengers	\$12.49	\$13.60
Donations/Other			\$7,500	Total Exp/Eligible Passengers	\$13.42	\$14.41
TOTAL OPERATING FUNDING		\$238,463	\$260,095	Transp Exp/Passengers		
CAPITAL EXPENSES				Dedicated Service	\$9.07	\$10.47
Vehicles Purchased				Non-Dedicated Service (e.g. Taxis)		
Debt Servicing				Transp Exp/Hours (Dedicated Service)	\$34.72	\$40.65
Other Capital Expenses				OPERATING		
TOTAL CAPITAL EXPENSES				Registrants/Capita	0.0188	0.0193
CAPITAL FUNDING SOURCES				Passengers/Capita	0.3968	0.3976
Transit System				Passengers/Registrants	21.12	20.65
Provincial Contributions				Passengers/Hours (Dedicated Service)	3.83	3.88
Municipal Contributions				Km/Passengers (Dedicated Service)	4.64	4.67
Donations/Other				Average Speed (Dedicated Service)	17.75	18.15
TOTAL CAPITAL FUNDING						

VEHICLE DATA (1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	2	2	5	12
Other				
TOTAL DED VEHICLES	2	2	N/A	N/A
Accessible Taxis	N/A	N/A		

PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service
Ambulatory	11,655	
Wheelchair/Scooter Users	6,400	
Attendants/Companions	1,068	
Other		
TOTAL PASSENGER (% Total)	19,123 (100%)	(0%)

WHITBY

Handi Transit - Whitby

Contact: Mr. Ben Chartier
 Title: General Manager
 Telephone: (905) 571-1222
 FAX: (905) 571-7390
 e-mail: handitrn@durham.net

Dedicated Service operated by: Private Non-Profit Organization
 Non-Ded. Service (e.g. Taxis) operated by: Taxi company(ies)
 Taxi Scrip Ride Program available: NO

Population served: 80,000
 Service area (km²): 200.0
 Communities served: 1
 Service began: 1979
 Advisory Committee members: 11
 Eligibility Committee members: 11

NUMBER OF REGISTRANTS
 Wheelchair/Scooter Users: 127 (54%)
 Ambulatory: 110 (46%)
 Attendants/Companions:
 Other:

ELIGIBILITY CRITERIA

- Unable to Board
- Unable to Use
- Other Criteria

OPERATING DATA	1998	1999
Rev Veh Km - Dedicated Service	85,869	
Tot Veh Km - Dedicated Service	85,869	
Rev Veh Hr - Dedicated Service	4,740	4,780
Tot Veh Hr - Dedicated Service	4,740	4,780
Non-Dedicated Service - Veh Km		
Non-Dedicated Service - Veh Hr		

PASSENGER DATA

Dedicated Service	9,513	8,708
Non-Dedicated Service	1,867	724
TOTAL PASSENGERS	11,380	9,432
Subscription/Pre-booked	25%	25%
Reservation	60%	65%
On-Demand/Day of trip	15%	10%
UNACCOMMODATED TRIPS	80	95
NO-SHOWS/CANCELLED AT DOOR	145	170

NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration	\$51,269	\$56,914
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$95,675	\$96,301
Contract - Non-Dedicated Service	\$15,606	\$5,614
Taxi Scrip/Fare Reimbursement		
Maintenance (Vehicles & Facilities)	\$30,145	\$26,233
Fuel	\$9,508	\$8,712
TOTAL OPERATING EXPENSES	\$202,203	\$193,774

OPERATING FUNDING SOURCES

Passenger Revenue	\$30,619	\$30,755
Other Operating Revenue		\$2,893
Total Operating Revenues	\$30,619	\$33,648
Provincial Contributions		
Municipal Contributions	\$171,584	\$160,126
Donations/Other		
TOTAL OPERATING FUNDING	\$202,203	\$193,774

CAPITAL EXPENSES

Vehicles Purchased		\$76,000
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$76,000

CAPITAL FUNDING SOURCES

Transit System		
Provincial Contributions		
Municipal Contributions		\$76,000
Donations/Other		
TOTAL CAPITAL FUNDING		\$76,000

VEHICLE DATA (1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	3	2	7	4
Other				
TOTAL DED VEHICLES	3	2	N/A	N/A
Accessible Taxis				

SERVICE HOURS/SCHEDULING			
Weekday:	0730 to 2230	Sunday:	0830 to 1800
Saturday:	0830 to 2230	Holiday:	0830 to 1800
Advanced booking notice:	7 days	Minimum notice for reservation:	2.0 hours
Reservations/Scheduling:	Partially Computerized		

FARE STRUCTURE (1999)	Cash	Tickets/Cards (unit price)	
			Monthly Pass
Adult	\$2.50	\$2.27	
Child	\$1.00		
Student	\$2.50		
Senior	\$2.50		
Attendant	\$2.50		
Companion	\$2.50		
Other	Child <10 w/adult - \$1.	Fare-by-distance for cross-boundary	
EMPLOYEE DATA (1999)		(Full-Time)	(Part-Time)
Operators		2	1
Other Operations (e.g. dispatchers)		1	
Maintenance			
General Administration			1
Other			
TOTAL NUMBER OF EMPLOYEES		3	2
Union Affiliations:		Teamsters Local 938	
Top Operator Wage Rate:		\$13.90	
Top Mechanic Wage Rate:			

PERFORMANCE INDICATORS

	1998	1999
FINANCIAL		
R/C Ratio	15%	17%
Net Operating Cost/Capita	\$2.29	\$2.00
Total Exp/Passengers	\$17.77	\$20.54
Total Exp/Eligible Passengers	\$18.62	\$21.55
Transp Exp/Passengers		
Dedicated Service	\$14.23	\$15.07
Non-Dedicated Service (e.g. Taxis)	\$8.36	\$7.75
Transp Exp/Hours (Dedicated Service)	\$28.55	\$27.46
OPERATING		
Registrants/Capita	0.0031	0.0030
Passengers/Capita	0.1517	0.1179
Passengers/Registrants	49.05	39.80
Passengers/Hours (Dedicated Service)	2.01	1.82
Km/Passengers (Dedicated Service)	9.03	
Average Speed (Dedicated Service)	18.12	

PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service	
Ambulatory	1,946		
Wheelchair/Scooter Users	6,321		
Attendants/Companions	441		
Other			
TOTAL PASSENGER (%Total)	8,708 (92%)	724 (8%)	

WILMOT

Corp. of Township of Wilmot

Contact: Ms. Donna Hartzler
 Title: Transit Dispatcher
 Telephone: (519) 634-8444
 FAX: (519) 634-5522
 e-mail:

Dedicated Service operated by: Transit System/Municipality
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Ride Program available: NO

	Population served:	13,500	NUMBER OF REGISTRANTS	108
	Service area (km ²):	253.0	Wheelchair/Scooter Users:	10 (9%)
	Communities served:	1	Ambulatory:	98 (91%)
	Service began:	1992	Attendants/Companions:	
	Advisory Committee members:	4	Other:	
	Eligibility Committee members:	N/A	Note: * Non-Dedicated Service between the Township and the city is provided by volunteers. One full-time driver in 1998 replaced by two part-time drivers in 1999.	

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

OPERATING DATA		1998	1999	SERVICE HOURS/SCHEDULING
Rev Veh Km - Dedicated Service		44,934	29,018	Weekday: 0800 to 1800
Tot Veh Km - Dedicated Service		44,934	29,018	Saturday: Holiday:
Rev Veh Hr - Dedicated Service		1,280	1,452	Advanced booking notice:
Tot Veh Hr - Dedicated Service		1,280	1,604	Minimum notice for reservation: 24.0 hours
Non-Dedicated Service - Veh Km *			21,900	Reservations/Scheduling: Partially Computerized
Non-Dedicated Service - Veh Hr				
PASSENGER DATA				FARE STRUCTURE
Dedicated Service		4,986	4,866	(1999)
Non-Dedicated Service *			1,985	Cash
TOTAL PASSENGERS		4,986	6,851	Tickets/Cards (unit price)
Subscription/Pre-booked		88%	93%	Adult \$3.00
Reservation		9%	6%	Child
On-Demand/Day of trip		3%	1%	Student
UNACCOMMODATED TRIPS				Senior \$3.00
NO-SHOWS/CANCELLED AT DOOR				Attendant free
NUMBER OF COMPLAINTS				Companion
OPERATING EXPENSES				Other Out of Township - Return \$12 - 25 Radius
Administration				
Operations:				
Internal - Dedicated Service	\$45,241	\$40,100		
Contract - Dedicated Service				
Contract - Non-Dedicated Service	\$11,646	\$21,282		
Taxi Scrip/Fare Reimbursement				
Maintenance (Vehicles & Facilities)	\$7,398	\$7,533		
Fuel	\$3,608	\$2,763		
TOTAL OPERATING EXPENSES	\$67,893	\$71,678		
OPERATING FUNDING SOURCES				
Passenger Revenue	\$15,459	\$20,237		
Other Operating Revenue				
Total Operating Revenues	\$15,459	\$20,237		
Provincial Contributions	\$11,584			
Municipal Contributions	\$40,830	\$51,438		
Donations/Other	\$20	\$3		
TOTAL OPERATING FUNDING	\$67,893	\$71,678		
CAPITAL EXPENSES				
Vehicles Purchased				
Debt Servicing				
Other Capital Expenses				
TOTAL CAPITAL EXPENSES				
CAPITAL FUNDING SOURCES				
Transit System				
Provincial Contributions				
Municipal Contributions				
Donations/Other				
TOTAL CAPITAL FUNDING				

VEHICLE DATA (1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	2	10
Other				
TOTAL DED VEHICLES	1	1	N/A	N/A
Accessible Taxis	N/A	N/A		

PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service
Ambulatory	4,866 *	1,985 *
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	4,866 (71%)	1,985 (29%)

* Total for all categories

WINDSOR

Handi-Transit Windsor

Contact: Ms. Lori Colenutt
 Title: General Manager
 Telephone: (519) 966-0930
 FAX: (519) 966-1249
 e-mail:

Dedicated Service operated by: Private Non-Profit Organization
 Non-Ded. Service (e.g. Taxis) operated by: 1 taxi company
 Taxi Scrip Ride Program available: NO

Population served: 200,000
 Service area (km²):
 Communities served: 2
 Service began: 1978
 Advisory Committee members: 11
 Eligibility Committee members: 2

NUMBER OF REGISTRANTS 1,725
 Wheelchair/Scooter Users: 1,124 (65%)
 Ambulatory: 601 (35%)
 Attendants/Companions:
 Other:

ELIGIBILITY CRITERIA

- Unable to Board
 Unable to Use
 Other Criteria

		1998	1999	SERVICE HOURS/SCHEDULING		
Rev Veh Km - Dedicated Service				Weekday: 0630 to 0030	Sunday: 0800 to 2200	
Tot Veh Km - Dedicated Service	347,371	360,598		Saturday: 0800 to 0030	Holiday: 0800 to 2200	
Rev Veh Hr - Dedicated Service				Advanced booking notice:	21 days	
Tot Veh Hr - Dedicated Service	15,743	16,307		Minimum notice for reservation:		
Non-Dedicated Service - Veh Km				Reservations/Scheduling:	Partially Computerized	
Non-Dedicated Service - Veh Hr						
PASSENGER DATA				FARE STRUCTURE		
Dedicated Service	49,565	49,433	(1999)	Cash	Tickets/Cards (unit price)	Monthly Pass
Non-Dedicated Service			Adult	\$2.30		
TOTAL PASSENGERS	49,565	49,433	Child	\$2.30		
Subscription/Pre-booked	80%	80%	Student	\$2.30		
Reservation	18%	18%	Senior	\$2.30		
On-Demand/Day of trip	2%	2%	Attendant	\$2.30		
UNACCOMMODATED TRIPS	89	94	Companion	\$2.30		
NO-SHOWS/CANCELLED AT DOOR	604	576	Other			
NUMBER OF COMPLAINTS	4	5				
OPERATING EXPENSES			EMPLOYEE DATA (1999)			
Administration	\$233,144	\$196,364		(Full-Time)	(Part-Time)	
Operations:			Operators	5	11	
Internal - Dedicated Service	\$312,184	\$330,595	Other Operations (e.g. dispatchers)	2	4	
Contract - Dedicated Service			Maintenance			
Contract - Non-Dedicated Service			General Administration	1		
Taxi Scrip/Fare Reimbursement	\$547	\$3,569	Other			
Maintenance (Vehicles & Facilities)	\$106,274	\$88,302	TOTAL NUMBER OF EMPLOYEES	8	15	
Fuel	\$69,358	\$69,331	Union Affiliations:	Teamsters local 880		
TOTAL OPERATING EXPENSES	\$721,507	\$688,161	Top Operator Wage Rate:	\$15.00		
OPERATING FUNDING SOURCES			Top Mechanic Wage Rate:			
Passenger Revenue	\$209,267	\$221,820	PERFORMANCE INDICATORS			
Other Operating Revenue	\$20,067	\$2,970	1998			
Total Operating Revenues	\$229,334	\$224,790	FINANCIAL			
Provincial Contributions			R/C Ratio	32%	33%	
Municipal Contributions	\$492,173	\$463,371	Net Operating Cost/Capita	\$2.46	\$2.32	
Donations/Other			Total Exp/Passengers	\$14.56	\$13.92	
TOTAL OPERATING FUNDING	\$721,507	\$688,161	Total Exp/Eligible Passengers	\$16.42	\$15.35	
CAPITAL EXPENSES			Transp Exp/Passengers			
Vehicles Purchased			Dedicated Service	\$9.84	\$9.88	
Debt Servicing			Non-Dedicated Service (e.g. Taxis)			
Other Capital Expenses			Transp Exp/Hours (Dedicated Service)	\$30.99	\$29.94	
TOTAL CAPITAL EXPENSES			OPERATING			
CAPITAL FUNDING SOURCES			Registrants/Capita	0.0077	0.0086	
Transit System			Passengers/Capita	0.2478	0.2472	
Provincial Contributions			Passengers/Registrants	32.23	28.66	
Municipal Contributions			Passengers/Hours (Dedicated Service)	3.15	3.03	
Donations/Other			Km/Passengers (Dedicated Service)	7.01	7.29	
TOTAL CAPITAL FUNDING			Average Speed (Dedicated Service)	22.07	22.11	

VEHICLE DATA (1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	11	11	5	6
Other				
TOTAL DED VEHICLES	11	11	N/A	N/A
Accessible Taxis	N/A	N/A		

PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service
Ambulatory	18,148	
Wheelchair/Scooter Users	26,684	
Attendants/Companions	4,601	
Other		
TOTAL PASSENGER (%Total)	49,433 (100%)	(0%)

North Huron Special Transit Corporation

Contact: Ms. Diane Grummert
 Title: Office Manager
 Telephone: (519) 357-4074
 FAX: (519) 357-4074
 e-mail: dgzoxo@wcl.on.ca

Dedicated Service operated by: Private Non-Profit Organization
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Ride Program available: NO

	Population served:	21,592	NUMBER OF REGISTRANTS	636
	Service area (km²):	173.1	Wheelchair/Scooter Users:	
	Communities served:	13	Ambulatory:	
	Service began:	1991	Attendants/Companions:	
	Advisory Committee members:	12	Other:	
	Eligibility Committee members:	2	Note: Campaign to raise profile of service resulted in 75% increase in registrants in 1999.	
	ELIGIBILITY CRITERIA			
	<input type="checkbox"/> Unable to Board			
	<input type="checkbox"/> Unable to Use			
	<input type="checkbox"/> Other Criteria			

		1998	1999	SERVICE HOURS/SCHEDULING		
Rev Veh Km - Dedicated Service				Weekday:	0700 to 2300	Sunday:
Tot Veh Km - Dedicated Service				Saturday:	0700 to 2300	Holiday:
Rev Veh Hr - Dedicated Service						0700 to 2300
Tot Veh Hr - Dedicated Service						
Non-Dedicated Service - Veh Km				Advanced booking notice:		7 days
Non-Dedicated Service - Veh Hr				Minimum notice for reservation:		
				Reservations/Scheduling:	Manual	
PASSENGER DATA				FARE STRUCTURE		
Dedicated Service		3,359	4,146	(1999)	Cash	Tickets/Cards (unit price)
Nori-Dedicated Service				Adult		Monthly Pass
TOTAL PASSENGERS		3,359	4,146	Child		
Subscription/Pre-booked		85%	98%	Student		
Reservation		14%		Senior		
On-Demand/Day of trip		1%	2%	Attendant		
UNACCOMMODATED TRIPS		48		Companion		
NO-SHOWS/CANCELLED AT DOOR			157	Other	\$4 for first 8 km, \$0.50 for each additional 4 km	
NUMBER OF COMPLAINTS		2	1	EMPLOYEE DATA (1999)		
				(Full-Time)	(Part-Time)	
OPERATING EXPENSES				Operators		4
Administration		\$11,816	\$12,423	Other Operations (e.g. dispatchers)		
Operations:				Maintenance		
Internal - Dedicated Service		\$23,600	\$26,217	General Administration		1
Contract - Dedicated Service				Other		
Contract - Non-Dedicated Service				TOTAL NUMBER OF EMPLOYEES		5
Taxi Scrip/Fare Reimbursement						
Maintenance (Vehicles & Facilities)		\$1,061	\$2,422	Union Affiliations:	N/A	
Fuel		\$4,751	\$6,349	Top Operator Wage Rate:	\$9.36	
TOTAL OPERATING EXPENSES		\$41,228	\$47,411	Top Mechanic Wage Rate:		
OPERATING FUNDING SOURCES				PERFORMANCE INDICATORS		
Passenger Revenue		\$25,458	\$29,102	1998	1999	
Other Operating Revenue		\$1,154	\$1,038	FINANCIAL		
Total Operating Revenues		\$26,612	\$30,140	R/C Ratio	65%	64%
Provincial Contributions				Net Operating Cost/Capita	\$0.68	\$0.80
Municipal Contributions		\$8,128	\$9,111	Total Exp/Passengers	\$12.27	\$11.44
Donations/Other		\$15,845	\$8,414	Total Exp/Eligible Passengers	\$12.27	\$13.38
TOTAL OPERATING FUNDING		\$50,585	\$47,665	Transp Exp/Passengers		
CAPITAL EXPENSES				Dedicated Service	\$8.76	\$8.44
Vehicles Purchased				Non-Dedicated Service (e.g. Taxis)		
Debt Servicing				Transp Exp/Hours (Dedicated Service)		
Other Capital Expenses		\$9,912		OPERATING		
TOTAL CAPITAL EXPENSES		\$9,912		Registrants/Capita	0.0168	0.0295
CAPITAL FUNDING SOURCES				Passengers/Capita	0.1556	0.1920
Transit System				Passengers/Registrants	9.28	6.52
Provincial Contributions				Passengers/Hours (Dedicated Service)		
Municipal Contributions				Km/Passengers (Dedicated Service)		
Donations/Other				Average Speed (Dedicated Service)		
TOTAL CAPITAL FUNDING						
VEHICLE DATA (1999)		Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)	PASSENGER STATISTICS (1999)
Non-Accessible Cars				N/A		Ambulatory
Accessible Vans/Minivans	1	1		3	5	Wheelchair/Scooter Users
Small Buses						Attendants/Companions
Other						Other
TOTAL DED VEHICLES	1	1		N/A	N/A	TOTAL PASSENGER (% Total)
Accessible Taxis		N/A	N/A			4,146 (100%)

WOODSTOCK

Woodstock Paratransit

Contact: Mr. Robin Heggie
 Title: Superintendent
 Telephone: (519) 539-1291
 FAX: (519) 539-7695
 e-mail: rheggie@city.woodstock.on.ca

Dedicated Service operated by: Transit System/Municipality
 Non-Ded. Service (e.g. Taxis) operated by: 1 taxi company
 Taxi Scrip Ride Program available: NO

Population served: 32,000
 Service area (km²): 31.6
 Communities served: 1
 Service began: 1979
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS	122
Wheelchair/Scooter Users:	50 (41%)
Ambulatory:	72 (59%)
Attendants/Companions:	
Other:	

Note: Service is neither available during 11:30-13:00 on weekdays nor 11:00-13:00 on Saturdays.

ELIGIBILITY CRITERIA
 Unable to Board
 Unable to Use
 Other Criteria

OPERATING DATA		1998	1999	SERVICE HOURS/SCHEDULING		
Rev Veh Km - Dedicated Service				Weekday:	0830 to 1630	Sunday:
Tot Veh Km - Dedicated Service				Saturday:	0930 to 1600	Holiday:
Rev Veh Hr - Dedicated Service	1,693			Advanced booking notice:	1 days	
Tot Veh Hr - Dedicated Service	1,693			Minimum notice for reservation:		
Non-Dedicated Service - Veh Km				Reservations/Scheduling:	Manual	
Non-Dedicated Service - Veh Hr	925					
PASSENGER DATA				FARE STRUCTURE		
Dedicated Service	4,619		4,570	(1999)	Cash	Tickets/Cards
Non-Dedicated Service	4,629		4,463		\$2.25	(unit price)
TOTAL PASSENGERS	9,248		9,033		\$2.25	Monthly Pass
Subscription/Pre-booked	55%			Adult	\$2.25	
Reservation	40%			Child		
On-Demand/Day of trip	5%			Student		
UNACCOMMODATED TRIPS	5			Senior		
NO-SHOWS/CANCELLED AT DOOR	55			Attendant		
NUMBER OF COMPLAINTS	2			Companion		
				Other		
OPERATING EXPENSES				EMPLOYEE DATA (1999)		
Administration	\$22,950		\$16,182		(Full-Time)	(Part-Time)
Operations:				Operators		
Internal - Dedicated Service	\$38,508		\$36,044	Other Operations (e.g. dispatchers)		
Contract - Dedicated Service				Maintenance		
Contract - Non-Dedicated Service	\$9,903		\$9,846	General Administration		
Taxi Scrip/Fare Reimbursement				Other		
Maintenance (Vehicles & Facilities)	\$8,133		\$9,943	TOTAL NUMBER OF EMPLOYEES		
Fuel	\$2,930		\$3,100	Union Affiliations:	N/A	
TOTAL OPERATING EXPENSES	\$82,432		\$75,115	Top Operator Wage Rate:	\$17.81	
				Top Mechanic Wage Rate:	\$20.16	
OPERATING FUNDING SOURCES				PERFORMANCE INDICATORS		
Passenger Revenue	\$10,948		\$13,209	1998		
Other Operating Revenue	\$580			FINANCIAL		
Total Operating Revenues	\$11,528		\$13,209	R/C Ratio	14%	18%
Provincial Contributions				Net Operating Cost/Capita	\$2.22	\$1.93
Municipal Contributions	\$70,904		\$61,909	Total Exp/Passengers	\$8.91	\$8.32
Donations/Other				Total Exp/Eligible Passengers	\$8.91	\$8.32
TOTAL OPERATING FUNDING	\$82,432		\$75,118	Transp Exp/Passengers		
				Dedicated Service	\$10.73	\$10.74
CAPITAL EXPENSES				Non-Dedicated Service (e.g. Taxis)	\$2.14	\$2.21
Vehicles Purchased				Transp Exp/Hours (Dedicated Service)	\$29.28	
Debt Servicing				OPERATING		
Other Capital Expenses				Registrants/Capita	0.0038	0.0038
TOTAL CAPITAL EXPENSES				Passengers/Capita	0.2890	0.2823
CAPITAL FUNDING SOURCES				Passengers/Registrants	77.07	74.04
Transit System				Passengers/Hours (Dedicated Service)	2.73	
Provincial Contributions				Km/Passengers (Dedicated Service)		
Municipal Contributions				Average Speed (Dedicated Service)		
Donations/Other						
TOTAL CAPITAL FUNDING						

VEHICLE DATA (1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	2			
Other				
TOTAL DED VEHICLES	2		N/A	N/A
Accessible Taxis	N/A	N/A		

PASSENGER STATISTICS (1999)	Dedicated Service	Non-Dedicated Service
Ambulatory		
Wheelchair/Scooter Users	4,570*	4,463*
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	4,570 (51%)	4,463 (49%)
* Total for all categories		

WOOLWICH

Woolwich Transit

Contact: Ms. Cheryl Fisher
 Title: Transit Manager
 Telephone: (519) 669-4533
 FAX: (519) 669-3124
 e-mail: kiwanistransit@sympatico.ca

Dedicated Service operated by: Private Non-Profit Organization

Non-Ded. Service (e.g. Taxis) operated by: 1 taxi company

Taxi Scrip Ride Program available: NO

Population served:	30,000	NUMBER OF REGISTRANTS	500
Service area (km ²):	590.0	Wheelchair/Scooter Users:	135 (27%)
Communities served:	2	Ambulatory:	365 (73%)
Service began:	1992	Attendants/Companions:	
Advisory Committee members:	9	Other:	
Eligibility Committee members:	N/A	Note: Saturday, Sunday and Holiday service provided on request.	
		ELIGIBILITY CRITERIA	
		<input type="checkbox"/> Unable to Board	
		<input type="checkbox"/> Unable to Use	
		<input checked="" type="checkbox"/> Other Criteria	

		1998	1999	SERVICE HOURS/SCHEDULING		
REV VEH KM - Dedicated Service	106,000	96,815		Weekday:	0600 to 1800	Sunday:
TOT VEH KM - Dedicated Service	106,000	96,815		Saturday:		Holiday:
REV VEH HR - Dedicated Service	3,822	3,557		Advanced booking notice:	2 days	
TOT VEH HR - Dedicated Service	3,822	3,557		Minimum notice for reservation:	48.0 hours	
NON-DEDICATED SERVICE - VEH KM	1,662	3,960		Reservations/Scheduling:	Partially Computerized	
NON-DEDICATED SERVICE - VEH HR	252	161				
PASSENGER DATA				FARE STRUCTURE		
Dedicated Service	14,252	12,475		(1999)	Cash	Tickets/Cards (unit price)
Non-Dedicated Service	480	430		Adult	\$2.00	Monthly Pass
TOTAL PASSENGERS	14,732	12,905		Child	\$2.00	
Subscription/Pre-booked	75%	80%		Student	\$2.00	
Reservation	23%	16%		Senior	\$2.00	
On-Demand/Day of trip	2%	4%		Attendant	free	
UNACCOMMODATED TRIPS	133	104		Companion		
NO-SHOWS/CANCELLED AT DOOR	18	11		Other	\$6 one way to Kitchener-Waterloo area.	
NUMBER OF COMPLAINTS	4	5		EMPLOYEE DATA (1999)		
OPERATING EXPENSES			(Full-Time)		(Part-Time)	
Administration	\$14,000		Operators	2	3	
Operations:			Other Operations (e.g. dispatchers)			
Internal - Dedicated Service	\$118,514	\$139,627	Maintenance			
Contract - Dedicated Service			General Administration	1	1	
Contract - Non-Dedicated Service	\$3,400	\$2,371	Other			
Taxi Scrip/Fare Reimbursement			TOTAL NUMBER OF EMPLOYEES	3	4	
Maintenance (Vehicles & Facilities)	\$10,900	\$10,633	Union Affiliations:	N/A		
Fuel	\$9,920	\$10,372	Top Operator Wage Rate:	\$12.50		
TOTAL OPERATING EXPENSES	\$156,734	\$163,003	Top Mechanic Wage Rate:			
OPERATING FUNDING SOURCES			PERFORMANCE INDICATORS			
Passenger Revenue	\$36,400	\$34,310	1998	1999		
Other Operating Revenue			FINANCIAL			
Total Operating Revenues	\$36,400	\$34,310	R/C Ratio	23%	21%	
Provincial Contributions			Net Operating Cost/Capita	\$4.15	\$4.29	
Municipal Contributions	\$93,140	\$101,500	Total Exp/Passengers	\$10.64	\$12.63	
Donations/Other	\$27,210	\$26,521	Total Exp/Eligible Passengers	\$12.21	\$13.41	
TOTAL OPERATING FUNDING	\$156,750	\$162,331	Transp Exp/Passengers			
CAPITAL EXPENSES			Dedicated Service	\$9.78	\$12.88	
Vehicles Purchased			Non-Dedicated Service (e.g. Taxis)	\$7.08	\$5.51	
Debt Servicing			Transp Exp/Hours (Dedicated Service)	\$36.46	\$45.16	
Other Capital Expenses			OPERATING			
TOTAL CAPITAL EXPENSES		\$1,791	Registrants/Capita	0.0170	0.0167	
CAPITAL FUNDING SOURCES		\$53,867	Passengers/Capita	0.5080	0.4302	
Transit System			Passengers/Registrants	29.82	25.81	
Provincial Contributions			Passengers/Hours (Dedicated Service)	3.73	3.51	
Municipal Contributions			Km/Passengers (Dedicated Service)	7.44	7.76	
Donations/Other		\$53,867	Average Speed (Dedicated Service)	27.73	27.22	
TOTAL CAPITAL FUNDING		\$53,867	VEHICLE DATA (1999)			
VEHICLE DATA (1999)	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)	Dedicated Service	Non-Dedicated Service
Non-Accessible Cars			N/A		Ambulatory	8,935
Accessible Vans/Minivans					Wheelchair/Scooter Users	2,786
Small Buses	2		3	12	Attendants/Companions	754
Other					Other	
TOTAL DED VEHICLES	2		N/A	N/A	TOTAL PASSENGER (%Total)	12,475 (97%)
Accessible Taxis	N/A	N/A			Dedicated Service	430 (3%)