

# **Ontario Specialized Transit Services**

## **2000 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 1999 and 2000, 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.

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## GLOSSARY

The definitions contained in this section are those used by the Association for the collection and publication of statistical data for specialized transit systems.

### GENERAL INFORMATION

**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	=	<u>Total Operating Revenues</u> Total Operating Expenses
Net Operating Cost / Capita	=	<u>(Total Operating Expenses - Total Operating Revenues)</u> Service Area Population
Total Expenses / Passengers	=	<u>Total Operating Expenses</u> Total Passengers
Total Expenses / Eligible Passengers*	=	<u>Total Operating Expenses</u> Eligible Passengers
Transportation Expenses / Passengers (Dedicated Service)	=	<u>(Dedicated Contract + Internal + Maintenance + Fuel Exp.)</u> Passengers (Dedicated Service)
Transportation Expenses / Passengers (Non-Dedicated Service)	=	<u>(Non-Dedicated Contract + Taxi Scrip Program Expenses)</u> Passengers (Non-Dedicated Service)
Transportation Expenses / Hours (Dedicated Service)	=	<u>(Dedicated Contract + Internal + Maintenance + Fuel Exp.)</u> 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	=	<u>Total Registrants</u> Service Area Population
Passengers / Capita	=	<u>Total Passengers</u> Service Area Population
Passengers / Registrant	=	<u>Total Passengers</u> Total Registrants
Passengers / Hours (Dedicated Service)	=	<u>Passengers (Dedicated Service)</u> Total Vehicle Hours (Dedicated Service)
Total Vehicle Kilometres / Passengers (Dedicated Service)	=	<u>Total Vehicle Kilometres (Dedicated Service)</u> Passengers (Dedicated Service)
Average Speed (Dedicated Service)	=	<u>Total Vehicle Kilometres (Dedicated Service)</u> Total Vehicle Hours (Dedicated Service)

## SUPPLEMENTARY NOTES:

### Missing Systems:

8 out of 82 systems surveyed did not respond to the Specialized Transit Statistics – 2000 questionnaire: *Aurora, Blind River, Campbellford, Cochrane, Gananoque, Haliburton, Lindsay, and North Perth*. Together these systems served an estimated population of 100,000 in the year 2000.

### Registration and Annual Registration Fees

In 2000, 7 out of 74 reporting systems reported that they had an annual registration fee for people wishing to register to use the service. The average fee was \$13.50. A complete list of the systems and their annual fees is as follows:

Barrie	\$10.00
Hamilton	\$15.00
London	\$10.00
Sarnia	\$2.00
St. Thomas	\$12.50
Toronto (Wheel-Trans)	\$25.00
Woodstock	\$20.00

One system -- "Bruce, Grey, and Huron Disability" in Mildmay-- does not keep a list of registrants. Service is available on demand.

# ONTARIO

No. of transit systems in 2000:

82	operated by:	• Systems with Dedicated Service:	73 (99%)	<b>NUMBER OF REGISTRANTS</b>	93,739
		Transit Systems/Municipalities	25 (34%)		Wheelchair/Scooter Users: (48.1%)
		Non-Profit Organizations	28 (38%)		Ambulatory: (51.0%)

No. of transit systems reporting in 2000:

74	Private Contractors	22 (30%)	Attendants/Companions: (0.7%)
	• Systems with Non-Dedicated Service:	37 (50%)	Other: (0.0%)
	• Systems with Taxi Scrip Program:	8 (11%)	

Population served: 9,113,679

Service area (km²): 24,355.8

Communities served: 161

**OPERATING DATA**

Number of transit systems reporting §

1999

2000

Rev Veh Km - Dedicated Service

71

74

Tot Veh Km - Dedicated Service

19,458,619

20,667,647

Rev Veh Hr - Dedicated Service

28,037,647

29,439,875

Tot Veh Hr - Dedicated Service

999,962

1,050,054

Non-Dedicated Service - Veh Km

1,377,156

1,437,340

Non-Dedicated Service - Veh Hr

3,845,734

4,308,921

127,252

142,585

**PASSENGER DATA**

Dedicated Service

3,238,054

3,379,297

Non-Dedicated Service

1,229,334

1,290,661

TOTAL PASSENGERS

4,467,188

4,669,958

Passenger Reservations - Average

Subscription/Pre-booked

54%

53%

Reservation

43%

44%

On-Demand/Day of trip

9%

7%

UNACCOMMODATED TRIPS

87,130

127,579

NO-SHOWS/CANCELLED AT DOOR

106,346

104,410

NUMBER OF COMPLAINTS

3,238

3,098

**OPERATING EXPENSES**

Administration

\$11,452,679

\$13,140,282

Operations:

Internal - Dedicated Service

\$27,612,396

\$29,414,697

Contract - Dedicated Service

\$18,304,460

\$19,301,531

Contract - Non-Dedicated Service

\$11,419,725

\$13,111,286

Taxi Scrip/Fare Reimbursement

\$864,302

\$1,009,316

Maintenance

\$11,905,908

\$12,111,151

Fuel

\$2,335,956

\$2,827,133

TOTAL OPERATING EXPENSES

\$85,009,975

\$91,486,398

**OPERATING FUNDING SOURCES**

Passenger Revenue

\$7,969,421

\$8,634,573

Other Operating Revenue

\$627,234

\$849,291

Total Operating Revenues

\$8,646,060

\$9,483,864

Provincial Contributions

\$9,651

\$170,790

Municipal Contributions

\$75,570,221

\$80,418,395

Donations/Other

\$864,172

\$1,349,828

TOTAL OPERATING FUNDING

\$85,090,104

\$91,422,877

**CAPITAL EXPENSES**

Vehicles Purchased

\$4,660,814

11,892,172

Debt Servicing

\$32,604

\$56,599

Other Capital Expenses

\$830,960

\$879,678

TOTAL CAPITAL EXPENSES

\$5,524,378

\$12,828,449

**CAPITAL FUNDING SOURCES**

Transit System

\$1,805,000

\$2,821,532

Provincial Contributions

\$43,207

\$43,207

Municipal Contributions

\$3,475,275

\$9,784,368

Donations/Other

\$225,328

\$226,606

TOTAL CAPITAL FUNDING

\$5,548,810

\$12,832,506

**SERVICE SCHEDULING**

Advanced booking notice (days):

7

Minimum notice of reservation (hours):

17.4

Reservations/Scheduling:

Manual

39%

Partially Computerized

40%

Fully Automated

21%

**ELIGIBILITY CRITERIA**

Unable to board

54%

Unable to use

70%

Other

20%

**FARE STRUCTURE (average)**

(2000)

Tickets/Cards

Cash

(unit price)

Monthly Pass

Adult

\$2.31

\$1.95

Child

\$2.13

\$1.88

Student

\$2.29

\$1.86

Senior

\$2.27

\$1.85

TOTAL NUMBER OF EMPLOYEES

960

380

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

Average Top Operator Wage Rate:

\$17.48

Average Top Mechanic Wage Rate:

\$20.73

**PERFORMANCE INDICATORS**
**FINANCIAL**

1999

2000

R/C Ratio

10%

Net Operating Cost/Capita

\$8.70

\$9.07

Total Exp/Passengers

\$19.13

\$19.71

Total Exp/Eligible Passengers

\$19.89

\$20.47

Transp Exp/Passengers

Dedicated Service

\$19.10

\$19.20

Non-Dedicated Service (e.g. Taxis)

\$10.00

\$11.04

Transp Exp/Hours (Dedicated Service)

\$44.22

\$45.12

**OPERATING**

Registrants/Capita

0.0097

0.0104

Passengers/Capita

0.5049

0.5124

Passengers/Registrants

51.83

49.48

Passengers/Hours (Dedicated Service)

2.28

2.31

Km/Passengers (Dedicated Service)

9.53

9.57

Average Speed (Dedicated Service)

21.68

21.84

**VEHICLE DATA**

(2000)

Number

Veh.

Peak

Non-Accessible Cars

191

191

Accessible Vans/Minivans

152

117

Small Buses

436

379

Other

5

1

TOTAL DED VEHICLES

784

670

Accessible taxis

110

N/A

**PASSENGER STATISTICS**

(2000)

Dedicated

Service

Non-Dedicated

Service

Ambulatory

1,672,352

1,101,270

Wheelchair/Scooter Users

1,537,831

167,631

Attendants/Companions

148,788

16,092

Other

4,510

4,175

TOTAL PASSENGER (%Total)

3,379,297 ( 72% )

1,290,661 ( 28% )

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



October 2001

**ONTARIO SPECIALIZED TRANSIT SERVICES**  
**PERFORMANCE INDICATORS BY POPULATION SIZE**  
**- 2000 DATA -**

POPULATION	NO. OF SYSTEMS	R/C RATIO	NO/C CAPITA	TOT EXP/ PASS	TOT EXP/ ELIGI PASS	TRANSF EXPIASS (NON-DED)	TRANSF EXPIASS (DED SERV)	TRANSF EXPIHR (DED SERV)	REGISTRANTS/ CAPITA	PASSENGERS/ CAPITA	PASSENGERS/ REGISTRANTS	PASSENGERS/ HR (DED SERV)	KM/ PASSENGER (DED SERV)	AVERAGE SPEED (DED SERV)
POP GROUP 1	9	9%	\$11.84	\$21.42	\$22.19	\$21.50	\$11.38	\$47.85	0.0092	0.6052	65.81	2.23	10.23	22.70
POP GROUP 2	25	18%	\$4.10	\$14.70	\$15.45	\$13.71	\$8.73	\$37.27	0.0115	0.3392	28.94	2.57	7.71	19.71
POP GROUP 3	40	21%	\$3.84	\$13.28	\$13.85	\$12.54	\$6.08	\$33.71	0.0147	0.3650	25.23	2.50	7.95	17.61
ONTARIO	74	10%	\$9.07	\$19.71	\$20.47	\$19.20	\$11.04	\$45.12	0.0104	0.5124	49.48	2.31	9.57	21.84

Note: See Glossary for definitions of performance indicators

POP GROUP 1: Population &gt;150,000

POP GROUP 2: Population 50,000-150,000

POP GROUP 3: Population &lt;50,000



**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 Program available: NO

Population served:	68,000	<b>NUMBER OF REGISTRANTS</b>	313 †
Service area (km <sup>2</sup> ):		Wheelchair/Scooter Users:	58 (19%)
Communities served:	1	Ambulatory:	217 (69%)
Service began:	1991	Attendants/Companions:	38 (12%)
Advisory Committee members:	13	Other:	
Eligibility Committee members:	N/A	Note: † Ajax Handi-Trans updated its registrant list in 2000.	

**ELIGIBILITY CRITERIA**

- Unable to Board  
 Unable to Use  
 Other Criteria

Note: † Ajax Handi-Trans updated its registrant list in 2000.  
 Revenue and Total Vehicle Kilometres included community bus service kilometres in 1999.

<b>OPERATING DATA</b>		1999	2000	<b>SERVICE HOURS/SCHEDULING</b>		
Rev Veh Km - Dedicated Service		241,382	109,284	Weekday:	0630 to 2300	Sunday:
Tot Veh Km - Dedicated Service		247,571	113,781	Saturday:		Holiday:
Rev Veh Hr - Dedicated Service		5,704	6,200	Advanced booking notice:	14 days	
Tot Veh Hr - Dedicated Service		6,217	6,255	Minimum notice for reservation:	24.0 hours	
Non-Dedicated Service - Veh Km				Reservations/Scheduling:	Partially Computerized	
Non-Dedicated Service - Veh Hr						
<b>PASSENGER DATA</b>				<b>FARE STRUCTURE (2000)</b>		
Dedicated Service		16,198	15,816	Cash	Tickets/Cards (unit price)	Monthly Pass
Non-Dedicated Service		1,359	1,393	Adult	\$1.50	
<b>TOTAL PASSENGERS</b>		<b>17,557</b>	<b>17,209</b>	Child	\$1.50	
Subscription/Pre-booked		75%	75%	Student	\$1.50	
Reservation		23%	23%	Senior	\$1.50	
On-Demand/Day of trip		2%	2%	Attendant	\$1.50	
<b>UNACCOMMODATED TRIPS</b>		<b>35</b>	<b>40</b>	Companion	\$1.50	
<b>NO-SHOWS/CANCELLED AT DOOR</b>		<b>21</b>	<b>11</b>	Other		
<b>NUMBER OF COMPLAINTS</b>		<b>5</b>	<b>4</b>	<b>EMPLOYEE DATA (2000)</b>		
				(Full-Time)		(Part-Time)
Administration			\$54,472	Operators	3	20
Operations:				Other Operations (e.g. dispatchers)	1	
Internal - Dedicated Service			\$369,159	Maintenance	1	
Contract - Dedicated Service				General Administration		
Contract - Non-Dedicated Service			\$9,885	Other		
Taxi Scrip/Fare Reimbursement				<b>TOTAL NUMBER OF EMPLOYEES</b>		
Maintenance (Vehicles & Facilities)			\$45,233		5	20
Fuel			\$33,993	<b>Union Affiliations:</b>		
<b>TOTAL OPERATING EXPENSES</b>		<b>\$491,026</b>	<b>\$512,742</b>	N/A		
				<b>PERFORMANCE INDICATORS</b>		
<b>OPERATING FUNDING SOURCES</b>				<b>1999</b>		
Passenger Revenue			\$54,648	<b>FINANCIAL</b>		
Other Operating Revenue				R/C Ratio	10%	11%
<b>Total Operating Revenues</b>		<b>\$49,404</b>	<b>\$54,648</b>	Net Operating Cost/Capita	\$6.49	\$6.74
Provincial Contributions				Total Exp/Passengers	\$27.97	\$29.79
Municipal Contributions		\$441,623	\$458,094	Total Exp/Eligible Passengers	\$28.68	\$30.75
Donations/Other				Transp Exp/Passengers		
<b>TOTAL OPERATING FUNDING</b>		<b>\$491,027</b>	<b>\$512,742</b>	Dedicated Service	\$28.35	
<b>CAPITAL EXPENSES</b>				Non-Dedicated Service (e.g. Taxis)	\$7.10	
Vehicles Purchased			\$196,465	Transp Exp/Hours (Dedicated Service)	\$71.68	
Debt Servicing				<b>OPERATING</b>		
Other Capital Expenses				Registrants/Capita †	0.0059	0.0046
<b>TOTAL CAPITAL EXPENSES</b>			\$196,465	Passengers/Capita	0.2582	0.2531
<b>CAPITAL FUNDING SOURCES</b>				Passengers/Registrants †	44.00	54.98
Transit System				Passengers/Hours (Dedicated Service)	2.61	2.53
Provincial Contributions				Km/Passengers (Dedicated Service)	15.28	7.19
Municipal Contributions			\$196,465	Average Speed (Dedicated Service)	39.82	18.19
Donations/Other						
<b>TOTAL CAPITAL FUNDING</b>						

<b>VEHICLE DATA</b>		Veh. (2000)	Peak	Avg. Capacity per Veh.	
		Number		Wheelchair	Ambulatory
Non-Accessible Cars				N/A	
Accessible Vans/Minivans					
Small Buses	3	3		3	10
Other					
<b>TOTAL DED VEHICLES</b>	<b>3</b>	<b>3</b>		<b>N/A</b>	<b>N/A</b>
Accessible taxis		N/A	N/A		

<b>PASSENGER STATISTICS</b>		<b>Dedicated Service</b>	<b>Non-Dedicated Service</b>
<b>(2000)</b>			
Ambulatory			
Wheelchair/Scooter Users			
Attendants/Companions			
Other			
<b>TOTAL PASSENGER (%Total)</b>	<b>15,816 ( 92%)</b>		

# AMHERSTBURG

## AMHERSTBURG CARE-A-VAN

Contact: Ms. Donna Cauchi  
 Title: Coordinator  
 Telephone: (519) 736-2520  
 FAX: (519) 736-1391  
 e-mail:

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

Population served: 26,600  
 Service area (km<sup>2</sup>): 191.9  
 Communities served: 1  
 Service began: 1988  
 Advisory Committee members: 5  
 Eligibility Committee members: 5

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

Note: Financial data is released only with the approval of the Board of Directors.

**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

1999

2000

## SERVICE HOURS/SCHEDULING

Weekday: 0830 to 1600 Sunday:  
 Saturday: Holiday:  
 Advanced booking notice: 2 days  
 Minimum notice for reservation: 0.2 hours  
 Reservations/Scheduling: Manual

## PASSENGER DATA

Dedicated Service 4,658  
 Non-Dedicated Service  
**TOTAL PASSENGERS** 4,658  
 Subscription/Pre-booked  
 Reservation  
 On-Demand/Day of trip  
**UNACCOMMODATED TRIPS**

5,052

4

## FARE STRUCTURE (2000)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.00		
Child	\$3.00		
Student	\$3.00		
Senior	\$3.00		
Attendant	free		
Companion	\$3.00		
Other	Return trip to city - \$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**

## EMPLOYEE DATA (2000)

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

## PERFORMANCE INDICATORS

	1999	2000
<b>FINANCIAL</b>		
R/C Ratio		N/A
Net Operating Cost/Capita		N/A
Total Exp/Passengers		
Total Exp/Eligible Passengers		
Transp Exp/Passengers		
Dedicated Service		
Non-Dedicated Service (e.g. Taxis)		
Transp Exp/Hours (Dedicated Service)		
<b>OPERATING</b>		
Registrants/Capita		0.0086
Passengers/Capita	0.1751	0.1899
Passengers/Registrants		21.97
Passengers/Hours (Dedicated Service)		
Km/Passengers (Dedicated Service)		
Average Speed (Dedicated Service)		

VEHICLE DATA (2000)	Veh. Number	Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	4	8
Other				
<b>TOTAL DED VEHICLES</b>	1	1	N/A	N/A
Accessible taxis	N/A	N/A		

PASSENGER STATISTICS (2000)	Dedicated Service	Non-Dedicated Service
Ambulatory	5,052*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
<b>TOTAL PASSENGER (%Total)</b>	5,052 ( 100% )	( 0% )
<i>* Total for all categories</i>		

## ATIKOKAN HANDI-VAN

Contact: Ms. Brenda Wood  
 Title: Supervisor, Home Support  
 Telephone: (807) 597-6001  
 FAX: (807) 597-5516  
 e-mail: bwood@atikokanlakehead.ca

Dedicated Service operated by: Private Non-Profit Organization

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

Taxi Scrip Program available: NO

Population served:	3,500	NUMBER OF REGISTRANTS	93
Service area (km <sup>2</sup> ):	372.8	Wheelchair/Scooter Users:	8 (9%)
Communities served:	1	Ambulatory:	85 (91%)
Service began:	1990	Attendants/Companions:	
Advisory Committee members:	7	Other:	
Eligibility Committee members:	7	Note: Monday through Friday, from 8 a.m. to 9 a.m., the Handi-Van is used exclusively for the transportation of students.	

## ELIGIBILITY CRITERIA

- Unable to Board  
 Unable to Use  
 Other Criteria

OPERATING DATA		1999	2000	SERVICE HOURS/SCHEDULING		
Rev Veh Km - Dedicated Service			27,000	Weekday:	1100 to 1630	Sunday:
Tot Veh Km - Dedicated Service				Saturday:		Holiday:
Rev Veh Hr - Dedicated Service	1,688		1,560	Advanced booking notice:		
Tot Veh Hr - Dedicated Service	1,688			Minimum notice for reservation:		
Non-Dedicated Service - Veh Km				Reservations/Scheduling:	Manual	
Non-Dedicated Service - Veh Hr						
PASSENGER DATA				FARE STRUCTURE (2000)		Tickets/Cards
Dedicated Service	6,066		4,976	Cash		(unit price)
Non-Dedicated Service				Adult	\$2.00	
<b>TOTAL PASSENGERS</b>	<b>6,066</b>		<b>4,976</b>	Child	\$2.00	
Subscription/Pre-booked	3%		15%	Student		
Reservation	2%		5%	Senior	\$2.00	
On-Demand/Day of trip	95%		80%	Attendant	\$2.00	
UNACCOMMODATED TRIPS	6		5	Companion		
NO-SHOWS/CANCELLED AT DOOR	8		15	Other	School Board pays \$10 per trip.	
NUMBER OF COMPLAINTS	12		8			
OPERATING EXPENSES				EMPLOYEE DATA (2000)		(Full-Time) (Part-Time)
Administration	\$17,000		\$19,400	Operators		2
Operations:				Other Operations (e.g. dispatchers)		1
Internal - Dedicated Service	\$27,534		\$39,818	Maintenance		
Contract - Dedicated Service				General Administration		1
Contract - Non-Dedicated Service				Other		
Taxi Scrip/Fare Reimbursement				<b>TOTAL NUMBER OF EMPLOYEES</b>		4
Maintenance (Vehicles & Facilities)	\$3,800		\$1,300	Union Affiliations:	CUPE	
Fuel	\$3,200		\$3,000	Top Operator Wage Rate:	\$14.82	
<b>TOTAL OPERATING EXPENSES</b>	<b>\$51,534</b>		<b>\$63,518</b>	Top Mechanic Wage Rate:		
OPERATING FUNDING SOURCES				PERFORMANCE INDICATORS		
Passenger Revenue	\$7,300		\$7,431	1999	2000	
Other Operating Revenue	\$8,000		\$9,800	FINANCIAL		
<b>Total Operating Revenues</b>	<b>\$15,300</b>		<b>\$17,231</b>	R/C Ratio	30%	27%
Provincial Contributions				Net Operating Cost/Capita	\$8.63	\$13.22
Municipal Contributions				Total Exp/Passengers	\$8.50	\$12.76
Donations/Other	\$36,234		\$46,287	Total Exp/Eligible Passengers	\$8.50	\$12.79
<b>TOTAL OPERATING FUNDING</b>	<b>\$51,534</b>		<b>\$63,518</b>	Transp Exp/Passengers		
CAPITAL EXPENSES				Dedicated Service	\$5.69	\$8.87
Vehicles Purchased				Non-Dedicated Service (e.g. Taxis)		
Debt Servicing				Transp Exp/Hours (Dedicated Service)	\$20.46	
Other Capital Expenses				OPERATING		
<b>TOTAL CAPITAL EXPENSES</b>				Registrants/Capita	0.0238	0.0266
CAPITAL FUNDING SOURCES				Passengers/Capita	1.4443	1.4217
Transit System				Passengers/Registrants	60.66	53.51
Provincial Contributions				Passengers/Hours (Dedicated Service)	3.59	
Municipal Contributions				Km/Passengers (Dedicated Service)		
Donations/Other				Average Speed (Dedicated Service)		
<b>TOTAL CAPITAL FUNDING</b>				PASSENGER STATISTICS	Dedicated Service	Non-Dedicated Service
VEHICLE DATA (2000)	Number	Veh. Peak	Avg. Capacity per Veh.			
Non-Accessible Cars			N/A			
Accessible Vans/Minivans	1	1	3	5		
Small Buses						
Other						
<b>TOTAL DED VEHICLES</b>	<b>1</b>	<b>1</b>	<b>N/A</b>	<b>N/A</b>		
Accessible taxis	N/A	N/A				

VEHICLE DATA (2000)	Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair Ambulatory
Non-Accessible Cars			N/A
Accessible Vans/Minivans	1	1	3
Small Buses			5
Other			
<b>TOTAL DED VEHICLES</b>	<b>1</b>	<b>1</b>	<b>N/A</b>
Accessible taxis	N/A	N/A	

PASSENGER STATISTICS (2000)	Dedicated Service	Non-Dedicated Service
Ambulatory	3,716	
Wheelchair/Scooter Users	1,250	
Attendants/Companions	6	
Other	4	
<b>TOTAL PASSENGER (%Total)</b>	<b>4,976 ( 100% )</b>	<b>( 0% )</b>

# 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: N/A  
 Non-Ded. Service (e.g. Taxis) operated by: N/A  
 Taxi Scrip Program available: NO

Population served: 40,000  
 Service area (km<sup>2</sup>): 47.7  
 Communities served: 2  
 Service began: 1991  
 Advisory Committee members: 5  
 Eligibility Committee members: N/A

**ELIGIBILITY CRITERIA**

- Unable to Board  
 Unable to Use  
 Other Criteria

Note: On January 1, 2001 York Region took over day-to-day operations and funding commitments for local public transit services from the area municipalities, including Aurora.  
 Data was not available for the year 2000.

**OPERATING DATA**

1999

2000

**SERVICE HOURS/SCHEDULING**

Weekday: (Refer to Note above)  
 Saturday:

Sunday:  
 Holiday:

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

2,268

2,268

Advanced booking notice:  
 Minimum notice for reservation:  
 Reservations/Scheduling: Partially Computerized

**PASSENGER DATA**

3,000

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

3,000

**FARE STRUCTURE (2000)**

Cash

Tickets/Cards  
 (unit price)

Monthly Pass

Adult  
 Child  
 Student  
 Senior  
 Attendant  
 Companion  
 Other

UNACCOMMODATED TRIPS  
 NO-SHOWS/CANCELLED AT DOOR  
 NUMBER OF COMPLAINTS

**OPERATING EXPENSES**

Administration	\$1,073
Operations:	
Internal - Dedicated Service	
Contract - Dedicated Service	\$71,275
Contract - Non-Dedicated Service	
Taxi Scrip/Fare Reimbursement	
Maintenance (Vehicles & Facilities)	\$283
Fuel	
<b>TOTAL OPERATING EXPENSES</b>	<b>\$72,631</b>

**OPERATING FUNDING SOURCES**

Passenger Revenue	\$2,576
Other Operating Revenue	
<b>Total Operating Revenues</b>	<b>\$2,576</b>
Provincial Contributions	
Municipal Contributions	\$52,546
Donations/Other	\$17,509
<b>TOTAL OPERATING FUNDING</b>	<b>\$72,631</b>

**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 (2000)**

(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**

1999

2000

**FINANCIAL**

R/C Ratio	4%
Net Operating Cost/Capita	\$1.75
Total Exp/Passengers	\$24.21
Total Exp/Eligible Passengers	\$24.21
Transp Exp/Passengers	
Dedicated Service	\$23.85
Non-Dedicated Service (e.g. Taxis)	
Transp Exp/Hours (Dedicated Service)	\$31.55

**OPERATING**

Registrants/Capita	0.0050
Passengers/Capita	0.0750
Passengers/Registrants	15.00
Passengers/Hours (Dedicated Service)	1.32
Km/Passengers (Dedicated Service)	
Average Speed (Dedicated Service)	

VEHICLE DATA (2000)	Veh. Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses				
Other				
<b>TOTAL DED VEHICLES</b>			N/A	N/A
Accessible taxis	N/A	N/A		

PASSENGER STATISTICS (2000)	Dedicated Service	Non-Dedicated Service
Ambulatory		
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
<b>TOTAL PASSENGER (%Total)</b>	( )	( )
<i>* Total for all categories</i>		

# 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 Program available: NO

Population served:	100,000	<b>NUMBER OF REGISTRANTS</b>	1,100
Service area (km <sup>2</sup> ):	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

<b>OPERATING DATA</b>		1999	2000	<b>SERVICE HOURS/SCHEDULING</b>		
Rev Veh Km - Dedicated Service				Weekday:	0730 to 2300	Sunday: 0900 to 1800
Tot Veh Km - Dedicated Service	129,520	147,941		Saturday:	0900 to 2300	Holiday:
Rev Veh Hr - Dedicated Service				Advanced booking notice:	14 days	
Tot Veh Hr - Dedicated Service	7,761	8,469		Minimum notice for reservation:	24.0 hours	
Non-Dedicated Service - Veh Km				Reservations/Scheduling:	Partially Computerized	
Non-Dedicated Service - Veh Hr						
<b>PASSENGER DATA</b>				<b>FARE STRUCTURE (2000)</b>		<b>Tickets/Cards (unit price)</b>
Dedicated Service	22,046	21,369		Cash		
Non-Dedicated Service	5,219	4,412		Adult	\$2.50	\$2.50
<b>TOTAL PASSENGERS</b>	<b>27,265</b>	<b>25,781</b>		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
<b>UNACCOMMODATED TRIPS</b>	<b>222</b>	<b>97</b>		Companion	\$2.50	\$2.50
<b>NO-SHOWS/CANCELLED AT DOOR</b>	<b>372</b>	<b>358</b>		Other		
<b>NUMBER OF COMPLAINTS</b>	<b>3</b>	<b>3</b>				
<b>OPERATING EXPENSES</b>				<b>EMPLOYEE DATA (2000)</b>		<b>(Full-Time)</b>
Administration	\$2,682	\$7,652				
Operations:				Operators	5	3
Internal - Dedicated Service				Other Operations (e.g. dispatchers)		1
Contract - Dedicated Service	\$301,362	\$312,491		Maintenance	2	
Contract - Non-Dedicated Service	\$36,115	\$30,010		General Administration	1	
Taxi Scrip/Fare Reimbursement				Other	2	
Maintenance (Vehicles & Facilities)				<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>10</b>	<b>4</b>
Fuel				Union Affiliations:	ATU 1587	
<b>TOTAL OPERATING EXPENSES</b>	<b>\$340,159</b>	<b>\$350,153</b>		Top Operator Wage Rate:	\$13.30	
<b>OPERATING FUNDING SOURCES</b>				Top Mechanic Wage Rate:	\$20.00	
Passenger Revenue	\$68,162	\$64,452				
Other Operating Revenue	\$400	\$1,320				
<b>Total Operating Revenues</b>	<b>\$68,562</b>	<b>\$65,772</b>		<b>PERFORMANCE INDICATORS</b>		
Provincial Contributions			<b>FINANCIAL</b>			
Municipal Contributions	\$271,597	\$284,381		R/C Ratio	20%	19%
Donations/Other				Net Operating Cost/Capita	\$2.72	\$2.84
<b>TOTAL OPERATING FUNDING</b>	<b>\$340,159</b>	<b>\$350,153</b>		Total Exp/Passengers	\$12.48	\$13.58
<b>CAPITAL EXPENSES</b>				Total Exp/Eligible Passengers	\$13.49	\$14.92
Vehicles Purchased				Transp Exp/Passengers		
Debt Servicing				Dedicated Service	\$13.67	\$14.62
Other Capital Expenses				Non-Dedicated Service (e.g. Taxis)	\$6.92	\$6.80
<b>TOTAL CAPITAL EXPENSES</b>				Transp Exp/Hours (Dedicated Service)	\$38.83	\$36.90
<b>CAPITAL FUNDING SOURCES</b>				<b>OPERATING</b>		
Transit System				Registrants/Capita	0.0110	0.0110
Provincial Contributions				Passengers/Capita	0.2727	0.2578
Municipal Contributions				Passengers/Registrants	24.79	23.44
Donations/Other				Passengers/Hours (Dedicated Service)	2.84	2.52
<b>TOTAL CAPITAL FUNDING</b>				Km/Passengers (Dedicated Service)	5.87	6.92
				Average Speed (Dedicated Service)	16.69	17.47

VEHICLE DATA (2000)	Veh. Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	6	5	5	4
Other				
<b>TOTAL DED VEHICLES</b>	<b>6</b>	<b>5</b>	<b>N/A</b>	<b>N/A</b>
Accessible taxis	2	N/A		

PASSENGER STATISTICS (2000)	Dedicated Service	Non-Dedicated Service	
		Ambulatory	Wheelchair/Scooter Users
	19,368*		4,105*
Attendants/Companions	2,001		307
Other			
<b>TOTAL PASSENGER (%Total)</b>	<b>21,369 ( 83%)</b>		<b>4,412 ( 17%)</b>
* 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 Program available: NO

Population served:	35,800	NUMBER OF REGISTRANTS	510
Service area (km <sup>2</sup> ):	36.0	Wheelchair/Scooter Users:	279 (55%)
Communities served:	1	Ambulatory:	231 (45%)
Service began:	1989	Advisory Committee members: N/A	
Eligibility Committee members: N/A		Attendants/Companions:	
		Other:	

Note: Contractor provides operators and mechanics for Belleville Transit.

**ELIGIBILITY CRITERIA**

- Unable to Board
- Unable to Use
- Other Criteria

## OPERATING DATA

Rev Veh Km - Dedicated Service	44,820
Tot Veh Km - Dedicated Service	44,820
Rev Veh Hr - Dedicated Service	3,452
Tot Veh Hr - Dedicated Service	3,452
Non-Dedicated Service - Veh Km	
Non-Dedicated Service - Veh Hr	

1999

2000

## SERVICE HOURS/SCHEDULING

Weekday:	0800 to 1700	Sunday:	
Saturday:	1000 to 1400	Holiday:	
Advanced booking notice:		7 days	
Minimum notice for reservation:		4.0 hours	
Reservations/Scheduling: Manual			

## PASSENGER DATA

Dedicated Service	8,698
Non-Dedicated Service	
<b>TOTAL PASSENGERS</b>	<b>8,698</b>
Subscription/Pre-booked	60%
Reservation	25%
On-Demand/Day of trip	15%
UNACCOMMODATED TRIPS	150
NO-SHOWS/CANCELLED AT DOOR	100
NUMBER OF COMPLAINTS	2

1999

2000

## FARE STRUCTURE (2000)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$1.55	\$1.40	\$60.00
Child	\$0.95	\$0.85	
Student	\$1.20	\$1.10	\$44.00
Senior	\$1.20	\$1.10	\$44.00
Attendant	\$1.55	\$1.40	\$60.00
Companion	\$1.55	\$1.40	\$60.00
Other Attendants, if adults, pay adult fare.			

## OPERATING EXPENSES

Administration	
Operations:	
Internal - Dedicated Service	
Contract - Dedicated Service	\$101,699
Contract - Non-Dedicated Service	
Taxi Scrip/Fare Reimbursement	
Maintenance (Vehicles & Facilities)	
Fuel	
<b>TOTAL OPERATING EXPENSES</b>	<b>\$101,699</b>

1999

2000

## EMPLOYEE DATA (2000)

Operators	(Full-Time)	(Part-Time)
-----------	-------------	-------------

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:

## OPERATING FUNDING SOURCES

Passenger Revenue	\$9,505
Other Operating Revenue	
<b>Total Operating Revenues</b>	<b>\$9,505</b>
Provincial Contributions	
Municipal Contributions	\$92,194
Donations/Other	
<b>TOTAL OPERATING FUNDING</b>	<b>\$101,699</b>

1999

2000

## PERFORMANCE INDICATORS

<b>FINANCIAL</b>	1999	2000
------------------	------	------

R/C Ratio	9%	10%
Net Operating Cost/Capita	\$2.58	\$2.55
Total Exp/Passengers	\$11.69	\$12.43
Total Exp/Eligible Passengers	\$13.21	\$13.71
Transp Exp/Passengers		
Dedicated Service	\$11.69	\$12.43
Non-Dedicated Service (e.g. Taxis)		
Transp Exp/Hours (Dedicated Service)	\$29.46	\$29.44

## OPERATING

Registrants/Capita	0.0112	0.0142
Passengers/Capita	0.2430	0.2269
Passengers/Registrants	21.64	15.93
Passengers/Hours (Dedicated Service)	2.52	2.37
Km/Passengers (Dedicated Service)	5.15	6.46
Average Speed (Dedicated Service)	12.98	15.29

## CAPITAL FUNDING SOURCES

Transit System	
Provincial Contributions	
Municipal Contributions	\$58,491
Donations/Other	
<b>TOTAL CAPITAL FUNDING</b>	<b>\$58,491</b>

VEHICLE DATA (2000)	Veh. Number	Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	2	2	3	4
Other				
<b>TOTAL DED VEHICLES</b>	<b>2</b>	<b>2</b>	<b>N/A</b>	<b>N/A</b>
Accessible taxis	N/A	N/A		

PASSENGER STATISTICS (2000)	Dedicated Service	Non-Dedicated Service
Ambulatory	3,684	
Wheelchair/Scooter Users	3,683	
Attendants/Companions	755	
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>8,122 ( 100% )</b>	<b>( 0 % )</b>

# 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 Program available: NO

Population served:	86,000	NUMBER OF REGISTRANTS	2,400
Service area (km <sup>2</sup> ):	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:	5		

## ELIGIBILITY CRITERIA

- Unable to Board
- Unable to Use
- Other Criteria

OPERATING DATA		1999	2000	SERVICE HOURS/SCHEDULING		
Rev Veh Km - Dedicated Service		216,423	226,911	Weekday:	0001 to 2400	Sunday:
Tot Veh Km - Dedicated Service		228,611	238,893	Saturday:	0001 to 2400	Holiday:
Rev Veh Hr - Dedicated Service		11,611	12,201	Advanced booking notice:	1 days	
Tot Veh Hr - Dedicated Service		12,264	12,865	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 (2000)		Tickets/Cards
Dedicated Service		46,402	50,521	Cash	(unit price)	Monthly Pass
Non-Dedicated Service		9,394	14,998	Adult	\$1.75	\$1.75
<b>TOTAL PASSENGERS</b>		<b>55,796</b>	<b>65,519</b>	Child	\$1.75	\$1.75
Subscription/Pre-booked		43%	45%	Student	\$1.75	\$1.75
Reservation		53%	50%	Senior	\$1.75	\$1.75
On-Demand/Day of trip		4%	5%	Attendant	\$1.75	\$1.75
<b>UNACCOMMODATED TRIPS</b>		<b>129</b>	<b>94</b>	Companion	\$1.75	\$1.75
NO-SHOWS/CANCELLED AT DOOR		2,261	2,117	Other		
NUMBER OF COMPLAINTS		34	28	EMPLOYEE DATA (2000)		(Full-Time)
				(Part-Time)		
<b>OPERATING EXPENSES</b>				Operators	6	3
Administration		\$126,808	\$128,485	Other Operations (e.g. dispatchers)	3	
Operations:				Maintenance		
Internal - Dedicated Service				General Administration	1	
Contract - Dedicated Service		\$292,488	\$314,854	Other	1	
Contract - Non-Dedicated Service		\$71,596	\$118,011	<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>11</b>	<b>3</b>
Taxi Scrip/Fare Reimbursement				Union Affiliations:	N/A	
Maintenance (Vehicles & Facilities)		\$34,991	\$40,030	Top Operator Wage Rate:	\$12.15	
Fuel		\$27,868	\$33,759	Top Mechanic Wage Rate:		
<b>TOTAL OPERATING EXPENSES</b>		<b>\$553,751</b>	<b>\$635,139</b>	PERFORMANCE INDICATORS		
OPERATING FUNDING SOURCES				1999	2000	
Passenger Revenue		\$101,768	\$125,854	FINANCIAL		
Other Operating Revenue		\$24,105	\$18,157	R/C Ratio	23%	23%
<b>Total Operating Revenues</b>		<b>\$125,873</b>	<b>\$144,011</b>	Net Operating Cost/Capita	\$5.03	\$5.71
Provincial Contributions				Total Exp/Passengers	\$9.92	\$9.69
Municipal Contributions		\$333,600	\$363,600	Total Exp/Eligible Passengers	\$10.20	\$9.69
Donations/Other		\$93,717	\$124,751	Transp Exp/Passengers		
<b>TOTAL OPERATING FUNDING</b>		<b>\$553,190</b>	<b>\$632,362</b>	Dedicated Service	\$7.66	\$7.69
<b>CAPITAL EXPENSES</b>				Non-Dedicated Service (e.g. Taxis)	\$7.62	\$7.87
Vehicles Purchased				Transp Exp/Hours (Dedicated Service)	\$28.97	\$30.21
Debt Servicing		\$32,604	\$36,163	OPERATING		
Other Capital Expenses				Registrants/Capita	0.0282	0.0279
<b>TOTAL CAPITAL EXPENSES</b>		<b>\$32,604</b>	<b>\$36,163</b>	Passengers/Capita	0.6564	0.7618
<b>CAPITAL FUNDING SOURCES</b>				Passengers/Registrants	23.25	27.30
Transit System				Passengers/Hours (Dedicated Service)	3.78	3.93
Provincial Contributions				Km/Passengers (Dedicated Service)	4.93	4.73
Municipal Contributions				Average Speed (Dedicated Service)	18.64	18.57
Donations/Other		\$32,604	\$36,163			
<b>TOTAL CAPITAL FUNDING</b>		<b>\$32,604</b>	<b>\$36,163</b>	VEHICLE DATA		
				(2000)		Veh.
				Number		Avg. Capacity per Veh.
				Peak		Wheelchair Ambulatory
Non-Accessible Cars				N/A		
Accessible Vans/Minivans						
Small Buses	8	7		5		5
Other						
<b>TOTAL DED VEHICLES</b>	<b>8</b>	<b>7</b>		<b>N/A</b>		<b>N/A</b>
Accessible taxis	4	N/A				
PASSENGER STATISTICS			Dedicated Service		Non-Dedicated Service	
(2000)			Ambulatory	50,521*		14,998*
			Wheelchair/Scooter Users			
			Attendants/Companions			
			Other			
			<b>TOTAL PASSENGER (%Total)</b>	<b>50,521 ( 77%)</b>		<b>14,998 (23%)</b>
			<i>* Total for all categories</i>			

# BROCKVILLE

## BROCKVILLE PARA TRANSIT

Contact: Ms. Valerie Harvey  
 Title: Supervisor, Solid Waste / Transit  
 Telephone: (613) 342-8772 x8231  
 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 Program available: NO

Population served: 21,500  
 Service area (km<sup>2</sup>): 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

Note: \* 2000 was the first year of a new contract, following a ten year period during which the contract price held steady other than for CPI-adjustments.

## OPERATING DATA

	1999	2000	SERVICE HOURS/SCHEDULING	Tickets/Cards (unit price)	Monthly Pass
Rev Veh Km - Dedicated Service			Weekday: 0700 to 1800		
Tot Veh Km - Dedicated Service			Saturday: 0900 to 1800		Holiday:
Rev Veh Hr - Dedicated Service	2,006	2,373	Advanced booking notice:	1 days	
Tot Veh Hr - Dedicated Service	3,229	3,229	Minimum notice for reservation:		
Non-Dedicated Service - Veh Km			Reservations/Scheduling:	Manual	
Non-Dedicated Service - Veh Hr					
<b>PASSENGER DATA</b>			<b>FARE STRUCTURE (2000)</b>		
Dedicated Service	10,066	11,828	Cash		
Non-Dedicated Service			Adult	\$3.00	
<b>TOTAL PASSENGERS</b>	<b>10,066</b>	<b>11,828</b>	Child	\$3.00	
Subscription/Pre-booked			Student	\$3.00	
Reservation	90%		Senior	\$3.00	
On-Demand/Day of trip	10%		Attendant	\$3.00	
<b>UNACCOMMODATED TRIPS</b>			Companion	\$3.00	
NO-SHOWS/CANCELLED AT DOOR	992	868	Other		
<b>NUMBER OF COMPLAINTS</b>					
<b>OPERATING EXPENSES</b>			<b>EMPLOYEE DATA (2000)</b>		
Administration	\$1,011	\$80	Operators		
Operations:			Other Operations (e.g. dispatchers)		
Internal - Dedicated Service			Maintenance		
Contract - Dedicated Service *	\$89,545	\$182,157	General Administration		
Contract - Non-Dedicated Service			Other		
Taxi Scrip/Fare Reimbursement			<b>TOTAL NUMBER OF EMPLOYEES</b>		
Maintenance (Vehicles & Facilities)			Union Affiliations: N/A		
Fuel			Top Operator Wage Rate:		
<b>TOTAL OPERATING EXPENSES</b>	<b>\$90,556</b>	<b>\$182,237</b>	Top Mechanic Wage Rate:		
<b>OPERATING FUNDING SOURCES</b>					
Passenger Revenue	\$30,198	\$35,484			
Other Operating Revenue					
Total Operating Revenues	\$30,198	\$35,484			
Provincial Contributions					
Municipal Contributions	\$60,358	\$130,454			
Donations/Other		\$16,299			
<b>TOTAL OPERATING FUNDING</b>	<b>\$90,556</b>	<b>\$182,237</b>			
<b>CAPITAL EXPENSES</b>					
Vehicles Purchased					
Debt Servicing					
Other Capital Expenses					
<b>TOTAL CAPITAL EXPENSES</b>					
<b>CAPITAL FUNDING SOURCES</b>					
Transit System					
Provincial Contributions					
Municipal Contributions					
Donations/Other					
<b>TOTAL CAPITAL FUNDING</b>					

VEHICLE DATA (2000)	Veh. Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	2	2	4	10
Other				
<b>TOTAL DED VEHICLES</b>	<b>2</b>	<b>2</b>	<b>N/A</b>	<b>N/A</b>
Accessible taxis	N/A	N/A		

PASSENGER STATISTICS (2000)	Dedicated Service	Non-Dedicated Service
Ambulatory	4,776	
Wheelchair/Scooter Users	5,915	
Attendants/Companions	1,137	
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>11,828 (100%)</b>	<b>( 0 %)</b>

# BURLINGTON

**BURLINGTON TRANSIT HANDI-VAN**

Contact: Mr. Don Hammond  
 Title: Administrative 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 Program available: YES

Population served:	135,000	<b>NUMBER OF REGISTRANTS</b>	1,636
Service area (km <sup>2</sup> ):	97.8	Wheelchair/Scooter Users:	790 (48%)
Communities served:	1	Ambulatory:	846 (52%)
Service began:	1975	Attendants/Companions:	
Advisory Committee members:	6	Other:	
Eligibility Committee members:	6	Note: Burlington Transit implemented the taxi scrip program in May 2000.	

**ELIGIBILITY CRITERIA**  
 Unable to Board  
 Unable to Use  
 Other Criteria

<b>OPERATING DATA</b>		1999	2000	<b>SERVICE HOURS/SCHEDULING</b>		
Rev Veh Km - Dedicated Service		187,097	174,285	Weekday:	0700 to 2330	Sunday: 0830 to 1700
Tot Veh Km - Dedicated Service		191,000	199,349	Saturday:	0800 to 2330	Holiday:
Rev Veh Hr - Dedicated Service		9,809	9,874	Advanced booking notice:	2 days	
Tot Veh Hr - Dedicated Service		10,433	10,344	Minimum notice for reservation:	1.0 hours	
Non-Dedicated Service - Veh Km				Reservations/Scheduling:	Fully Automated	
Non-Dedicated Service - Veh Hr						
<b>PASSENGER DATA</b>				<b>FARE STRUCTURE (2000)</b>		<b>Tickets/Cards (unit price)</b>
Dedicated Service		24,873	25,000	Cash		
Non-Dedicated Service		1,235	1,215	Adult	\$2.00	\$2.00
<b>TOTAL PASSENGERS</b>		<b>26,108</b>	<b>26,215</b>	Child	\$2.00	\$2.00
Subscription/Pre-booked		83%	74%	Student	\$2.00	\$2.00
Reservation		14%	25%	Senior	\$2.00	\$2.00
On-Demand/Day of trip		3%	1%	Attendant	\$2.00	\$2.00
<b>UNACCOMMODATED TRIPS</b>		<b>50</b>	<b>24</b>	Companion	\$2.00	\$2.00
NO-SHOWS/CANCELLED AT DOOR		515	396	Other		
<b>NUMBER OF COMPLAINTS</b>		<b>4</b>	<b>10</b>			
<b>OPERATING EXPENSES</b>				<b>EMPLOYEE DATA (2000)</b>		<b>(Full-Time) (Part-Time)</b>
Administration				Operators	4	4
Operations:				Other Operations (e.g. dispatchers)	1	
Internal - Dedicated Service		\$307,570	\$360,049	Maintenance	1	
Contract - Dedicated Service				General Administration	1	
Contract - Non-Dedicated Service		\$11,112	\$10,358	Other		
Taxi Scrip/Fare Reimbursement			\$9,704	<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>7</b>	<b>4</b>
Maintenance (Vehicles & Facilities)		\$79,821	\$81,792	Union Affiliations:	CUPE 2723	
Fuel		\$11,080	\$26,799	Top Operator Wage Rate:	\$17.29	
<b>TOTAL OPERATING EXPENSES</b>		<b>\$409,583</b>	<b>\$488,702</b>	Top Mechanic Wage Rate:	\$20.55	
<b>OPERATING FUNDING SOURCES</b>				<b>PERFORMANCE INDICATORS</b>		
Passenger Revenue		\$86,715	\$89,639	1999	2000	
Other Operating Revenue				FINANCIAL		
Total Operating Revenues		\$86,715	\$89,639	R/C Ratio	21%	18%
Provincial Contributions				Net Operating Cost/Capita	\$2.39	\$2.96
Municipal Contributions		\$322,876	\$398,333	Total Exp/Passengers	\$15.69	\$18.64
Donations/Other			\$1,000	Total Exp/Eligible Passengers	\$16.02	\$18.94
<b>TOTAL OPERATING FUNDING</b>		<b>\$409,591</b>	<b>\$488,972</b>	Transp Exp/Passengers		
<b>CAPITAL EXPENSES</b>				Dedicated Service	\$16.02	\$18.75
Vehicles Purchased				Non-Dedicated Service (e.g. Taxis)	\$9.00	\$16.51
Debt Servicing				Transp Exp/Hours (Dedicated Service)	\$38.19	\$45.31
Other Capital Expenses				OPERATING		
<b>TOTAL CAPITAL EXPENSES</b>				Registrants/Capita	0.0108	0.0121
<b>CAPITAL FUNDING SOURCES</b>				Passengers/Capita	0.1934	0.1942
Transit System				Passengers/Registrants	17.92	16.02
Provincial Contributions				Passengers/Hours (Dedicated Service)	2.38	2.42
Municipal Contributions				Km/Passengers (Dedicated Service)	7.68	7.97
Donations/Other				Average Speed (Dedicated Service)	18.31	19.27
<b>TOTAL CAPITAL FUNDING</b>						

<b>VEHICLE DATA (2000)</b>	Number	Veh. Peak	<b>Avg. Capacity per Veh.</b>	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	7	7	6	6
Other				
<b>TOTAL DED VEHICLES</b>	<b>7</b>	<b>7</b>	<b>N/A</b>	<b>N/A</b>
Accessible taxis	2	N/A		

<b>PASSENGER STATISTICS (2000)</b>	<b>Dedicated Service</b>	<b>Non-Dedicated Service</b>	
		Ambulatory	Wheelchair/Scooter Users
Ambulatory	8,930	763	
Wheelchair/Scooter Users	15,657	452	
Attendants/Companions	413		
Other			
<b>TOTAL PASSENGER (%Total)</b>	<b>25,000 ( 95%)</b>		
		<b>1,215 ( 5%)</b>	

**GRAND RIVER MOBILITY PLUS (SOUTH)**

Contact: Mr. Rick Schram  
 Title: Manager  
 Telephone: (519) 585-7597 x7272  
 FAX: (519) 585-1060  
 e-mail: scrick@region.watertloo.on.ca

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

Population served: 106,000  
 Service area (km<sup>2</sup>):  
 Communities served: 1  
 Service began: 1976  
 Advisory Committee members: N/A  
 Eligibility Committee members: 5

**NUMBER OF REGISTRANTS**

843

Wheelchair/Scooter Users: 263

(31%)

Ambulatory: 580

(69%)

Attendants/Companions:

Other:

**ELIGIBILITY CRITERIA**

- Unable to Board  
 Unable to Use  
 Other Criteria

Note: \* In 1999, each registrant had to pay an administration fee of \$10; however, the Regional Municipality of Waterloo dropped this annual registration fee in 2000.

**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

1999

2000

**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  
 Non-Dedicated Service  
**TOTAL PASSENGERS**  
 Subscription/Pre-booked  
 Reservation  
 On-Demand/Day of trip  
**UNACCOMMODATED TRIPS**  
**NO-SHOWS/CANCELLED AT DOOR**  
**NUMBER OF COMPLAINTS**

18,683

16,791

16,555

18,074

35,238

34,865

17%

22%

82%

77%

1%

1%

10

10

177

174

3

3

**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**

\$21,111

\$18,720

**OPERATING FUNDING SOURCES**

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

\$97,000

\$70,976

\$97,000

\$70,976

\$237,209

\$300,230

\$131,446

\$165,841

\$23,239

\$17,863

\$11,880

\$14,436

\$334,209

\$371,206

**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**

<b>VEHICLE DATA (2000)</b>	<b>Veh. Number</b>	<b>Avg. Capacity per Veh. Wheelchair Ambulatory</b>		
			<b>N/A</b>	<b>N/A</b>
Non-Accessible Cars	1	1		4
Accessible Vans/Minivans	3	2	5	5
Small Buses				
Other				
<b>TOTAL DED VEHICLES</b>	<b>4</b>	<b>3</b>	<b>N/A</b>	<b>N/A</b>
Accessible taxis	2	N/A		

<b>PASSENGER STATISTICS (2000)</b>	<b>Dedicated Service</b>	<b>Non-Dedicated Service</b>
Ambulatory	8,395	14,946
Wheelchair/Scooter Users	7,556	2,224
Attendants/Companions	840	904
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>16,791 ( 48%)</b>	<b>18,074 (52%)</b>

# CAPREOL AND VALLEY EAST

Ontario Specialized Transit Service Fact Book - 2000 Operating Data

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## NORTHWAY BUS LINES INC.

Contact: Daniel Joanis  
 Title: Manager/Owner  
 Telephone: (705) 858-1320  
 FAX: (705) 858-1331  
 e-mail:  
 Dedicated Service operated by: 1 Private Contractor  
 Non-Ded. Service (e.g. Taxis) operated by: N/A  
 Taxi Scrip Program available: NO

Population served:	27,300	NUMBER OF REGISTRANTS	105 †
Service area (km <sup>2</sup> ):	690.9	Wheelchair/Scooter Users:	11 (10%)
Communities served:	2	Ambulatory:	94 (90%)
Service began:	1991	Attendants/Companions:	
Advisory Committee members:	N/A	Other:	
Eligibility Committee members:	N/A	Note: † Registrants for Town of Capreol only. Registrants for Town of Valley East not available.	

**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

## 2000 SERVICE HOURS/SCHEDULING

Weekday:	0800 to 1600	Sunday:
Saturday:		Holiday:
Advanced booking notice:	1 days	
Minimum notice for reservation:	24.0 hours	
Reservations/Scheduling:	Manual	

## PASSENGER DATA

Dedicated Service  
 Non-Dedicated Service  
**TOTAL PASSENGERS**  
 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**

## 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 (2000)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$6.00		
Child			
Student	\$6.00		
Senior	\$6.00		
Attendant	\$6.00		
Companion	\$6.00		
Other			

## EMPLOYEE DATA (2000)

	(Full-Time)	(Part-Time)
Operators		2
Other Operations (e.g. dispatchers)		
Maintenance		1
General Administration		1
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>		4
Union Affiliations:	N/A	
Top Operator Wage Rate:	\$12.00	
Top Mechanic Wage Rate:	\$20.50	

## PERFORMANCE INDICATORS

	2000
<b>FINANCIAL</b>	
R/C Ratio	29%
Net Operating Cost/Capita	\$1.60
Total Exp/Passengers	\$20.58
Total Exp/Eligible Passengers	\$20.58
Transp Exp/Passengers	
Dedicated Service	\$20.58
Non-Dedicated Service (e.g. Taxis)	
Transp Exp/Hours (Dedicated Service)	\$25.00
<b>OPERATING</b>	
Registrants/Capita †	0.0038
Passengers/Capita	0.1099
Passengers/Registrants †	28.57
Passengers/Hours (Dedicated Service)	1.21
Km/Passengers (Dedicated Service)	34.67
Average Speed (Dedicated Service)	42.11

VEHICLE DATA (2000)	Veh. Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	2		7	
Other				
<b>TOTAL DED VEHICLES</b>	<b>2</b>		N/A	N/A
Accessible taxis	N/A	N/A		

PASSENGER STATISTICS (2000)	Dedicated Service	Non-Dedicated Service
Ambulatory		3,000*
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>3,000 ( 100% )</b>	<b>( 0% )</b>

\* Total for all categories

# CHATHAM

**CHATHAM SPECIALIZED TRANSIT SERVICE**

Contact: Blair Anderson  
 Title: Manager, Traffic and Transit  
 Telephone: (519) 436-3224  
 FAX: (519) 436-3283  
 e-mail: blaira@city.chatham-kent.on.ca  
 Dedicated Service operated by: 1 Private Contractor  
 Non-Ded. Service (e.g. Taxis) operated by: N/A  
 Taxi Scrip Program available: NO

Population served: 43,409      **NUMBER OF REGISTRANTS** 450  
 Service area (km<sup>2</sup>):  
 Communities served: 1      Wheelchair/Scooter Users: 444 (99%)  
 Service began: 1973      Ambulatory: 6 (1%)  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

Note: Service available until 11p.m. on Fridays.

## ELIGIBILITY CRITERIA

- Unable to Board
- Unable to Use
- Other Criteria

<b>OPERATING DATA</b>		1999	2000	<b>SERVICE HOURS/SCHEDULING</b>		
Rev Veh Km - Dedicated Service				Weekday:	0800 to 1800	Sunday: 0900 to 1700
Tot Veh Km - Dedicated Service				Saturday:	0800 to 1800	Holiday:
Rev Veh Hr - Dedicated Service		3,700		Advanced booking notice:	1 days	
Tot Veh Hr - Dedicated Service		3,700		Minimum notice for reservation:	2.0 hours	
Non-Dedicated Service - Veh Km				Reservations/Scheduling:	Manual	
Non-Dedicated Service - Veh Hr						
<b>PASSENGER DATA</b>				<b>FARE STRUCTURE (2000)</b>		<b>Tickets/Cards (unit price)</b>
Dedicated Service		8,400		Cash		
Non-Dedicated Service				Adult	\$3.00	
<b>TOTAL PASSENGERS</b>		8,400		Child	\$3.00	
Subscription/Pre-booked				Student	\$3.00	
Reservation		10%		Senior	\$3.00	
On-Demand/Day of trip		80%		Attendant	free	
<b>UNACCOMMODATED TRIPS</b>		10%		Companion	\$3.00	
NO-SHOWS/CANCELLED AT DOOR				Other		
NUMBER OF COMPLAINTS		5				
<b>OPERATING EXPENSES</b>				<b>EMPLOYEE DATA (2000)</b>		<b>(Full-Time) (Part-Time)</b>
Administration			\$13,000	Operators		
Operations:				Other Operations (e.g. dispatchers)		
Internal - Dedicated Service				Maintenance		
Contract - Dedicated Service			\$128,000	General Administration		
Contract - Non-Dedicated Service				Other		
Taxi Scrip/Fare Reimbursement				<b>TOTAL NUMBER OF EMPLOYEES</b>		
Maintenance (Vehicles & Facilities)				Union Affiliations:	N/A	
Fuel				Top Operator Wage Rate:		
<b>TOTAL OPERATING EXPENSES</b>			\$141,000	Top Mechanic Wage Rate:		
<b>OPERATING FUNDING SOURCES</b>				<b>PERFORMANCE INDICATORS</b>		
Passenger Revenue			\$20,700	1999	2000	
Other Operating Revenue				FINANCIAL		
Total Operating Revenues			\$20,700	R/C Ratio		15%
Provincial Contributions				Net Operating Cost/Capita		\$2.77
Municipal Contributions			\$118,300	Total Exp/Passengers		\$16.79
Donations/Other			\$2,000	Total Exp/Eligible Passengers		\$18.43
<b>TOTAL OPERATING FUNDING</b>			\$141,000	Transp Exp/Passengers		
<b>CAPITAL EXPENSES</b>				Dedicated Service		\$15.24
Vehicles Purchased				Non-Dedicated Service (e.g. Taxis)		
Debt Servicing				Transp Exp/Hours (Dedicated Service)		\$34.59
Other Capital Expenses				OPERATING		
<b>TOTAL CAPITAL EXPENSES</b>				Registrants/Capita		0.0104
<b>CAPITAL FUNDING SOURCES</b>				Passengers/Capita		0.1935
Transit System				Passengers/Registrants		18.67
Provincial Contributions				Passengers/Hours (Dedicated Service)		2.27
Municipal Contributions				Km/Passengers (Dedicated Service)		
Donations/Other				Average Speed (Dedicated Service)		
<b>TOTAL CAPITAL FUNDING</b>						

<b>VEHICLE DATA (2000)</b>	<b>Number</b>	<b>Veh. Peak</b>	<b>Avg. Capacity per Veh.</b>	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	2	2	5	4
Other				
<b>TOTAL DED VEHICLES</b>	<b>2</b>	<b>2</b>	<b>N/A</b>	<b>N/A</b>
Accessible taxis	N/A	N/A		

<b>PASSENGER STATISTICS (2000)</b>	<b>Dedicated Service</b>	<b>Non-Dedicated Service</b>
Ambulatory	450	
Wheelchair/Scooter Users	7,200	
Attendants/Companions	750	
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>8,400 ( 100% )</b>	<b>( 0% )</b>

# 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 Program available: NO

Population served:	60,000	<b>NUMBER OF REGISTRANTS</b>	94
Service area (km <sup>2</sup> ):	500.0	Wheelchair/Scooter Users:	61 (65%)
Communities served:	1	Ambulatory:	33 (35%)
Service began:	1981	Attendants/Companions:	
Advisory Committee members:	11	Other:	
Eligibility Committee members:	11	Note: Handi Transit Inc. operates on behalf of five municipalities.	

ELIGIBILITY CRITERIA

<input checked="" type="checkbox"/> Unable to Board	Note: Handi Transit Inc. operates on behalf of five municipalities.
<input checked="" type="checkbox"/> Unable to Use	Administrative resources and expenses are shared between the five
<input type="checkbox"/> Other Criteria	municipalities. Clarington pays 17% of the administrative expenses.

## OPERATING DATA

Rev Veh Km - Dedicated Service	51,000
Tot Veh Km - Dedicated Service	51,000
Rev Veh Hr - Dedicated Service	2,670
Tot Veh Hr - Dedicated Service	2,670
Non-Dedicated Service - Veh Km	
Non-Dedicated Service - Veh Hr	

1999

2000

## SERVICE HOURS/SCHEDULING

Weekday:	0730 to 2200	Sunday:	0900 to 1800
Saturday:	0800 to 2200	Holiday:	0900 to 1800
Advanced booking notice:		7 days	
Minimum notice for reservation:		2.0 hours	
Reservations/Scheduling: Partially Computerized			

## PASSENGER DATA

Dedicated Service	3,134
Non-Dedicated Service	20
<b>TOTAL PASSENGERS</b>	<b>3,154</b>
Subscription/Pre-booked	25%
Reservation	65%
On-Demand/Day of trip	10%
<b>UNACCOMMODATED TRIPS</b>	<b>27</b>
<b>NO-SHOWS/CANCELLED AT DOOR</b>	<b>64</b>
<b>NUMBER OF COMPLAINTS</b>	<b>76</b>

1999

2000

## FARE STRUCTURE (2000)

Adult	Cash	Tickets/Cards (unit price)	Monthly Pass
Child	\$2.50		
Student	\$2.50		
Senior	\$2.50		
Attendant	\$2.50		
Companion	\$2.50		
Other	Child <10 w/adult - \$1.	Fare-by-distance for cross-boundary	

## OPERATING EXPENSES

Administration	\$35,409
<b>Operations:</b>	
Internal - Dedicated Service	
Contract - Dedicated Service	\$50,110
Contract - Non-Dedicated Service	\$846
Taxi Scrip/Fare Reimbursement	
Maintenance (Vehicles & Facilities)	\$6,997
Fuel	\$5,641
<b>TOTAL OPERATING EXPENSES</b>	<b>\$99,003</b>

1999

2000

## EMPLOYEE DATA (2000)

Operators	(Full-Time)	(Part-Time)
	1	
Other Operations (e.g. dispatchers)		2
Maintenance		
General Administration		1
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>1</b>	<b>3</b>
Union Affiliations:	Teamsters Local 938	
Top Operator Wage Rate:	\$14.30	
Top Mechanic Wage Rate:		

## OPERATING FUNDING SOURCES

Passenger Revenue	\$12,744
Other Operating Revenue	
<b>Total Operating Revenues</b>	<b>\$12,744</b>
Provincial Contributions	
Municipal Contributions	\$86,259
Donations/Other	
<b>TOTAL OPERATING FUNDING</b>	<b>\$99,003</b>

1999

2000

## CAPITAL EXPENSES

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

## CAPITAL FUNDING SOURCES

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

## PERFORMANCE INDICATORS

<b>FINANCIAL</b>	<b>1999</b>	<b>2000</b>
R/C Ratio	13%	14%
Net Operating Cost/Capita	\$1.60	\$1.66
Total Exp/Passengers	\$31.39	\$31.65
Total Exp/Eligible Passengers	\$34.87	\$33.86
Transp Exp/Passengers		
Dedicated Service	\$20.02	\$22.84
Non-Dedicated Service (e.g. Taxis)	\$42.30	\$10.43
Transp Exp/Hours (Dedicated Service)	\$23.50	\$29.32
<b>OPERATING</b>		
Registrants/Capita	0.0015	0.0016
Passengers/Capita	0.0584	0.0607
Passengers/Registrants	39.92	38.73
Passengers/Hours (Dedicated Service)	1.17	1.28
Km/Passengers (Dedicated Service)	16.27	15.10
Average Speed (Dedicated Service)	19.10	19.38

VEHICLE DATA (2000)	Veh. Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	6	4
Other				
<b>TOTAL DED VEHICLES</b>	<b>1</b>	<b>1</b>	<b>N/A</b>	<b>N/A</b>
Accessible taxis	4	N/A		

PASSENGER STATISTICS (2000)	Dedicated Service	Non-Dedicated Service
Ambulatory	320	90
Wheelchair/Scooter Users	2,870	124
Attendants/Companions	237	
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>3,427 ( 94%)</b>	<b>214 ( 6%)</b>

# CORNWALL

## CORNWALL TRANSIT

Contact: Mr. Sherman Goodwin  
 Title: Transit Manager  
 Telephone: (613) 930-2636 x2503  
 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 Program available: NO

Population served:	48,000	NUMBER OF REGISTRANTS	1,024 †
Service area (km <sup>2</sup> ):	63.5	Wheelchair/Scooter Users:	302 (29%)
Communities served:	1	Ambulatory:	520 (51%)
Service began:	1981	Attendants/Companions:	202 (20%)
Advisory Committee members:	N/A	Other:	
Eligibility Committee members:	N/A	Note: † Cornwall Transit updated its registrant list in 2000.	

## ELIGIBILITY CRITERIA

- Unable to Board
- Unable to Use
- Other Criteria

## OPERATING DATA

	1999	2000
Rev Veh Km - Dedicated Service		
Tot Veh Km - Dedicated Service	58,709	51,026
Rev Veh Hr - Dedicated Service		
Tot Veh Hr - Dedicated Service	8,173	7,321
Non-Dedicated Service - Veh Km	5,224	8,960
Non-Dedicated Service - Veh Hr	265	431

## PASSENGER DATA

Dedicated Service	16,025	16,684
Non-Dedicated Service	1,748	2,897
<b>TOTAL PASSENGERS</b>	<b>17,773</b>	<b>19,581</b>
Subscription/Pre-booked Reservation		
On-Demand/Day of trip		

## UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR	206	92
NUMBER OF COMPLAINTS		

## OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service	\$277,929	\$291,753
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$9,865	\$19,061
Taxi Scrip/Fare Reimbursement		
Maintenance (Vehicles & Facilities)	\$20,931	\$21,688
Fuel	\$11,771	\$5,826
<b>TOTAL OPERATING EXPENSES</b>	<b>\$320,496</b>	<b>\$338,328</b>

## OPERATING FUNDING SOURCES

Passenger Revenue	\$55,556	\$93,393
Other Operating Revenue	\$5,900	
<b>Total Operating Revenues</b>	<b>\$61,456</b>	<b>\$93,393</b>
Provincial Contributions		
Municipal Contributions	\$259,040	\$244,935
Donations/Other		
<b>TOTAL OPERATING FUNDING</b>	<b>\$320,496</b>	<b>\$338,328</b>

## CAPITAL EXPENSES

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

## CAPITAL FUNDING SOURCES

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

## SERVICE HOURS/SCHEDULING

Weekday:	0630 to 2330	Sunday:	
Saturday:	0700 to 2330	Holiday:	
Advanced booking notice:		1 days	
Minimum notice for reservation:		24.0 hours	
Reservations/Scheduling:		Partially Computerized	

## FARE STRUCTURE (2000)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.25	\$2.20	
Child	\$2.25	\$2.20	
Student	\$2.25	\$2.20	
Senior	\$2.25	\$2.20	
Attendant	\$2.25	\$2.20	
Companion	\$2.25	\$2.20	
Other			

## EMPLOYEE DATA (2000)

	(Full-Time)	(Part-Time)
Operators	3	2
Other Operations (e.g. dispatchers)	1	
Maintenance	2	3
General Administration	1	1
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>7</b>	<b>6</b>
Union Affiliations:	ATU 946	
Top Operator Wage Rate:	\$15.28	
Top Mechanic Wage Rate:	\$17.84	

## PERFORMANCE INDICATORS

	1999	2000
<b>FINANCIAL</b>		
R/C Ratio	19%	28%
Net Operating Cost/Capita	\$5.40	\$5.10
Total Exp/Passengers	\$18.03	\$17.28
Total Exp/Eligible Passengers	\$18.14	\$17.37
Transp Exp/Passengers		
Dedicated Service	\$19.38	\$19.14
Non-Dedicated Service (e.g. Taxis)	\$5.64	\$6.58
Transp Exp/Hours (Dedicated Service)	\$38.01	\$43.61

## OPERATING

Registrants/Capita †	0.0270	0.0213
Passengers/Capita	0.3703	0.4079
Passengers/Registrants †	13.72	19.12
Passengers/Hours (Dedicated Service)	1.96	2.28
Km/Passengers (Dedicated Service)	3.66	3.06
Average Speed (Dedicated Service)	7.18	6.97

VEHICLE DATA (2000)	Veh. Number	Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	2	2	5	4
Small Buses	5	2	2	20
Other				
<b>TOTAL DED VEHICLES</b>	<b>7</b>	<b>4</b>	<b>N/A</b>	<b>N/A</b>
Accessible taxis	N/A	N/A		

PASSENGER STATISTICS (2000)	Dedicated Service	Non-Dedicated Service	
		Passenger	Passenger
Ambulatory	9,425		2,797
Wheelchair/Scooter Users	7,259		
Attendants/Companions			
Other			
<b>TOTAL PASSENGER (% Total)</b>	<b>16,684 ( 85%)</b>		<b>2,897 ( 15%)</b>

## 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 Program available: NO

Population served:	7,731	NUMBER OF REGISTRANTS	95
Service area (km <sup>2</sup> ):	65.2	Wheelchair/Scooter Users:	30 (32%)
Communities served:	1	Ambulatory:	60 (63%)
Service began:	1976	Attendants/Companions:	5 (5%)
Advisory Committee members:	6	Other:	
Eligibility Committee members:	6	Note: Special after hours trips - Christmas shopping, picnics, funerals, weddings, socials.	

## ELIGIBILITY CRITERIA

- Unable to Board  
 Unable to Use  
 Other Criteria

OPERATING DATA		1999	2000	SERVICE HOURS/SCHEDULING		
Rev Veh Km - Dedicated Service		13,911	17,353	Weekday:	0800 to 1800	Sunday:
Tot Veh Km - Dedicated Service		13,911	17,353	Saturday:		Holiday:
Rev Veh Hr - Dedicated Service		686	839	Advanced booking notice:	7 days	
Tot Veh Hr - Dedicated Service		686	839	Minimum notice for reservation:	24.0 hours	
Non-Dedicated Service - Veh Km				Reservations/Scheduling:	Manual	
Non-Dedicated Service - Veh Hr						
PASSENGER DATA				FARE STRUCTURE (2000)		
Dedicated Service		2,718	3,404	Cash		
Non-Dedicated Service				Adult	\$3.00	
TOTAL PASSENGERS		2,718	3,404	Child	\$3.00	
Subscription/Pre-booked		75%	85%	Student	\$3.00	
Reservation		23%	10%	Senior	\$3.00	
On-Demand/Day of trip		2%	5%	Attendant	\$3.00	
UNACCOMMODATED TRIPS				Companion	\$3.00	
NO-SHOWS/CANCELLED AT DOOR		13	13	Other	School Boards - \$1 per km	
NUMBER OF COMPLAINTS				EMPLOYEE DATA (2000)		
OPERATING EXPENSES				(Full-Time)		(Part-Time)
Administration		\$1,874	\$2,451	Operators	1	1
Operations:				Other Operations (e.g. dispatchers)		
Internal - Dedicated Service		\$39,121	\$55,065	Maintenance		
Contract - Dedicated Service				General Administration		
Contract - Non-Dedicated Service				Other		
Taxi Scrip/Fare Reimbursement				TOTAL NUMBER OF EMPLOYEES		
Maintenance (Vehicles & Facilities)		\$1,102	\$1,203		1	1
Fuel		\$2,560	\$3,850	Union Affiliations:	N/A	
TOTAL OPERATING EXPENSES		\$44,657	\$62,569	Top Operator Wage Rate:	\$20.00	
OPERATING FUNDING SOURCES				Top Mechanic Wage Rate:		
Passenger Revenue		\$5,789	\$7,668	PERFORMANCE INDICATORS		
Other Operating Revenue		\$1,642	\$1,047	1999		
Total Operating Revenues		\$7,431	\$8,715	2000		
Provincial Contributions				FINANCIAL		
Municipal Contributions		\$45,000	\$50,000	R/C Ratio	17%	14%
Donations/Other		\$390		Net Operating Cost/Capita	\$4.82	\$6.97
TOTAL OPERATING FUNDING		\$52,821	\$58,715	Total Exp/Passengers	\$16.43	\$18.38
CAPITAL EXPENSES				Total Exp/Eligible Passengers	\$16.54	\$18.63
Vehicles Purchased				Transp Exp/Passengers		
Debt Servicing				Dedicated Service	\$15.74	\$17.66
Other Capital Expenses				Non-Dedicated Service (e.g. Taxis)		
TOTAL CAPITAL EXPENSES				Transp Exp/Hours (Dedicated Service)	\$62.37	\$71.65
CAPITAL FUNDING SOURCES				OPERATING		
Transit System				Registrants/Capita	0.0109	0.0123
Provincial Contributions				Passengers/Capita	0.3516	0.4403
Municipal Contributions				Passengers/Registrants	32.36	35.83
Donations/Other				Passengers/Hours (Dedicated Service)	3.96	4.06
TOTAL CAPITAL FUNDING				Km/Passengers (Dedicated Service)	5.12	5.10

VEHICLE DATA (2000)	Veh. Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
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 (2000)	Dedicated Service	Non-Dedicated Service
Ambulatory	2,463	
Wheelchair/Scooter Users	895	
Attendants/Companions	30	
Other	16	
TOTAL PASSENGER (%Total)	3,404 ( 100%)	( 0%)

**HANDI LIFT BUS**

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

Dedicated Service operated by: Transit System/Municipality

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

Taxi Scrip Program available: NO

Population served: 13,500  
 Service area (km<sup>2</sup>): 8.0  
 Communities served: 1  
 Service began: 1988  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

**ELIGIBILITY CRITERIA**

- Unable to Board  
 Unable to Use  
 Other Criteria

**OPERATING DATA**

Rev Veh Km - Dedicated Service	1999	2000
27,000		
Tot Veh Km - Dedicated Service		27,000
Rev Veh Hr - Dedicated Service	1,800	1,340
Tot Veh Hr - Dedicated Service	1,800	1,340
Non-Dedicated Service - Veh Km		
Non-Dedicated Service - Veh Hr		

**PASSENGER DATA**

Dedicated Service	6,269	6,174
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>6,269</b>	<b>6,174</b>
Subscription/Pre-booked	80%	80%
Reservation	18%	
On-Demand/Day of trip	2%	20%
<b>UNACCOMMODATED TRIPS</b>	<b>18</b>	
<b>NO-SHOWS/CANCELLED AT DOOR</b>	<b>8</b>	

**NUMBER OF COMPLAINTS****OPERATING EXPENSES**

Administration		
Operations:		
Internal - Dedicated Service	\$24,780	
Contract - Dedicated Service	\$60,000	\$58,000
Contract - Non-Dedicated Service		
Taxi Scrip/Fare Reimbursement		
Maintenance (Vehicles & Facilities)	\$6,420	\$30,000
Fuel	\$1,260	
<b>TOTAL OPERATING EXPENSES</b>	<b>\$92,460</b>	<b>\$88,000</b>

**OPERATING FUNDING SOURCES**

Passenger Revenue	\$7,836	\$7,714
Other Operating Revenue		
<b>Total Operating Revenues</b>	<b>\$7,836</b>	<b>\$7,714</b>
Provincial Contributions		
Municipal Contributions	\$84,624	\$80,286
Donations/Other		
<b>TOTAL OPERATING FUNDING</b>	<b>\$92,460</b>	<b>\$88,000</b>

**CAPITAL EXPENSES**

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

**SERVICE HOURS/SCHEDULING**

Weekday:	0830 to 1600	Sunday:
Saturday:		Holiday:
Advanced booking notice:		7 days
Minimum notice for reservation:		24.0 hours
Reservations/Scheduling:		Manual

**FARE STRUCTURE (2000)**

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

**EMPLOYEE DATA (2000)**

Operators		(Full-Time)	(Part-Time)
Other Operations (e.g. dispatchers)			2
Maintenance			1
General Administration			1
Other			
<b>TOTAL NUMBER OF EMPLOYEES</b>			<b>4</b>
Union Affiliations:	CUPE 1880		
Top Operator Wage Rate:	\$13.65		
Top Mechanic Wage Rate:			

**PERFORMANCE INDICATORS**

	1999	2000
<b>FINANCIAL</b>		
R/C Ratio	8%	9%
Net Operating Cost/Capita	\$6.27	\$5.95
Total Exp/Passengers	\$14.75	\$14.25
Total Exp/Eligible Passengers	\$17.43	\$17.11
Transp Exp/Passengers		
Dedicated Service	\$14.75	\$14.25
Non-Dedicated Service (e.g. Taxis)		
Transp Exp/Hours (Dedicated Service)	\$51.37	\$65.67
<b>OPERATING</b>		
Registrants/Capita	0.0127	0.0156
Passengers/Capita	0.4644	0.4573
Passengers/Registrants	36.66	29.40
Passengers/Hours (Dedicated Service)	3.48	4.61
Km/Passengers (Dedicated Service)	4.31	
Average Speed (Dedicated Service)	15.00	

<b>VEHICLE DATA</b> (2000)		Veh. Number	Veh. Peak	Avg. Capacity per Veh.	
				Wheelchair	Ambulatory
Non-Accessible Cars				N/A	
Accessible Vans/Minivans					
Small Buses	1	1		N/A	
Other					
<b>TOTAL DED VEHICLES</b>	<b>1</b>	<b>1</b>		N/A	N/A
Accessible taxis		N/A	N/A		

<b>PASSENGER STATISTICS</b> (2000)		Dedicated Service	Non-Dedicated Service
Ambulatory		2,836	
Wheelchair/Scooter Users		2,307	
Attendants/Companions		1,031	
Other			
<b>TOTAL PASSENGER (%Total)</b>		<b>6,174 ( 100% )</b>	<b>( 0 % )</b>

## ESPAÑOLA CARE VAN

Contact: Mr. Merwyn Sheppard  
 Title: Clerk Treasurer/Administrator  
 Telephone: (705) 869-1540  
 FAX: (705) 869-0083  
 e-mail: msheppard@town.espanola.on.ca

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

Population served:

5,600

## NUMBER OF REGISTRANTS

52 †

Service area (km<sup>2</sup>):

17.8

Wheelchair/Scooter Users:

1 (2%)

Communities served:

1

Ambulatory:

51 (98%)

Service began:

Attendants/Companions:

Advisory Committee members:

6

Other:

Eligibility Committee members:

N/A

Note: † Espanola Care Van updated its registrant list in 2000.  
 Espanola Care Van does not have Monday service.

## ELIGIBILITY CRITERIA

- Unable to Board
- Unable to Use
- Other Criteria

## OPERATING DATA

1999

2000

## SERVICE HOURS/SCHEDULING

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

1,040

1,040

Advanced booking notice: 1 days  
 Minimum notice for reservation: 24.0 hours  
 Reservations/Scheduling: Manual

## PASSENGER DATA

Dedicated Service

3,000

2,400

Cash

Tickets/Cards  
(unit price)

Monthly Pass

Non-Dedicated Service

TOTAL PASSENGERS

3,000

2,400

Subscription/Pre-booked

Reservation

On-Demand/Day of trip

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

## OPERATING EXPENSES

Administration

\$806

\$999

Operations:

Internal - Dedicated Service

\$15,179

\$14,648

Contract - Dedicated Service

Contract - Non-Dedicated Service

Taxi Scrip/Fare Reimbursement

Maintenance (Vehicles &amp; Facilities)

\$5,553

\$254

Fuel

\$1,912

\$1,968

TOTAL OPERATING EXPENSES

\$23,450

\$17,869

## OPERATING FUNDING SOURCES

Passenger Revenue

\$7,290

\$7,046

Other Operating Revenue

Total Operating Revenues

\$7,290

\$7,046

Provincial Contributions

Municipal Contributions

\$16,160

\$15,824

Donations/Other

TOTAL OPERATING FUNDING

\$23,450

\$22,870

## 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

## PERFORMANCE INDICATORS

1999

2000

## FINANCIAL

R/C Ratio

31%

39%

Net Operating Cost/Capita

\$2.89

\$1.93

Total Exp/Passengers

\$7.82

\$7.45

Total Exp/Eligible Passengers

\$7.82

\$7.45

Transp Exp/Passengers

Dedicated Service

\$7.55

\$7.03

Non-Dedicated Service (e.g. Taxis)

Transp Exp/Hours (Dedicated Service)

\$21.77

\$16.22

## OPERATING

Registrants/Capita †

0.0179

0.0093

Passengers/Capita

0.5357

0.4286

Passengers/Registrants †

30.00

46.15

Passengers/Hours (Dedicated Service)

2.88

2.31

Km/Passengers (Dedicated Service)

Average Speed (Dedicated Service)

VEHICLE DATA (2000)	Veh. Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	1	1	2	6
Small Buses				
Other				
<b>TOTAL DED VEHICLES</b>	<b>1</b>	<b>1</b>	<b>N/A</b>	<b>N/A</b>
Accessible taxis	N/A	N/A		

PASSENGER STATISTICS (2000)	Dedicated Service	Non-Dedicated Service
Ambulatory	2,376	
Wheelchair/Scooter Users	24	
Attendants/Companions		
Other		
<b>TOTAL PASSENGER (% Total)</b>	<b>2,400 ( 100% )</b>	<b>( 0 % )</b>



**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 Program available: YES

Population served:	7,985	<b>NUMBER OF REGISTRANTS</b>	148
Service area (km <sup>2</sup> ):		Wheelchair/Scooter Users:	
Communities served:	1	Ambulatory:	
Service began:		Attendants/Companions:	
Advisory Committee members:	5	Other:	
Eligibility Committee members:	N/A	Note: Fort Frances Handi-Van provides service outside of regular business hours for specific events as required.	
<b>ELIGIBILITY CRITERIA</b>			
<input type="checkbox"/> Unable to Board <input checked="" type="checkbox"/> Unable to Use <input type="checkbox"/> Other Criteria			

**OPERATING DATA****1999****2000****SERVICE HOURS/SCHEDULING**

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

27,812  
 1,930

27,076  
 2,340

Weekday: 0800 to 1700 Sunday:  
 Saturday: Holiday:  
 Advanced booking notice: 1 days  
 Minimum notice for reservation: 24.0 hours  
 Reservations/Scheduling: Manual

**PASSENGER DATA**

Dedicated Service

11,543

12,378

**Cash**

Non-Dedicated Service

549

\$1.25

**TOTAL PASSENGERS**

11,543

12,927

\$1.25

Subscription/Pre-booked

Reservation

On-Demand/Day of trip

**UNACCOMMODATED TRIPS**

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

**OPERATING EXPENSES**

Administration

\$10,022

\$10,827

Operations:

Internal - Dedicated Service

Contract - Dedicated Service

\$50,543

\$51,798

Contract - Non-Dedicated Service

Taxi Scrip/Fare Reimbursement

\$13,222

\$15,810

Maintenance (Vehicles &amp; Facilities)

\$12,505

\$7,716

Fuel

\$3,794

\$5,368

**TOTAL OPERATING EXPENSES**

\$90,086

\$91,519

**OPERATING FUNDING SOURCES**

Passenger Revenue

\$17,968

\$26,752

Other Operating Revenue

**Total Operating Revenues**

\$17,968

\$26,752

Provincial Contributions

Municipal Contributions

\$63,877

\$56,307

Donations/Other

\$8,241

\$8,460

**TOTAL OPERATING FUNDING**

\$90,086

\$91,519

**CAPITAL EXPENSES**

Vehicles Purchased

\$64,703

Debt Servicing

Other Capital Expenses

**TOTAL CAPITAL EXPENSES**

\$64,703

**CAPITAL FUNDING SOURCES**

Transit System

Provincial Contributions

\$64,703

Municipal Contributions

Donations/Other

**TOTAL CAPITAL FUNDING**

\$64,703

**FARE STRUCTURE (2000)****Tickets/Cards  
(unit price)****Monthly Pass**

Adult	\$1.25
Child	\$1.25
Student	\$1.25
Senior	\$1.25
Attendant	\$0.63
Companion	\$0.63
Other	Transport for Board of Education - \$5/trip

**EMPLOYEE DATA (2000)****(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****1999****2000****FINANCIAL**

R/C Ratio

20%

29%

Net Operating Cost/Capita

\$8.48

\$8.11

Total Exp/Passengers

\$7.80

\$7.08

Total Exp/Eligible Passengers

\$8.20

\$7.50

Transp Exp/Passengers

Dedicated Service

\$5.79

\$5.24

Non-Dedicated Service (e.g. Taxis)

\$28.80

Transp Exp/Hours (Dedicated Service)

\$34.63

\$27.73

**OPERATING**

Registrants/Capita

0.0185

Passengers/Capita

1.3580

1.6189

Passengers/Registrants

87.34

Passengers/Hours (Dedicated Service)

5.98

5.29

Km/Passengers (Dedicated Service)

2.41

2.19

Average Speed (Dedicated Service)

14.41

11.57

<b>VEHICLE DATA</b>		Veh. (2000)	Avg. Capacity per Veh. Number	Wheelchair Peak	Ambulatory
Non-Accessible Cars				N/A	
Accessible Vans/Minivans	1	1		3	
Small Buses					
Other					
<b>TOTAL DED VEHICLES</b>	<b>1</b>	<b>1</b>		N/A	N/A
Accessible taxis				N/A	

<b>PASSENGER STATISTICS</b>	Dedicated Service	Non-Dedicated Service
Ambulatory		549
Wheelchair/Scooter Users	11,661	
Attendants/Companions	717	
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>12,378 ( 96%)</b>	<b>549 ( 4%)</b>

# 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: N/A  
 Non-Ded. Service (e.g. Taxis) operated by: N/A  
 Taxi Scrip Program available: NO

Population served: 10,000  
 Service area (km<sup>2</sup>): 500.0  
 Communities served: 7  
 Service began: 1984  
 Advisory Committee members: 14  
 Eligibility Committee members: 14

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

### ELIGIBILITY CRITERIA

Unable to Board  
 Unable to Use  
 Other Criteria

Note: \* 2000 data for Gananoque Wheels of Care Inc. was not available.

### 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

1999

2000

### SERVICE HOURS/SCHEDULING

Weekday: (Refer to Note above)  
 Saturday:  
 Sunday:  
 Holiday:

Advanced booking notice:  
 Minimum notice for reservation:  
 Reservations/Scheduling:

### FARE STRUCTURE (2000)

Tickets/Cards  
 (unit price)

Monthly Pass

Cash

Adult

Child

Student

Senior

Attendant

Companion

Other fares vary according to distance travelled.

### PASSENGER DATA

Dedicated Service	1,039
Non-Dedicated Service	
<b>TOTAL PASSENGERS</b>	<b>1,039</b>
Subscription/Pre-booked	80%
Reservation	15%
On-Demand/Day of trip	5%
<b>UNACCOMMODATED TRIPS</b>	<b>20</b>
<b>NO SHOWS/CANCELLED AT DOOR</b>	<b>72</b>

### NUMBER OF COMPLAINTS

### OPERATING EXPENSES

Administration	
<b>Operations:</b>	
Internal - Dedicated Service	\$10,555
Contract - Dedicated Service	
Contract - Non-Dedicated Service	
Taxi Scrip/Fare Reimbursement	
Maintenance (Vehicles & Facilities)	
Fuel	\$4,288
<b>TOTAL OPERATING EXPENSES</b>	<b>\$14,843</b>

### OPERATING FUNDING SOURCES

Passenger Revenue	\$5,648
Other Operating Revenue	\$9,060
<b>Total Operating Revenues</b>	<b>\$14,708</b>

Provincial Contributions	
Municipal Contributions	
Donations/Other	

<b>TOTAL OPERATING FUNDING</b>	<b>\$14,708</b>
--------------------------------	-----------------

### 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 (2000)

(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

1999

2000

<b>FINANCIAL</b>	
R/C Ratio	99%
Net Operating Cost/Capita	\$0.01
Total Exp/Passengers	\$14.29
Total Exp/Eligible Passengers	\$19.23
Transp Exp/Passengers	
Dedicated Service	\$14.29
Non-Dedicated Service (e.g. Taxis)	
Transp Exp/Hours (Dedicated Service)	

### OPERATING

Registrants/Capita	
Passengers/Capita	0.1039
Passengers/Registrants	
Passengers/Hours (Dedicated Service)	
Km/Passengers (Dedicated Service)	
Average Speed (Dedicated Service)	

VEHICLE DATA (2000)	Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair      Ambulatory
Non-Accessible Cars		N/A	
Accessible Vans/Minivans			
Small Buses			
Other			
<b>TOTAL DED VEHICLES</b>		N/A	N/A
Accessible taxis	N/A	N/A	

PASSENGER STATISTICS (2000)	Dedicated Service	Non-Dedicated Service
Ambulatory		
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
<b>TOTAL PASSENGER (%Total)</b>	( )	( )

**GEORGINA MOBILITY TRANSIT**

Contact: Ms. Michelle MacRae

Title: Accounting Clerk

Telephone: (905) 476-4301

FAX: (905) 476-6902

e-mail:

Dedicated Service operated by: 1 Private Contractor

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

Taxi Scrip Program available: NO

Population served:	38,000	<b>NUMBER OF REGISTRANTS</b>	272 †
Service area (km <sup>2</sup> ):	286.3	Wheelchair/Scooter Users:	62 (23%)
Communities served:	1	Ambulatory:	116 (43%)
Service began:	1990	Attendants/Companions:	62 (23%)
Advisory Committee members: N/A		Other:	32 (12%)

Note: † Georgina Mobility Transit updated its registrant list in 2000.

**ELIGIBILITY CRITERIA**

- Unable to Board  
 Unable to Use  
 Other Criteria

**OPERATING DATA**

1999

2000

**SERVICE HOURS/SCHEDULING**

Rev Veh Km - Dedicated Service

33,528

Weekday: 0900 to 1700

Sunday:

Tot Veh Km - Dedicated Service

53,027

Rev Veh Hr - Dedicated Service

2,000

Saturday:

Holiday:

Tot Veh Hr - Dedicated Service

2,020

Advanced booking notice:

2 days

Non-Dedicated Service - Veh Km

Minimum notice for reservation:

1.0 hours

Non-Dedicated Service - Veh Hr

Reservations/Scheduling: Partially Computerized

**PASSENGER DATA****FARE STRUCTURE (2000)****Tickets/Cards**

(unit price)

**Monthly Pass**

Dedicated Service

3,848

4,457

Adult

\$2.50

Non-Dedicated Service

Child

\$1.87

**TOTAL PASSENGERS**

3,848

4,457

Student

Subscription/Pre-booked

Senior

Reservation

Attendant

On-Demand/Day of trip

Companion

9%

6%

Other

**UNACCOMMODATED TRIPS**

NO-SHOWS/CANCELLED AT DOOR

27

**NUMBER OF COMPLAINTS****OPERATING EXPENSES**

Administration

\$702

\$2,047

Operations:

Internal - Dedicated Service

Contract - Dedicated Service

\$88,747

\$93,783

Contract - Non-Dedicated Service

Taxi Scrip/Fare Reimbursement

Maintenance (Vehicles &amp; Facilities)

Fuel

**TOTAL OPERATING EXPENSES**

\$89,449

\$95,830

**OPERATING FUNDING SOURCES**

Passenger Revenue

\$8,025

\$8,761

Other Operating Revenue

\$5,056

\$5,056

**Total Operating Revenues**

\$8,025

\$13,817

Provincial Contributions

Municipal Contributions

\$81,424

\$77,013

Donations/Other

**TOTAL OPERATING FUNDING**

\$89,449

\$95,830

**CAPITAL EXPENSES**

Vehicles Purchased

Debt Servicing

Other Capital Expenses

**TOTAL CAPITAL EXPENSES**

Transit System

Provincial Contributions

Municipal Contributions

Donations/Other

**TOTAL CAPITAL FUNDING**

**GUELPH TRANSIT MOBILITY SERVICE**

Contact: Ms. Linda Hanna  
 Title: Managerial Assistant  
 Telephone: (519) 822-1811 x221  
 FAX: (519) 822-1322  
 e-mail: lhanna@city.guelph.on.ca

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

Population served: 106,000  
 Service area (km<sup>2</sup>): 88.0  
 Communities served: 1  
 Service began: 1977  
 Advisory Committee members: 10  
 Eligibility Committee members: N/A

**NUMBER OF REGISTRANTS**  
 Wheelchair/Scooter Users: 275 (32%)  
 Ambulatory: 585 (68%)  
 Attendants/Companions:  
 Other:

**ELIGIBILITY CRITERIA**  
 Unable to Board  
 Unable to Use  
 Other Criteria

**OPERATING DATA**

1999

2000

**SERVICE HOURS/SCHEDULING**

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

163,186  
 8,581

169,840  
 8,826

Weekday: 0615 to 2315 Sunday: 0915 to 1815  
 Saturday: 0615 to 2315 Holiday:  
 Advanced booking notice: 6 days  
 Minimum notice for reservation: 24.0 hours  
 Reservations/Scheduling: Partially Computerized

**PASSENGER DATA**

Dedicated Service  
 Non-Dedicated Service

38,036  
 13,256

38,390  
 13,962

**TOTAL PASSENGERS**

51,292

52,352

**FARE STRUCTURE (2000)****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		

**UNACCOMMODATED TRIPS**

NO-SHOWS/CANCELLED AT DOOR

101

108

**NUMBER OF COMPLAINTS****OPERATING EXPENSES**

Administration

\$5,636

\$3,877

Operations:

Internal - Dedicated Service

\$278,314

\$291,463

Contract - Dedicated Service

Contract - Non-Dedicated Service

\$71,565

\$87,598

Taxi Scrip/Fare Reimbursement

Maintenance (Vehicles & Facilities)

\$23,000

\$28,000

Fuel

\$18,145

\$29,600

**TOTAL OPERATING EXPENSES**

\$396,660

\$440,538

**OPERATING FUNDING SOURCES**

Passenger Revenue

\$75,265

\$66,688

Other Operating Revenue

Total Operating Revenues

\$75,265

\$66,688

Provincial Contributions

Municipal Contributions

\$321,394

\$373,850

Donations/Other

**TOTAL OPERATING FUNDING**

\$396,659

\$440,538

**CAPITAL EXPENSES**

Vehicles Purchased

\$385,000

Debt Servicing

Other Capital Expenses

**TOTAL CAPITAL EXPENSES**

\$385,000

**CAPITAL FUNDING SOURCES**

Transit System

Provincial Contributions

Municipal Contributions

\$385,000

Donations/Other

**TOTAL CAPITAL FUNDING**

\$385,000

**PERFORMANCE INDICATORS**

1999

2000

**FINANCIAL**

R/C Ratio	19%	15%
Net Operating Cost/Capita	\$3.19	\$3.53
Total Exp/Passengers	\$7.73	\$8.41
Total Exp/Eligible Passengers	\$8.11	\$8.81
Transp Exp/Passengers		
Dedicated Service	\$8.40	\$9.09
Non-Dedicated Service (e.g. Taxis)	\$5.40	\$6.27
Transp Exp/Hours (Dedicated Service)	\$37.23	\$39.55

**OPERATING**

Registrants/Capita	0.0067	0.0081
Passengers/Capita	0.5099	0.4939
Passengers/Registrants	76.10	60.87
Passengers/Hours (Dedicated Service)	4.43	4.35
Km/Passengers (Dedicated Service)	4.29	4.42
Average Speed (Dedicated Service)	19.02	19.24

**VEHICLE DATA**

(2000)

Number

Veh.  
Peak

Avg. Capacity per Veh.

Wheelchair Ambulatory

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

**PASSENGER STATISTICS**

(2000)

Dedicated

Non-Dedicated

Service

Service

Ambulatory

23,355

13,962

Wheelchair/Scooter Users

12,693

Attendants/Companions

2,342

Other

**TOTAL PASSENGER (%Total)**

38,390 ( 73%)

13,962 (27%)

\* Total for all categories

**ACTIVAN**

Contact: Ms. Donna Pickard  
 Title: Administrative Supervisor  
 Telephone: (905) 873-2601 x2307  
 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 Program available: NO

Population served:	47,000	<b>NUMBER OF REGISTRANTS</b>	195
Service area (km <sup>2</sup> ):	280.0	Wheelchair/Scooter Users:	93 (48%)
Communities served:	1	Ambulatory:	102 (52%)
Service began:	1981	Attendants/Companions:	
Advisory Committee members:	5	Other:	
Eligibility Committee members:	N/A		

**ELIGIBILITY CRITERIA**

- Unable to Board
- Unable to Use
- Other Criteria

<b>OPERATING DATA</b>		1999	2000	<b>SERVICE HOURS/SCHEDULING</b>		
Rev Veh Km - Dedicated Service		33,160	32,148	Weekday:	0800 to 1700	Sunday:
Tot Veh Km - Dedicated Service		35,760	34,648	Saturday:		Holiday:
Rev Veh Hr - Dedicated Service		1,518	1,479	Advanced booking notice:	7 days	
Tot Veh Hr - Dedicated Service		2,174	2,129	Minimum notice for reservation:	24.0 hours	
Non-Dedicated Service - Veh Km				Reservations/Scheduling:	Manual	
Non-Dedicated Service - Veh Hr						
<b>PASSENGER DATA</b>				<b>FARE STRUCTURE (2000)</b>		<b>Tickets/Cards (unit price)</b>
Dedicated Service		4,271	4,232	Cash		<b>Monthly Pass</b>
Non-Dedicated Service				Adult	\$2.00	
<b>TOTAL PASSENGERS</b>		<b>4,271</b>	<b>4,232</b>	Child	\$2.00	
Subscription/Pre-booked		40%	40%	Student	\$2.00	
Reservation		55%	59%	Senior	\$2.00	
On-Demand/Day of trip		5%	1%	Attendant	\$2.00	
<b>UNACCOMMODATED TRIPS</b>		<b>200</b>	<b>100</b>	Companion	\$2.00	
NO-SHOWS/CANCELLED AT DOOR		20	15	Other	Student: billed as charter to School Boards @ \$7.84/trip	
<b>NUMBER OF COMPLAINTS</b>		<b>13</b>	<b>13</b>			
<b>OPERATING EXPENSES</b>				<b>EMPLOYEE DATA (2000)</b>		
Administration		\$6,000	\$6,000	(Full-Time)		
Operations:				1		1
Internal - Dedicated Service		\$500	\$200			
Contract - Dedicated Service		\$60,000	\$60,000	Other Operations (e.g. dispatchers)		1
Contract - Non-Dedicated Service				Maintenance		1
Taxi Scrip/Fare Reimbursement				General Administration		2
Maintenance (Vehicles & Facilities)		\$3,536	\$4,200	Other		
Fuel				<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>1</b>	<b>5</b>
<b>TOTAL OPERATING EXPENSES</b>		<b>\$70,036</b>	<b>\$70,400</b>			
<b>OPERATING FUNDING SOURCES</b>				<b>PERFORMANCE INDICATORS</b>		
Passenger Revenue		\$4,712	\$4,964	1999	2000	
Other Operating Revenue		\$10,272	\$12,835	FINANCIAL		
Total Operating Revenues		\$14,984	\$17,799	R/C Ratio	21%	25%
Provincial Contributions				Net Operating Cost/Capita	\$1.22	\$1.12
Municipal Contributions		\$55,102	\$52,764	Total Exp/Passengers	\$16.40	\$16.64
Donations/Other				Total Exp/Eligible Passengers	\$16.40	\$16.64
<b>TOTAL OPERATING FUNDING</b>		<b>\$70,086</b>	<b>\$70,563</b>	Transp Exp/Passengers		
<b>CAPITAL EXPENSES</b>				Dedicated Service	\$14.99	\$15.22
Vehicles Purchased				Non-Dedicated Service (e.g. Taxis)		
Debt Servicing				Transp Exp/Hours (Dedicated Service)	\$29.46	\$30.25
Other Capital Expenses						
<b>TOTAL CAPITAL EXPENSES</b>				OPERATING		
<b>CAPITAL FUNDING SOURCES</b>				Registrants/Capita	0.0037	0.0041
Transit System				Passengers/Capita	0.0949	0.0900
Provincial Contributions				Passengers/Registrants	25.73	21.70
Municipal Contributions				Passengers/Hours (Dedicated Service)	1.96	1.99
Donations/Other				Km/Passengers (Dedicated Service)	8.37	8.19
<b>TOTAL CAPITAL FUNDING</b>				Average Speed (Dedicated Service)	16.45	16.27

<b>VEHICLE DATA</b>		Veh. (2000)	Peak	Avg. Capacity per Veh.	
		Number		Wheelchair	Ambulatory
Non-Accessible Cars				N/A	
Accessible Vans/Minivans					
Small Buses	1	1		4	6
Other					
<b>TOTAL DED VEHICLES</b>	<b>1</b>	<b>1</b>		<b>N/A</b>	<b>N/A</b>
Accessible taxis		N/A	N/A		

<b>PASSENGER STATISTICS</b>		<b>Dedicated Service</b>	<b>Non-Dedicated Service</b>
Ambulatory		4,232*	
Wheelchair/Scooter Users			
Attendants/Companions			
Other			
<b>TOTAL PASSENGER (%Total)</b>		<b>4,232 ( 100% )</b>	<b>( 0% )</b>
* Total for all categories			

**ACCESSIBLE TRANSPORTATION SERVICES**

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

Dedicated Service operated by: Transit System/Municipality  
 Non-Ded. Service (e.g. Taxis) operated by: 4 taxi companies  
 Taxi Scrip Program available: YES

Population served: 460,000  
 Service area (km<sup>2</sup>): 658.0  
 Communities served: 6  
 Service began: 1976  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

**NUMBER OF REGISTRANTS** 8,927  
 Wheelchair/Scooter Users: 4,567 (51%)  
 Ambulatory: 4,360 (49%)  
 Attendants/Companions:  
 Other:

**ELIGIBILITY CRITERIA**  
 Unable to Board  
 Unable to Use  
 Other Criteria

<b>OPERATING DATA</b>		1999	2000	<b>SERVICE HOURS/SCHEDULING</b>	
Rev Veh Km - Dedicated Service				Weekday: 0700 to 2300	Sunday: 0800 to 2300
Tot Veh Km - Dedicated Service	2,675,168	2,738,475		Saturday: 0800 to 2300	Holiday: 0930 to 2300
Rev Veh Hr - Dedicated Service				Advanced booking notice: 28 days	
Tot Veh Hr - Dedicated Service	128,125	132,561		Minimum notice for reservation: 24.0 hours	
Non-Dedicated Service - Veh Km				Reservations/Scheduling: Partially Computerized	
Non-Dedicated Service - Veh Hr					
<b>PASSENGER DATA</b>				<b>FARE STRUCTURE (2000)</b>	
Dedicated Service	309,615	332,829		Cash	Tickets/Cards (unit price)
Non-Dedicated Service	350,715	329,938		Adult	\$2.10
<b>TOTAL PASSENGERS</b>	<b>660,330</b>	<b>662,767</b>		Child	\$2.10
Subscription/Pre-booked	43%			Student	\$2.10
Reservation	29%			Senior	\$2.10
On-Demand/Day of trip	28%			Attendant	\$2.10
<b>UNACCOMMODATED TRIPS</b>	<b>6,038</b>	<b>25,647</b>		Companion	\$2.10
NO-SHOWS/CANCELLED AT DOOR	6,060	5,917		Other	Taxi scrip: 60% client co-payment
<b>NUMBER OF COMPLAINTS</b>	<b>257</b>	<b>574</b>		<b>EMPLOYEE DATA (2000)</b>	
<b>OPERATING EXPENSES</b>			(Full-Time)		(Part-Time)
Administration	\$1,009,186	\$1,304,596	Operators	52	38
Operations:			Other Operations (e.g. dispatchers)	13	2
Internal - Dedicated Service	\$4,376,855	\$4,598,169	Maintenance	6	
Contract - Dedicated Service			General Administration	6	
Contract - Non-Dedicated Service	\$1,343,423	\$1,135,433	Other	3	
Taxi Scrip/Fare Reimbursement	\$822,736	\$932,788	<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>80</b>	<b>40</b>
Maintenance (Vehicles & Facilities)	\$605,168	\$620,903	Union Affiliations:	CUPE 5167	
Fuel	\$281,050	\$379,608	Top Operator Wage Rate:	\$16.95	
<b>TOTAL OPERATING EXPENSES</b>	<b>\$8,438,418</b>	<b>\$8,971,497</b>	Top Mechanic Wage Rate:	\$19.81	
<b>OPERATING FUNDING SOURCES</b>			<b>PERFORMANCE INDICATORS</b>		
Passenger Revenue	\$1,658,276	\$1,648,373	<b>FINANCIAL</b>		1999
Other Operating Revenue	\$25,717	\$32,285	R/C Ratio	20%	19%
<b>Total Operating Revenues</b>	<b>\$1,683,993</b>	<b>\$1,680,658</b>	Net Operating Cost/Capita	\$14.68	\$15.85
Provincial Contributions			Total Exp/Passengers	\$12.78	\$13.54
Municipal Contributions	\$6,736,555	\$7,281,989	Total Exp/Eligible Passengers	\$12.83	\$13.62
Donations/Other	\$17,870	\$8,850	Transp Exp/Passengers		
<b>TOTAL OPERATING FUNDING</b>	<b>\$8,438,418</b>	<b>\$8,971,497</b>	Dedicated Service	\$17.00	\$16.82
<b>CAPITAL EXPENSES</b>			Non-Dedicated Service (e.g. Taxis)	\$6.18	\$6.27
Vehicles Purchased			Transp Exp/Hours (Dedicated Service)	\$41.08	\$42.23
Debt Servicing			<b>OPERATING</b>		
Other Capital Expenses	\$500,000	\$500,000	Registrants/Capita	0.0191	0.0194
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$500,000</b>	<b>\$500,000</b>	Passengers/Capita	1.4355	1.4408
<b>CAPITAL FUNDING SOURCES</b>			Passengers/Registrants	75.12	74.24
Transit System			Passengers/Hours (Dedicated Service)	2.42	2.51
Provincial Contributions			Km/Passengers (Dedicated Service)	8.64	8.23
Municipal Contributions	\$500,000	\$500,000	Average Speed (Dedicated Service)	20.88	20.66
Donations/Other					
<b>TOTAL CAPITAL FUNDING</b>	<b>\$500,000</b>	<b>\$500,000</b>			
<b>VEHICLE DATA</b>		Veh. Number	Avg. Capacity per Veh.	<b>PASSENGER STATISTICS</b>	
<b>(2000)</b>		Peak	Wheelchair	Dedicated Service	Non-Dedicated Service
Non-Accessible Cars	24	24	N/A	103,437	303,340
Accessible Vans/Minivans	10	9	2	225,214	26,598
Small Buses	45	42	6	Attendants/Companions	
Other				Other	4,178
<b>TOTAL DED VEHICLES</b>	<b>79</b>	<b>75</b>	<b>N/A</b>	<b>TOTAL PASSENGER (%Total)</b>	<b>332,829 ( 50%)</b>
Accessible taxis	N/A	N/A	N/A		

## INGERSOLL PARATRANSIT SYSTEM

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 Program available: NO

Population served:	10,865	NUMBER OF REGISTRANTS	447
Service area (km <sup>2</sup> ):	10.0	Wheelchair/Scooter Users:	85 (19%)
Communities served:	1	Ambulatory:	350 (78%)
Service began:	1992	Attendants/Companions:	12 (3%)
Advisory Committee members:	7	Other:	
Eligibility Committee members:	N/A	Note: * Contract costs for Dedicated Service are included under Contract-Non-Dedicated Service.	

## ELIGIBILITY CRITERIA

- Unable to Board  
 Unable to Use  
 Other Criteria

## OPERATING DATA

1999

2000

## SERVICE HOURS/SCHEDULING

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

Weekday:	0800 to 2200	Sunday:	0800 to 2000
Saturday:	0800 to 2200	Holiday:	
Advanced booking notice:		1 days	
Minimum notice for reservation:		1.0 hours	
Reservations/Scheduling: Partially Computerized			

## PASSENGER DATA

Dedicated Service	804	731	Adult	\$2.00
Non-Dedicated Service	7,890	7,558	Child	\$2.00
TOTAL PASSENGERS	8,494	8,289	Student	\$2.00
Subscription/Pre-booked	80%	80%	Senior	\$2.00
Reservation	15%	15%	Attendant	free
On-Demand/Day of trip	5%	5%	Companion	free

## FARE STRUCTURE (2000)

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

## UNACCOMMODATED TRIPS

## NO-SHOWS/CANCELLED AT DOOR

## NUMBER OF COMPLAINTS

1

## EMPLOYEE DATA (2000)

(Full-Time)

(Part-Time)

Administration	\$26,455	\$26,455
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service		
Contract - Non-Dedicated Service *	\$41,606	\$40,595
Taxi Scrip/Fare Reimbursement		
Maintenance (Vehicles & Facilities)		
Fuel		

## Operators

Other Operations (e.g. dispatchers)

Maintenance

General Administration

Other

## TOTAL NUMBER OF EMPLOYEES

2

Union Affiliations: N/A

Top Operator Wage Rate:

Top Mechanic Wage Rate:

## TOTAL OPERATING EXPENSES

\$68,061

\$67,050

## OPERATING FUNDING SOURCES

Passenger Revenue	\$16,008	\$16,578
Other Operating Revenue		
Total Operating Revenues	\$16,008	\$16,578
Provincial Contributions		
Municipal Contributions	\$47,053	\$45,372
Donations/Other	\$5,000	\$5,100
TOTAL OPERATING FUNDING	\$68,061	\$67,050

## PERFORMANCE INDICATORS

## 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

## FINANCIAL

R/C Ratio	24%	25%
Net Operating Cost/Capita	\$5.21	\$4.65
Total Exp/Passengers	\$8.01	\$8.09
Total Exp/Eligible Passengers	\$8.01	\$8.09
Transp Exp/Passengers		
Dedicated Service		
Non-Dedicated Service (e.g. Taxis)		
Transp Exp/Hours (Dedicated Service)		

## OPERATING

Registrants/Capita	0.0445	0.0411
Passengers/Capita	0.8494	0.7629
Passengers/Registrants	19.09	18.54
Passengers/Hours (Dedicated Service)		
Km/Passengers (Dedicated Service)		
Average Speed (Dedicated Service)		

VEHICLE DATA (2000)		Veh. Number	Veh. Peak	Avg. Capacity per Veh.	
				Wheelchair	Ambulatory
Non-Accessible Cars	2	2		N/A	
Accessible Vans/Minivans	1	1		2	
Small Buses					
Other					
<b>TOTAL DED VEHICLES</b>	<b>3</b>	<b>3</b>		N/A	N/A
Accessible taxis	N/A	N/A			

PASSENGER STATISTICS (2000)		Dedicated Service	Non-Dedicated Service
Ambulatory		731*	7,558*
Wheelchair/Scooter Users			
Attendants/Companions			
Other			
<b>TOTAL PASSENGER (%Total)</b>	<b>731 ( 9%)</b>	<b>7,558 ( 91%)</b>	
<i>* Total for all categories</i>			

# 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 Program available: NO

Population served:	9,501	NUMBER OF REGISTRANTS	94
Service area (km <sup>2</sup> ):	84.0	Wheelchair/Scooter Users:	7 (7%)
Communities served:	1	Ambulatory:	78 (83%)
Service began:	1990	Attendants/Companions:	5 (5%)
Advisory Committee members:	5	Other:	4 (4%)
Eligibility Committee members:	N/A		

## ELIGIBILITY CRITERIA

- Unable to Board
- Unable to Use
- Other Criteria

OPERATING DATA		1999	2000	SERVICE HOURS/SCHEDULING				
Rev Veh Km - Dedicated Service				Weekday:	0900 to 1630	Sunday:		
Tot Veh Km - Dedicated Service				Saturday:		Holiday:		
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 (2000)		Tickets/Cards (unit price)	Monthly Pass	
Dedicated Service		5,928	5,987	Cash				
Non-Dedicated Service				Adult	\$2.00			
<b>TOTAL PASSENGERS</b>		<b>5,928</b>	<b>5,987</b>	Child	\$2.00			
Subscription/Pre-booked				Student	\$2.00			
Reservation				Senior	\$2.00			
On-Demand/Day of trip				Attendant	\$2.00			
<b>UNACCOMMODATED TRIPS</b>				Companion	\$2.00			
<b>NO-SHOWS/CANCELLED AT DOOR</b>				Other	Annual Pass: \$100.00			
<b>NUMBER OF COMPLAINTS</b>		<b>15</b>	<b>10</b>					
OPERATING EXPENSES				<b>EMPLOYEE DATA (2000)</b>		(Full-Time)	(Part-Time)	
Administration		\$2,322	\$2,484	Operators				
Operations:				Other Operations (e.g. dispatchers)				
Internal - Dedicated Service				Maintenance				
Contract - Dedicated Service		\$34,745	\$37,688	General Administration				
Contract - Non-Dedicated Service				Other				
Taxi Scrip/Fare Reimbursement				<b>TOTAL NUMBER OF EMPLOYEES</b>				
Maintenance (Vehicles & Facilities)				Union Affiliations:	N/A			
Fuel				Top Operator Wage Rate:				
<b>TOTAL OPERATING EXPENSES</b>		<b>\$37,067</b>	<b>\$40,172</b>	Top Mechanic Wage Rate:				
OPERATING FUNDING SOURCES				<b>PERFORMANCE INDICATORS</b>				
Passenger Revenue		\$2,689	\$2,735	1999	2000			
Other Operating Revenue				<b>FINANCIAL</b>				
Total Operating Revenues		\$2,689	\$2,735	R/C Ratio	7%	7%		
Provincial Contributions				Net Operating Cost/Capita	\$3.62	\$3.94		
Municipal Contributions		\$34,378	\$37,438	Total Exp/Passengers	\$6.25	\$6.71		
Donations/Other				Total Exp/Eligible Passengers	\$7.19	\$7.68		
<b>TOTAL OPERATING FUNDING</b>		<b>\$37,067</b>	<b>\$40,173</b>	Transp Exp/Passengers				
CAPITAL EXPENSES				Dedicated Service	\$5.86	\$6.29		
Vehicles Purchased				Non-Dedicated Service (e.g. Taxis)				
Debt Servicing				Transp Exp/Hours (Dedicated Service)				
Other Capital Expenses				<b>OPERATING</b>				
<b>TOTAL CAPITAL EXPENSES</b>				Registrants/Capita	0.0100	0.0099		
CAPITAL FUNDING SOURCES				Passengers/Capita	0.6239	0.6301		
Transit System				Passengers/Registrants	62.40	63.69		
Provincial Contributions				Passengers/Hours (Dedicated Service)				
Municipal Contributions				Km/Passengers (Dedicated Service)				
Donations/Other				Average Speed (Dedicated Service)				
<b>TOTAL CAPITAL FUNDING</b>								

VEHICLE DATA (2000)	Number	Veh. Peak	Avg. Capacity per Veh.		N/A
			Wheelchair	Ambulatory	
Non-Accessible Cars					
Accessible Vans/Minivans					
Small Buses	1	1	3	9	
Other					
<b>TOTAL DED VEHICLES</b>	<b>1</b>	<b>1</b>	<b>N/A</b>	<b>N/A</b>	
Accessible taxis					

PASSENGER STATISTICS (2000)	Dedicated Service	Non-Dedicated Service	
		Ambulatory	Wheelchair/Scooter Users
Ambulatory	4,926		
Wheelchair/Scooter Users	302		
Attendants/Companions	447		
Other	312		
<b>TOTAL PASSENGER (%Total)</b>	<b>5,987 (100%)</b>		( 0%)

**KENORA HANDI-TRANSIT**  
 Contact: Jim Tooke  
 Title: Manager  
 Telephone: (807) 468-3295  
 FAX: (807) 468-2389  
 e-mail:

Population served:	16,000	<b>NUMBER OF REGISTRANTS</b>	356
Service area (km <sup>2</sup> ):	20.0	Wheelchair/Scooter Users:	152 (43%)
Communities served:	1	Ambulatory:	174 (49%)
Service began:	1985	Attendants/Companions:	30 (8%)
Advisory Committee members:	10	Other:	
Eligibility Committee members:	2		

Dedicated Service operated by: Transit System/Municipality

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

Taxi Scrip Program available: NO

**ELIGIBILITY CRITERIA**

- Unable to Board  
 Unable to Use  
 Other Criteria

<b>OPERATING DATA</b>		1999	2000	<b>SERVICE HOURS/SCHEDULING</b>		
Rev Veh Km - Dedicated Service			57,810	Weekday:	0700 to 1700	Sunday: 0900 to 2100
Tot Veh Km - Dedicated Service	55,946	57,810		Saturday:	0900 to 1700	Holiday: 0900 to 1700
Rev Veh Hr - Dedicated Service		4,235		Advanced booking notice:	2 days	
Tot Veh Hr - Dedicated Service	4,269	4,235		Minimum notice for reservation:	16.0 hours	
Non-Dedicated Service - Veh Km				Reservations/Scheduling:	Manual	
Non-Dedicated Service - Veh Hr						
<b>PASSENGER DATA</b>				<b>FARE STRUCTURE (2000)</b>		<b>Tickets/Cards (unit price)</b>
Dedicated Service	8,360	8,707		Cash		
Non-Dedicated Service				Adult	\$3.00	
<b>TOTAL PASSENGERS</b>	<b>8,360</b>	<b>8,707</b>		Child	\$3.00	
Subscription/Pre-booked	70%	60%		Student	\$3.00	
Reservation	20%	30%		Senior	\$3.00	
On-Demand/Day of trip	10%	10%		Attendant	\$3.00	
<b>UNACCOMMODATED TRIPS</b>	<b>20</b>	<b>80</b>		Companion	\$3.00	
NO-SHOWS/CANCELLED AT DOOR	54	20		Other		
<b>NUMBER OF COMPLAINTS</b>	<b>3</b>	<b>1</b>		<b>EMPLOYEE DATA (2000)</b>		<b>(Full-Time)</b>
<b>OPERATING EXPENSES</b>						<b>(Part-Time)</b>
Administration	\$24,403	\$21,690		Operators	2	
Operations:				Other Operations (e.g. dispatchers)		1
Internal - Dedicated Service	\$58,690	\$64,780		Maintenance		1
Contract - Dedicated Service				General Administration		1
Contract - Non-Dedicated Service				Other		
Taxi Scrip/Fare Reimbursement				<b>TOTAL NUMBER OF EMPLOYEES</b>		3
Maintenance (Vehicles & Facilities)	\$9,834	\$5,610		Union Affiliations:	N/A	
Fuel	\$7,003	\$8,950		Top Operator Wage Rate:	\$12.65	
<b>TOTAL OPERATING EXPENSES</b>	<b>\$99,930</b>	<b>\$101,030</b>		Top Mechanic Wage Rate:		
<b>OPERATING FUNDING SOURCES</b>				<b>PERFORMANCE INDICATORS</b>		
Passenger Revenue	\$41,665	\$45,388	1999	2000		
Other Operating Revenue			FINANCIAL			
Total Operating Revenues	\$41,665	\$45,388	R/C Ratio	42%	45%	
Provincial Contributions			Net Operating Cost/Capita	\$3.64	\$3.48	
Municipal Contributions	\$42,503	\$53,859	Total Exp/Passengers	\$11.95	\$11.60	
Donations/Other	\$15,762	\$1,783	Total Exp/Eligible Passengers	\$12.43	\$12.02	
<b>TOTAL OPERATING FUNDING</b>	<b>\$99,930</b>	<b>\$101,030</b>	Transp Exp/Passengers			
<b>CAPITAL EXPENSES</b>			Dedicated Service	\$9.03	\$9.11	
Vehicles Purchased			Non-Dedicated Service (e.g. Taxis)			
Debt Servicing			Transp Exp/Hours (Dedicated Service)	\$17.69	\$18.73	
Other Capital Expenses			OPERATING			
<b>TOTAL CAPITAL EXPENSES</b>			Registrants/Capita	0.0201	0.0223	
<b>CAPITAL FUNDING SOURCES</b>			Passengers/Capita	0.5225	0.5442	
Transit System			Passengers/Registrants	25.96	24.46	
Provincial Contributions			Passengers/Hours (Dedicated Service)	1.96	2.06	
Municipal Contributions			Km/Passengers (Dedicated Service)	6.69	6.64	
Donations/Other			Average Speed (Dedicated Service)	13.11	13.65	
<b>TOTAL CAPITAL FUNDING</b>						
<b>VEHICLE DATA (2000)</b>		Veh. Number	Avg. Capacity per Veh.	<b>PASSENGER STATISTICS</b>		
		Peak	Wheelchair Ambulatory	<b>Dedicated Service</b>		<b>Non-Dedicated Service</b>
Non-Accessible Cars			N/A	Ambulatory	3,185	
Accessible Vans/Minivans				Wheelchair/Scooter Users	5,217	
Small Buses	2	2	4	Attendants/Companions	305	
Other				Other		
<b>TOTAL DED VEHICLES</b>	<b>2</b>	<b>2</b>	<b>N/A</b>	<b>TOTAL PASSENGER (%Total)</b>	<b>8,707 ( 100% )</b>	<b>( 0% )</b>
Accessible taxis	N/A	N/A				

# KINGSTON

## KINGSTON ACCESS SERVICES

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 Program available: NO

Population served:	116,000	NUMBER OF REGISTRANTS	2,801
Service area (km <sup>2</sup> ):	447.0	Wheelchair/Scooter Users:	2,352 (84%)
Communities served:	1	Ambulatory:	449 (16%)
Service began:	1967	Attendants/Companions:	
Advisory Committee members:	9	Other:	
Eligibility Committee members:	N/A	Note: Service on Christmas and New Year's Day from 1000 to 2100.	

## ELIGIBILITY CRITERIA

- Unable to Board
- Unable to Use
- Other Criteria

## OPERATING DATA

Rev Veh Km - Dedicated Service	455,859
Tot Veh Km - Dedicated Service	490,170
Rev Veh Hr - Dedicated Service	24,438
Tot Veh Hr - Dedicated Service	26,438
Non-Dedicated Service - Veh Km	
Non-Dedicated Service - Veh Hr	

1999

2000

## SERVICE HOURS/SCHEDULING

Weekday:	0730 to 2300	Sunday:	0730 to 2300
Saturday:	0730 to 2300	Holiday:	
Advanced booking notice:	14 days	Minimum notice for reservation:	1.0 hours
Reservations/Scheduling:	Fully Automated		

## PASSENGER DATA

Dedicated Service	76,745
Non-Dedicated Service	1,476
<b>TOTAL PASSENGERS</b>	<b>78,221</b>
Subscription/Pre-booked	64%
Reservation	31%
On-Demand/Day of trip	5%
<b>UNACCOMMODATED TRIPS</b>	<b>1,363</b>
<b>NO-SHOWS/CANCELLED AT DOOR</b>	<b>1,129</b>
<b>NUMBER OF COMPLAINTS</b>	<b>6</b>

1999

2000

## FARE STRUCTURE (2000)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$1.75	\$1.75	
Child	\$1.75	\$1.75	
Student	\$1.75	\$1.75	
Senior	\$1.75	\$1.75	
Attendant	\$1.75	\$1.75	
Companion	\$1.75	\$1.75	
Other	Charged trips - \$4.25		

## OPERATING EXPENSES

Administration	\$211,992
<b>Operations:</b>	
Internal - Dedicated Service	\$688,444
Contract - Dedicated Service	\$708,615
Contract - Non-Dedicated Service	\$6,975
Taxi Scrip/Fare Reimbursement	\$6,842
Maintenance (Vehicles & Facilities)	\$125,073
Fuel	\$57,824
<b>TOTAL OPERATING EXPENSES</b>	<b>\$1,090,308</b>

1999

2000

## EMPLOYEE DATA (2000)

	(Full-Time)	(Part-Time)
Operators	13	7
Other Operations (e.g. dispatchers)	2	2
Maintenance		
General Administration	3	
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>18</b>	<b>9</b>
Union Affiliations:	CAW Local 1837	
Top Operator Wage Rate:	\$13.80	
Top Mechanic Wage Rate:		

## OPERATING FUNDING SOURCES

Passenger Revenue	\$114,310
Other Operating Revenue	\$127,938
<b>Total Operating Revenues</b>	<b>\$242,248</b>
Provincial Contributions	
Municipal Contributions	\$826,728
Donations/Other	\$21,332
<b>TOTAL OPERATING FUNDING</b>	<b>\$1,090,308</b>

1999

2000

## PERFORMANCE INDICATORS

	1999	2000
<b>FINANCIAL</b>		
R/C Ratio	22%	25%
Net Operating Cost/Capita	\$7.31	\$7.40
Total Exp/Passengers	\$13.94	\$14.37
Total Exp/Eligible Passengers	\$15.37	\$16.04
Transp Exp/Passengers		
Dedicated Service	\$11.35	\$11.60
Non-Dedicated Service (e.g. Taxis)	\$4.73	\$5.11
Transp Exp/Hours (Dedicated Service)	\$32.96	\$35.84

## CAPITAL EXPENSES

Vehicles Purchased	\$74,000
Debt Servicing	
Other Capital Expenses	
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$74,000</b>

1999

2000

	OPERATING
Registrants/Capita	0.0205
Passengers/Capita	0.6743
Passengers/Registrants	32.85
Passengers/Hours (Dedicated Service)	2.90
Km/Passengers (Dedicated Service)	6.39
Average Speed (Dedicated Service)	18.54
	20.07

## CAPITAL FUNDING SOURCES

Transit System	
Provincial Contributions	
Municipal Contributions	\$74,000
Donations/Other	
<b>TOTAL CAPITAL FUNDING</b>	<b>\$74,000</b>

1999

2000

## VEHICLE DATA

(2000)	Veh. Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair Ambulatory
Non-Accessible Cars			N/A
Accessible Vans/Minivans	1	1	4
Small Buses	18	13	6
Other			4
<b>TOTAL DED VEHICLES</b>	<b>19</b>	<b>14</b>	<b>N/A</b>
Accessible taxis	N/A	N/A	N/A

(2000)	Dedicated Service	Non-Dedicated Service
Ambulatory	26,359	1,339
Wheelchair/Scooter Users	43,476	
Attendants/Companions	8,255	
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>78,090 ( 98%)</b>	<b>1,339 ( 2%)</b>

**PROJECT LIFT INC.**

Contact: Mr. Dave Smith  
 Title: Assistant Manager  
 Telephone: (519) 585-7597 x7297  
 FAX: (519) 585-1060  
 e-mail: sdave@region.waterloo.on.ca

Dedicated Service operated by: Private Non-Profit Organization  
 Non-Ded. Service (e.g. Taxis) operated by: 4 taxi companies  
 Taxi Scrip Program available: NO

Population served:	276,000	<b>NUMBER OF REGISTRANTS</b>	4,241
Service area (km <sup>2</sup> ):	203.0	Wheelchair/Scooter Users:	2,302 (54%)
Communities served:	2	Ambulatory:	1,939 (46%)
Service began:	1973	Attendants/Companions:	
Advisory Committee members:	21	Other:	
Eligibility Committee members:	7		

**ELIGIBILITY CRITERIA**

- Unable to Board  
 Unable to Use  
 Other Criteria

<b>OPERATING DATA</b>		1999	2000	<b>SERVICE HOURS/SCHEDULING</b>		
Rev Veh Km - Dedicated Service		685,262	712,408	Weekday:	0700 to 2300	Sunday: 0900 to 2300
Tot Veh Km - Dedicated Service		699,532	726,947	Saturday:	0830 to 0100	Holiday: 0700 to 2300
Rev Veh Hr - Dedicated Service		32,025	32,821	Advanced booking notice:	7 days	
Tot Veh Hr - Dedicated Service		36,028	36,940	Minimum notice for reservation:	48.0 hours	
Non-Dedicated Service - Veh Km				Reservations/Scheduling:	Fully Automated	
Non-Dedicated Service - Veh Hr		3,179	5,651			
<b>PASSENGER DATA</b>		<b>FARE STRUCTURE (2000)</b>			<b>Tickets/Cards</b>	
Dedicated Service	82,040	86,209		Cash	(unit price)	Monthly Pass
Non-Dedicated Service	31,107	39,164		Adult	\$2.00	\$2.00
<b>TOTAL PASSENGERS</b>	<b>113,147</b>	<b>125,373</b>		Child	\$2.00	\$2.00
Subscription/Pre-booked	60%	60%		Student	\$2.00	\$2.00
Reservation	20%	20%		Senior	\$2.00	\$2.00
On-Demand/Day of trip	20%	20%		Attendant	\$2.00	\$2.00
<b>UNACCOMMODATED TRIPS</b>	<b>981</b>	<b>1,209</b>		Companion	\$2.00	\$2.00
<b>NO-SHOWS/CANCELLED AT DOOR</b>	<b>2,314</b>	<b>2,393</b>		Other		
<b>NUMBER OF COMPLAINTS</b>		<b>EMPLOYEE DATA (2000)</b>			<b>(Full-Time)</b>	
<b>OPERATING EXPENSES</b>		Operators		20	5	
Administration	\$483,829	Other Operations (e.g. dispatchers)		3	2	
Operations:		Maintenance				
Internal - Dedicated Service	\$909,633	General Administration		4	1	
Contract - Dedicated Service		Other			1	
Contract - Non-Dedicated Service	\$279,462	<b>TOTAL NUMBER OF EMPLOYEES</b>		27	9	
Taxi Scrip/Fare Reimbursement		Union Affiliations: CAW 1404				
Maintenance (Vehicles & Facilities)	\$282,266	Top Operator Wage Rate: \$15.66				
Fuel	\$72,389	Top Mechanic Wage Rate:				
<b>TOTAL OPERATING EXPENSES</b>	<b>\$2,027,581</b>	<b>\$2,236,248</b>				
<b>OPERATING FUNDING SOURCES</b>		<b>PERFORMANCE INDICATORS</b>			<b>1999</b>	
Passenger Revenue	\$214,529	\$235,247				<b>2000</b>
Other Operating Revenue	\$17,465	\$21,900				
<b>Total Operating Revenues</b>	<b>\$231,995</b>	<b>\$257,147</b>				
Provincial Contributions		<b>FINANCIAL</b>				
Municipal Contributions	\$1,795,585	R/C Ratio		11%	11%	
Donations/Other		Net Operating Cost/Capita		\$6.51	\$7.17	
<b>TOTAL OPERATING FUNDING</b>	<b>\$2,027,581</b>	Total Exp/Passengers		\$17.92	\$17.84	
<b>CAPITAL EXPENSES</b>		Total Exp/Eligible Passengers		\$19.24	\$19.34	
Vehicles Purchased	\$141,450	Transp Exp/Passengers				
Debt Servicing		Dedicated Service		\$15.41	\$15.94	
Other Capital Expenses	\$5,700	Non-Dedicated Service (e.g. Taxis)		\$8.98	\$9.73	
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$147,150</b>	Transp Exp/Hours (Dedicated Service)		\$35.09	\$37.20	
<b>CAPITAL FUNDING SOURCES</b>		<b>OPERATING</b>				
Transit System		Registrants/Capita		0.0121	0.0154	
Provincial Contributions		Passengers/Capita		0.4100	0.4543	
Municipal Contributions	\$141,450	Passengers/Registrants		34.01	29.56	
Donations/Other	\$5,700	Passengers/Hours (Dedicated Service)		2.28	2.33	
<b>TOTAL CAPITAL FUNDING</b>	<b>\$147,150</b>	Km/Passengers (Dedicated Service)		8.53	8.43	
		Average Speed (Dedicated Service)		19.42	19.68	

<b>VEHICLE DATA</b>		Veh. (2000)	Peak	<b>Avg. Capacity per Veh.</b>	
	Number			Wheelchair	Ambulatory
Non-Accessible Cars			N/A		
Accessible Vans/Minivans					
Small Buses	15	13	5	7	
Other					
<b>TOTAL DED VEHICLES</b>	<b>15</b>	<b>13</b>	<b>N/A</b>	<b>N/A</b>	
Accessible taxis	N/A	N/A			

<b>PASSENGER STATISTICS</b>		<b>Dedicated Service</b>	<b>Non-Dedicated Service</b>
Ambulatory		32,252	30,782
Wheelchair/Scooter Users		48,378	4,207
Attendants/Companions		5,579	
Other			4,175
<b>TOTAL PASSENGER (% Total)</b>	<b>86,209 ( 69%)</b>	<b>39,164 ( 31%)</b>	

# LEAMINGTON

**ERIE SHORE COMMUNITY TRANSIT**  
 Contact: Ms. Lena West  
 Title: Department Leader  
 Telephone: 519-326-9030  
 FAX: 519-326-8697  
 e-mail: lwest@secc.on.ca

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

Population served:	46,000	<b>NUMBER OF REGISTRANTS</b>	380
Service area (km <sup>2</sup> ):	511.0	Wheelchair/Scooter Users:	115 (30%)
Communities served:	3	Ambulatory:	225 (59%)
Service began:	1991	Attendants/Companions:	40 (11%)
Advisory Committee members:	10	Other:	
Eligibility Committee members:	N/A	Note: * 1999 data for Erie Shore Community Transit was not available.	

**ELIGIBILITY CRITERIA**

- Unable to Board
- Unable to Use
- Other Criteria

<b>OPERATING DATA</b>		1999	2000	<b>SERVICE HOURS/SCHEDULING</b>		
Rev Veh Km - Dedicated Service			134,224	Weekday:	0700 to 1700	Sunday: 1000 to 1300
Tot Veh Km - Dedicated Service			134,224	Saturday:	1000 to 1300	Holiday: 0900 to 1530
Rev Veh Hr - Dedicated Service			7,280	Advanced booking notice:	2 days	
Tot Veh Hr - Dedicated Service			7,280	Minimum notice for reservation:		
Non-Dedicated Service - Veh Km				Reservations/Scheduling:	Partially Computerized	
Non-Dedicated Service - Veh Hr						
<b>PASSENGER DATA</b>				<b>FARE STRUCTURE (2000)</b>		<b>Tickets/Cards (unit price)</b>
Dedicated Service			10,673	Cash		<b>Monthly Pass</b>
Non-Dedicated Service				Adult	\$4.00	
<b>TOTAL PASSENGERS</b>			10,673	Child	free	
Subscription/Pre-booked				Student	\$4.00	
Reservation			10%	Senior	\$4.00	
On-Demand/Day of trip			80%	Attendant	\$2.00	
<b>UNACCOMMODATED TRIPS</b>			20	Companion	\$2.00	
<b>NO-SHOWS/CANCELLED AT DOOR</b>			25	Other	To Windsor/Amherstburg \$9, within Essex County \$7	
<b>NUMBER OF COMPLAINTS</b>				<b>EMPLOYEE DATA (2000)</b>		<b>(Full-Time)</b>
<b>OPERATING EXPENSES</b>						<b>(Part-Time)</b>
Administration			\$35,719	Operators	3	2
Operations:				Other Operations (e.g. dispatchers)		1
Internal - Dedicated Service				Maintenance		
Contract - Dedicated Service			\$139,705	General Administration		1
Contract - Non-Dedicated Service				Other		
Taxi Scrip/Fare Reimbursement				TOTAL NUMBER OF EMPLOYEES	3	4
Maintenance (Vehicles & Facilities)			\$12,596	Union Affiliations:	N/A	
Fuel			\$19,904	Top Operator Wage Rate:	\$14.85	
<b>TOTAL OPERATING EXPENSES</b>			\$207,924	Top Mechanic Wage Rate:		
<b>OPERATING FUNDING SOURCES</b>				<b>PERFORMANCE INDICATORS</b>		
Passenger Revenue			\$25,848	<b>1999</b>		<b>2000</b>
Other Operating Revenue				<b>FINANCIAL</b>		
Total Operating Revenues			\$25,848	R/C Ratio		12%
Provincial Contributions			\$153,764	Net Operating Cost/Capita		\$3.96
Municipal Contributions			\$24,012	Total Exp/Passengers		\$19.48
Donations/Other			\$4,300	Total Exp/Eligible Passengers		\$20.85
<b>TOTAL OPERATING FUNDING</b>			\$207,924	Transp Exp/Passengers		
<b>CAPITAL EXPENSES</b>				Dedicated Service		\$16.13
Vehicles Purchased			\$70,000	Non-Dedicated Service (e.g. Taxis)		
Debt Servicing				Transp Exp/Hours (Dedicated Service)		\$23.65
Other Capital Expenses				<b>OPERATING</b>		
<b>TOTAL CAPITAL EXPENSES</b>			\$70,000	Registrants/Capita		0.0083
<b>CAPITAL FUNDING SOURCES</b>				Passengers/Capita		0.2320
Transit System				Passengers/Registrants		28.09
Provincial Contributions				Passengers/Hours (Dedicated Service)		1.47
Municipal Contributions			\$70,000	Km/Passengers (Dedicated Service)		12.58
Donations/Other				Average Speed (Dedicated Service)		18.44
<b>TOTAL CAPITAL FUNDING</b>			\$70,000			

<b>VEHICLE DATA</b>		Veh. (2000)	Peak	Avg. Capacity per Veh.	
		Number		Wheelchair	Ambulatory
Non-Accessible Cars				N/A	
Accessible Vans/Minivans	1	1		2	5
Small Buses	2	2		5	8
Other					
<b>TOTAL DED VEHICLES</b>	<b>3</b>	<b>3</b>		N/A	N/A
Accessible taxis		N/A	N/A		

<b>PASSENGER STATISTICS</b>		<b>Dedicated Service</b>	<b>Non-Dedicated Service</b>
(2000)			
Ambulatory		7,362	
Wheelchair/Scooter Users		2,611	
Attendants/Companions		700	
Other			
<b>TOTAL PASSENGER (%Total)</b>		<b>10,673 ( 100% )</b>	<b>( 0 % )</b>

## LINDSAY LIMO

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

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

Population served: 20,000  
 Service area (km<sup>2</sup>):  
 Communities served: 1  
 Service began: 1997  
 Advisory Committee members: 7  
 Eligibility Committee members: 2

Note: \* 2000 data for Lindsay Limo was not available.

## ELIGIBILITY CRITERIA

- Unable to Board  
 Unable to Use  
 Other Criteria

OPERATING DATA		1999	2000	SERVICE HOURS/SCHEDULING
Rev Veh Km - Dedicated Service				Weekday: (Refer to Note above)
Tot Veh Km - Dedicated Service				Saturday:
Rev Veh Hr - Dedicated Service				Advanced booking notice:
Tot Veh Hr - Dedicated Service				Minimum notice for reservation:
Non-Dedicated Service - Veh Km				Reservations/Scheduling: Manual
Non-Dedicated Service - Veh Hr				
PASSENGER DATA		FARE STRUCTURE (2000)		Tickets/Cards (unit price)
Dedicated Service	9,554	Cash		Monthly Pass
Non-Dedicated Service				
<b>TOTAL PASSENGERS</b>	<b>9,554</b>	Adult		
Subscription/Pre-booked	80%	Child		
Reservation	5%	Student		
On-Demand/Day of trip	15%	Senior		
<b>UNACCOMMODATED TRIPS</b>	<b>25</b>	Attendant		
<b>NO-SHOWS/CANCELLED AT DOOR</b>	<b>50</b>	Companion		
<b>NUMBER OF COMPLAINTS</b>		Other		
OPERATING EXPENSES		EMPLOYEE DATA (2000)		(Full-Time) (Part-Time)
Administration		Operators		
Operations:		Other Operations (e.g. dispatchers)		
Internal - Dedicated Service	\$17,280	Maintenance		
Contract - Dedicated Service		General Administration		
Contract - Non-Dedicated Service		Other		
Taxi Scrip/Fare Reimbursement		<b>TOTAL NUMBER OF EMPLOYEES</b>		
Maintenance (Vehicles & Facilities)	\$5,000	Union Affiliations: N/A		
Fuel	\$10,200	Top Operator Wage Rate:		
<b>TOTAL OPERATING EXPENSES</b>	<b>\$32,480</b>	Top Mechanic Wage Rate:		
OPERATING FUNDING SOURCES		<b>PERFORMANCE INDICATORS</b>		
Passenger Revenue	\$11,274	<b>FINANCIAL</b>		1999 2000
Other Operating Revenue	\$400	R/C Ratio		36%
<b>Total Operating Revenues</b>	<b>\$11,674</b>	Net Operating Cost/Capita		\$1.04
Provincial Contributions		Total Exp/Passengers		\$3.40
Municipal Contributions	\$20,806	Total Exp/Eligible Passengers		\$3.40
Donations/Other		Transp Exp/Passengers		
<b>TOTAL OPERATING FUNDING</b>	<b>\$32,480</b>	Dedicated Service		\$3.40
Non-Dedicated Service (e.g. Taxis)		Non-Dedicated Service (e.g. Taxis)		
<b>CAPITAL EXPENSES</b>		Transp Exp/Hours (Dedicated Service)		
Vehicles Purchased		<b>OPERATING</b>		
Debt Servicing		Registrants/Capita		0.0278
Other Capital Expenses		Passengers/Capita		0.4777
<b>TOTAL CAPITAL EXPENSES</b>		Passengers/Registrants		17.18
CAPITAL FUNDING SOURCES		Passengers/Hours (Dedicated Service)		
Transit System		Km/Passengers (Dedicated Service)		
Provincial Contributions		Average Speed (Dedicated Service)		
Municipal Contributions				
Donations/Other				
<b>TOTAL CAPITAL FUNDING</b>				

VEHICLE DATA (2000)	Veh. Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair Ambulatory
Non-Accessible Cars		N/A	
Accessible Vans/Minivans			
Small Buses			
Other			
<b>TOTAL DED VEHICLES</b>		N/A	N/A
Accessible taxis	N/A	N/A	

PASSENGER STATISTICS (2000)	Dedicated Service	Non-Dedicated Service
Ambulatory		
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
<b>TOTAL PASSENGER (% Total)</b>	( )	( )
* Total for all categories		

# LONDON

**LONDON COMMUNITY TRANSPORTATION**

Contact: Ms. Kelly Paleczny  
 Title: Director - Finance & Administration  
 Telephone: (519) 451-1340  
 FAX: (519) 451-4411  
 e-mail:

Dedicated Service operated by: 1 Private Contractor

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

Taxi Scrip Program available: NO

Population served:	343,270	<b>NUMBER OF REGISTRANTS</b>	2,417
Service area (km <sup>2</sup> ):	416.0	Wheelchair/Scooter Users:	1,063 (44%)
Communities served:	1	Ambulatory:	1,354 (56%)
Service began:	1977	Attendants/Companions:	
Advisory Committee members:	8	Other:	
Eligibility Committee members:	N/A	Note: Specialized transit service is contracted out. Contractor provides all vehicle and operators. London Community Transportation Brokerage provides administration, trip scheduling and dispatch functions.	

**ELIGIBILITY CRITERIA**

- Unable to Board  
 Unable to Use  
 Other Criteria

**OPERATING DATA**

1999

2000

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

58,196

58,700

**PASSENGER DATA**

Dedicated Service  
 Non-Dedicated Service  
**TOTAL PASSENGERS**  
 Subscription/Pre-booked  
 Reservation  
 On-Demand/Day of trip  
**UNACCOMMODATED TRIPS**  
**NO-SHOWS/CANCELLED AT DOOR**  
**NUMBER OF COMPLAINTS**

123,931

15,093

139,024

46%

52%

2%

4,338

3,500

128

138,302

12,506

150,808

44%

54%

2%

2,716

2,825

0

**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**

\$260,878

\$317,051

**OPERATING FUNDING SOURCES**

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

\$199,818

\$31,397

\$231,215

\$234,601

\$23,100

\$1,765,900

\$1,835,300

0

\$1,997,115

\$2,093,001

**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**

**SERVICE HOURS/SCHEDULING**

Weekday: 0700 to 2330 Sunday: 0830 to 2330

Saturday: 0830 to 2330 Holiday: 0830 to 2330

Advanced booking notice: 3 days

Minimum notice for reservation:

Reservations/Scheduling: Partially Computerized

**FARE STRUCTURE (2000)**

Tickets/Cards

(unit price)

	Cash	Monthly Pass
Adult	\$2.25	\$1.55
Child	\$2.25	\$1.55
Student	\$2.25	\$1.55
Senior	\$2.25	\$1.55
Attendant	\$2.25	\$1.55
Companion	\$2.25	\$1.55
Other		

**EMPLOYEE DATA (2000)**

(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:

**PERFORMANCE INDICATORS**

1999

2000

**FINANCIAL**

R/C Ratio	12%	12%
Net Operating Cost/Capita	\$5.05	\$5.35
Total Exp/Passengers	\$14.37	\$13.88
Total Exp/Eligible Passengers	\$15.62	\$15.06
Transp Exp/Passengers		
Dedicated Service	\$12.87	\$11.89
Non-Dedicated Service (e.g. Taxis)	\$9.35	\$10.50
Transp Exp/Hours (Dedicated Service)	\$27.41	\$28.02

**OPERATING**

Registrants/Capita	0.0063	0.0070
Passengers/Capita	0.3972	0.4393
Passengers/Registrants	62.96	62.39
Passengers/Hours (Dedicated Service)	2.13	2.36
Km/Passengers (Dedicated Service)		
Average Speed (Dedicated Service)		

<b>VEHICLE DATA</b> (2000)	Veh. Number	Veh. Peak	<b>Avg. Capacity per Veh.</b>	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	17	17	4	4
Other				
<b>TOTAL DED VEHICLES</b>	17	17	N/A	N/A
Accessible taxis				

<b>PASSENGER STATISTICS</b> (2000)	Dedicated Service	Non-Dedicated Service
Ambulatory	45,860	12,506
Wheelchair/Scooter Users	80,600	
Attendants/Companions	11,842	
Other		
<b>TOTAL PASSENGER (%Total)</b>	138,302 ( 92%)	12,506 ( 8%)

# MARKHAM

## Ontario Specialized Transit Service Fact Book - 2000 Operating Data

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### MARKHAM MOBILITY BUS SERVICE

Contact: Ms. Mary-Lou Johnston  
 Title: Transit Coordinator  
 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 Program available: YES

Population served: 197,500  
 Service area (km<sup>2</sup>): 90.4  
 Communities served: 1  
 Service began: 1983  
 Advisory Committee members: 15  
 Eligibility Committee members: N/A

**NUMBER OF REGISTRANTS**  
 Wheelchair/Scooter Users: 450 (34%)  
 Ambulatory: 875 (66%)  
 Attendants/Companions:  
 Other:

Note: Friday Service Hours: 0700-2400 hours.

**ELIGIBILITY CRITERIA**  
 Unable to Board  
 Unable to Use  
 Other Criteria

### OPERATING DATA

1999

2000

### SERVICE HOURS/SCHEDULING

Rev Veh Km - Dedicated Service	132,562	136,469	Weekday: 0700 to 2200	Sunday: 0900 to 2000
Tot Veh Km - Dedicated Service	132,562	136,469	Saturday: 0900 to 2400	Holiday: 0900 to 2000
Rev Veh Hr - Dedicated Service	7,136	7,379	Advanced booking notice: 2 days	
Tot Veh Hr - Dedicated Service	7,136	7,379	Minimum notice for reservation: 0.5 hours	
Non-Dedicated Service - Veh Km			Reservations/Scheduling: Fully Automated	
Non-Dedicated Service - Veh Hr				

### PASSENGER DATA

Dedicated Service	16,001	18,677
Non-Dedicated Service	29,268	27,834
<b>TOTAL PASSENGERS</b>	<b>45,269</b>	<b>46,511</b>
Subscription/Pre-booked	55%	55%
Reservation	30%	30%
On-Demand/Day of trip	15%	15%
<b>UNACCOMMODATED TRIPS</b>	<b>60</b>	<b>100</b>
<b>NO-SHOWS/CANCELLED AT DOOR</b>	<b>5,028</b>	<b>4,980</b>
<b>NUMBER OF COMPLAINTS</b>	<b>15</b>	<b>17</b>

### OPERATING EXPENSES

Administration	\$110,416	\$155,853
<b>Operations:</b>		
Internal - Dedicated Service	\$249,859	\$226,694
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$307,536	\$337,665
Taxi Scrip/Fare Reimbursement		
Maintenance (Vehicles & Facilities)	\$88,254	\$65,500
Fuel		
<b>TOTAL OPERATING EXPENSES</b>	<b>\$756,065</b>	<b>\$785,712</b>

### OPERATING FUNDING SOURCES

Passenger Revenue	\$77,670	\$93,999
Other Operating Revenue		
<b>Total Operating Revenues</b>	<b>\$77,670</b>	<b>\$93,999</b>
Provincial Contributions		
Municipal Contributions	\$678,395	\$691,713
Donations/Other		
<b>TOTAL OPERATING FUNDING</b>	<b>\$756,065</b>	<b>\$785,712</b>

### CAPITAL EXPENSES

Vehicles Purchased	\$50,000
Debt Servicing	
Other Capital Expenses	
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$50,000</b>

### CAPITAL FUNDING SOURCES

Transit System	
Provincial Contributions	
Municipal Contributions	
Donations/Other	\$50,000
<b>TOTAL CAPITAL FUNDING</b>	<b>\$50,000</b>

### FARE STRUCTURE (2000)

**Tickets/Cards**

(unit price) \$2.00 \$1.60 \$64.00

**Cash**

**Adult**

**Child**

**Student**

**Senior**

**Attendant**

**Companion**

**Other**

GTA Weekly Pass \$36.25

### EMPLOYEE DATA (2000)

**(Full-Time)**

4

**(Part-Time)**

2

Operators

Other Operations (e.g. dispatchers)

Maintenance

General Administration

Other

1

2

1

3

**TOTAL NUMBER OF EMPLOYEES**

7

**Union Affiliations:**

CUPE 1219

Top Operator Wage Rate: \$17.43

Top Mechanic Wage Rate: \$19.91

### PERFORMANCE INDICATORS

**1999**

**2000**

### FINANCIAL

R/C Ratio	10%	12%
Net Operating Cost/Capita	\$3.55	\$3.50
Total Exp/Passengers	\$16.70	\$16.89
Total Exp/Eligible Passengers	\$16.95	\$17.24
Transp Exp/Passengers		
Dedicated Service	\$21.13	\$15.64
Non-Dedicated Service (e.g. Taxis)	\$10.51	\$12.13
Transp Exp/Hours (Dedicated Service)	\$47.38	\$39.60

### OPERATING

Registrants/Capita	0.0073	0.0067
Passengers/Capita	0.2370	0.2355
Passengers/Registrants	32.61	35.10
Passengers/Hours (Dedicated Service)	2.24	2.53
Km/Passengers (Dedicated Service)	8.28	7.31
Average Speed (Dedicated Service)	18.58	18.49

### VEHICLE DATA

(2000)	Veh. Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair Ambulatory
Non-Accessible Cars			N/A
Accessible Vans/Minivans	1	1	2
Small Buses	5	4	7
Other			6
<b>TOTAL DED VEHICLES</b>	<b>6</b>	<b>5</b>	<b>N/A</b>
Accessible taxis	4	N/A	N/A

### PASSENGER STATISTICS

(2000)	Dedicated Service	Non-Dedicated Service
Ambulatory	11,173	19,891
Wheelchair/Scooter Users	7,144	7,357
Attendants/Companions	360	586
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>18,677 ( 40%)</b>	<b>27,834 (60%)</b>

**GEORGIAN HANDI VAN**

Contact: Mr. Peter Doran  
 Title: Volunteer  
 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 Program available: NO

Population served:	8,000	<b>NUMBER OF REGISTRANTS</b>	300
Service area (km <sup>2</sup> ):	500.0	Wheelchair/Scooter Users:	50 (17%)
Communities served:	1	Ambulatory:	250 (83%)
Service began:	1990	Attendants/Companions:	
Advisory Committee members:	5	Other:	
Eligibility Committee members:	1	Note: * The Town of the Blue Mountains was dropped from the service area, and Sydenham Township added, effective June 2000. Sunday charter service also available.	

**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

1999

2,000

2000

1,400

2,000

**SERVICE HOURS/SCHEDULING**

Weekday: 0800 to 1700 Sunday:  
 Saturday: Holiday:  
 Advanced booking notice: 1 days  
 Minimum notice for reservation:  
 Reservations/Scheduling: Manual

**FARE STRUCTURE (2000)****PASSENGER DATA**

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

4,430

10%

85%

5%

5,384

20%

70%

10%

**UNACCOMMODATED TRIPS****NO-SHOWS/CANCELLED AT DOOR****NUMBER OF COMPLAINTS**

1

**OPERATING EXPENSES**

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

\$1,033

\$38,634

\$794

\$38,426

**TOTAL OPERATING EXPENSES**

\$48,593

\$48,966

**OPERATING FUNDING SOURCES**

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

\$8,158

\$4,700

\$6,911

\$11,737

\$12,858

\$18,648

**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**

**PERFORMANCE INDICATORS****FINANCIAL**

	1999	2000
R/C Ratio	26%	38%
Net Operating Cost/Capita *	\$2.38	\$3.79
Total Exp/Passengers	\$10.97	\$9.09
Total Exp/Eligible Passengers	\$11.61	\$9.72
Transp Exp/Passengers		
Dedicated Service	\$10.74	\$8.95
Non-Dedicated Service (e.g. Taxis)		
Transp Exp/Hours (Dedicated Service)	\$23.78	\$24.09

**OPERATING**

Registrants/Capita *	0.0233	0.0375
Passengers/Capita *	0.2953	0.6730
Passengers/Registrants	12.66	17.95
Passengers/Hours (Dedicated Service)	2.22	2.69
Km/Passengers (Dedicated Service)		
Average Speed (Dedicated Service)		

VEHICLE DATA (2000)	Veh. Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	4	6
Other				
<b>TOTAL DED VEHICLES</b>	<b>1</b>	<b>1</b>	<b>N/A</b>	<b>N/A</b>
Accessible taxis				
	N/A	N/A		

PASSENGER STATISTICS (2000)	Dedicated Service	Non-Dedicated Service
Ambulatory	4,317	
Wheelchair/Scooter Users	723	
Attendants/Companions	344	
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>5,384 ( 100% )</b>	<b>( 0% )</b>

**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 Program available: NO

Population served: 50,000

Service area (km<sup>2</sup>):

Communities served: 10

Service began: 1979

Advisory Committee members: 15

Eligibility Committee members: N/A

**NUMBER OF REGISTRANTS**

Wheelchair/Scooter Users:

Ambulatory:

Attendants/Companions:

Other:

Note: \* Bruce Grey Huron Disability does not keep a list of registrants. Service is available on demand, twenty-four hours per day, seven days per week.

**ELIGIBILITY CRITERIA**

- Unable to Board  
 Unable to Use  
 Other Criteria

Ridership was lower in 2000 due to water crisis.

**OPERATING DATA**

1999

2000

**SERVICE HOURS/SCHEDULING**

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

700,000

25,039

Weekday: (Refer to Note above)

Sunday:

Saturday:

Holiday:

Advanced booking notice:

Minimum notice for reservation:

Reservations/Scheduling: Partially Computerized

**FARE STRUCTURE (2000)****Tickets/Cards**

(unit price)

Monthly Pass

**PASSENGER DATA**

Dedicated Service \* 38,000  
 Non-Dedicated Service  
**TOTAL PASSENGERS** 38,000  
 Subscription/Pre-booked 80%  
 Reservation  
 On-Demand/Day of trip 20%

29,992

29,992

Adult

Child

Student

Senior

Attendant

Companion

Other fares based on distances travelled

**EMPLOYEE DATA (2000)**

(Full-Time)

(Part-Time)

Operators

Other Operations (e.g. dispatchers)

Maintenance

General Administration

Other

**TOTAL NUMBER OF EMPLOYEES**

10

7

Union Affiliations: N/A

Top Operator Wage Rate:

Top Mechanic Wage Rate:

**PERFORMANCE INDICATORS****FINANCIAL**

1999

2000

R/C Ratio

37%

37%

Net Operating Cost/Capita

\$5.36

\$6.18

Total Exp/Passengers

\$11.25

\$16.24

Total Exp/Eligible Passengers

\$11.25

\$16.24

Transp Exp/Passengers

Dedicated Service

Non-Dedicated Service (e.g. Taxis)

Transp Exp/Hours (Dedicated Service)

**OPERATING**

Registrants/Capita

0.7600

0.5998

Passengers/Registrants

Passengers/Hours (Dedicated Service)

1.20

Km/Passengers (Dedicated Service)

23.34

Average Speed (Dedicated Service)

27.96

<b>VEHICLE DATA</b>		Veh. (2000)	Peak	Avg. Capacity per Veh.	Dedicated Service	Non-Dedicated Service
		Number	Wheelchair	Ambulatory	(2000)	(2000)
Non-Accessible Cars			N/A		Ambulatory	29,992*
Accessible Vans/Minivans	11				Wheelchair/Scooter Users	
Small Buses	1				Attendants/Companions	
Other	2				Other	
<b>TOTAL DED VEHICLES</b>	14		N/A	N/A	<b>TOTAL PASSENGER (% Total)</b>	29,992 ( 100% ) ( 0 % )
Accessible taxis	N/A	N/A			<i>* Total for all categories</i>	

# MILTON

**MILTON SPECIALIZED TRANSIT**

Contact: Mr. Phil Antoniou  
 Title: Coordinator Engineering and Transit  
 Telephone: (905) 878-7211  
 FAX: (905) 878-6995  
 e-mail: antoniow@home.com  
 Dedicated Service operated by: N/A  
 Non-Ded. Service (e.g. Taxis) operated by: 2 taxi companies  
 Taxi Scrip Program available: YES

Population served:	35,000	<b>NUMBER OF REGISTRANTS</b>	250
Service area (km <sup>2</sup> ):		Wheelchair/Scooter Users:	
Communities served:	1	Ambulatory:	
Service began:	1980	Attendants/Companions:	
Advisory Committee members:	N/A	Other:	
Eligibility Committee members:	N/A	Note: * Contractors keep all passenger revenue. 1999 data for Milton Specialized Transit was not available.	

**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

1999

2000

**SERVICE HOURS/SCHEDULING**

Weekday:	0700 to 1800	Sunday:	
Saturday:	0900 to 1700	Holiday:	
Advanced booking notice:		1 days	
Minimum notice for reservation:		1.0 hours	
Reservations/Scheduling:			

**FARE STRUCTURE (2000)**

Cash	Tickets/Cards (unit price)	Monthly Pass
------	-------------------------------	--------------

Adult	
Child	
Student	
Senior	
Attendant	
Companion	
Other	\$2 trips under 5 km, \$5 trips over 5 km

**EMPLOYEE DATA (2000)**

(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**

1999

2000

<b>FINANCIAL</b>	
R/C Ratio	N/A
Net Operating Cost/Capita	\$1.49
Total Exp/Passengers	\$6.50
Total Exp/Eligible Passengers	\$6.50
Transp Exp/Passengers	
Dedicated Service	
Non-Dedicated Service (e.g. Taxis)	\$6.50
Transp Exp/Hours (Dedicated Service)	

**OPERATING**

Registrants/Capita	0.0071
Passengers/Capita	0.2286
Passengers/Registrants	32.00
Passengers/Hours (Dedicated Service)	
Km/Passengers (Dedicated Service)	
Average Speed (Dedicated Service)	

**PASSENGER DATA**

Dedicated Service  
 Non-Dedicated Service  
**TOTAL PASSENGERS**  
 Subscription/Pre-booked  
 Reservation  
 On-Demand/Day of trip  
**UNACCOMMODATED TRIPS**  
**NO-SHOWS/CANCELLED AT DOOR**  
**NUMBER OF COMPLAINTS**

 8,000  
 8,000

**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**

 \$52,000  
 \$52,000

**OPERATING FUNDING SOURCES**

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

 \$52,000  
 \$52,000

**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**

<b>VEHICLE DATA (2000)</b>	<b>Veh. Number</b>	<b>Peak</b>	<b>Avg. Capacity per Veh.</b>		<b>Non-Dedicated Service</b>
			<b>Wheelchair</b>	<b>Ambulatory</b>	
Non-Accessible Cars			N/A		
Accessible Vans/Minivans					
Small Buses					
Other					
<b>TOTAL DED VEHICLES</b>			N/A	N/A	
Accessible taxis	2	N/A			

<b>PASSENGER STATISTICS (2000)</b>	<b>Dedicated Service</b>	<b>Non-Dedicated Service</b>
Ambulatory		
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
<b>TOTAL PASSENGER (%Total)</b>	( 0%)	8,000 ( 100)
* Total for all categories		

**MITCHELL & AREA MOBILITY BUS**

Contact: Ms. Vicky WolfeHinz

Title: Bus Manager

Telephone: (519) 348-9765

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 Program available: NO

Population served:	8,903	<b>NUMBER OF REGISTRANTS</b>	274
Service area (km <sup>2</sup> ):	567.0	Wheelchair/Scooter Users:	63 (23%)
Communities served:	1	Ambulatory:	199 (73%)
Service began:	1989	Attendants/Companions:	12 (4%)
Advisory Committee members:	12	Other:	
Eligibility Committee members:	2		

<b>ELIGIBILITY CRITERIA</b>	<input type="checkbox"/> Unable to Board	Note: Hours are Tuesday 1000-1500, Wednesday 0900-1300, and
	<input checked="" type="checkbox"/> Unable to Use	Thursday/Friday 0900-1700. Through pre-booking, service is
	<input type="checkbox"/> Other Criteria	available during off hours at charter rate.

**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

**1999**24,601  
25,101  
2,204  
2,504**2000**24,677  
25,177  
2,520  
2,820**SERVICE HOURS/SCHEDULING**

Weekday: (Refer to Note above) Sunday:  
Saturday: Holiday:  
Advanced booking notice: 1 days  
Minimum notice for reservation: 24.0 hours  
Reservations/Scheduling: Manual

**PASSENGER DATA**

Dedicated Service  
Non-Dedicated Service  
**TOTAL PASSENGERS**  
Subscription/Pre-booked  
Reservation  
On-Demand/Day of trip  
**UNACCOMMODATED TRIPS**  
NO-SHOWS/CANCELLED AT DOOR  
NUMBER OF COMPLAINTS

6,133

15%

78%

7%

2

5

2

6,293

15%

80%

5%

Other

\$5 for trips beyond Town of Mitchell boundary.

**FARE STRUCTURE (2000)**

	<b>Cash</b>	<b>Tickets/Cards</b>	
Adult	\$2.50	(unit price)	
Child	\$2.50		
Student	\$2.50		
Senior	\$2.50		
Attendant	free		
Companion	free		

# NEWMARKET

**NEWMARKET TRANSIT**

Contact: Ms. Sharon Doyle  
 Title: Area Manager  
 Telephone: (905) 895-5193  
 FAX: (905) 853-9511  
 e-mail: sdoyle@town.newmarket.on.ca

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

Population served:	65,000	<b>NUMBER OF REGISTRANTS</b>	762
Service area (km <sup>2</sup> ):	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	Note: * The 2000 data for Newmarket Transit is based on the 1999 budget.	

**ELIGIBILITY CRITERIA**

<input type="checkbox"/> Unable to Board
<input checked="" type="checkbox"/> Unable to Use
<input type="checkbox"/> Other Criteria

<b>OPERATING DATA</b>		1999	2000	<b>SERVICE HOURS/SCHEDULING</b>	
Rev Veh Km - Dedicated Service		62,574	62,574	Weekday:	0800 to 1800
Tot Veh Km - Dedicated Service		62,574	62,574	Saturday:	0900 to 1600
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					
<b>PASSENGER DATA</b>				<b>FARE STRUCTURE (2000)</b>	
Dedicated Service		15,243	15,243	Cash	
Non-Dedicated Service				Adult	\$2.25
<b>TOTAL PASSENGERS</b>		<b>15,243</b>	<b>15,243</b>	Child	\$2.25
Subscription/Pre-booked		40%	40%	Student	\$2.25
Reservation		40%	40%	Senior	\$2.25
On-Demand/Day of trip		20%	20%	Attendant	\$2.25
<b>UNACCOMMODATED TRIPS</b>		<b>46</b>		Companion	\$2.25
<b>NO-SHOWS/CANCELLED AT DOOR</b>		<b>53</b>		Other	\$3.00 - Saturday services
<b>NUMBER OF COMPLAINTS</b>				<b>EMPLOYEE DATA (2000)</b>	
<b>OPERATING EXPENSES</b>				(Full-Time)	(Part-Time)
Administration		\$15,000	\$15,000	Operators	2
Operations:				Other Operations (e.g. dispatchers)	1
Internal - Dedicated Service		\$189,000	\$189,000	Maintenance	
Contract - Dedicated Service				General Administration	1
Contract - Non-Dedicated Service				Other	
Taxi Scrip/Fare Reimbursement				<b>TOTAL NUMBER OF EMPLOYEES</b>	4
Maintenance (Vehicles & Facilities)		\$39,102	\$39,102		3
Fuel		\$6,700	\$6,700	Union Affiliations:	N/A
<b>TOTAL OPERATING EXPENSES</b>		<b>\$249,802</b>	<b>\$249,802</b>	Top Operator Wage Rate:	\$16.99
<b>OPERATING FUNDING SOURCES</b>				Top Mechanic Wage Rate:	
Passenger Revenue		\$34,296	\$34,296		
Other Operating Revenue					
<b>Total Operating Revenues</b>		<b>\$34,296</b>	<b>\$34,296</b>	<b>PERFORMANCE INDICATORS</b>	
Provincial Contributions				<b>FINANCIAL</b>	
Municipal Contributions		\$215,506	\$215,506	R/C Ratio	14% 14%
Donations/Other				Net Operating Cost/Capita	\$3.32 \$3.32
<b>TOTAL OPERATING FUNDING</b>		<b>\$249,802</b>	<b>\$249,802</b>	Total Exp/Passengers	\$16.39 \$16.39
<b>CAPITAL EXPENSES</b>				Total Exp/Eligible Passengers	\$17.25 \$17.25
Vehicles Purchased				Transp Exp/Passengers	
Debt Servicing				Dedicated Service	\$15.40 \$15.40
Other Capital Expenses				Non-Dedicated Service (e.g. Taxis)	
<b>TOTAL CAPITAL EXPENSES</b>				Transp Exp/Hours (Dedicated Service)	\$48.92 \$48.92
<b>CAPITAL FUNDING SOURCES</b>				<b>OPERATING</b>	
Transit System				Registrants/Capita	0.0117 0.0117
Provincial Contributions				Passengers/Capita	0.2345 0.2345
Municipal Contributions				Passengers/Registrants	20.00 20.00
Donations/Other				Passengers/Hours (Dedicated Service)	3.18 3.18
<b>TOTAL CAPITAL FUNDING</b>				Km/Passengers (Dedicated Service)	4.11 4.11
				Average Speed (Dedicated Service)	13.04 13.04

<b>VEHICLE DATA</b> (2000)	Number	Veh. Peak	<b>Avg. Capacity per Veh.</b>	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	3	3	3	16
Other				
<b>TOTAL DED VEHICLES</b>	<b>3</b>	<b>3</b>	<b>N/A</b>	<b>N/A</b>
Accessible taxis		N/A		

<b>PASSENGER STATISTICS</b> (2000)	<b>Dedicated Service</b>	<b>Non-Dedicated Service</b>
Ambulatory	11,127	
Wheelchair/Scooter Users	3,353	
Attendants/Companions	763	
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>15,243 ( 100%)</b>	<b>( 0%)</b>

# NIAGARA FALLS

**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 Program available: NO

Population served:	77,000	<b>NUMBER OF REGISTRANTS</b>	573
Service area (km <sup>2</sup> ):	212.0	Wheelchair/Scooter Users:	293 (51%)
Communities served:	1	Ambulatory:	280 (49%)
Service began:	1977	Attendants/Companions:	
Advisory Committee members:	7	Other:	
Eligibility Committee members:	2		

**ELIGIBILITY CRITERIA**

- Unable to Board  
 Unable to Use  
 Other Criteria

<b>OPERATING DATA</b>		1999	2000	<b>SERVICE HOURS/SCHEDULING</b>		
Rev Veh Km - Dedicated Service		82,813	98,373	Weekday:	0730 to 2000	Sunday: 0900 to 1500
Tot Veh Km - Dedicated Service		84,813	98,373	Saturday:	0900 to 1700	Holiday: 0900 to 1500
Rev Veh Hr - Dedicated Service		4,890	5,405	Advanced booking notice:	2 days	
Tot Veh Hr - Dedicated Service		4,890	5,405	Minimum notice for reservation:	48.0 hours	
Non-Dedicated Service - Veh Km				Reservations/Scheduling:	Partially Computerized	
Non-Dedicated Service - Veh Hr						
<b>PASSENGER DATA</b>		<b>FARE STRUCTURE (2000)</b>			<b>Tickets/Cards (unit price)</b>	
Dedicated Service	12,038	13,102		Cash	\$1.80	\$1.75
Non-Dedicated Service						
<b>TOTAL PASSENGERS</b>	<b>12,038</b>	<b>13,102</b>				
Subscription/Pre-booked	15%	15%		Adult		
Reservation	80%	82%		Child		
On-Demand/Day of trip	5%	3%		Student		
<b>UNACCOMMODATED TRIPS</b>	<b>663</b>	<b>514</b>		Senior		
<b>NO-SHOWS/CANCELLED AT DOOR</b>	<b>101</b>	<b>127</b>		Attendant		
<b>NUMBER OF COMPLAINTS</b>		2		Companion		
				Other		
<b>OPERATING EXPENSES</b>		<b>EMPLOYEE DATA (2000)</b>			<b>(Full-Time)</b>	
Administration	\$13,578	\$15,692		Operators	2	4
Operations:				Other Operations (e.g. dispatchers)	1	
Internal - Dedicated Service	\$133,942	\$135,923		Maintenance		
Contract - Dedicated Service				General Administration		
Contract - Non-Dedicated Service				Other		
Taxi Scrip/Fare Reimbursement				<b>TOTAL NUMBER OF EMPLOYEES</b>	3	4
Maintenance (Vehicles & Facilities)	\$35,843	\$36,667		Union Affiliations:	N/A	
Fuel	\$10,401	\$17,200		Top Operator Wage Rate:	\$16.18	
<b>TOTAL OPERATING EXPENSES</b>	<b>\$193,764</b>	<b>\$205,482</b>		Top Mechanic Wage Rate:		
<b>OPERATING FUNDING SOURCES</b>		<b>PERFORMANCE INDICATORS</b>			<b>1999</b>	
Passenger Revenue	\$21,901	\$22,418				<b>2000</b>
Other Operating Revenue	\$1,801	\$4,695				
<b>Total Operating Revenues</b>	<b>\$23,702</b>	<b>\$27,113</b>				
Provincial Contributions				<b>FINANCIAL</b>		
Municipal Contributions	\$170,062	\$178,369		R/C Ratio	12%	13%
Donations/Other				Net Operating Cost/Capita	\$2.21	\$2.32
<b>TOTAL OPERATING FUNDING</b>	<b>\$193,764</b>	<b>\$205,482</b>		Total Exp/Passengers	\$16.10	\$15.68
<b>CAPITAL EXPENSES</b>				Total Exp/Eligible Passengers	\$16.10	\$15.68
Vehicles Purchased		\$69,815		Transp Exp/Passengers		
Debt Servicing				Dedicated Service	\$14.97	\$14.49
Other Capital Expenses				Non-Dedicated Service (e.g. Taxis)		
<b>TOTAL CAPITAL EXPENSES</b>		<b>\$69,815</b>		Transp Exp/Hours (Dedicated Service)	\$36.85	\$35.11
<b>CAPITAL FUNDING SOURCES</b>						
Transit System				<b>OPERATING</b>		
Provincial Contributions				Registrants/Capita	0.0071	0.0074
Municipal Contributions		\$59,815		Passengers/Capita	0.1563	0.1702
Donations/Other		\$10,000		Passengers/Registrants	21.89	22.87
<b>TOTAL CAPITAL FUNDING</b>		<b>\$69,815</b>		Passengers/Hours (Dedicated Service)	2.46	2.42

<b>VEHICLE DATA (2000)</b>	Veh. Number	Avg. Capacity per Veh.	
	Peak	Wheelchair	Ambulatory
Non-Accessible Cars		N/A	
Accessible Vans/Minivans			
Small Buses	4	3	4
Other			5
<b>TOTAL DED VEHICLES</b>	<b>4</b>	<b>3</b>	<b>N/A</b>
Accessible taxis	N/A	N/A	N/A

<b>PASSENGER STATISTICS (2000)</b>	<b>Dedicated Service</b>	<b>Non-Dedicated Service</b>
Ambulatory	13,102*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>13,102 ( 100% )</b>	<b>( 0% )</b>

\* Total for all categories

# 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 Program available: NO

Population served:	49,000	NUMBER OF REGISTRANTS	1,157
Service area (km²):	87.0	Wheelchair/Scooter Users:	684 (59%)
Communities served:	1	Ambulatory:	410 (35%)
Service began:	1982	Attendants/Companions:	63 (5%)
Advisory Committee members:	12	Other:	
Eligibility Committee members:	N/A		

## ELIGIBILITY CRITERIA

- Unable to Board
- Unable to Use
- Other Criteria

## OPERATING DATA

	1999	2000	SERVICE HOURS/SCHEDULING		
Rev Veh Km - Dedicated Service			Weekday: 0700 to 2300	Sunday: 0900 to 1800	
Tot Veh Km - Dedicated Service	163,672	164,623	Saturday: 0830 to 2300	Holiday:	
Rev Veh Hr - Dedicated Service			Advanced booking notice: 1 days		
Tot Veh Hr - Dedicated Service	8,963	9,048	Minimum notice for reservation: 24.0 hours		
Non-Dedicated Service - Veh Km	16,449	17,992	Reservations/Scheduling: Fully Automated		
Non-Dedicated Service - Veh Hr	866	1,028			
PASSENGER DATA			FARE STRUCTURE (2000)	Tickets/Cards (unit price)	Monthly Pass
Dedicated Service	37,570	30,500	Cash		
Non-Dedicated Service	6,356	7,306	Adult	\$2.00	\$2.00
<b>TOTAL PASSENGERS</b>	<b>43,926</b>	<b>37,806</b>	Child	\$2.00	\$2.00
Subscription/Pre-booked	60%	70%	Student	\$2.00	\$2.00
Reservation	35%	25%	Senior	\$2.00	\$2.00
On-Demand/Day of trip	5%	5%	Attendant	\$2.00	\$2.00
<b>UNACCOMMODATED TRIPS</b>	<b>81</b>		Companion	\$2.00	\$2.00
<b>NO-SHOWS/CANCELLED AT DOOR</b>	<b>127</b>	<b>81</b>	Other		
<b>NUMBER OF COMPLAINTS</b>		<b>5</b>			
OPERATING EXPENSES			<b>EMPLOYEE DATA (2000)</b>	(Full-Time)	(Part-Time)
Administration			Operators	3	4
Operations:			Other Operations (e.g. dispatchers)	1	2
Internal - Dedicated Service			Maintenance		
Contract - Dedicated Service	\$298,199	\$284,420	General Administration	1	
Contract - Non-Dedicated Service	\$39,278	\$52,841	Other		
Taxi Scrip/Fare Reimbursement			<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>5</b>	<b>6</b>
Maintenance (Vehicles & Facilities)	\$116,411	\$101,593	Union Affiliations: Teamsters 230		
Fuel	\$18,481	\$26,670	Top Operator Wage Rate: \$13.30		
<b>TOTAL OPERATING EXPENSES</b>	<b>\$472,369</b>	<b>\$465,524</b>	Top Mechanic Wage Rate: \$19.09		
OPERATING FUNDING SOURCES			<b>PERFORMANCE INDICATORS</b>		
Passenger Revenue	\$106,257	\$102,921	1999	2000	
Other Operating Revenue			FINANCIAL		
Total Operating Revenues	\$106,257	\$102,921	R/C Ratio	22%	22%
Provincial Contributions			Net Operating Cost/Capita	\$7.47	\$7.40
Municipal Contributions	\$366,112	\$362,603	Total Exp/Passengers	\$10.75	\$12.31
Donations/Other			Total Exp/Eligible Passengers	\$11.03	\$13.24
<b>TOTAL OPERATING FUNDING</b>	<b>\$472,369</b>	<b>\$465,524</b>	Transp Exp/Passengers		
CAPITAL EXPENSES			Dedicated Service	\$11.53	\$13.53
Vehicles Purchased			Non-Dedicated Service (e.g. Taxis)	\$6.18	\$7.23
Debt Servicing			Transp Exp/Hours (Dedicated Service)	\$48.32	\$45.61
Other Capital Expenses			OPERATING		
<b>TOTAL CAPITAL EXPENSES</b>		<b>\$180,630</b>	Registrants/Capita	0.0220	0.0236
CAPITAL FUNDING SOURCES			Passengers/Capita	0.8964	0.7716
Transit System			Passengers/Registrants	40.71	32.68
Provincial Contributions			Passengers/Hours (Dedicated Service)	4.19	3.37
Municipal Contributions			Km/Passengers (Dedicated Service)	4.36	5.40
Donations/Other			Average Speed (Dedicated Service)	18.26	18.19
<b>TOTAL CAPITAL FUNDING</b>		<b>\$180,630</b>			

VEHICLE DATA (2000)	Veh. Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	4	4	4	8
Other	1			
<b>TOTAL DED VEHICLES</b>	<b>5</b>	<b>4</b>	<b>N/A</b>	<b>N/A</b>
Accessible taxis	1	N/A		

PASSENGER STATISTICS (2000)	Dedicated Service	Non-Dedicated Service
Ambulatory	11,895	2,849
Wheelchair/Scooter Users	16,470	3,945
Attendants/Companions	2,135	512
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>30,500 ( 81%)</b>	<b>7,306 ( 19%)</b>

# NW SIMCOE COUNTY

## Ontario Specialized Transit Service Fact Book - 2000 Operating Data

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### COLLINGWOOD RED CROSS

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 Program available: NO

Population served:	45,000	NUMBER OF REGISTRANTS	769
Service area (km <sup>2</sup> ):	657.2	Wheelchair/Scooter Users:	178 (23%)
Communities served:	3	Ambulatory:	591 (77%)
Service began:	1999	Attendants/Companions:	
Advisory Committee members:	8	Other:	
Eligibility Committee members:	N/A	Note: It was not possible to separate financial data for Collingwood Red Cross Transportation from that of the other Red Cross programs.	

### 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

1999

172,434

6,249

### SERVICE HOURS/SCHEDULING

Weekday:	0800 to 1700	Sunday:
Saturday:	0800 to 1700	Holiday:
Advanced booking notice:		3 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  
**UNACCOMMODATED TRIPS**  
**NO-SHOWS/CANCELLED AT DOOR**  
**NUMBER OF COMPLAINTS**

19,507

95%

5%

80

6

### FARE STRUCTURE (2000)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.00		
Child	\$2.00		
Student	\$2.00		
Senior	\$2.00		
Attendant	free		
Companion	free		
Other	Out of town drives have specific fees.		

### 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**

### EMPLOYEE DATA (2000)

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

## PERFORMANCE INDICATORS

	1999	2000
<b>FINANCIAL</b>		
R/C Ratio	N/A	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)		
<b>OPERATING</b>		
Registrants/Capita	0.0179	0.0171
Passengers/Capita	0.4582	0.4968
Passengers/Registrants	25.63	29.07
Passengers/Hours (Dedicated Service)	3.12	1.79
Km/Passengers (Dedicated Service)	8.84	13.59
Average Speed (Dedicated Service)	27.59	24.31

### VEHICLE DATA

(2000)	Veh. Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	37	37	N/A	3
Accessible Vans/Minivans	2	1	2	6
Small Buses	1	1	4	6
Other				
<b>TOTAL DED VEHICLES</b>	40	32	N/A	N/A
Accessible taxis	N/A	N/A		

### PASSENGER STATISTICS

(2000)	Dedicated Service	Non-Dedicated Service
Ambulatory	16,652	
Wheelchair/Scooter Users	5,702	
Attendants/Companions		
Other		
<b>TOTAL PASSENGER (%Total)</b>	22,354 ( 100% )	( 0% )

## OAKVILLE CARE-A-VAN

Contact: Ms. Joanne Phoenix  
 Title: Planner / Project Coordinator  
 Telephone: (905) 845-6601 x3504  
 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: 2 taxi companies  
 Taxi Scrip Program available: NO

Population served:	123,000	NUMBER OF REGISTRANTS	510 †
Service area (km²):	76.5	Wheelchair/Scooter Users:	186 (36%)
Communities served:	1	Ambulatory:	324 (64%)
Service began:	1980	Attendants/Companions:	
Advisory Committee members:	7	Other:	
Eligibility Committee members:	3	Note: † In April 2001, all registrants who had not used the system since 1998 were removed from the database.	
<b>ELIGIBILITY CRITERIA</b>			
<input checked="" type="checkbox"/> Unable to Board			
<input type="checkbox"/> Unable to Use			
<input type="checkbox"/> 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

1999

2000

## SERVICE HOURS/SCHEDULING

Weekday: 0700 to 2400 Sunday:  
 Saturday: 0700 to 2400 Holiday:  
 Advanced booking notice: 2 days  
 Minimum notice for reservation:  
 Reservations/Scheduling: Partially Computerized

## PASSENGER DATA

Dedicated Service  
 Non-Dedicated Service  
**TOTAL PASSENGERS**  
 Subscription/Pre-booked  
 Reservation  
 On-Demand/Day of trip  
**UNACCOMMODATED TRIPS**  
**NO-SHOWS/CANCELLED AT DOOR**  
**NUMBER OF COMPLAINTS**

16,797

16,365

4,815

5,448

21,612

21,813

40%

60%

107

## FARE STRUCTURE (2000)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.00	\$1.60	
Child	\$2.00	\$1.60	
Student	\$2.00	\$1.60	
Senior	\$2.00	\$1.60	
Attendant	\$2.00	\$1.60	
Companion	\$2.00	\$1.60	
Other			

## 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**

\$65,103

\$71,196

## EMPLOYEE DATA (2000)

	(Full-Time)	(Part-Time)
Operators	4	
Other Operations (e.g. dispatchers)	2	
Maintenance		
General Administration		
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	6	
Union Affiliations:	CAW 1256, CUPE 1329	
Top Operator Wage Rate:	\$18.00	
Top Mechanic Wage Rate:	\$22.64	

## OPERATING FUNDING SOURCES

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

\$35,120

\$35,200

\$124,058

\$133,702

\$159,178

\$168,902

## PERFORMANCE INDICATORS

## CAPITAL EXPENSES

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

\$75,000

\$79,700

\$75,000

\$79,700

## CAPITAL FUNDING SOURCES

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

\$75,000

\$59,700

\$20,000

\$79,700

## VEHICLE DATA

(2000)	Veh. Number	Avg. Capacity per Veh. Peak	Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	4	3	N/A	
Other				
<b>TOTAL DED VEHICLES</b>	4	3	N/A	N/A
Accessible taxis	2	N/A		

PASSENGER STATISTICS (2000)	Dedicated Service	Non-Dedicated Service
Ambulatory	10,552	4,846
Wheelchair/Scooter Users	4,713	499
Attendants/Companions	1,100	103
Other		
<b>TOTAL PASSENGER (%Total)</b>	16,365 ( 75% )	5,448 ( 25% )

# ORILLIA

## ORILLIA WHEELCHAIR LIMOUSINE SERVICE

Contact: Julia Hutchings

Title:

Telephone: (705) 325-8434

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 Program available: NO

Population served: 27,000  
Service area (km<sup>2</sup>): 26.6  
Communities served: 1  
Service began: 1987  
Advisory Committee members: N/A  
Eligibility Committee members: 3

### ELIGIBILITY CRITERIA

- Unable to Board
- Unable to Use
- Other Criteria

### OPERATING DATA

1999

2000

### SERVICE HOURS/SCHEDULING

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

### PASSENGER DATA

Dedicated Service

Non-Dedicated Service

TOTAL PASSENGERS

6,494

6,330

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

\$84,000

### OPERATING FUNDING SOURCES

Passenger Revenue

\$14,500

\$13,000

Other Operating Revenue

\$5,500

\$6,500

Total Operating Revenues

\$20,000

\$19,500

Provincial Contributions

Municipal Contributions

Donations/Other

TOTAL OPERATING FUNDING

\$88,000

\$84,000

### 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

VEHICLE DATA (2000)	Veh. Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
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		

Population served: 27,000  
Service area (km<sup>2</sup>): 26.6  
Communities served: 1  
Service began: 1987  
Advisory Committee members: N/A  
Eligibility Committee members: 3

### NUMBER OF REGISTRANTS

350

Wheelchair/Scooter Users: 350 (100%)

Ambulatory:

Attendants/Companions:

Other:

Dedicated Service operated by: 1 Private Contractor

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

Taxi Scrip Program available: NO

OPERATING DATA	1999	2000	FARE STRUCTURE (2000)	Tickets/Cards (unit price)	Monthly Pass
Rev Veh Km - Dedicated Service			Weekday: 800 to 1700	Sunday:	
Tot Veh Km - Dedicated Service			Saturday: 1200 to 1600	Holiday:	
Rev Veh Hr - Dedicated Service			Advanced booking notice:	10 days	
Tot Veh Hr - Dedicated Service			Minimum notice for reservation:	2.0 hours	
Non-Dedicated Service - Veh Km			Reservations/Scheduling:		
Non-Dedicated Service - Veh Hr					
TOTAL PASSENGERS	6,494	6,330			
Subscription/Pre-booked					
Reservation					
On-Demand/Day of trip					
UNACCOMMODATED TRIPS					
NO-SHOWS/CANCELLED AT DOOR					
NUMBER OF COMPLAINTS					
TOTAL OPERATING EXPENSES	\$88,000	\$84,000			
TOTAL OPERATING FUNDING SOURCES					
Passenger Revenue	\$14,500	\$13,000			
Other Operating Revenue	\$5,500	\$6,500			
Total Operating Revenues	\$20,000	\$19,500			
Provincial Contributions					
Municipal Contributions	\$68,000	\$64,500			
Donations/Other					
TOTAL OPERATING FUNDING	\$88,000	\$84,000			
TOTAL CAPITAL EXPENSES					
CAPITAL FUNDING SOURCES					
Transit System					
Provincial Contributions					
Municipal Contributions					
Donations/Other					
TOTAL CAPITAL FUNDING					

### EMPLOYEE DATA (2000)

(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

#### FINANCIAL

1999

2000

R/C Ratio 23% 23%

Net Operating Cost/Capita \$2.52 \$2.39

Total Exp/Passengers \$13.55 \$13.27

Total Exp/Eligible Passengers \$13.55 \$13.27

Transp Exp/Passengers

Dedicated Service

Non-Dedicated Service (e.g. Taxis)

Transp Exp/Hours (Dedicated Service)

#### OPERATING

Registrants/Capita 0.0130 0.0130

Passengers/Capita 0.2405 0.2344

Passengers/Registrants 18.55 18.09

Passengers/Hours (Dedicated Service)

Km/Passengers (Dedicated Service)

Average Speed (Dedicated Service)

PASSENGER STATISTICS (2000)	Dedicated Service	Non-Dedicated Service
Ambulatory	6,330*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	6,330 ( 100% )	( 0 % )
* Total for all categories		

# 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: 2 taxi companies  
 Taxi Scrip Program available: NO

Population served:	144,000	<b>NUMBER OF REGISTRANTS</b>	768
Service area (km <sup>2</sup> ):	200.0	Wheelchair/Scooter Users:	387 (50%)
Communities served:	1	Ambulatory:	381 (50%)
Service began:	1974	Attendants/Companions:	
Advisory Committee members:	11	Other:	
Eligibility Committee members:	11	Note: Handi-Transit Inc.operates on behalf of five municipalities. Administration resources are shared. Oshawa pays 49% of Administration Expenses.	

**ELIGIBILITY CRITERIA**  
 Unable to Board  
 Unable to Use  
 Other Criteria

<b>OPERATING DATA</b>		1999	2000	<b>SERVICE HOURS/SCHEDULING</b>		
Rev Veh Km - Dedicated Service			242,500	Weekday:	0630 to 2230	Sunday: 0900 to 1800
Tot Veh Km - Dedicated Service		242,500	242,500	Saturday:	0630 to 2230	Holiday: 0900 to 1800
Rev Veh Hr - Dedicated Service			16,560	Advanced booking notice:	7 days	
Tot Veh Hr - Dedicated Service		17,000	16,560	Minimum notice for reservation:	2.0 hours	
Non-Dedicated Service - Veh Km				Reservations/Scheduling:	Partially Computerized	
Non-Dedicated Service - Veh Hr						
<b>PASSENGER DATA</b>				<b>FARE STRUCTURE (2000)</b>		<b>Tickets/Cards (unit price)</b>
Dedicated Service		39,361	42,725	Cash		
Non-Dedicated Service		4,437	3,504	Adult	\$2.50	
<b>TOTAL PASSENGERS</b>		<b>43,798</b>	<b>46,229</b>	Child		
Subscription/Pre-booked		25%	35%	Student	\$2.50	
Reservation		65%	60%	Senior	\$2.50	
On-Demand/Day of trip		10%	5%	Attendant	\$2.50	
<b>UNACCOMMODATED TRIPS</b>		<b>210</b>	<b>285</b>	Companion	\$2.50	
NO-SHOWS/CANCELLED AT DOOR		360	411	Other Child <10 w/adult - \$1. Fare by distance for cross-boundary.		
<b>NUMBER OF COMPLAINTS</b>				<b>EMPLOYEE DATA (2000)</b>		<b>(Full-Time) (Part-Time)</b>
<b>OPERATING EXPENSES</b>				Operators	6	4
Administration		\$116,523	\$101,381	Other Operations (e.g. dispatchers)		2
Operations:				Maintenance		
Internal - Dedicated Service				General Administration		1
Contract - Dedicated Service		\$296,489	\$299,031	Other		
Contract - Non-Dedicated Service		\$33,583	\$23,576	<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>6</b>	<b>7</b>
Taxi Scrip/Fare Reimbursement				Union Affiliations:	Teamsters Local 938	
Maintenance (Vehicles & Facilities)		\$101,174	\$94,320	Top Operator Wage Rate:	\$14.30	
Fuel		\$34,410	\$54,560	Top Mechanic Wage Rate:		
<b>TOTAL OPERATING EXPENSES</b>		<b>\$582,179</b>	<b>\$572,868</b>			
<b>OPERATING FUNDING SOURCES</b>				<b>PERFORMANCE INDICATORS</b>		
Passenger Revenue		\$138,626	\$131,514	<b>FINANCIAL</b>		<b>1999 2000</b>
Other Operating Revenue		\$7,194		R/C Ratio	25%	23%
<b>Total Operating Revenues</b>		<b>\$145,820</b>	<b>\$131,514</b>	Net Operating Cost/Capita	\$3.07	\$3.06
Provincial Contributions				Total Exp/Passengers	\$13.29	\$12.39
Municipal Contributions		\$436,359	\$441,354	Total Exp/Eligible Passengers	\$14.24	\$13.36
Donations/Other			\$8,500	Transp Exp/Passengers		
<b>TOTAL OPERATING FUNDING</b>		<b>\$582,179</b>	<b>\$581,368</b>	Dedicated Service	\$10.98	\$10.48
<b>CAPITAL EXPENSES</b>				Non-Dedicated Service (e.g. Taxis)	\$7.57	\$6.73
Vehicles Purchased			\$77,000	Transp Exp/Hours (Dedicated Service)	\$25.42	\$27.05
Debt Servicing				<b>OPERATING</b>		
Other Capital Expenses				Registrants/Capita	0.0050	0.0053
<b>TOTAL CAPITAL EXPENSES</b>			\$77,000	Passengers/Capita	0.3084	0.3210
<b>CAPITAL FUNDING SOURCES</b>				Passengers/Registrants	61.26	60.19
Transit System				Passengers/Hours (Dedicated Service)	2.32	2.58
Provincial Contributions				Km/Passengers (Dedicated Service)	6.16	5.68
Municipal Contributions			\$77,000	Average Speed (Dedicated Service)	14.26	14.64
Donations/Other						
<b>TOTAL CAPITAL FUNDING</b>			\$77,000			

<b>VEHICLE DATA</b>		Veh. (2000)	Peak	Avg. Capacity per Veh.	
				Wheelchair	Ambulatory
Non-Accessible Cars				N/A	
Accessible Vans/Minivans					
Small Buses	7	6	7	4	
Other					
<b>TOTAL DED VEHICLES</b>	<b>7</b>	<b>6</b>	<b>N/A</b>	<b>N/A</b>	
Accessible taxis	4	N/A			

<b>PASSENGER STATISTICS</b>		<b>Dedicated Service</b>	<b>Non-Dedicated Service</b>
(2000)			
Ambulatory		9,840	3,214
Wheelchair/Scooter Users		29,539	290
Attendants/Companions		3,346	
Other			
<b>TOTAL PASSENGER (%Total)</b>		<b>42,725 ( 92%)</b>	<b>3,504 ( 8%)</b>

## OTTAWA

Ontario Specialized Transit Service Fact Book - 2000 Operating Data

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**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 Program available: NO

Population served:	695,000	<b>NUMBER OF REGISTRANTS</b>	10,949
Service area (km <sup>2</sup> ):	368.0	Wheelchair/Scooter Users:	3,359 (31%)
Communities served:	8	Ambulatory:	7,590 (69%)
Service began:	1974	Attendants/Companions:	
Advisory Committee members:	12	Other:	
Eligibility Committee members:	N/A		

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.

OPERATING DATA		1999	2000	SERVICE HOURS/SCHEDULING		
Rev Veh Km - Dedicated Service		7,244,302	7,705,117	Weekday:	0630 to 0030	Sunday:
Tot Veh Km - Dedicated Service		8,677,948	9,172,621	Saturday:	0630 to 0030	Holiday:
Rev Veh Hr - Dedicated Service		340,675	345,201	Advanced booking notice:	1 days	
Tot Veh Hr - Dedicated Service		386,353	380,099	Minimum notice for reservation:		
Non-Dedicated Service - Veh Km				Reservations/Scheduling:	Partially Computerized	
Non-Dedicated Service - Veh Hr						
PASSENGER DATA		FARE STRUCTURE (2000)			Tickets/Cards (unit price)	
Dedicated Service	727,348	751,525		Cash		
Non-Dedicated Service			Adult	\$2.25		\$58.50
TOTAL PASSENGERS	727,348	751,525	Child	\$2.25		\$47.75
Subscription/Pre-booked	53%	50%	Student	\$2.25		\$47.75
Reservation	45%	48%	Senior	\$2.25		\$24.00
On-Demand/Day of trip	3%	2%	Attendant	\$2.25		
UNACCOMMODATED TRIPS	34,989	46,100	Companion	\$2.25		
NO-SHOWS/CANCELLED AT DOOR	29,062	24,429	Other	Ticket: \$0.80. Peak fare for \$3.50 or 3 tickets.		
NUMBER OF COMPLAINTS		EMPLOYEE DATA (2000)			(Full-Time)	(Part-Time)
OPERATING EXPENSES		Operators	188		23	
Administration	\$1,744,402	Other Operations (e.g. dispatchers)	14		10	
Operations:		Maintenance	10			
Internal - Dedicated Service *		General Administration	15			
Contract - Dedicated Service *	\$13,575,504	Other	11			
Contract - Non-Dedicated Service		TOTAL NUMBER OF EMPLOYEES	238		33	
Taxi Scrip/Fare Reimbursement		Union Affiliations:	ATU 279			
Maintenance (Vehicles & Facilities)		Top Operator Wage Rate:	\$17.25			
Fuel		Top Mechanic Wage Rate:	\$19.45			
TOTAL OPERATING EXPENSES	\$15,319,906					
OPERATING FUNDING SOURCES		PERFORMANCE INDICATORS			1999	2000
Passenger Revenue	\$1,231,624	FINANCIAL				
Other Operating Revenue	\$18,653	R/C Ratio	8%		9%	
Total Operating Revenues	\$1,250,277	Net Operating Cost/Capita	\$20.92		\$20.56	
Provincial Contributions		Total Exp/Passengers	\$21.06		\$20.88	
Municipal Contributions	\$13,794,685	Total Exp/Eligible Passengers	\$23.10		\$22.80	
Donations/Other	\$274,944	Transp Exp/Passengers				
TOTAL OPERATING FUNDING	\$15,319,906	Dedicated Service	\$18.66		\$18.66	
CAPITAL EXPENSES		Non-Dedicated Service (e.g. Taxis)				
Vehicles Purchased		Transp Exp/Hours (Dedicated Service)	\$35.14		\$36.90	
Debt Servicing		OPERATING				
Other Capital Expenses	\$67,937	Registrants/Capita	0.0137		0.0158	
TOTAL CAPITAL EXPENSES	\$67,937	Passengers/Capita	1.0814		1.0813	
CAPITAL FUNDING SOURCES		Passengers/Registrants	79.09		68.64	
Transit System		Passengers/Hours (Dedicated Service)	1.88		1.98	
Provincial Contributions		Km/Passengers (Dedicated Service)	11.93		12.21	
Municipal Contributions		Average Speed (Dedicated Service)	22.46		24.13	
Donations/Other	\$67,937					
TOTAL CAPITAL FUNDING	\$67,937					

VEHICLE DATA (2000)		Veh. Number	Peak	Avg. Capacity per Veh.	
				Wheelchair	Ambulatory
Non-Accessible Cars	57	57		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	Dedicated Service	Non-Dedicated Service
(2000)		
Ambulatory	471,013	
Wheelchair/Scooter Users	216,987	
Attendants/Companions	63,525	
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>751,525 ( 100% )</b>	<b>( 0% )</b>

# 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 Program available: NO

Population served:	21,000	NUMBER OF REGISTRANTS	440
Service area (km <sup>2</sup> ):	23.7	Wheelchair/Scooter Users:	274 (62%)
Communities served:	1	Ambulatory:	166 (38%)
Service began:	1988	Attendants/Companions:	
Advisory Committee members:	7	Other:	
Eligibility Committee members:	3	Note: * Service available until 1800 hours on Thursdays and Fridays.	

### ELIGIBILITY CRITERIA

- Unable to Board
- Unable to Use
- Other Criteria

### OPERATING DATA

Rev Veh Km - Dedicated Service	12,000
Tot Veh Km - Dedicated Service	12,000
Rev Veh Hr - Dedicated Service	2,379
Tot Veh Hr - Dedicated Service	2,379
Non-Dedicated Service - Veh Km	
Non-Dedicated Service - Veh Hr	

1999

2000

### SERVICE HOURS/SCHEDULING

Weekday:	0800 to 1700	Sunday:	
Saturday:		Holiday:	
Advanced booking notice:		14 days	
Minimum notice for reservation:			
Reservations/Scheduling:		Manual	

### PASSENGER DATA

Dedicated Service	6,981
Non-Dedicated Service	

1999

2000

### TOTAL PASSENGERS

TOTAL PASSENGERS	6,981
Subscription/Pre-booked Reservation	95%
On-Demand/Day of trip	5%

1999

2000

### UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR	25
NUMBER OF COMPLAINTS	12

1999

2000

### OPERATING EXPENSES

Administration	\$15,388
Operations:	

1999

2000

Internal - Dedicated Service	
Contract - Dedicated Service	\$79,417
Contract - Non-Dedicated Service	
Taxi Scrip/Fare Reimbursement	

1999

2000

Maintenance (Vehicles & Facilities)	
Fuel	\$5,528

1999

2000

### TOTAL OPERATING EXPENSES

TOTAL OPERATING EXPENSES	\$94,805
OPERATING FUNDING SOURCES	

1999

2000

Passenger Revenue	\$13,793
Other Operating Revenue	

1999

2000

Total Operating Revenues	\$13,793
Provincial Contributions	

1999

2000

Municipal Contributions	\$81,012
Donations/Other	\$50

1999

2000

TOTAL OPERATING FUNDING	\$94,805
CAPITAL EXPENSES	

1999

2000

Vehicles Purchased	
Debt Servicing	

1999

2000

Other Capital Expenses	\$15,600
TOTAL CAPITAL EXPENSES	\$15,600

1999

2000

### CAPITAL FUNDING SOURCES

Transit System	
Provincial Contributions	

1999

2000

Municipal Contributions	\$15,600
Donations/Other	

1999

2000

TOTAL CAPITAL FUNDING	\$15,600
-----------------------	----------

1999

2000

VEHICLE DATA (2000)		Veh. Number	Veh. Peak	Avg. Capacity per Veh.	
				Wheelchair	Ambulatory
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					
		N/A	N/A		

PASSENGER STATISTICS (2000)		Dedicated Service	Non-Dedicated Service
Ambulatory		4,499	
Wheelchair/Scooter Users		1,466	
Attendants/Companions		613	
Other			
TOTAL PASSENGER (%Total)		6,578 ( 100% )	( 0 % )

**THE WILLETT VAN**

Contact: Ms. Karen Kuzmich  
 Title: Co-ordinator  
 Telephone: (519) 442-2251  
 FAX: (519) 442-6060  
 e-mail: kkuzmich@bchsys.org

Dedicated Service operated by: Private Non-Profit Organization

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

Taxi Scrip Program available: NO

Population served:	35,000	<b>NUMBER OF REGISTRANTS</b>	200
Service area (km <sup>2</sup> ):	896.1	Wheelchair/Scooter Users:	55 (28%)
Communities served:	5	Ambulatory:	145 (73%)
Service began:	1979	Attendants/Companions:	
Advisory Committee members:	N/A	Other:	
Eligibility Committee members:	N/A	Note: Special outings on weekends and evenings for patients of the Willett, Paris.	

**ELIGIBILITY CRITERIA**  
 Unable to Board  
 Unable to Use  
 Other Criteria

**OPERATING DATA**

Rev Veh Km - Dedicated Service	29,782
Tot Veh Km - Dedicated Service	29,782
Rev Veh Hr - Dedicated Service	1,676
Tot Veh Hr - Dedicated Service	1,676
Non-Dedicated Service - Veh Km	
Non-Dedicated Service - Veh Hr	

**1999****2000****SERVICE HOURS/SCHEDULING**

Weekday:	0800 to 1600	Sunday:
Saturday:		Holiday:
Advanced booking notice:		7 days
Minimum notice for reservation:		24.0 hours
Reservations/Scheduling:		Manual

**PASSENGER DATA**

Dedicated Service	3,993
Non-Dedicated Service	
<b>TOTAL PASSENGERS</b>	<b>3,993</b>
Subscription/Pre-booked	100%
Reservation	
On-Demand/Day of trip	

**1999****2000****FARE STRUCTURE (2000)**

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

**UNACCOMMODATED TRIPS**

NO-SHOWS/CANCELLED AT DOOR	354
NUMBER OF COMPLAINTS	

**1999****2000****EMPLOYEE DATA (2000)**

Operators	1
Other Operations (e.g. dispatchers)	
Maintenance	
General Administration	
Other	
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>1</b>
Union Affiliations:	SEIU Local 204
Top Operator Wage Rate:	\$15.16
Top Mechanic Wage Rate:	

**OPERATING EXPENSES**

Administration	\$10,172
Operations:	
Internal - Dedicated Service	\$36,530
Contract - Dedicated Service	
Contract - Non-Dedicated Service	
Taxi Scrip/Fare Reimbursement	
Maintenance (Vehicles & Facilities)	\$1,726
Fuel	\$3,745
<b>TOTAL OPERATING EXPENSES</b>	<b>\$52,173</b>

**1999****2000****PERFORMANCE INDICATORS****OPERATING FUNDING SOURCES**

Passenger Revenue	\$4,595
Other Operating Revenue	
<b>Total Operating Revenues</b>	<b>\$4,595</b>
Provincial Contributions	
Municipal Contributions	\$40,000
Donations/Other	\$10,504
<b>TOTAL OPERATING FUNDING</b>	<b>\$55,099</b>

**1999****2000****CAPITAL EXPENSES**

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

**FINANCIAL**

R/C Ratio	9%	8%
Net Operating Cost/Capita	\$1.36	\$1.52
Total Exp/Passengers	\$13.07	\$14.99
Total Exp/Eligible Passengers	\$14.35	\$16.13
Transp Exp/Passengers		
Dedicated Service	\$10.52	\$12.25
Non-Dedicated Service (e.g. Taxis)		
Transp Exp/Hours (Dedicated Service)	\$25.06	

**CAPITAL FUNDING SOURCES**

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

**OPERATING**

Registrants/Capita	0.0056	0.0057
Passengers/Capita	0.1141	0.1097
Passengers/Registrants	20.48	19.19
Passengers/Hours (Dedicated Service)	2.38	
Km/Passengers (Dedicated Service)	7.46	7.21
Average Speed (Dedicated Service)	17.77	

<b>VEHICLE DATA</b>		<b>Veh. (2000)</b>	<b>Peak</b>	<b>Avg. Capacity per Veh.</b>
				Wheelchair Ambulatory
Non-Accessible Cars				N/A
Accessible Vans/Minivans	1			
Small Buses				
Other				
<b>TOTAL DED VEHICLES</b>	<b>1</b>			N/A
Accessible taxis		N/A	N/A	N/A

<b>PASSENGER STATISTICS</b>	<b>Dedicated Service</b>	<b>Non-Dedicated Service</b>
<b>(2000)</b>		
Ambulatory	2,408	
Wheelchair/Scooter Users	1,158	
Attendants/Companions	272	
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>3,838 ( 100% )</b>	<b>( 0 % )</b>

**TRANSHHELP**  
 Contact: Mr. Norman R. McLeod  
 Title: Manager  
 Telephone: (905) 791-7800 x3001  
 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 Program available: NO

Population served:	983,000	NUMBER OF REGISTRANTS	1,882
Service area (km <sup>2</sup> ):	759.0	Wheelchair/Scooter Users:	1,010 (54%)
Communities served:	1	Ambulatory:	872 (46%)
Service began:	1981	Attendants/Companions:	
Advisory Committee members:	9	Other:	
Eligibility Committee members:	N/A	Note: For 2000, the Other Operating Revenue included "supervised transportation" grant and a one-time bus leasing arrangement with PMCL at the airport.	
<b>ELIGIBILITY CRITERIA</b>			
<input type="checkbox"/> Unable to Board			
<input checked="" type="checkbox"/> Unable to Use			
<input type="checkbox"/> Other Criteria			

<b>OPERATING DATA</b>		1999	2000	<b>SERVICE HOURS/SCHEDULING</b>	
Rev Veh Km - Dedicated Service		961,885	974,013	Weekday:	0730 to 2330
Tot Veh Km - Dedicated Service		961,885	974,013	Saturday:	0900 to 2330
Rev Veh Hr - Dedicated Service		46,602	48,040	Advanced booking notice:	14 days
Tot Veh Hr - Dedicated Service		46,602	48,040	Minimum notice for reservation:	24.0 hours
Non-Dedicated Service - Veh Km				Reservations/Scheduling:	Fully Automated
Non-Dedicated Service - Veh Hr				<b>FARE STRUCTURE (2000)</b>	
<b>PASSENGER DATA</b>				Cash	Tickets/Cards (unit price)
Dedicated Service		116,872	118,634	Adult	\$2.00
Non-Dedicated Service		70,567	88,691	Child	
<b>TOTAL PASSENGERS</b>		<b>187,439</b>	<b>207,325</b>	Student	
Subscription/Pre-booked		60%	60%	Senior	
Reservation		35%	35%	Attendant	
On-Demand/Day of trip		5%	5%	Companion	
<b>UNACCOMMODATED TRIPS</b>		<b>1,154</b>	<b>881</b>	Other	
NO-SHOWS/CANCELLED AT DOOR		2,396	3,032	<b>EMPLOYEE DATA (2000)</b>	
NUMBER OF COMPLAINTS		502	309	(Full-Time)	(Part-Time)
<b>OPERATING EXPENSES</b>				Operators	21
Administration		\$492,274	\$706,759	Other Operations (e.g. dispatchers)	3
Operations:				Maintenance	4
Internal - Dedicated Service		\$1,341,512	\$1,375,044	General Administration	5
Contract - Dedicated Service				Other	
Contract - Non-Dedicated Service		\$1,062,924	\$1,334,290	<b>TOTAL NUMBER OF EMPLOYEES</b>	33
Taxi Scrip/Fare Reimbursement				Union Affiliations:	CUPE 1483A
Maintenance (Vehicles & Facilities)		\$499,270	\$666,873	Top Operator Wage Rate:	\$16.80
Fuel		\$117,641	\$198,466	Top Mechanic Wage Rate:	\$20.67
<b>TOTAL OPERATING EXPENSES</b>		<b>\$3,513,621</b>	<b>\$4,281,432</b>	<b>PERFORMANCE INDICATORS</b>	
<b>OPERATING FUNDING SOURCES</b>				1999	2000
Passenger Revenue		\$321,879	\$369,917	<b>FINANCIAL</b>	
Other Operating Revenue		\$54,085	\$200,224	R/C Ratio	11% 13%
<b>Total Operating Revenues</b>		<b>\$375,964</b>	<b>\$570,141</b>	Net Operating Cost/Capita	\$3.28 \$3.78
Provincial Contributions		\$2,670		Total Exp/Passengers	\$18.75 \$20.65
Municipal Contributions		\$3,133,987	\$3,711,291	Total Exp/Eligible Passengers	\$21.14 \$23.23
Donations/Other		\$1,000		Transp Exp/Passengers	
<b>TOTAL OPERATING FUNDING</b>		<b>\$3,513,621</b>	<b>\$4,281,432</b>	Dedicated Service	\$16.76 \$18.88
<b>CAPITAL EXPENSES</b>				Non-Dedicated Service (e.g. Taxis)	\$15.06 \$15.04
Vehicles Purchased				Transp Exp/Hours (Dedicated Service)	\$42.02 \$46.64
Debt Servicing				<b>OPERATING</b>	
Other Capital Expenses		\$235,000	\$235,000	Registrants/Capita	0.0017 0.0019
<b>TOTAL CAPITAL EXPENSES</b>		<b>\$235,000</b>	<b>\$235,000</b>	Passengers/Capita	0.1959 0.2109
<b>CAPITAL FUNDING SOURCES</b>				Passengers/Registrants	117.00 110.16
Transit System				Passengers/Hours (Dedicated Service)	2.51 2.47
Provincial Contributions				Km/Passengers (Dedicated Service)	8.23 8.21
Municipal Contributions		\$235,000	\$235,000	Average Speed (Dedicated Service)	20.64 20.28
Donations/Other					
<b>TOTAL CAPITAL FUNDING</b>		<b>\$235,000</b>	<b>\$235,000</b>		
<b>VEHICLE DATA</b>		Veh. (2000)	Peak	Avg. Capacity per Veh.	
				Wheelchair	Ambulatory
Non-Accessible Cars				N/A	
Accessible Vans/Minivans					
Small Buses	26	23	5	4	
Other	2	1	7	16	
<b>TOTAL DED VEHICLES</b>	<b>28</b>	<b>24</b>	<b>N/A</b>	<b>N/A</b>	
Accessible taxis	18	N/A			
<b>PASSENGER STATISTICS</b>		Dedicated (2000)	Service	Non-Dedicated Service	
		Ambulatory			
		53,359		39,892	
		Wheelchair/Scooter Users		38,953	
		52,104			
		Attendants/Companions		9,846	
		13,171			
		Other			
		<b>TOTAL PASSENGER (%Total)</b>	<b>118,634 ( 57%)</b>	<b>88,691 (43%)</b>	

## 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 Program available: NO

Population served:	18,600	NUMBER OF REGISTRANTS	366 †
Service area (km <sup>2</sup> ):	91.5	Wheelchair/Scooter Users:	179 (49%)
Communities served:	2	Ambulatory:	187 (51%)
Service began:	1989	Attendants/Companions:	
Advisory Committee members:	8	Other:	
Eligibility Committee members:	2	Note: † Only residents of a local nursing home using the service were counted as registrants in 2000.	
		Usually able to accomodate trips outside regular hours.	

## ELIGIBILITY CRITERIA

- Unable to Board  
 Unable to Use  
 Other Criteria

## OPERATING DATA

1999

2000

## SERVICE HOURS/SCHEDULING

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

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	15,964	14,397
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>15,964</b>	<b>14,397</b>
Subscription/Pre-booked	50%	51%
Reservation	40%	38%
On-Demand/Day of trip	10%	11%

## UNACCOMMODATED TRIPS

UNACCOMMODATED TRIPS	3	6
NO-SHOWS/CANCELLED AT DOOR	83	59
<b>NUMBER OF COMPLAINTS</b>	<b>6</b>	<b>4</b>

## OPERATING EXPENSES

Administration	\$62,631	\$70,750
Operations:		
Internal - Dedicated Service	\$61,670	\$54,151
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Taxi Scrip/Fare Reimbursement		
Maintenance (Vehicles & Facilities)	\$13,150	\$10,052
Fuel	\$8,588	\$13,253
<b>TOTAL OPERATING EXPENSES</b>	<b>\$146,039</b>	<b>\$148,206</b>

## OPERATING FUNDING SOURCES

Passenger Revenue	\$32,359	\$43,331
Other Operating Revenue		\$1,847
<b>Total Operating Revenues</b>	<b>\$32,359</b>	<b>\$45,178</b>
Provincial Contributions		
Municipal Contributions	\$32,500	\$37,500
Donations/Other	\$81,180	\$66,203
<b>TOTAL OPERATING FUNDING</b>	<b>\$146,039</b>	<b>\$148,881</b>

## CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		\$1,193
<b>TOTAL CAPITAL EXPENSES</b>		<b>\$1,193</b>

## CAPITAL FUNDING SOURCES

Transit System		
Provincial Contributions		
Municipal Contributions		
Donations/Other		
<b>TOTAL CAPITAL FUNDING</b>		<b>\$1,193</b>

VEHICLE DATA (2000)	Veh. Number	Peak	Avg. Capacity per Veh.		Dedicated Service	Non-Dedicated Service
			Wheelchair	Ambulatory		
Non-Accessible Cars	1	1	N/A	6		
Accessible Vans/Minivans	1	1	2	8		
Small Buses	2	2	4	8		
Other						
<b>TOTAL DED VEHICLES</b>	<b>4</b>	<b>3</b>	<b>N/A</b>	<b>N/A</b>		
Accessible taxis	N/A	N/A				

## PERFORMANCE INDICATORS

	1999	2000
<b>FINANCIAL</b>		
R/C Ratio	22%	30%
Net Operating Cost/Capita	\$6.11	\$5.54
Total Exp/Passengers	\$9.15	\$10.29
Total Exp/Eligible Passengers	\$9.91	\$11.56
Transp Exp/Passengers		
Dedicated Service	\$5.22	\$5.38
Non-Dedicated Service (e.g. Taxis)		
Transp Exp/Hours (Dedicated Service)		
<b>OPERATING</b>		
Registrants/Capita †	0.0230	0.0197
Passengers/Capita	0.8583	0.7740
Passengers/Registrants †	37.39	39.34
Passengers/Hours (Dedicated Service)		
Km/Passengers (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER STATISTICS (2000)	Dedicated Service	Non-Dedicated Service
Ambulatory	7,906	
Wheelchair/Scooter Users	4,917	
Attendants/Companions	1,574	
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>14,397 ( 100% )</b>	<b>( 0 % )</b>

# 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 Program available: NO

Population served:	72,900	NUMBER OF REGISTRANTS	1,190
Service area (km <sup>2</sup> ):	62.5	Wheelchair/Scooter Users:	410 (34%)
Communities served:	1	Ambulatory:	780 (66%)
Service began:	1976	Attendants/Companions:	
Advisory Committee members:	10	Other:	
Eligibility Committee members:	3		

## ELIGIBILITY CRITERIA

- Unable to Board
- Unable to Use
- Other Criteria

## OPERATING DATA

	1999	2000	SERVICE HOURS/SCHEDULING
Rev Veh Km - Dedicated Service	262,600	257,400	Weekday: 0715 to 2245
Tot Veh Km - Dedicated Service	276,400	270,700	Saturday: 0715 to 2215
Rev Veh Hr - Dedicated Service	16,800	15,500	Advanced booking notice: 7 days
Tot Veh Hr - Dedicated Service	17,700	16,300	Minimum notice for reservation: 24.0 hours
Non-Dedicated Service - Veh Km			Reservations/Scheduling: Manual
Non-Dedicated Service - Veh Hr			
PASSENGER DATA			FARE STRUCTURE (2000)
Dedicated Service	46,970	45,400	Cash
Non-Dedicated Service	300	500	Tickets/Cards (unit price)
<b>TOTAL PASSENGERS</b>	<b>47,270</b>	<b>45,900</b>	<b>Monthly Pass</b>
Subscription/Pre-booked	70%	70%	Adult \$1.75 \$64.00
Reservation	29%	29%	Child \$1.75 \$30.00
On-Demand/Day of trip	1%	1%	Student \$1.75 \$45.00
UNACCOMMODATED TRIPS			Senior \$1.75 \$30.00
NO-SHOWS/CANCELLED AT DOOR	625	770	Attendant \$1.75 \$64.00
NUMBER OF COMPLAINTS			Companion \$1.75 \$64.00
<b>OPERATING EXPENSES</b>			Other Senior - Semi-Annual Pass \$110, Annual Pass \$180
Administration	\$51,500	\$52,100	
Operations:			
Internal - Dedicated Service	\$387,200	\$428,100	<b>EMPLOYEE DATA (2000)</b>
Contract - Dedicated Service			(Full-Time) (Part-Time)
Contract - Non-Dedicated Service	\$1,300	\$1,800	Operators 8 3
Taxi Scrip/Fare Reimbursement			Other Operations (e.g. dispatchers) 3
Maintenance (Vehicles & Facilities)	\$93,600	\$140,800	Maintenance 1 2
Fuel	\$37,100	\$49,000	General Administration
<b>TOTAL OPERATING EXPENSES</b>	<b>\$570,700</b>	<b>\$671,800</b>	Other
<b>OPERATING FUNDING SOURCES</b>			<b>TOTAL NUMBER OF EMPLOYEES</b> 9 8
Passenger Revenue	\$62,900	\$61,200	
Other Operating Revenue	\$35,000	\$35,000	Union Affiliations: ATU 1320, CUPE 126, CUPE 504
<b>Total Operating Revenues</b>	<b>\$97,900</b>	<b>\$96,200</b>	Top Operator Wage Rate: \$17.01
Provincial Contributions			Top Mechanic Wage Rate: \$20.24
Municipal Contributions	\$472,800	\$575,600	
Donations/Other			
<b>TOTAL OPERATING FUNDING</b>	<b>\$570,700</b>	<b>\$671,800</b>	
<b>CAPITAL EXPENSES</b>			
Vehicles Purchased			
Debt Servicing			
Other Capital Expenses			
<b>TOTAL CAPITAL EXPENSES</b>			
<b>CAPITAL FUNDING SOURCES</b>			
Transit System			
Provincial Contributions			
Municipal Contributions			
Donations/Other			
<b>TOTAL CAPITAL FUNDING</b>			

## PERFORMANCE INDICATORS

	1999	2000
<b>FINANCIAL</b>		
R/C Ratio	17%	14%
Net Operating Cost/Capita	\$6.64	\$7.90
Total Exp/Passengers	\$12.07	\$14.64
Total Exp/Eligible Passengers	\$12.77	\$15.43
Transp Exp/Passengers		
Dedicated Service	\$11.03	\$13.61
Non-Dedicated Service (e.g. Taxis)	\$4.33	\$3.60
Transp Exp/Hours (Dedicated Service)	\$29.26	\$37.91
<b>OPERATING</b>		
Registrants/Capita	0.0162	0.0163
Passengers/Capita	0.6639	0.6296
Passengers/Registrants	41.10	38.57
Passengers/Hours (Dedicated Service)	2.65	2.79
Km/Passengers (Dedicated Service)	5.88	5.96
Average Speed (Dedicated Service)	15.62	16.61

VEHICLE DATA (2000)	Veh. Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair Ambulatory
Non-Accessible Cars			N/A
Accessible Vans/Minivans			
Small Buses	7	6	4
Other			7
<b>TOTAL DED VEHICLES</b>	<b>7</b>	<b>6</b>	<b>N/A</b>
Accessible taxis	2	N/A	

PASSENGER STATISTICS (2000)	Dedicated Service	Non-Dedicated Service
Ambulatory	21,500	340
Wheelchair/Scooter Users	21,600	100
Attendants/Companions	2,300	60
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>45,400 ( 99%)</b>	<b>500 ( 1%)</b>

# PETERBOROUGH COUNTY

## CAREMOBILE

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 Program available: NO

Population served: 53,913  
 Service area (km<sup>2</sup>): 3877.2  
 Communities served: 8  
 Service began: 1992  
 Advisory Committee members: 6  
 Eligibility Committee members: N/A

**NUMBER OF REGISTRANTS**  
 Wheelchair/Scooter Users: 131 (65%)  
 Ambulatory: 71 (35%)  
 Attendants/Companions:  
 Other:

202

(65%)

(35%)

Note: Caremobile service is provided by Community Care Peterborough which covers the deficit in operations through other fundraising avenues.

## ELIGIBILITY CRITERIA

- Unable to Board
- Unable to Use
- Other Criteria

## OPERATING DATA

	1999	2000
Rev Veh Km - Dedicated Service	28,247	27,225
Tot Veh Km - Dedicated Service	56,498	54,449
Rev Veh Hr - Dedicated Service	900	900
Tot Veh Hr - Dedicated Service	1,800	1,800
Non-Dedicated Service - Veh Km		
Non-Dedicated Service - Veh Hr		

## PASSENGER DATA

	1999	2000	
Dedicated Service	1,965	1,855	Adult
Non-Dedicated Service			Child
<b>TOTAL PASSENGERS</b>	<b>1,965</b>	<b>1,855</b>	Student
Subscription/Pre-booked	70%	75%	Senior
Reservation	29%	24%	Attendant
On-Demand/Day of trip	1%	1%	Companion
<b>UNACCOMMODATED TRIPS</b>	<b>16</b>	<b>40</b>	Other
<b>NO-SHOWS/CANCELLED AT DOOR</b>	<b>4</b>	<b>8</b>	Flat rate of \$8 or \$16 depending on distance.
<b>NUMBER OF COMPLAINTS</b>			

## OPERATING EXPENSES

	1999	2000
Administration	\$5,436	\$5,953
Operations:		
Internal - Dedicated Service	\$33,987	\$36,786
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Taxi Scrip/Fare Reimbursement		
Maintenance (Vehicles & Facilities)	\$3,623	\$7,558
Fuel	\$7,258	\$7,169
<b>TOTAL OPERATING EXPENSES</b>	<b>\$50,304</b>	<b>\$57,467</b>

## OPERATING FUNDING SOURCES

	1999	2000
Passenger Revenue	\$8,020	\$8,021
Other Operating Revenue	\$428	\$522
<b>Total Operating Revenues</b>	<b>\$8,448</b>	<b>\$8,543</b>
Provincial Contributions		
Municipal Contributions	\$25,841	\$25,000
Donations/Other	\$16,016	\$23,924
<b>TOTAL OPERATING FUNDING</b>	<b>\$50,305</b>	<b>\$57,467</b>

## CAPITAL EXPENSES

	1999	2000
Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>		

## CAPITAL FUNDING SOURCES

	1999	2000
Transit System		
Provincial Contributions		
Municipal Contributions		
Donations/Other		
<b>TOTAL CAPITAL FUNDING</b>		

## SERVICE HOURS/SCHEDULING

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

## FARE STRUCTURE (2000)

	Cash	Tickets/Cards (unit price)	Monthly Pass
--	------	----------------------------	--------------

Adult			
Child			
Student			
Senior			
Attendant			
Companion			
Other			

## EMPLOYEE DATA (2000)

	(Full-Time)	(Part-Time)
Operators	1	1
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration		2
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>1</b>	<b>3</b>
Union Affiliations:	N/A	
Top Operator Wage Rate:	\$15.97	
Top Mechanic Wage Rate:		

## PERFORMANCE INDICATORS

	1999	2000
<b>FINANCIAL</b>		
R/C Ratio	17%	15%
Net Operating Cost/Capita	\$0.78	\$0.91
Total Exp/Passengers	\$25.60	\$30.98
Total Exp/Eligible Passengers	\$29.09	\$32.86
Transp Exp/Passengers		
Dedicated Service	\$22.83	\$27.77
Non-Dedicated Service (e.g. Taxis)		
Transp Exp/Hours (Dedicated Service)	\$24.93	\$28.62
<b>OPERATING</b>		
Registrants/Capita	0.0036	0.0037
Passengers/Capita	0.0364	0.0344
Passengers/Registrants	10.23	9.18
Passengers/Hours (Dedicated Service)	1.09	1.03
Km/Passengers (Dedicated Service)	28.75	29.35
Average Speed (Dedicated Service)	31.39	30.25

VEHICLE DATA (2000)	Veh. Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	4	8
Other				
<b>TOTAL DED VEHICLES</b>	<b>1</b>	<b>1</b>	<b>N/A</b>	<b>N/A</b>
Accessible taxis	N/A	N/A		

PASSENGER STATISTICS (2000)	Dedicated Service	Non-Dedicated Service	
		Ambulatory	Wheelchair/Scooter Users
Ambulatory	672		
Wheelchair/Scooter Users	1,077		
Attendants/Companions	106		
Other			
<b>TOTAL PASSENGER (%Total)</b>	<b>1,855 (100%)</b>		( 0%)

**PICKERING TRANSIT SPECIALIZED**

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 Program available: NO

Population served:	88,000	<b>NUMBER OF REGISTRANTS</b>	269
Service area (km <sup>2</sup> ):	226.7	Wheelchair/Scooter Users:	76 (28%)
Communities served:	1	Ambulatory:	193 (72%)
Service began:	1980	Attendants/Companions:	
Advisory Committee members:	2	Other:	
Eligibility Committee members:	N/A	Note: For 2000, Capital investments included the budget for purchasing of one replacement vehicle and one expansion vehicle.	

**ELIGIBILITY CRITERIA**

<input checked="" type="checkbox"/> Unable to Board
<input type="checkbox"/> Unable to Use
<input type="checkbox"/> Other Criteria

<b>OPERATING DATA</b>		1999	2000	<b>SERVICE HOURS/SCHEDULING</b>		
Rev Veh Km - Dedicated Service				Weekday:	0001 to 2400	Sunday:
Tot Veh Km - Dedicated Service	196,604	184,610		Saturday:	0001 to 2400	Holiday:
Rev Veh Hr - Dedicated Service	9,104	8,721		Advanced booking notice:	14 days	
Tot Veh Hr - Dedicated Service	9,304	9,271		Minimum notice for reservation:	1.0 hours	
Non-Dedicated Service - Veh Km				Reservations/Scheduling:	Partially Computerized	
Non-Dedicated Service - Veh Hr		1,780				
<b>PASSENGER DATA</b>				<b>FARE STRUCTURE (2000)</b>		<b>Tickets/Cards (unit price)</b>
Dedicated Service	20,200	16,820		Cash		Monthly Pass
Non-Dedicated Service	4,194	3,568		Adult	\$1.50	\$1.25
<b>TOTAL PASSENGERS</b>	<b>24,394</b>	<b>20,388</b>		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
<b>UNACCOMMODATED TRIPS</b>	<b>60</b>	<b>21</b>		Companion	\$1.50	\$1.25
<b>NO-SHOWS/CANCELLED AT DOOR</b>	<b>5,597</b>	<b>4,511</b>		Other		
<b>NUMBER OF COMPLAINTS</b>	<b>12</b>	<b>12</b>				
<b>OPERATING EXPENSES</b>				<b>EMPLOYEE DATA (2000)</b>		<b>(Full-Time)</b>
Administration	\$149,390	\$173,945		Operators	3	2
Operations:				Other Operations (e.g. dispatchers)	1	
Internal - Dedicated Service	\$214,867	\$195,239		Maintenance		
Contract - Dedicated Service				General Administration	1	
Contract - Non-Dedicated Service	\$40,881	\$36,587		Other		
Taxi Scrip/Fare Reimbursement				<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>5</b>	<b>2</b>
Maintenance (Vehicles & Facilities)	\$36,318	\$33,858		Union Affiliations:	CUPE 129	
Fuel	\$25,590	\$32,843		Top Operator Wage Rate:	\$18.87	
<b>TOTAL OPERATING EXPENSES</b>	<b>\$467,046</b>	<b>\$472,472</b>		Top Mechanic Wage Rate:		
<b>OPERATING FUNDING SOURCES</b>						
Passenger Revenue	\$29,847	\$24,667		<b>PERFORMANCE INDICATORS</b>		
Other Operating Revenue	\$555	\$1,160	<b>FINANCIAL</b>			<b>1999</b>
<b>Total Operating Revenues</b>	<b>\$30,402</b>	<b>\$25,827</b>	R/C Ratio	7%	5%	<b>2000</b>
Provincial Contributions			Net Operating Cost/Capita	\$5.02	\$5.08	
Municipal Contributions	\$436,644	\$446,646	Total Exp/Passengers	\$19.15	\$23.17	
Donations/Other			Total Exp/Eligible Passengers	\$19.82	\$23.99	
<b>TOTAL OPERATING FUNDING</b>	<b>\$467,046</b>	<b>\$472,473</b>	Transp Exp/Passengers			
<b>CAPITAL EXPENSES</b>			Dedicated Service	\$13.70	\$15.57	
Vehicles Purchased			Non-Dedicated Service (e.g. Taxis)	\$9.75	\$10.25	
Debt Servicing			Transp Exp/Hours (Dedicated Service)	\$29.75	\$28.25	
Other Capital Expenses	\$9,000	\$15,000	<b>OPERATING</b>			
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$9,000</b>	<b>\$164,406</b>	Registrants/Capita	0.0040	0.0031	
<b>CAPITAL FUNDING SOURCES</b>			Passengers/Capita	0.2802	0.2317	
Transit System			Passengers/Registrants	70.50	75.79	
Provincial Contributions			Passengers/Hours (Dedicated Service)	2.17	1.81	
Municipal Contributions	\$9,000	\$164,406	Km/Passengers (Dedicated Service)	9.73	10.98	
Donations/Other			Average Speed (Dedicated Service)	21.13	19.91	
<b>TOTAL CAPITAL FUNDING</b>	<b>\$9,000</b>	<b>\$164,406</b>				

(2000)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	5	4	4	10
Other				
<b>TOTAL DED VEHICLES</b>	<b>5</b>	<b>4</b>	<b>N/A</b>	<b>N/A</b>
Accessible taxis	3	N/A		

(2000)	Dedicated Service	Non-Dedicated Service	
		Wheelchair/Scooter Users	Attendants/Companions
Ambulatory	12,266	2,602	
Wheelchair/Scooter Users	3,982	845	
Attendants/Companions	572	121	
Other			
<b>TOTAL PASSENGER (%Total)</b>	<b>16,820 ( 83%)</b>	<b>3,568 (18%)</b>	

# 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 Program available: NO

Population served: 12,500  
 Service area (km<sup>2</sup>): 13.1  
 Communities served: 1  
 Service began: 1986  
 Advisory Committee members: 3  
 Eligibility Committee members: N/A

### ELIGIBILITY CRITERIA

- Unable to Board
- Unable to Use
- Other Criteria

### OPERATING DATA

1999

2000

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

### PASSENGER DATA

Dedicated Service

5,800

3,100

Non-Dedicated Service

TOTAL PASSENGERS

5,800

3,100

Subscription/Pre-booked

Reservation

100%

On-Demand/Day of trip

### UNACCOMMODATED TRIPS

### NO-SHOWS/CANCELLED AT DOOR

### NUMBER OF COMPLAINTS

### OPERATING EXPENSES

Administration

\$7,034

\$7,000

Operations:

Internal - Dedicated Service

\$226

\$226

Contract - Dedicated Service

\$59,206

\$61,131

Contract - Non-Dedicated Service

Taxi Scrip/Fare Reimbursement

Maintenance (Vehicles & Facilities)

\$3,663

\$3,205

Fuel

TOTAL OPERATING EXPENSES

\$70,129

\$71,562

### OPERATING FUNDING SOURCES

Passenger Revenue

\$6,779

\$4,910

Other Operating Revenue

Total Operating Revenues

\$6,779

\$4,910

Provincial Contributions

Municipal Contributions

Donations/Other

TOTAL OPERATING FUNDING

\$70,129

\$71,562

### 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

### PERFORMANCE INDICATORS

1999

2000

#### FINANCIAL

R/C Ratio

10%

7%

Net Operating Cost/Capita

\$5.07

\$5.33

Total Exp/Passengers

\$12.09

\$23.08

Total Exp/Eligible Passengers

\$12.09

\$23.08

Transp Exp/Passengers

Dedicated Service

\$10.88

\$20.83

Non-Dedicated Service (e.g. Taxis)

Transp Exp/Hours (Dedicated Service)

#### OPERATING

Registrants/Capita

0.0160

0.0160

Passengers/Capita

0.4640

0.2480

Passengers/Registrants

29.00

15.50

Passengers/Hours (Dedicated Service)

Km/Passengers (Dedicated Service)

Average Speed (Dedicated Service)

VEHICLE DATA (2000)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	1	1		
Small Buses	1	1		
Other				
<b>TOTAL DED VEHICLES</b>	<b>2</b>	<b>2</b>	<b>N/A</b>	<b>N/A</b>
Accessible taxis	N/A	N/A		

PASSENGER STATISTICS (2000)	Dedicated Service	Non-Dedicated Service	
		Ambulatory	Wheelchair/Scooter Users
Attendants/Companions	3,100*		
Other			
<b>TOTAL PASSENGER (%Total)</b>	<b>3,100 ( 100%)</b>		( 0%)
<i>* Total for all categories</i>			

## 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 Program available: NO

Population served:	50,000	NUMBER OF REGISTRANTS	370
Service area (km²):	453.7	Wheelchair/Scooter Users:	160 (43%)
Communities served:	2	Ambulatory:	100 (27%)
Service began:	1990	Attendants/Companions:	110 (30%)
Advisory Committee members:	5	Other:	

Eligibility Committee members: N/A

**ELIGIBILITY CRITERIA**

 Unable to Board  
 Unable to Use  
 Other Criteria

Note: Operating funding includes an \$8,000 grant from the Trillium Foundation, an agency funded by the Government of Ontario from the Province's charitable gaming initiative.

**OPERATING DATA****1999****2000****SERVICE HOURS/SCHEDULING**

Rev Veh Km - Dedicated Service

Weekday: 0900 to 2100 Sunday: 0900 to 2100

Tot Veh Km - Dedicated Service

Saturday: 0900 to 2100 Holiday: 0900 to 2100

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: Manual

Non-Dedicated Service - Veh Hr

**PASSENGER DATA**

Dedicated Service

5,740

8,035

Non-Dedicated Service

Adult

TOTAL PASSENGERS

5,740

Child

Subscription/Pre-booked

Student

Reservation

Senior

On-Demand/Day of trip

Attendant

UNACCOMMODATED TRIPS

Companion

NO-SHOWS/CANCELLED AT DOOR

Other Fare by zone.

NUMBER OF COMPLAINTS

1

**OPERATING EXPENSES**

Administration

\$33,412

\$46,909

Operations:

Internal - Dedicated Service

\$67,837

\$95,238

Contract - Dedicated Service

Contract - Non-Dedicated Service

Taxi Scrip/Fare Reimbursement

Maintenance (Vehicles &amp; Facilities)

\$9,628

\$18,805

Fuel

\$13,959

\$16,929

TOTAL OPERATING EXPENSES

\$133,895

\$177,881

**OPERATING FUNDING SOURCES**

Passenger Revenue

\$27,002

\$36,025

Other Operating Revenue

Total Operating Revenues

\$27,002

\$36,025

Provincial Contributions

Municipal Contributions

\$43,445

\$55,646

Donations/Other

\$65,858

\$86,209

TOTAL OPERATING FUNDING

\$136,305

\$177,881

**CAPITAL EXPENSES**

Vehicles Purchased

\$80,275

\$64,944

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES

\$80,275

\$64,944

**CAPITAL FUNDING SOURCES**

Transit System

\$5,000

\$26,062

Provincial Contributions

\$43,207

Municipal Contributions

\$36,500

\$38,882

Donations/Other

TOTAL CAPITAL FUNDING

\$84,707

\$64,944

**VEHICLE DATA**

(2000)

Veh. Number

Peak

Avg. Capacity per Veh.

Wheelchair

Ambulatory

Non-Accessible Cars

N/A

Accessible Vans/Minivans

1

Small Buses

5

Other

4

TOTAL DED VEHICLES

4

Accessible taxis

N/A

N/A

<b>PASSENGER STATISTICS</b>	<b>Dedicated Service</b>	<b>Non-Dedicated Service</b>
	8,035*	
Ambulatory		
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	8,035 ( 100%)	( 0%)

\* Total for all categories

# RICHMOND HILL

## Ontario Specialized Transit Service Fact Book - 2000 Operating Data

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### 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 Program available: YES

Population served:	121,000	NUMBER OF REGISTRANTS	1,008
Service area (km <sup>2</sup> ):	59.0	Wheelchair/Scooter Users:	648 (64%)
Communities served:	1	Ambulatory:	360 (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. They have 1 leased vehicle and 2 accessible vans (modified taxis). Richmond Transit administers the reservations, scheduling, and dispatching duties.	

### ELIGIBILITY CRITERIA

- Unable to Board  
 Unable to Use  
 Other Criteria

### OPERATING DATA

1999

2000

### SERVICE HOURS/SCHEDULING

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

4,723

4,488

Advanced booking notice: 30 days  
 Minimum notice for reservation: 24.0 hours  
 Reservations/Scheduling: Fully Automated

### PASSENGER DATA

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

15,366

15,571

Adult

NO-SHOWS/CANCELLED AT DOOR  
 NUMBER OF COMPLAINTS

5,879

8,926

Child

21,245

24,497

Student

Subscription/Pre-booked

60%

60%

Senior

Reservation

35%

35%

Attendant

On-Demand/Day of trip

5%

5%

Companion

### OPERATING EXPENSES

Administration  
 Operations:  
 Internal - Dedicated Service  
 Contract - Dedicated Service \*  
 Contract - Non-Dedicated Service  
 Taxi Scrip/Fare Reimbursement  
 Maintenance (Vehicles & Facilities)

\$59,500

\$61,500

Fuel  
**TOTAL OPERATING EXPENSES**

\$193,275

\$226,745

### OPERATING FUNDING SOURCES

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

\$19,911

\$34,900

### 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 (2000)

### Tickets/Cards (unit price)

### Monthly Pass

Cash

Adult	\$2.00	\$1.60	\$64.00
Child	\$1.00		
Student	\$1.50	\$1.25	\$49.00
Senior	\$1.00		
Attendant			
Companion			
Other	Blind/infant: free; 5-day monthly pass with SYR ID: \$44.		
<b>EMPLOYEE DATA (2000)</b>			
		(Full-Time)	(Part-Time)
Operators			
Other Operations (e.g. dispatchers)			
Maintenance			
General Administration		2	
Other			
<b>TOTAL NUMBER OF EMPLOYEES</b>		2	
Union Affiliations: CUPE 2471			
Top Operator Wage Rate: \$16.61			
Top Mechanic Wage Rate: \$18.44			

### PERFORMANCE INDICATORS

#### FINANCIAL

<b>R/C Ratio</b>	10%	15%
<b>Net Operating Cost/Capita</b>	\$1.43	\$1.59
<b>Total Exp/Passengers</b>	\$9.10	\$9.26
<b>Total Exp/Eligible Passengers</b>	\$9.64	\$10.13
<b>Transp Exp/Passengers</b>		
Dedicated Service *	\$6.84	\$7.49
Non-Dedicated Service (e.g. Taxis)	\$4.88	\$5.44
<b>Transp Exp/Hours (Dedicated Service) *</b>	\$22.25	\$26.00

#### OPERATING

<b>Registrants/Capita</b>	0.0073	0.0083
<b>Passengers/Capita</b>	0.1756	0.2025
<b>Passengers/Registrants</b>	24.09	24.30
<b>Passengers/Hours (Dedicated Service)</b>	3.25	3.47
<b>Km/Passengers (Dedicated Service)</b>		
<b>Average Speed (Dedicated Service)</b>		

VEHICLE DATA (2000)	Veh. Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair Ambulatory
Non-Accessible Cars			N/A
Accessible Vans/Minivans	3	3	1
Small Buses			3
Other			
<b>TOTAL DED VEHICLES</b>	3	3	N/A
Accessible taxis	N/A	N/A	N/A

PASSENGER STATISTICS (2000)	Dedicated Service	Non-Dedicated Service
Ambulatory		8,926
Wheelchair/Scooter Users	13,465	
Attendants/Companions	2,106	
Other		
<b>TOTAL PASSENGER (%Total)</b>	15,571 ( 64%)	8,926 ( 36%)

# 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 Program available: NO

Population served: 75,000  
 Service area (km<sup>2</sup>): 167.3  
 Communities served: 2  
 Service began: 1981  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

**NUMBER OF REGISTRANTS**  
 Wheelchair/Scooter Users: 395 (45%)  
 Ambulatory: 491 (55%)  
 Attendants/Companions:  
 Other:

### ELIGIBILITY CRITERIA

- Unable to Board
- Unable to Use
- Other Criteria

### OPERATING DATA

	1999	2000
Rev Veh Km - Dedicated Service	139,088	139,530
Tot Veh Km - Dedicated Service	139,088	139,530
Rev Veh Hr - Dedicated Service	8,155	8,306
Tot Veh Hr - Dedicated Service	8,155	8,306
Non-Dedicated Service - Veh Km		
Non-Dedicated Service - Veh Hr		

### PASSENGER DATA

Dedicated Service	25,580	25,224
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>25,580</b>	<b>25,224</b>
Subscription/Pre-booked	53%	53%
Reservation	44%	44%
On-Demand/Day of trip	3%	3%
<b>UNACCOMMODATED TRIPS</b>	<b>125</b>	<b>261</b>
NO-SHOWS/CANCELLED AT DOOR	207	203
<b>NUMBER OF COMPLAINTS</b>	<b>3</b>	<b>3</b>

### OPERATING EXPENSES

Administration	\$24,864	\$28,814
Operations:		
Internal - Dedicated Service	\$253,907	\$259,062
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Taxi Scrip/Fare Reimbursement		
Maintenance (Vehicles & Facilities)	\$54,659	\$61,710
Fuel	\$15,811	\$20,106
<b>TOTAL OPERATING EXPENSES</b>	<b>\$349,241</b>	<b>\$369,692</b>

### OPERATING FUNDING SOURCES

Passenger Revenue	\$46,243	\$36,691
Other Operating Revenue	\$568	\$10,748
<b>Total Operating Revenues</b>	<b>\$46,811</b>	<b>\$47,439</b>
Provincial Contributions		
Municipal Contributions	\$302,430	\$322,253
Donations/Other		
<b>TOTAL OPERATING FUNDING</b>	<b>\$349,241</b>	<b>\$369,692</b>

### CAPITAL EXPENSES

Vehicles Purchased		\$80,000
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>		<b>\$80,000</b>

### CAPITAL FUNDING SOURCES

Transit System		
Provincial Contributions		
Municipal Contributions		\$80,000
Donations/Other		
<b>TOTAL CAPITAL FUNDING</b>		<b>\$80,000</b>

### SERVICE HOURS/SCHEDULING

Weekday:	0730 to 2145	Sunday:	
Saturday:	0900 to 1630	Holiday:	
Advanced booking notice:		5 days	
Minimum notice for reservation:		24.0 hours	
Reservations/Scheduling:		Partially Computerized	

### FARE STRUCTURE (2000)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$1.50	\$1.35	\$50.00
Child	free		
Student	\$1.00	\$0.90	\$40.00
Senior	\$1.50	\$1.35	\$42.00
Attendant			
Companion			
Other		Semester Pass: Elementary/Secondary \$110; College \$125	

### EMPLOYEE DATA (2000)

	(Full-Time)	(Part-Time)
Operators	4	
Other Operations (e.g. dispatchers)	1	
Maintenance		1
General Administration		1
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>5</b>	<b>2</b>

Union Affiliations: CAW 4184, CUPE 3690

Top Operator Wage Rate: \$15.61

Top Mechanic Wage Rate: \$18.60

### PERFORMANCE INDICATORS

	1999	2000
<b>FINANCIAL</b>		
R/C Ratio	13%	13%
Net Operating Cost/Capita	\$4.03	\$4.30
Total Exp/Passengers	\$13.65	\$14.66
Total Exp/Eligible Passengers	\$14.59	\$15.66
Transp Exp/Passengers		
Dedicated Service	\$12.68	\$13.51
Non-Dedicated Service (e.g. Taxis)		
Transp Exp/Hours (Dedicated Service)	\$39.78	\$41.04
<b>OPERATING</b>		
Registrants/Capita	0.0102	0.0118
Passengers/Capita	0.3411	0.3363
Passengers/Registrants	33.57	28.47
Passengers/Hours (Dedicated Service)	3.14	3.04
Km/Passengers (Dedicated Service)	5.44	5.53
Average Speed (Dedicated Service)	17.06	16.80

### VEHICLE DATA

(2000)	Veh. Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	5	4	3	8
Small Buses				
Other				
<b>TOTAL DED VEHICLES</b>	<b>5</b>	<b>4</b>	<b>N/A</b>	<b>N/A</b>
Accessible taxis				
	N/A	N/A		

### PASSENGER STATISTICS

(2000)	Dedicated Service	Non-Dedicated Service
Ambulatory	15,177	
Wheelchair/Scooter Users	8,430	
Attendants/Companions	1,617	
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>25,224 ( 100%)</b>	<b>( 0%)</b>

# 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: a.gagnon@cityssm.on.ca

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

Population served:	73,549	<b>NUMBER OF REGISTRANTS</b>	1,700
Service area (km <sup>2</sup> ):		Wheelchair/Scooter Users:	1,100 (65%)
Communities served:	1	Ambulatory:	600 (35%)
Service began:	1975	Attendants/Companions:	
Advisory Committee members:	10	Other:	
Eligibility Committee members:	3	Note: * The School Board cancelled the charters services in 2000. Only people confined to wheelchairs or on hemodialysis are eligible for para bus.	

**ELIGIBILITY CRITERIA**

- Unable to Board  
 Unable to Use  
 Other Criteria

<b>OPERATING DATA</b>		1999	2000	<b>SERVICE HOURS/SCHEDULING</b>	
Rev Veh Km - Dedicated Service		157,331	142,204	Weekday:	0730 to 2400
Tot Veh Km - Dedicated Service		157,331	142,204	Saturday:	0830 to 2400
Rev Veh Hr - Dedicated Service				Advanced booking notice:	1 days
Tot Veh Hr - Dedicated Service		10,776	11,344	Minimum notice for reservation:	24.0 hours
Non-Dedicated Service - Veh Km				Reservations/Scheduling:	Fully Automated
Non-Dedicated Service - Veh Hr					
<b>PASSENGER DATA</b>		<b>FARE STRUCTURE (2000)</b>		<b>Tickets/Cards</b>	
Dedicated Service	25,324	30,346	Cash	(unit price)	<b>Monthly Pass</b>
Non-Dedicated Service	7,142	7,196			
<b>TOTAL PASSENGERS</b>	<b>32,466</b>	<b>37,542</b>	Adult		
Subscription/Pre-booked Reservation			Child		
On-Demand/Day of trip			Student		
<b>UNACCOMMODATED TRIPS</b>			Senior		
NO-SHOWS/CANCELLED AT DOOR	197	144	Attendant		
<b>NUMBER OF COMPLAINTS</b>			Companion		
<b>OPERATING EXPENSES</b>			Other	Wheelchair (Ambulatory): Cash \$1.50 (\$7.00)	
Administration	\$38,157	\$38,545			
<b>Operations:</b>					
Internal - Dedicated Service	\$275,896	\$302,838	<b>EMPLOYEE DATA (2000)</b>	<b>(Full-Time)</b>	<b>(Part-Time)</b>
Contract - Dedicated Service			Operators	2	6
Contract - Non-Dedicated Service	\$62,540	\$63,618	Other Operations (e.g. dispatchers)	1	
Taxi Scrip/Fare Reimbursement			Maintenance	1	
Maintenance (Vehicles & Facilities)	\$57,056	\$51,741	General Administration	1	
Fuel	\$20,423	\$26,965	Other		
<b>TOTAL OPERATING EXPENSES</b>	<b>\$454,072</b>	<b>\$483,707</b>	<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>5</b>	<b>6</b>
<b>OPERATING FUNDING SOURCES</b>			Union Affiliations:	UTU 104	
Passenger Revenue	\$97,594	\$70,806	Top Operator Wage Rate:	\$16.44	
Other Operating Revenue	\$6,865	\$7,165	Top Mechanic Wage Rate:	\$19.46	
<b>Total Operating Revenues</b>	<b>\$104,459</b>	<b>\$77,971</b>			
<b>Provincial Contributions</b>					
<b>Municipal Contributions</b>	<b>\$349,613</b>	<b>\$405,736</b>			
<b>Donations/Other</b>					
<b>TOTAL OPERATING FUNDING</b>	<b>\$454,072</b>	<b>\$483,707</b>			
<b>CAPITAL EXPENSES</b>					
Vehicles Purchased	\$225,784				
Debt Servicing					
Other Capital Expenses					
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$225,784</b>				
<b>CAPITAL FUNDING SOURCES</b>					
Transit System					
Provincial Contributions					
<b>Municipal Contributions</b>	<b>\$225,784</b>				
<b>Donations/Other</b>					
<b>TOTAL CAPITAL FUNDING</b>	<b>\$225,784</b>				

**PERFORMANCE INDICATORS**

	1999	2000
<b>FINANCIAL</b>		
R/C Ratio	23%	16%
Net Operating Cost/Capita	\$4.32	\$5.52
Total Exp/Passengers	\$13.99	\$12.88
Total Exp/Eligible Passengers	\$16.38	\$14.87
Transp Exp/Passengers		
Dedicated Service	\$13.95	\$12.57
Non-Dedicated Service (e.g. Taxis)	\$8.76	\$8.84
Transp Exp/Hours (Dedicated Service)	\$32.79	\$33.63
<b>OPERATING</b>		
Registrants/Capita	0.0160	0.0231
Passengers/Capita	0.4008	0.5104
Passengers/Registrants	24.97	22.08
Passengers/Hours (Dedicated Service)	2.35	2.68
Km/Passengers (Dedicated Service)	6.21	4.69
Average Speed (Dedicated Service)	14.60	12.54

<b>VEHICLE DATA</b> (2000)	<b>Number</b>	<b>Veh. Peak</b>	<b>Avg. Capacity per Veh.</b>	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	7	6	5	5
Other				
<b>TOTAL DED VEHICLES</b>	<b>7</b>	<b>6</b>	<b>N/A</b>	<b>N/A</b>
Accessible taxis	N/A	N/A		

<b>PASSENGER STATISTICS</b> (2000)	<b>Dedicated Service</b>	<b>Non-Dedicated Service</b>	
		Amulatory	7,196
Wheelchair/Scooter Users	25,336		
Attendants/Companions	5,010		
Other			
<b>TOTAL PASSENGER (%Total)</b>	<b>30,346 ( 81%)</b>	<b>7,196 ( 19%)</b>	

# SCUGOG-UXBRIDGE

## HANDI TRANSIT - SCUGOG/UXBRIDGE

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: N/A

Taxi Scrip Program available: NO

Population served:	34,000	NUMBER OF REGISTRANTS	52
Service area (km <sup>2</sup> ):	870.0	Wheelchair/Scooter Users:	42 (81%)
Communities served:	2	Ambulatory:	10 (19%)
Service began:	1987	Attendants/Companions:	
Advisory Committee members:	11	Other:	
Eligibility Committee members:	11	Note: Handi Transit Inc. operates on behalf of five municipalities. Administrative resources are shared. Scugog/Uxbridge pay 8% of administration expenses.	

## ELIGIBILITY CRITERIA

- Unable to Board
- Unable to Use
- Other Criteria

## OPERATING DATA

	1999	2000
Rev Veh Km - Dedicated Service	41,200	39,700
Tot Veh Km - Dedicated Service	41,200	39,700
Rev Veh Hr - Dedicated Service	2,290	2,150
Tot Veh Hr - Dedicated Service	2,290	2,150
Non-Dedicated Service - Veh Km		
Non-Dedicated Service - Veh Hr		

## PASSENGER DATA

	1999	2000	Cash	Tickets/Cards (unit price)	Monthly Pass
Dedicated Service	1,150	1,418	Adult	\$2.50	
Non-Dedicated Service			Child		
<b>TOTAL PASSENGERS</b>	<b>1,150</b>	<b>1,418</b>	Student	\$2.50	
Subscription/Pre-booked	25%	35%	Senior	\$2.50	
Reservation	65%	60%	Attendant	\$2.50	
On-Demand/Day of trip	10%	5%	Companion	\$2.50	
<b>UNACCOMMODATED TRIPS</b>	<b>11</b>	<b>14</b>	Other	Child <10 w/adult - \$1. Fare-by-distance for cross-boundary	
<b>NO-SHOWS/CANCELLED AT DOOR</b>	<b>18</b>	<b>18</b>			
<b>NUMBER OF COMPLAINTS</b>		<b>1</b>			

## OPERATING EXPENSES

	1999	2000
Administration	\$18,034	\$17,081
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$28,273	\$28,567
Contract - Non-Dedicated Service		
Taxi Scrip/Fare Reimbursement		
Maintenance (Vehicles & Facilities)	\$6,751	\$9,582
Fuel	\$3,270	\$3,468
<b>TOTAL OPERATING EXPENSES</b>	<b>\$56,328</b>	<b>\$58,698</b>

## OPERATING FUNDING SOURCES

	1999	2000
Passenger Revenue	\$8,084	\$8,507
Other Operating Revenue	\$708	
<b>Total Operating Revenues</b>	<b>\$8,792</b>	<b>\$8,507</b>
Provincial Contributions		
Municipal Contributions	\$47,536	\$50,191
Donations/Other		
<b>TOTAL OPERATING FUNDING</b>	<b>\$56,328</b>	<b>\$58,698</b>

## CAPITAL EXPENSES

	1999	2000
Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>		

## CAPITAL FUNDING SOURCES

	1999	2000
Transit System		
Provincial Contributions		
Municipal Contributions		
Donations/Other		
<b>TOTAL CAPITAL FUNDING</b>		

## SERVICE HOURS/SCHEDULING

Weekday:	0800 to 1700	Sunday:
Saturday:		Holiday:
Advanced booking notice:		7 days
Minimum notice for reservation:		2.0 hours
Reservations/Scheduling:		Partially Computerized

## FARE STRUCTURE (2000)

	Cash	
Adult	\$2.50	
Child		
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 (2000)

	(Full-Time)	(Part-Time)
Operators		1
Other Operations (e.g. dispatchers)		2
Maintenance		
General Administration		1
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>		<b>4</b>

Union Affiliations: Teamsters Local 938

Top Operator Wage Rate: \$14.30

Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	1999	2000
<b>FINANCIAL</b>		
R/C Ratio	16%	14%
Net Operating Cost/Capita	\$1.58	\$1.48
Total Exp/Passengers	\$48.98	\$41.39
Total Exp/Eligible Passengers	\$54.42	\$45.50
Transp Exp/Passengers		
Dedicated Service	\$33.30	\$29.35
Non-Dedicated Service (e.g. Taxis)		
Transp Exp/Hours (Dedicated Service)	\$16.72	\$19.36
<b>OPERATING</b>		
Registrants/Capita	0.0016	0.0015
Passengers/Capita	0.0383	0.0417
Passengers/Registrants	23.96	27.27
Passengers/Hours (Dedicated Service)	0.50	0.66
Km/Passengers (Dedicated Service)	35.83	28.00
Average Speed (Dedicated Service)	17.99	18.47

VEHICLE DATA (2000)	Veh. Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	7	4
Other				
<b>TOTAL DED VEHICLES</b>	<b>1</b>	<b>1</b>	<b>N/A</b>	<b>N/A</b>
Accessible taxis			N/A	N/A

PASSENGER STATISTICS (2000)	Dedicated Service	Non-Dedicated Service
Ambulatory	124	
Wheelchair/Scooter Users	1,166	
Attendants/Companions	128	
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>1,418 ( 100%)</b>	<b>( 0%)</b>

# ST. CATHARINES

## ST. CATHARINES PARATRANSIT

Contact: Mrs. Debbie Grandbois

Title: Paratransit Supervisor

Telephone: (905) 685-9844 x230

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 Program available: NO

Population served:	130,000	NUMBER OF REGISTRANTS	1,592 †
Service area (km <sup>2</sup> ):	97.0	Wheelchair/Scooter Users:	835 (52%)
Communities served:	2	Ambulatory:	757 (48%)
Service began:	1979	Attendants/Companions:	
Advisory Committee members:	9	Other:	
Eligibility Committee members:	2	Note: † St. Catharines Paratransit updated its registrant list in 2000.	

## ELIGIBILITY CRITERIA

Unable to Board

Unable to Use

Other Criteria

OPERATING DATA	1999	2000	SERVICE HOURS/SCHEDULING		
Rev Veh Km - Dedicated Service	251,183	291,137	Weekday:	0730 to 2330	Sunday: 1030 to 1830
Tot Veh Km - Dedicated Service	251,183	291,137	Saturday:	0900 to 2330	Holiday: 1030 to 1830
Rev Veh Hr - Dedicated Service	13,992	14,870	Advanced booking notice:	21 days	
Tot Veh Hr - Dedicated Service	13,992	14,870	Minimum notice for reservation:	24.0 hours	
Non-Dedicated Service - Veh Km	27,770	29,367	Reservations/Scheduling:	Fully Automated	
Non-Dedicated Service - Veh Hr	2,038	2,259	FARE STRUCTURE (2000)		
PASSENGER DATA			Cash	Tickets/Cards (unit price)	Monthly Pass
Dedicated Service	29,515	33,341	Adult	\$2.00	\$1.85
Non-Dedicated Service	4,069	4,086	Child	\$1.25	\$1.25
TOTAL PASSENGERS	33,584	37,427	Student	\$2.00	\$1.75
Subscription/Pre-booked	25%	25%	Senior	\$2.00	\$1.25
Reservation	65%	65%	Attendant	\$2.00	\$45.00
On-Demand/Day of trip	10%	10%	Companion	\$2.00	\$45.00
UNACCOMMODATED TRIPS	1,764	1,136	Other		
NO-SHOWS/CANCELLED AT DOOR	316	430	EMPLOYEE DATA (2000)		
NUMBER OF COMPLAINTS	6	9	Operators	8	(Full-Time) (Part-Time)
OPERATING EXPENSES			Other Operations (e.g. dispatchers)		
Administration	\$26,026	\$23,349	Maintenance	2	
Operations:			General Administration	1	3
Internal - Dedicated Service	\$425,069	\$446,752	Other		
Contract - Dedicated Service			TOTAL NUMBER OF EMPLOYEES	11	3
Contract - Non-Dedicated Service	\$90,876	\$92,970	Union Affiliations: ATU 846		
Taxi Scrip/Fare Reimbursement			Top Operator Wage Rate: \$18.02		
Maintenance (Vehicles & Facilities)	\$146,605	\$149,682	Top Mechanic Wage Rate: \$20.48		
Fuel	\$23,923	\$40,409	PERFORMANCE INDICATORS		
TOTAL OPERATING EXPENSES	\$712,499	\$753,162	FINANCIAL	1999	2000
OPERATING FUNDING SOURCES			R/C Ratio	15%	14%
Passenger Revenue	\$66,355	\$72,342	Net Operating Cost/Capita	\$4.64	\$4.97
Other Operating Revenue	\$42,716	\$34,536	Total Exp/Passengers	\$21.22	\$20.12
Total Operating Revenues	\$109,071	\$106,878	Total Exp/Eligible Passengers	\$23.61	\$22.24
Provincial Contributions			Transp Exp/Passengers		
Municipal Contributions	\$603,428	\$644,806	Dedicated Service	\$20.18	\$19.10
Donations/Other		\$1,478	Non-Dedicated Service (e.g. Taxis)	\$22.33	\$22.75
TOTAL OPERATING FUNDING	\$712,499	\$753,162	Transp Exp/Hours (Dedicated Service)	\$42.57	\$42.83
CAPITAL EXPENSES			OPERATING		
Vehicles Purchased		\$90,357	Registrants/Capita †	0.0132	0.0122
Debt Servicing			Passengers/Capita	0.2583	0.2879
Other Capital Expenses	\$11,532		Passengers/Registrants †	19.56	23.51
TOTAL CAPITAL EXPENSES	\$11,532	\$90,357	Passengers/Hours (Dedicated Service)	2.11	2.24
CAPITAL FUNDING SOURCES			Km/Passengers (Dedicated Service)	8.51	8.73
Transit System		\$18,000	Average Speed (Dedicated Service)	17.95	19.58
Provincial Contributions					
Municipal Contributions	\$11,532	\$42,357			
Donations/Other		\$30,000			
TOTAL CAPITAL FUNDING	\$11,532	\$90,357			

VEHICLE DATA (2000)	Veh. Number	Avg. Capacity per Veh. Peak	Wheelchair	Ambulatory
Non-Accessible Cars		N/A		
Accessible Vans/Minivans	2	2	3	
Small Buses	8	6	6	
Other				
TOTAL DED VEHICLES	10	8	N/A	N/A
Accessible taxis	1	N/A		

PASSENGER STATISTICS (2000)	Dedicated Service	Non-Dedicated Service
Ambulatory	16,575	1,869
Wheelchair/Scooter Users	13,269	2,153
Attendants/Companions	3,497	64
Other		
TOTAL PASSENGER (%Total)	33,341 ( 89% )	4,086 ( 11% )

## ST. MARY'S &amp; AREA MOBILITY SERVICE

Contact: Sharron Arnold  
 Title: Office Administrator  
 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: 1 taxi company  
 Taxi Scrip Program available: NO

Population served: 6,000  
 Service area (km<sup>2</sup>):  
 Communities served: 1  
 Service began: 1992  
 Advisory Committee members: 8  
 Eligibility Committee members: N/A

**ELIGIBILITY CRITERIA**  
 Unable to Board  
 Unable to Use  
 Other Criteria

Note: \* Administration expenses included \$59,165 loss on sale of mobility bus in 1999.

Private bookings available outside regular business hours.

## OPERATING DATA

1999

2000

## SERVICE HOURS/SCHEDULING

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

Weekday:	0800 to 1600	Sunday:	0900 to 1300
Saturday:		Holiday:	
Advanced booking notice: 1 days			
Minimum notice for reservation: 1.0 hours			
Reservations/Scheduling: Partially Computerized			

## PASSENGER DATA

Dedicated Service	6,090	8,110
Non-Dedicated Service		895
<b>TOTAL PASSENGERS</b>	<b>6,090</b>	<b>9,005</b>
Subscription/Pre-booked	20%	15%
Reservation	50%	80%
On-Demand/Day of trip	30%	5%

## UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR  
 NUMBER OF COMPLAINTS

## FARE STRUCTURE (2000)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.00	\$3.00	
Child	\$3.00	\$3.00	
Student	\$3.00	\$3.00	
Senior	\$3.00	\$3.00	
Attendant	free		
Companion	\$3.00	\$3.00	
Other	Stratford - \$15; London - \$35.		

## OPERATING EXPENSES

Administration *	\$69,260	\$35,600
<b>Operations:</b>		
Internal - Dedicated Service	\$38,952	\$47,265
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Taxi Scrip/Fare Reimbursement		\$113
Maintenance (Vehicles & Facilities)	\$2,915	\$917
Fuel	\$13,005	\$7,782
<b>TOTAL OPERATING EXPENSES</b>	<b>\$124,132</b>	<b>\$91,677</b>

## OPERATING FUNDING SOURCES

Passenger Revenue	\$17,081	\$23,419
Other Operating Revenue	\$3,104	\$1,048
<b>Total Operating Revenues</b>	<b>\$20,185</b>	<b>\$24,467</b>
Provincial Contributions		
Municipal Contributions	\$33,922	\$22,535
Donations/Other	\$106,882	\$41,695
<b>TOTAL OPERATING FUNDING</b>	<b>\$160,989</b>	<b>\$88,697</b>

## CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		\$9,000
<b>TOTAL CAPITAL EXPENSES</b>		<b>\$9,000</b>

## CAPITAL FUNDING SOURCES

Transit System		
Provincial Contributions		
Municipal Contributions		
Donations/Other		\$9,000
<b>TOTAL CAPITAL FUNDING</b>		<b>\$9,000</b>

## PERFORMANCE INDICATORS

	1999	2000
<b>FINANCIAL</b>		
R/C Ratio	16%	27%
Net Operating Cost/Capita	\$10.39	\$11.20
Total Exp/Passengers	\$20.38	\$10.18
Total Exp/Eligible Passengers	\$20.38	\$10.27
Transp Exp/Passengers		
Dedicated Service	\$9.01	\$6.90
Non-Dedicated Service (e.g. Taxis)		\$0.13
Transp Exp/Hours (Dedicated Service)		
<b>OPERATING</b>		
Registrants/Capita	0.0325	0.0567
Passengers/Capita	0.6090	1.5008
Passengers/Registrants	18.74	26.49
Passengers/Hours (Dedicated Service)		
Km/Passengers (Dedicated Service)		2.19
Average Speed (Dedicated Service)		

VEHICLE DATA (2000)		Veh. Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Avg. Capacity per Veh. Ambulatory
Non-Accessible Cars	17	17		N/A	5
Accessible Vans/Minivans	8	2			6
Small Buses	1	1		4	14
Other					
<b>TOTAL DED VEHICLES</b>	<b>26</b>	<b>13</b>		N/A	N/A
Accessible taxis	2	N/A			

PASSENGER STATISTICS (2000)	Dedicated Service	Non-Dedicated Service
Ambulatory	6,926	870
Wheelchair/Scooter Users	1,134	
Attendants/Companions	50	25
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>8,110 ( 90%)</b>	<b>895 ( 10%)</b>

\* Total for all categories

# ST. THOMAS

## ST. THOMAS PARATRANSIT

Contact: Mr. John Roberts  
 Title: Transportation Coordinator  
 Telephone: (519) 631-1680 x 162  
 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 Program available: NO

Population served:	33,000	NUMBER OF REGISTRANTS	454
Service area (km <sup>2</sup> ):	22.2	Wheelchair/Scooter Users:	120 (26%)
Communities served:	1	Ambulatory:	334 (74%)
Service began:	1990	Attendants/Companions:	
Advisory Committee members:	10	Other:	
Eligibility Committee members:	3		

## ELIGIBILITY CRITERIA

- Unable to Board
- Unable to Use
- Other Criteria

OPERATING DATA		1999	2000	SERVICE HOURS/SCHEDULING	
Rev Veh Km - Dedicated Service		59,376	59,376	Weekday:	0715 to 1815
Tot Veh Km - Dedicated Service		59,476	59,576	Saturday:	0715 to 1815
Rev Veh Hr - Dedicated Service		6,082	6,020	Advanced booking notice:	1 days
Tot Veh Hr - Dedicated Service		6,182	6,020	Minimum notice for reservation:	
Non-Dedicated Service - Veh Km				Reservations/Scheduling:	Manual
Non-Dedicated Service - Veh Hr					
PASSENGER DATA		FARE STRUCTURE (2000)		Tickets/Cards (unit price)	
Dedicated Service	17,861	16,537		Cash	\$2.50
Non-Dedicated Service				Child	\$2.50
TOTAL PASSENGERS	17,861	16,537		Student	\$2.50
Subscription/Pre-booked			25%	Senior	\$2.50
Reservation			74%	Attendant	\$2.50
On-Demand/Day of trip			1%	Companion	\$2.50
UNACCOMMODATED TRIPS	30	83		Other	\$2.50
NO-SHOWS/CANCELLED AT DOOR	69	1			
NUMBER OF COMPLAINTS	1	10			
OPERATING EXPENSES		EMPLOYEE DATA (2000)		(Full-Time)	
Administration	\$380	\$517		Operators	2
Operations:				Other Operations (e.g. dispatchers)	1
Internal - Dedicated Service	\$5,111	\$4,841		Maintenance	
Contract - Dedicated Service	\$127,962	\$130,724		General Administration	1
Contract - Non-Dedicated Service				Other	
Taxi Scrip/Fare Reimbursement				TOTAL NUMBER OF EMPLOYEES	4
Maintenance (Vehicles & Facilities)	\$6,981	\$6,546			3
Fuel	\$6,544	\$5,407		Union Affiliations:	N/A
TOTAL OPERATING EXPENSES	\$146,978	\$148,035		Top Operator Wage Rate:	
OPERATING FUNDING SOURCES		Top Mechanic Wage Rate:			
Passenger Revenue	\$45,037	\$39,676			
Other Operating Revenue	\$5,685	\$5,609			
Total Operating Revenues	\$50,722	\$45,285			
Provincial Contributions					
Municipal Contributions	\$96,256	\$102,750			
Donations/Other					
TOTAL OPERATING FUNDING	\$146,978	\$148,035			
CAPITAL EXPENSES		PERFORMANCE INDICATORS		1999	
Vehicles Purchased				FINANCIAL	
Debt Servicing				R/C Ratio	35% 31%
Other Capital Expenses				Net Operating Cost/Capita	\$2.92 \$3.11
TOTAL CAPITAL EXPENSES				Total Exp/Passengers	\$8.23 \$8.95
CAPITAL FUNDING SOURCES		Total Exp/Eligible Passengers		Total Exp/Passengers	\$8.53 \$9.33
Transit System				Dedicated Service	\$8.21 \$8.92
Provincial Contributions				Non-Dedicated Service (e.g. Taxis)	
Municipal Contributions				Transp Exp/Hours (Dedicated Service)	\$23.71 \$24.50
Donations/Other					
TOTAL CAPITAL FUNDING				OPERATING	
				Registrants/Capita	0.0135 0.0138
				Passengers/Capita	0.5412 0.5011
				Passengers/Registrants	40.05 36.43
				Passengers/Hours (Dedicated Service)	2.89 2.75
				Km/Passengers (Dedicated Service)	3.33 3.60
				Average Speed (Dedicated Service)	9.62 9.90

VEHICLE DATA (2000)	Veh. Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
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 (2000)	Dedicated Service	Non-Dedicated Service
Ambulatory	10,007	
Wheelchair/Scooter Users	5,867	
Attendants/Companions	663	
Other		
TOTAL PASSENGER (%Total)	16,537 ( 100% )	( 0% )

**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 Program available: NO

Population served:	28,000	<b>NUMBER OF REGISTRANTS</b>	625
Service area (km <sup>2</sup> ):		Wheelchair/Scooter Users:	350 (56%)
Communities served:	1	Ambulatory:	275 (44%)
Service began:	1976	Attendants/Companions:	
Advisory Committee members:	10	Other:	
Eligibility Committee members:	2		

**ELIGIBILITY CRITERIA**

- Unable to Board
- Unable to Use
- Other Criteria

<b>OPERATING DATA</b>		1999	2000	<b>SERVICE HOURS/SCHEDULING</b>	
Rev Veh Km - Dedicated Service				Weekday:	0800 to 1700
Tot Veh Km - Dedicated Service				Saturday:	0900 to 1700
Rev Veh Hr - Dedicated Service				Sunday:	0900 to 1700
Tot Veh Hr - Dedicated Service	6,212	6,604		Holiday:	
Non-Dedicated Service - Veh Km				Advanced booking notice:	1 days
Non-Dedicated Service - Veh Hr				Minimum notice for reservation:	1.0 hours
<b>PASSENGER DATA</b>				Reservations/Scheduling:	Manual
Dedicated Service	19,348	18,115		<b>FARE STRUCTURE (2000)</b>	
Non-Dedicated Service	2,727	2,864		<b>Cash</b>	<b>Tickets/Cards (unit price)</b>
<b>TOTAL PASSENGERS</b>	<b>22,075</b>	<b>20,979</b>		Adult	\$2.00
Subscription/Pre-booked	30%	40%		Child	\$2.00
Reservation	60%	50%		Student	\$2.00
On-Demand/Day of trip	10%	10%		Senior	\$2.00
UNACCOMMODATED TRIPS		250		Attendant	free
NO-SHOWS/CANCELLED AT DOOR		175		Companion	free
NUMBER OF COMPLAINTS		3		Other	
<b>OPERATING EXPENSES</b>				<b>EMPLOYEE DATA (2000)</b>	
Administration	\$54,746	\$61,921		<b>(Full-Time)</b>	<b>(Part-Time)</b>
Operations:				Operators	2
Internal - Dedicated Service	\$129,048	\$140,723		Other Operations (e.g. dispatchers)	1
Contract - Dedicated Service				Maintenance	
Contract - Non-Dedicated Service	\$9,319	\$10,717		General Administration	1
Taxi Scrip/Fare Reimbursement				Other	
Maintenance (Vehicles & Facilities)	\$42,918	\$39,898		<b>TOTAL NUMBER OF EMPLOYEES</b>	4
Fuel	\$14,936	\$16,872		Union Affiliations:	IBEW 636
<b>TOTAL OPERATING EXPENSES</b>	<b>\$250,967</b>	<b>\$270,131</b>		Top Operator Wage Rate:	\$13.25
<b>OPERATING FUNDING SOURCES</b>				Top Mechanic Wage Rate:	
Passenger Revenue	\$40,252	\$38,374			
Other Operating Revenue	\$1,387	\$2,030			
<b>Total Operating Revenues</b>	<b>\$41,639</b>	<b>\$40,404</b>			
Provincial Contributions					
Municipal Contributions	\$213,621	\$213,621			
Donations/Other	\$10,457				
<b>TOTAL OPERATING FUNDING</b>	<b>\$265,717</b>	<b>\$254,025</b>			
<b>CAPITAL EXPENSES</b>					
Vehicles Purchased		\$64,522			
Debt Servicing					
Other Capital Expenses					
<b>TOTAL CAPITAL EXPENSES</b>		<b>\$64,522</b>			
<b>CAPITAL FUNDING SOURCES</b>					
Transit System		\$41,457			
Provincial Contributions					
Municipal Contributions	\$20,000	\$20,000			
Donations/Other		\$3,065			
<b>TOTAL CAPITAL FUNDING</b>	<b>\$20,000</b>	<b>\$64,522</b>			
<b>VEHICLE DATA (2000)</b>		<b>Veh. Number</b>	<b>Avg. Capacity per Veh.</b>	<b>PASSENGER STATISTICS (2000)</b>	
				<b>Dedicated Service</b>	<b>Non-Dedicated Service</b>
Non-Accessible Cars			N/A	Ambulatory	8,250 2,864
Accessible Vans/Minivans				Wheelchair/Scooter Users	9,865
Small Buses	5	3	3	Attendants/Companions	
Other				Other	
<b>TOTAL DED VEHICLES</b>	<b>5</b>	<b>3</b>	<b>N/A</b>	<b>TOTAL PASSENGER (%Total)</b>	<b>18,115 ( 86%) 2,864 ( 14%)</b>
Accessible taxis	N/A	N/A			

## SUDBURY HANDI-TRANSIT

Contact: Mr. Bob Johnston  
 Title: Manager, Transportation Services  
 Telephone: (705) 671-2489 x2411  
 FAX: (705) 673-8719  
 e-mail:

Dedicated Service operated by: 1 Private Contractor

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

Taxi Scrip Program available: NO

Population served: 91,056  
 Service area (km<sup>2</sup>): 263.5  
 Communities served: 1  
 Service began: 1975  
 Advisory Committee members: 12  
 Eligibility Committee members: N/A

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

2,800

Note: \* The Contract - Dedicated Services Expense in 2000 also included the expenses for Non-Dedicated Contract service.

**ELIGIBILITY CRITERIA**

- Unable to Board  
 Unable to Use  
 Other Criteria

<b>OPERATING DATA</b>		1999	2000	<b>SERVICE HOURS/SCHEDULING</b>	
Rev Veh Km - Dedicated Service		330,011		Weekday: 0700 to 2400	Sunday: 0830 to 2200
Tot Veh Km - Dedicated Service		342,500		Saturday: 0800 to 2400	Holiday: 0830 to 2200
Rev Veh Hr - Dedicated Service	17,200			Advanced booking notice: 30 days	
Tot Veh Hr - Dedicated Service	17,500	16,800		Minimum notice for reservation: 24.0 hours	
Non-Dedicated Service - Veh Km				Reservations/Scheduling: Fully Automated	
Non-Dedicated Service - Veh Hr					
<b>PASSENGER DATA</b>				<b>FARE STRUCTURE (2000)</b>	
Dedicated Service	47,262	42,170		Cash	Tickets/Cards (unit price)
Non-Dedicated Service	9,903	10,830		Adult	\$1.75
<b>TOTAL PASSENGERS</b>	<b>57,165</b>	<b>53,000</b>		Child	\$1.75
Subscription/Pre-booked	80%			Student	\$1.75
Reservation	19%			Senior	\$1.75
On-Demand/Day of trip	1%			Attendant	\$1.75
<b>UNACCOMMODATED TRIPS</b>				Companion	\$1.75
<b>NO-SHOWS/CANCELLED AT DOOR</b>	<b>836</b>			Other	
<b>NUMBER OF COMPLAINTS</b>				<b>EMPLOYEE DATA (2000)</b>	
<b>OPERATING EXPENSES</b>				(Full-Time)	(Part-Time)
Administration	\$500	\$500		Operators	
Operations:				Other Operations (e.g. dispatchers)	
Internal - Dedicated Service				Maintenance	
Contract - Dedicated Service	\$794,693	\$970,000		General Administration	
Contract - Non-Dedicated Service *	\$136,290			Other	
Taxi Scrip/Fare Reimbursement				<b>TOTAL NUMBER OF EMPLOYEES</b>	
Maintenance (Vehicles & Facilities)				Union Affiliations: N/A	
Fuel				Top Operator Wage Rate:	
<b>TOTAL OPERATING EXPENSES</b>	<b>\$931,483</b>	<b>\$970,500</b>		Top Mechanic Wage Rate:	
<b>OPERATING FUNDING SOURCES</b>				<b>PERFORMANCE INDICATORS</b>	
Passenger Revenue	\$100,634	\$102,000	1999	2000	
Other Operating Revenue			FINANCIAL		
Total Operating Revenues	\$100,634	\$102,000	R/C Ratio	11%	11%
Provincial Contributions			Net Operating Cost/Capita	\$9.12	\$9.54
Municipal Contributions	\$830,849	\$868,500	Total Exp/Passengers	\$16.29	\$18.31
Donations/Other			Total Exp/Eligible Passengers	\$17.70	\$18.31
<b>TOTAL OPERATING FUNDING</b>	<b>\$931,483</b>	<b>\$970,500</b>	Transp Exp/Passengers		
<b>CAPITAL EXPENSES</b>			Dedicated Service	\$16.81	\$23.00
Vehicles Purchased			Non-Dedicated Service (e.g. Taxis) *	\$13.76	
Debt Servicing			Transp Exp/Hours (Dedicated Service)	\$45.41	\$57.74
Other Capital Expenses			OPERATING		
<b>TOTAL CAPITAL EXPENSES</b>			Registrants/Capita	0.0298	0.0308
<b>CAPITAL FUNDING SOURCES</b>			Passengers/Capita	0.6278	0.5821
Transit System			Passengers/Registrants	21.09	18.93
Provincial Contributions			Passengers/Hours (Dedicated Service)	2.70	2.51
Municipal Contributions			Km/Passengers (Dedicated Service)	7.25	
Donations/Other			Average Speed (Dedicated Service)	19.57	
<b>TOTAL CAPITAL FUNDING</b>					

<b>VEHICLE DATA</b> (2000)		Veh. Number	Veh. Peak	<b>Avg. Capacity per Veh.</b>	
				Wheelchair	Ambulatory
Non-Accessible Cars				N/A	
Accessible Vans/Minivans	9	7		6	4
Small Buses					
Other					
<b>TOTAL DED VEHICLES</b>	<b>9</b>	<b>7</b>		N/A	N/A
Accessible taxis		N/A	N/A		

<b>PASSENGER STATISTICS</b> (2000)		<b>Dedicated Service</b>	<b>Non-Dedicated Service</b>
Ambulatory		42,170*	10,830*
Wheelchair/Scooter Users			
Attendants/Companions			
Other			
<b>TOTAL PASSENGER (%Total)</b>	<b>42,170 ( 80%)</b>	<b>10,830 (20%)</b>	

\* Total for all categories

# 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: 3 taxi companies  
 Taxi Scrip Program available: YES

Population served:	120,000	NUMBER OF REGISTRANTS	2,197
Service area (km²):	323.5	Wheelchair/Scooter Users:	810 (37%)
Communities served:	1	Ambulatory:	1,387 (63%)
Service began:	1975	Attendants/Companions:	
Advisory Committee members:	10	Other:	
Eligibility Committee members:	3	Note: *For 2000, Donation/Other Operating Contribution for HAGI Transit included a sum of \$62,279, funds from Ministry of Health.	

<b>ELIGIBILITY CRITERIA</b>	<input checked="" type="checkbox"/> Unable to Board
	<input checked="" type="checkbox"/> Unable to Use
	<input type="checkbox"/> Other Criteria

<b>OPERATING DATA</b>		1999	2000	<b>SERVICE HOURS/SCHEDULING</b>	
Rev Veh Km - Dedicated Service		524,155	536,632	Weekday:	0700 to 2300
Tot Veh Km - Dedicated Service		524,155	536,632	Saturday:	0700 to 2300
Rev Veh Hr - Dedicated Service		24,658	25,913	Advanced booking notice:	14 days
Tot Veh Hr - Dedicated Service		24,658	25,913	Minimum notice for reservation:	24.0 hours
Non-Dedicated Service - Veh Km				Reservations/Scheduling:	Fully Automated
Non-Dedicated Service - Veh Hr				<b>FARE STRUCTURE (2000)</b>	
<b>PASSENGER DATA</b>				Cash	Tickets/Cards (unit price)
Dedicated Service		65,754	70,141	Adult	\$2.50
Non-Dedicated Service		1,982	3,155	Child	\$2.50
<b>TOTAL PASSENGERS</b>		67,736	73,296	Student	\$2.50
Subscription/Pre-booked		40%	45%	Senior	\$2.50
Reservation		55%	50%	Attendant	\$2.50
On-Demand/Day of trip		5%	5%	Companion	
<b>UNACCOMMODATED TRIPS</b>		672	1,450	Other	
<b>NO-SHOWS/CANCELLED AT DOOR</b>		1,100	986	<b>EMPLOYEE DATA (2000)</b>	
<b>NUMBER OF COMPLAINTS</b>		10	15	(Full-Time)	(Part-Time)
<b>OPERATING EXPENSES</b>				Operators	9
Administration		\$118,871	\$124,567	Other Operations (e.g. dispatchers)	3
Operations:				Maintenance	
Internal - Dedicated Service		\$700,624	\$764,321	General Administration	2
Contract - Dedicated Service				Other	
Contract - Non-Dedicated Service				<b>TOTAL NUMBER OF EMPLOYEES</b>	14
Taxi Scrip/Fare Reimbursement		\$24,775	\$48,841		17
Maintenance (Vehicles & Facilities)		\$128,099	\$117,073	Union Affiliations:	ATU 966
Fuel		\$69,118	\$99,827	Top Operator Wage Rate:	\$13.86
<b>TOTAL OPERATING EXPENSES</b>		\$1,041,487	\$1,154,629	Top Mechanic Wage Rate:	
<b>OPERATING FUNDING SOURCES</b>				<b>PERFORMANCE INDICATORS</b>	
Passenger Revenue		\$159,271	\$191,773		
Other Operating Revenue		\$31,470	\$48,569	<b>FINANCIAL</b>	1999
<b>Total Operating Revenues</b>		\$190,741	\$240,342		2000
Provincial Contributions				R/C Ratio	18%
Municipal Contributions		\$867,094	\$885,700	Net Operating Cost/Capita	\$7.09
Donations/Other *		\$725	\$63,887	Total Exp/Passengers	\$15.38
<b>TOTAL OPERATING FUNDING</b>		\$1,058,560	\$1,189,929	Total Exp/Eligible Passengers	\$15.38
<b>CAPITAL EXPENSES</b>				Transp Exp/Passengers	
Vehicles Purchased				Dedicated Service	\$13.65
Debt Servicing			\$20,436	Non-Dedicated Service (e.g. Taxis)	\$12.50
Other Capital Expenses				Transp Exp/Hours (Dedicated Service)	\$36.41
<b>TOTAL CAPITAL EXPENSES</b>					\$37.87
<b>CAPITAL FUNDING SOURCES</b>				<b>OPERATING</b>	
Transit System				Registrants/Capita	0.0160
Provincial Contributions				Passengers/Capita	0.5645
Municipal Contributions				Passengers/Registrants	35.24
Donations/Other			\$20,436	Passengers/Hours (Dedicated Service)	2.67
<b>TOTAL CAPITAL FUNDING</b>				Km/Passengers (Dedicated Service)	7.97
				Average Speed (Dedicated Service)	21.26
					20.71

<b>VEHICLE DATA</b> (2000)		Veh. Number	Veh. Peak	Avg. Capacity per Veh.	
				Wheelchair	Ambulatory
Non-Accessible Cars				N/A	
Accessible Vans/Minivans					
Small Buses	16	14		4	8
Other					
<b>TOTAL DED VEHICLES</b>	16	14		N/A	N/A
Accessible taxis					

<b>PASSENGER STATISTICS</b>		<b>Dedicated Service</b>	<b>Non-Dedicated Service</b>
<b>(2000)</b>			
Ambulatory		44,188	1,987
Wheelchair/Scooter Users		25,953	1,168
Attendants/Companions			
Other			
<b>TOTAL PASSENGER (%Total)</b>		70,141 ( 96%)	3,155 ( 4%)

**TIMMINS****TIMMINS HANDI-TRANS**

Contact: Mr. David Onodera  
 Title: Transit Superintendent  
 Telephone: (705) 360-8475  
 FAX: (705) 360-1405  
 e-mail: david.onodera@city.timmins.on.ca

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

Population served:	44,629	<b>NUMBER OF REGISTRANTS</b>	574
Service area (km <sup>2</sup> ):		Wheelchair/Scooter Users:	269 (47%)
Communities served:	1	Ambulatory:	305 (53%)
Service began:	1976	Attendants/Companions:	
Advisory Committee members:	10	Other:	
Eligibility Committee members:	4	Note: Thursday Service Hours: 0700-2300 hours.	

**ELIGIBILITY CRITERIA**

- Unable to Board  
 Unable to Use  
 Other Criteria

<b>OPERATING DATA</b>		1999	2000	<b>SERVICE HOURS/SCHEDULING</b>					
Rev Veh Km - Dedicated Service		93,590	95,582	Weekday:	0700 to 1800	Sunday:			
Tot Veh Km - Dedicated Service		133,698	136,545	Saturday:	1000 to 1800	Holiday:			
Rev Veh Hr - Dedicated Service		8,075	7,988	Advanced booking notice:	10 days				
Tot Veh Hr - Dedicated Service		8,500	8,408	Minimum notice for reservation:	24.0 hours				
Non-Dedicated Service - Veh Km				Reservations/Scheduling:	Fully Automated				
Non-Dedicated Service - Veh Hr									
<b>PASSENGER DATA</b>		<b>FARE STRUCTURE (2000)</b>			<b>Tickets/Cards (unit price)</b>				
Dedicated Service	14,568	15,320	Adult	Cash	\$2.50	\$2.50			
Non-Dedicated Service			Child		\$2.50	\$2.05			
<b>TOTAL PASSENGERS</b>	<b>14,568</b>	<b>15,320</b>	Student		\$2.50	\$2.05			
Subscription/Pre-booked	60%	70%	Senior		\$2.50	\$1.73			
Reservation	38%	28%	Attendant		\$2.50				
On-Demand/Day of trip	2%	2%	Companion		\$2.50				
<b>UNACCOMMODATED TRIPS</b>	<b>134</b>	<b>241</b>	Other	College: Cash	\$2.50/Ticket \$2.43				
<b>NO-SHOWS/CANCELLED AT DOOR</b>	<b>1,143</b>	<b>1,249</b>							
<b>NUMBER OF COMPLAINTS</b>	<b>10</b>	<b>15</b>	<b>EMPLOYEE DATA (2000)</b>			(Full-Time) (Part-Time)			
<b>OPERATING EXPENSES</b>			Operators	2	3				
Administration	\$7,146	\$7,646	Other Operations (e.g. dispatchers)		2				
Operations:			Maintenance		3				
Internal - Dedicated Service	\$231,523	\$233,609	General Administration		3				
Contract - Dedicated Service			Other						
Contract - Non-Dedicated Service			<b>TOTAL NUMBER OF EMPLOYEES</b>			11			
Taxi Scrip/Fare Reimbursement			Union Affiliations:	CUPE 1140, 434, 1544					
Maintenance (Vehicles & Facilities)	\$22,553	\$26,531	Top Operator Wage Rate:	\$16.94					
Fuel	\$11,560	\$23,582	Top Mechanic Wage Rate:	\$20.14					
<b>TOTAL OPERATING EXPENSES</b>	<b>\$272,782</b>	<b>\$291,368</b>	<b>PERFORMANCE INDICATORS</b>						
<b>OPERATING FUNDING SOURCES</b>			<b>1999</b>						
Passenger Revenue	\$30,635	\$33,369	<b>2000</b>						
Other Operating Revenue			<b>FINANCIAL</b>						
Total Operating Revenues	\$30,635	\$33,369	R/C Ratio	11%	11%				
Provincial Contributions			Net Operating Cost/Capita	\$5.43	\$5.78				
Municipal Contributions	\$242,147	\$257,999	Total Exp/Passengers	\$18.72	\$19.02				
Donations/Other			Total Exp/Eligible Passengers	\$19.28	\$19.36				
<b>TOTAL OPERATING FUNDING</b>	<b>\$272,782</b>	<b>\$291,368</b>	Transp Exp/Passengers						
<b>CAPITAL EXPENSES</b>			Dedicated Service	\$18.23	\$18.52				
Vehicles Purchased		\$160,000	Non-Dedicated Service (e.g. Taxis)						
Debt Servicing			Transp Exp/Hours (Dedicated Service)	\$31.25	\$33.74				
Other Capital Expenses			<b>OPERATING</b>						
<b>TOTAL CAPITAL EXPENSES</b>		<b>\$160,000</b>	Registrants/Capita	0.0125	0.0129				
<b>CAPITAL FUNDING SOURCES</b>			Passengers/Capita	0.3264	0.3433				
Transit System			Passengers/Registrants	26.20	26.69				
Provincial Contributions			Passengers/Hours (Dedicated Service)	1.71	1.82				
Municipal Contributions			Km/Passengers (Dedicated Service)	9.18	8.91				
Donations/Other			Average Speed (Dedicated Service)	15.73	16.24				
<b>TOTAL CAPITAL FUNDING</b>		<b>\$160,000</b>							

<b>VEHICLE DATA</b>		Veh. (2000)	Peak	Avg. Capacity per Veh.	
		Number		Wheelchair	Ambulatory
Non-Accessible Cars				N/A	
Accessible Vans/Minivans	3	2		5	10
Small Buses	2	1		5	14
Other					
<b>TOTAL DED VEHICLES</b>	<b>5</b>	<b>3</b>		<b>N/A</b>	<b>N/A</b>
Accessible taxis		N/A	N/A		

<b>PASSENGER STATISTICS</b>		<b>Dedicated Service</b>	<b>Non-Dedicated Service</b>
(2000)	Ambulatory		
Wheelchair/Scooter Users	15,050*		
Attendants/Companions		270	
Other			
<b>TOTAL PASSENGER (%Total)</b>	<b>15,320 ( 100% )</b>		( 0% )
<i>* Total for Ambulatory and Wheelchair/Scooter Users</i>			

# 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 + 6 contractors  
 Non-Ded. Service (e.g. Taxis) operated by: 3 taxi companies  
 Taxi Scrip Program available: NO

Population served:	2,500,000	<b>NUMBER OF REGISTRANTS</b>	21,219
Service area (km <sup>2</sup> ):	630.0	Wheelchair/Scooter Users:	12,469 (59%)
Communities served:	1	Ambulatory:	8,750 (41%)
Service began:	1975	Attendants/Companions:	
Advisory Committee members:	15	Other:	
Eligibility Committee members:	N/A	Note: Wheel Trans also operates hourly Community Bus services for the elderly and persons with disabilities. Revenue Vehicle Hours or Kilometres have been used in the related performance indicators.	

**ELIGIBILITY CRITERIA**

<input type="checkbox"/> Unable to Board
<input type="checkbox"/> Unable to Use
<input checked="" type="checkbox"/> Other Criteria

OPERATING DATA	1999	2000	SERVICE HOURS/SCHEDULING
Rev Veh Km - Dedicated Service	6,510,856	6,536,659	Weekday: 0600 to 0100
Tot Veh Km - Dedicated Service	8,686,011	8,721,108	Saturday: 0700 to 0100
Rev Veh Hr - Dedicated Service	347,907	354,923	Advanced booking notice: 1 days
Tot Veh Hr - Dedicated Service	357,462	384,000	Minimum notice for reservation: 2.0 hours
Non-Dedicated Service - Veh Km	3,770,431	4,155,064	Reservations/Scheduling: Fully Automated
Non-Dedicated Service - Veh Hr	120,743	130,341	

**PASSENGER DATA**

	1999	2000	Cash	Tickets/Cards	Monthly Pass
Dedicated Service	816,663	875,438	Adult	\$2.00	\$1.70
Non-Dedicated Service	583,335	615,459	Child	\$0.50	\$0.40
<b>TOTAL PASSENGERS</b>	<b>1,399,998</b>	<b>1,490,897</b>	Student	\$1.40	\$1.13
Subscription/Pre-booked	37%	37%	Senior	\$1.40	\$1.13
Reservation	62%	62%	Attendant		
On-Demand/Day of trip	1%	1%	Companion		
<b>UNACCOMMODATED TRIPS</b>	<b>32,779</b>	<b>43,800</b>	Other	Under 2 - free; Attendant/Companion: same as above	
<b>NO-SHOWS/CANCELLED AT DOOR</b>	<b>38,497</b>	<b>41,097</b>			
<b>NUMBER OF COMPLAINTS</b>	<b>2,114</b>	<b>1,938</b>			

**OPERATING EXPENSES**

	1999	2000
Administration	\$5,404,889	\$6,369,657
Operations:		
Internal - Dedicated Service	\$14,708,909	\$15,304,158
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$7,007,857	\$8,427,958
Taxi Scrip/Fare Reimbursement		
Maintenance (Vehicles & Facilities)	\$8,916,014	\$8,737,645
Fuel	\$1,193,852	\$1,210,925
<b>TOTAL OPERATING EXPENSES</b>	<b>\$37,231,521</b>	<b>\$40,050,344</b>

**OPERATING FUNDING SOURCES**

	1999	2000
Passenger Revenue	\$1,702,138	\$1,986,569
Other Operating Revenue	\$85,586	\$83,500
<b>Total Operating Revenues</b>	<b>\$1,787,724</b>	<b>\$2,070,069</b>
Provincial Contributions		
Municipal Contributions	\$35,443,797	\$37,980,275
Donations/Other		
<b>TOTAL OPERATING FUNDING</b>	<b>\$37,231,521</b>	<b>\$40,050,344</b>

**CAPITAL EXPENSES**

	1999	2000
Vehicles Purchased	\$3,688,000	\$9,679,200
Debt Servicing		
Other Capital Expenses		

**TOTAL CAPITAL EXPENSES** \$3,688,000 \$9,679,200

**CAPITAL FUNDING SOURCES**

	1999	2000
Transit System	\$1,800,000	\$2,500,000
Provincial Contributions		
Municipal Contributions	\$1,888,000	\$7,179,200
Donations/Other		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$3,688,000</b>	<b>\$9,679,200</b>

VEHICLE DATA (2000)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	47	47	N/A	
Accessible Vans/Minivans				
Small Buses	132	113	5	8
Other				
<b>TOTAL DED VEHICLES</b>	<b>179</b>	<b>160</b>	<b>N/A</b>	<b>N/A</b>
Accessible taxis	44	N/A		

**PERFORMANCE INDICATORS**

	1999	2000
<b>FINANCIAL</b>		
R/C Ratio	5%	5%
Net Operating Cost/Capita	\$14.77	\$15.19
Total Exp/Passengers	\$26.59	\$26.86
Total Exp/Eligible Passengers	\$26.59	\$26.86
Transp Exp/Passengers		
Dedicated Service	\$30.39	\$28.85
Non-Dedicated Service (e.g. Taxis)	\$12.01	\$13.69
Transp Exp/Hours (Dedicated Service) *	\$71.34	\$71.15
<b>OPERATING</b>		
Registrants/Capita	0.0077	0.0085
Passengers/Capita	0.5833	0.5964
Passengers/Registrants	76.18	70.26
Passengers/Hours (Dedicated Service) *	2.35	2.47
Km/Passengers (Dedicated Service) *	7.97	7.47
Average Speed (Dedicated Service) *	18.71	18.42

PASSENGER STATISTICS (2000)	Dedicated Service	Non-Dedicated Service	
		Wheelchair/Scooter Users	Attendants/Companions
Ambulatory	348,342	542,079	
Other			
<b>TOTAL PASSENGER (%Total)</b>	<b>875,438 ( 59%)</b>	<b>615,459 ( 41%)</b>	

## VAUGHAN ACCESS BUS

Contact: Mr. David Brown  
 Title: Transit Planner  
 Telephone: (905) 832-8585 x6182  
 FAX: (905) 832-5680  
 e-mail: browndt@city.vaughan.on.ca

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

Population served:	182,000	NUMBER OF REGISTRANTS	892
Service area (km <sup>2</sup> ):	275.3	Wheelchair/Scooter Users:	305 (34%)
Communities served:	1	Ambulatory:	592 (66%)
Service began:	1987	Advisory Committee members: N/A	
		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

1999

2000

## SERVICE HOURS/SCHEDULING

Rev Veh Km - Dedicated Service	161,140	160,910	Weekday: 0730 to 1830	Sunday: 0930 to 1730
Tot Veh Km - Dedicated Service	161,140	160,910	Saturday: 0930 to 1730	Holiday:
Rev Veh Hr - Dedicated Service	7,016	7,252	Advanced booking notice:	7 days
Tot Veh Hr - Dedicated Service	7,016	7,252	Minimum notice for reservation:	24.0 hours
Non-Dedicated Service - Veh Km			Reservations/Scheduling:	Partially Computerized
Non-Dedicated Service - Veh Hr				

## PASSENGER DATA

Dedicated Service	14,825	16,465
Non-Dedicated Service	30,691	35,911
<b>TOTAL PASSENGERS</b>	<b>45,516</b>	<b>52,376</b>
Subscription/Pre-booked Reservation		
On-Demand/Day of trip		
<b>UNACCOMMODATED TRIPS</b>	<b>213</b>	<b>5</b>
NO-SHOWS/CANCELLED AT DOOR	777	964
<b>NUMBER OF COMPLAINTS</b>	<b>21</b>	<b>23</b>

## OPERATING EXPENSES

Administration	\$123,433	\$127,655
Operations:		
Internal - Dedicated Service	\$164,503	\$185,874
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$365,961	\$407,962
Taxi Scrip/Fare Reimbursement		
Maintenance (Vehicles & Facilities)	\$24,354	\$59,273
Fuel	\$10,894	\$19,681
<b>TOTAL OPERATING EXPENSES</b>	<b>\$689,145</b>	<b>\$800,445</b>

## OPERATING FUNDING SOURCES

Passenger Revenue	\$54,954	\$54,975
Other Operating Revenue		
<b>Total Operating Revenues</b>	<b>\$54,954</b>	<b>\$54,975</b>
Provincial Contributions		
Municipal Contributions	\$634,191	\$745,470
Donations/Other		
<b>TOTAL OPERATING FUNDING</b>	<b>\$689,145</b>	<b>\$800,445</b>

## CAPITAL EXPENSES

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

## CAPITAL FUNDING SOURCES

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

## FARE STRUCTURE (2000)

## Tickets/Cards (unit price)

## Monthly Pass

Adult	\$2.00	\$1.60	\$64.00
Child	\$1.00	\$1.00	
Student	\$1.50	\$1.25	\$49.00
Senior	\$1.00	\$1.00	
Attendant			
Companion			
Other	GTA weekly pass - \$36.25		

## EMPLOYEE DATA (2000)

## (Full-Time)

## (Part-Time)

Operators	3	3
Other Operations (e.g. dispatchers)	1	
Maintenance		
General Administration		2
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>4</b>	<b>5</b>
Union Affiliations:	CUPE 1090	
Top Operator Wage Rate:	\$17.02	
Top Mechanic Wage Rate:		

## PERFORMANCE INDICATORS

	1999	2000
<b>FINANCIAL</b>		
R/C Ratio	8%	7%
Net Operating Cost/Capita	\$3.48	\$4.10
Total Exp/Passengers	\$15.14	\$15.28
Total Exp/Eligible Passengers	\$16.81	\$17.22
Transp Exp/Passengers		
Dedicated Service	\$13.47	\$16.08
Non-Dedicated Service (e.g. Taxis)	\$11.92	\$11.36
Transp Exp/Hours (Dedicated Service)	\$28.47	\$36.52
<b>OPERATING</b>		
Registrants/Capita	0.0041	0.0049
Passengers/Capita	0.2501	0.2878
Passengers/Registrants	61.51	58.72
Passengers/Hours (Dedicated Service)	2.11	2.27
Km/Passengers (Dedicated Service)	10.87	9.77
Average Speed (Dedicated Service)	22.97	22.19

VEHICLE DATA (2000)	Veh. Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	4	3	4	7
Other				
<b>TOTAL DED VEHICLES</b>	<b>4</b>	<b>3</b>	<b>N/A</b>	<b>N/A</b>
Accessible taxis	N/A	N/A		

PASSENGER STATISTICS (2000)	Dedicated Service	Non-Dedicated Service
Ambulatory	6,665	27,694
Wheelchair/Scooter Users	7,442	4,679
Attendants/Companions	2,358	3,538
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>16,465 ( 31%)</b>	<b>35,911 (69%)</b>

# VICTORIA COUNTY

**COMMUNITY CARE VICTORIA COUNTY**  
 Contact: Ms. Charlotte Clay-Ireland  
 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 Program available: NO

Population served:	72,000	<b>NUMBER OF REGISTRANTS</b>	428
Service area (km <sup>2</sup> ):	3070.0	Wheelchair/Scooter Users:	208 (49%)
Communities served:	18	Ambulatory:	220 (51%)
Service began:	1989	Attendants/Companions:	
Advisory Committee members:	7	Other:	
Eligibility Committee members:	N/A	Note: Will provide service outside regular service hours upon request. Service is provided by trained volunteers at these times.	

**ELIGIBILITY CRITERIA**  
 Unable to Board  
 Unable to Use  
 Other Criteria

<b>OPERATING DATA</b>		1999	2000	<b>SERVICE HOURS/SCHEDULING</b>	
Rev Veh Km - Dedicated Service		56,173	61,790	Weekday:	0800 to 1800
Tot Veh Km - Dedicated Service		56,173	61,790	Saturday:	0800 to 1800
Rev Veh Hr - Dedicated Service		1,484	1,632	Advanced booking notice:	30 days
Tot Veh Hr - Dedicated Service		1,484	1,632	Minimum notice for reservation:	24.0 hours
Non-Dedicated Service - Veh Km				Reservations/Scheduling:	Manual
Non-Dedicated Service - Veh Hr					
<b>PASSENGER DATA</b>				<b>FARE STRUCTURE (2000)</b>	
Dedicated Service		1,120	1,232	Cash	Tickets/Cards (unit price)
Non-Dedicated Service				Adult	\$5.00
<b>TOTAL PASSENGERS</b>		<b>1,120</b>	<b>1,232</b>	Child	\$5.00
Subscription/Pre-booked		30%	30%	Student	\$5.00
Reservation		60%	60%	Senior	\$5.00
On-Demand/Day of trip		10%	10%	Attendant	free
<b>UNACCOMMODATED TRIPS</b>		<b>28</b>	<b>31</b>	Companion	free
<b>NO-SHOWS/CANCELLED AT DOOR</b>		<b>6</b>	<b>7</b>	Other	\$0.20/km outside Town of Lindsay, \$0.25/km outside County
<b>NUMBER OF COMPLAINTS</b>		<b>3</b>	<b>3</b>		
<b>OPERATING EXPENSES</b>				<b>EMPLOYEE DATA (2000)</b>	
Administration		\$9,979	\$9,828	(Full-Time)	(Part-Time)
Operations:				Operators	1
Internal - Dedicated Service		\$19,902	\$23,113	Other Operations (e.g. dispatchers)	
Contract - Dedicated Service				Maintenance	
Contract - Non-Dedicated Service				General Administration	1
Taxi Scrip/Fare Reimbursement				Other	
Maintenance (Vehicles & Facilities)		\$2,348	\$4,329	<b>TOTAL NUMBER OF EMPLOYEES</b>	1
Fuel		\$3,558	\$4,878	Union Affiliations:	N/A
<b>TOTAL OPERATING EXPENSES</b>		<b>\$35,787</b>	<b>\$42,148</b>	Top Operator Wage Rate:	\$ 9.50
<b>OPERATING FUNDING SOURCES</b>			Top Mechanic Wage Rate:		
Passenger Revenue		\$11,297	\$13,366		
Other Operating Revenue					
Total Operating Revenues		\$11,297	\$13,366	<b>PERFORMANCE INDICATORS</b>	
Provincial Contributions				1999	2000
Municipal Contributions		\$16,575	\$16,575	<b>FINANCIAL</b>	
Donations/Other		\$7,915	\$2,061	R/C Ratio	32% 32%
<b>TOTAL OPERATING FUNDING</b>		<b>\$35,787</b>	<b>\$42,148</b>	Net Operating Cost/Capita	\$0.36 \$0.40
<b>CAPITAL EXPENSES</b>				Total Exp/Passengers	\$31.95 \$34.21
Vehicles Purchased				Total Exp/Eligible Passengers	\$37.32 \$39.95
Debt Servicing				Transp Exp/Passengers	
Other Capital Expenses				Dedicated Service	\$23.04 \$26.23
<b>TOTAL CAPITAL EXPENSES</b>				Non-Dedicated Service (e.g. Taxis)	
<b>CAPITAL FUNDING SOURCES</b>				Transp Exp/Hours (Dedicated Service)	\$17.39 \$19.80
Transit System					
Provincial Contributions				<b>OPERATING</b>	
Municipal Contributions				Registrants/Capita	0.0057 0.0059
Donations/Other				Passengers/Capita	0.0165 0.0171
<b>TOTAL CAPITAL FUNDING</b>				Passengers/Registrants	2.88 2.88

<b>VEHICLE DATA</b> (2000)	Veh. Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	1	1	2	6
Small Buses				
Other				
<b>TOTAL DED VEHICLES</b>	<b>1</b>	<b>1</b>	<b>N/A</b>	<b>N/A</b>
Accessible taxis				
	N/A	N/A		

<b>PASSENGER STATISTICS</b> (2000)	Dedicated Service	Non-Dedicated Service
Ambulatory	457	
Wheelchair/Scooter Users	598	
Attendants/Companions	177	
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>1,232 ( 100%)</b>	<b>( 0%)</b>

# WALLACEBURG

## WALLACEBURG SPECIALIZED TRANSIT

Contact: Blair Anderson  
 Title: Manager, Traffic and Transit  
 Telephone: (519) 436-3224  
 FAX: (519) 436-3283  
 e-mail: blaira@city.chatham-kent.on.ca  
 Dedicated Service operated by: 1 Private Contractor  
 Non-Ded. Service (e.g. Taxis) operated by: N/A  
 Taxi Scrip Program available: NO

Population served: 11,772  
 Service area (km<sup>2</sup>):  
 Communities served:  
 Service began: 1991  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

<b>NUMBER OF REGISTRANTS</b>	330
Wheelchair/Scooter Users:	175 (53%)
Ambulatory:	155 (47%)
Attendants/Companions:	
Other:	

**ELIGIBILITY CRITERIA**  
 Unable to Board  
 Unable to Use  
 Other Criteria

Note: \* 1999 data for Wallaceburg Specialized Transit was not available.

OPERATING DATA		1999	2000	SERVICE HOURS/SCHEDULING	
Rev Veh Km - Dedicated Service				Weekday: 0800 to 1700	
Tot Veh Km - Dedicated Service				Saturday: Holiday:	
Rev Veh Hr - Dedicated Service		2,500		Advanced booking notice: 1 days	
Tot Veh Hr - Dedicated Service		2,500		Minimum notice for reservation: 2.0 hours	
Non-Dedicated Service - Veh Km				Reservations/Scheduling: Manual	
Non-Dedicated Service - Veh Hr					
PASSENGER DATA				FARE STRUCTURE (2000)	
Dedicated Service		6,500		Cash	
Non-Dedicated Service				Adult \$3.00	
TOTAL PASSENGERS		6,500		Child \$3.00	
Subscription/Pre-booked				Student \$3.00	
Reservation		95%		Senior \$3.00	
On-Demand/Day of trip			5%	Attendant free	
UNACCOMMODATED TRIPS				Companion free	
NO-SHOWS/CANCELLED AT DOOR				Other 44 rides - \$132. 88 rides - \$264	
NUMBER OF COMPLAINTS					
OPERATING EXPENSES				EMPLOYEE DATA (2000)	
Administration		\$13,000		(Full-Time) (Part-Time)	
Operations:				Operators	
Internal - Dedicated Service				Other Operations (e.g. dispatchers)	
Contract - Dedicated Service		\$44,600		Maintenance	
Contract - Non-Dedicated Service				General Administration	
Taxi Scrip/Fare Reimbursement				Other	
Maintenance (Vehicles & Facilities)				TOTAL NUMBER OF EMPLOYEES	
Fuel				Union Affiliations: N/A	
TOTAL OPERATING EXPENSES		\$57,600		Top Operator Wage Rate:	
OPERATING FUNDING SOURCES				Top Mechanic Wage Rate:	
Passenger Revenue		\$20,200			
Other Operating Revenue					
Total Operating Revenues		\$20,200		PERFORMANCE INDICATORS	
Provincial Contributions				1999	2000
Municipal Contributions		\$34,100		FINANCIAL	
Donations/Other		\$3,300		R/C Ratio	35%
TOTAL OPERATING FUNDING		\$57,600		Net Operating Cost/Capita	\$3.18
CAPITAL EXPENSES				Total Exp/Passengers	\$8.86
Vehicles Purchased				Total Exp/Eligible Passengers	\$8.86
Debt Servicing				Transp Exp/Passengers	
Other Capital Expenses				Dedicated Service	\$6.86
TOTAL CAPITAL EXPENSES				Non-Dedicated Service (e.g. Taxis)	
CAPITAL FUNDING SOURCES				Transp Exp/Hours (Dedicated Service)	\$17.84
Transit System					
Provincial Contributions				OPERATING	
Municipal Contributions				Registrants/Capita	0.0280
Donations/Other				Passengers/Capita	0.5522
TOTAL CAPITAL FUNDING				Passengers/Registrants	19.70
				Passengers/Hours (Dedicated Service)	2.60
				Km/Passengers (Dedicated Service)	
				Average Speed (Dedicated Service)	

VEHICLE DATA (2000)		Veh. Number	Veh. Peak	Avg. Capacity per Veh.
				Wheelchair Ambulatory
Non-Accessible Cars				N/A
Accessible Vans/Minivans	2	1		3 4
Small Buses				
Other				
<b>TOTAL DED VEHICLES</b>	<b>2</b>	<b>1</b>		N/A N/A
Accessible taxis	N/A	N/A		

PASSENGER STATISTICS (2000)	Dedicated Service	Non-Dedicated Service
Ambulatory		
Wheelchair/Scooter Users	6,500*	
Attendants/Companions		
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>6,500 (100%)</b>	<b>( 0%)</b>
* Total for all categories		

# WELLAND

## WELLAND HANDI-TRANS

Contact: Ms. Janet Ferland  
 Title: Handi-Trans Co-Ordinator  
 Telephone: (905) 732-4181  
 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 Program available: NO

Population served:	46,965	NUMBER OF REGISTRANTS	936
Service area (km <sup>2</sup> ):	86.0	Wheelchair/Scooter Users:	286 (31%)
Communities served:	1	Ambulatory:	635 (68%)
Service began:	1981	Attendants/Companions:	15 (2%)
Advisory Committee members:	N/A	Other:	
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**

Unable to Board  
 Unable to Use  
 Other Criteria

<b>OPERATING DATA</b>		1999	2000	<b>SERVICE HOURS/SCHEDULING</b>		
Rev Veh Km - Dedicated Service		88,593	87,067	Weekday:	0715 to 1900	Sunday:
Tot Veh Km - Dedicated Service		89,373	87,847	Saturday:	1000 to 1800	Holiday:
Rev Veh Hr - Dedicated Service		4,910	4,860	Advanced booking notice:	14 days	
Tot Veh Hr - Dedicated Service		4,925	4,944	Minimum notice for reservation:	24.0 hours	
Non-Dedicated Service - Veh Km				Reservations/Scheduling:	Fully Automated	
Non-Dedicated Service - Veh Hr						
<b>PASSENGER DATA</b>				<b>FARE STRUCTURE (2000)</b>		<b>Tickets/Cards (unit price)</b>
Dedicated Service		19,123	18,805	Cash		Monthly Pass
Non-Dedicated Service				Adult	\$2.00	\$1.36
<b>TOTAL PASSENGERS</b>		<b>19,123</b>	<b>18,805</b>	Child	\$2.00	\$1.36
Subscription/Pre-booked		60%	70%	Student	\$2.00	\$1.36
Reservation		37%	25%	Senior	\$2.00	\$1.18
On-Demand/Day of trip		3%	5%	Attendant	\$2.00	\$1.36
<b>UNACCOMMODATED TRIPS</b>		<b>75</b>	<b>104</b>	Companion	\$2.00	\$1.36
<b>NO-SHOWS/CANCELLED AT DOOR</b>		<b>168</b>	<b>126</b>	Other	Blind - free with CNIB card	
<b>NUMBER OF COMPLAINTS</b>		<b>12</b>	<b>10</b>			
<b>OPERATING EXPENSES</b>				<b>EMPLOYEE DATA (2000)</b>		<b>(Full-Time)</b>
Administration		\$59,883	\$64,246	Operators		2
Operations:				Other Operations (e.g. dispatchers)		1
Internal - Dedicated Service		\$160,411	\$159,063	Maintenance		1
Contract - Dedicated Service				General Administration		1
Contract - Non-Dedicated Service				Other		
Taxi Scrip/Fare Reimbursement				<b>TOTAL NUMBER OF EMPLOYEES</b>	3	3
Maintenance (Vehicles & Facilities)		\$27,826	\$33,837	Union Affiliations:	ATU 1633	
Fuel		\$11,975	\$15,491	Top Operator Wage Rate:	\$17.58	
<b>TOTAL OPERATING EXPENSES</b>		<b>\$260,095</b>	<b>\$272,637</b>	Top Mechanic Wage Rate:	\$19.94	
<b>OPERATING FUNDING SOURCES</b>				<b>PERFORMANCE INDICATORS</b>		
Passenger Revenue		\$37,399	\$30,212	1999	2000	
Other Operating Revenue			\$2,258	FINANCIAL		
<b>Total Operating Revenues</b>		<b>\$37,399</b>	<b>\$32,470</b>	R/C Ratio	14%	12%
Provincial Contributions				Net Operating Cost/Capita	\$4.63	\$5.11
Municipal Contributions		\$215,196	\$236,167	Total Exp/Passengers	\$13.60	\$14.50
Donations/Other		\$7,500	\$4,000	Total Exp/Eligible Passengers	\$14.41	\$14.98
<b>TOTAL OPERATING FUNDING</b>		<b>\$260,095</b>	<b>\$272,637</b>	Transp Exp/Passengers		
<b>CAPITAL EXPENSES</b>				Dedicated Service	\$10.47	\$11.08
Vehicles Purchased				Non-Dedicated Service (e.g. Taxis)		
Debt Servicing				Transp Exp/Hours (Dedicated Service)	\$40.65	\$42.15
Other Capital Expenses				OPERATING		
<b>TOTAL CAPITAL EXPENSES</b>				Registrants/Capita	0.0193	0.0199
<b>CAPITAL FUNDING SOURCES</b>			Passengers/Capita	0.3976	0.4004	
Transit System			Passengers/Registrants	20.65	20.09	
Provincial Contributions			Passengers/Hours (Dedicated Service)	3.88	3.80	
Municipal Contributions			Km/Passengers (Dedicated Service)	4.67	4.67	
Donations/Other			Average Speed (Dedicated Service)	18.15	17.77	
<b>TOTAL CAPITAL FUNDING</b>						

<b>VEHICLE DATA (2000)</b>		Veh. Number	Veh. Peak	Avg. Capacity per Veh.	
				Wheelchair	Ambulatory
Non-Accessible Cars				N/A	
Accessible Vans/Minivans					
Small Buses	2	2		5	12
Other					
<b>TOTAL DED VEHICLES</b>	<b>2</b>	<b>2</b>		<b>N/A</b>	<b>N/A</b>
Accessible taxis		N/A	N/A		

<b>PASSENGER STATISTICS (2000)</b>		<b>Dedicated Service</b>	<b>Non-Dedicated Service</b>
Ambulatory		12,472	
Wheelchair/Scooter Users		5,723	
Attendants/Companions		610	
Other			
<b>TOTAL PASSENGER (%Total)</b>		<b>18,805 ( 100% )</b>	<b>( 0 % )</b>

## FOUR COUNTIES TRANSPORTATION

Contact: Joanne Groch  
 Title: Administrator/Treasurer  
 Telephone: 519-785-0560  
 FAX: 519-785-0644  
 e-mail:

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

Population served: 22,000  
 Service area (km<sup>2</sup>):  
 Communities served: 7  
 Service began: 1994  
 Advisory Committee members: 5  
 Eligibility Committee members: N/A

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

Note: \* Fuel and maintenance expenses combined. 1999 data for West Elgin was not available.

**ELIGIBILITY CRITERIA**  
 Unable to Board  
 Unable to Use  
 Other Criteria

**OPERATING DATA****1999****2000****SERVICE HOURS/SCHEDULING**

Weekday: 0900 to 1600 Sunday:  
 Saturday: Holiday:  
 Advanced booking notice: 7 days  
 Minimum notice for reservation: 24.0 hours  
 Reservations/Scheduling: Manual

**FARE STRUCTURE (2000)**

**Tickets/Cards**  
 (unit price)

**Monthly Pass**

	Cash
Adult	\$2.50
Child	\$2.50
Student	\$2.50
Senior	\$2.50
Attendant	\$2.50
Companion	\$2.50
Other	Hourly fee of \$12 + \$0.60/km

**EMPLOYEE DATA (2000)**

**(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: \$12.75  
 Top Mechanic Wage Rate:

**PERFORMANCE INDICATORS**

**1999**

**2000**

**FINANCIAL**

R/C Ratio 31%  
 Net Operating Cost/Capita \$1.07  
 Total Exp/Passengers \$18.02  
 Total Exp/Eligible Passengers \$18.02  
 Transp Exp/Passengers  
   Dedicated Service \$17.12  
   Non-Dedicated Service (e.g. Taxis)  
 Transp Exp/Hours (Dedicated Service)

**OPERATING**

Registrants/Capita  
 Passengers/Capita 0.0857  
 Passengers/Registrants  
 Passengers/Hours (Dedicated Service)  
 Km/Passengers (Dedicated Service)  
 Average Speed (Dedicated Service)

<b>VEHICLE DATA</b> <b>(2000)</b>	Veh. Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Avg. Capacity per Veh. Ambulatory	<b>PASSENGER STATISTICS</b> <b>(2000)</b>	Dedicated Service	Non-Dedicated Service
Non-Accessible Cars			N/A		Ambulatory	1,885*	
Accessible Vans/Minivans					Wheelchair/Scooter Users		
Small Buses	1	1	2	10	Attendants/Companions		
Other					Other		
<b>TOTAL DED VEHICLES</b>	<b>1</b>	<b>1</b>	<b>N/A</b>	<b>N/A</b>	<b>TOTAL PASSENGER (%Total)</b>	<b>1,885 ( 100%)</b>	<b>( 0%)</b>
Accessible taxis	N/A	N/A			* Total for all categories		

**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: 1 taxi company  
 Taxi Scrip Program available: NO

Population served: 86,000      **NUMBER OF REGISTRANTS** 256  
 Service area (km<sup>2</sup>): 200.0      Wheelchair/Scooter Users: 139 (54%)  
 Communities served: 1      Ambulatory: 117 (46%)  
 Service began: 1979      Advisory Committee members: 11  
 Eligibility Committee members: 11

**ELIGIBILITY CRITERIA**  
 Unable to Board  
 Unable to Use  
 Other Criteria

Note: Handi Transit Inc. operates on behalf of five municipalities.  
 Administrative resources are shared. Whitby pays 26% of administration expenses.

<b>OPERATING DATA</b>		1999	2000	<b>SERVICE HOURS/SCEDULING</b>	
Rev Veh Km - Dedicated Service			89,000	Weekday:	0730 to 2230
Tot Veh Km - Dedicated Service			89,000	Saturday:	0800 to 2200
Rev Veh Hr - Dedicated Service	4,780	4,780	4,780	Advanced booking notice:	7 days
Tot Veh Hr - Dedicated Service	4,780	4,780	4,780	Minimum notice for reservation:	2.0 hours
Non-Dedicated Service - Veh Km				Reservations/Scheduling:	Partially Computerized
Non-Dedicated Service - Veh Hr					
<b>PASSENGER DATA</b>				<b>FARE STRUCTURE (2000)</b>	
Dedicated Service	8,708	9,120		Cash	Tickets/Cards (unit price)
Non-Dedicated Service	724	803		Adult	\$2.50
<b>TOTAL PASSENGERS</b>	<b>9,432</b>	<b>9,923</b>		Child	
Subscription/Pre-booked	25%	35%		Student	\$2.50
Reservation	65%	60%		Senior	\$2.50
On-Demand/Day of trip	10%	5%		Attendant	\$2.50
<b>UNACCOMMODATED TRIPS</b>	<b>95</b>	<b>187</b>		Companion	\$2.50
<b>NO-SHOWS/CANCELLED AT DOOR</b>	<b>170</b>	<b>174</b>		Other	Child <10 w/adult - \$1. Fare-by-distance for cross-boundary
<b>NUMBER OF COMPLAINTS</b>				<b>EMPLOYEE DATA (2000)</b>	
<b>OPERATING EXPENSES</b>				(Full-Time)	(Part-Time)
Administration	\$56,914	\$51,243		Operators	2
Operations:				Other Operations (e.g. dispatchers)	1
Internal - Dedicated Service				Maintenance	2
Contract - Dedicated Service	\$96,301	\$96,659		General Administration	
Contract - Non-Dedicated Service	\$5,614	\$6,046		Other	1
Taxi Scrip/Fare Reimbursement				<b>TOTAL NUMBER OF EMPLOYEES</b>	2
Maintenance (Vehicles & Facilities)	\$26,233	\$27,878		Union Affiliations:	Teamsters Local 938
Fuel	\$8,712	\$14,333		Top Operator Wage Rate:	\$14.30
<b>TOTAL OPERATING EXPENSES</b>	<b>\$193,774</b>	<b>\$196,159</b>		Top Mechanic Wage Rate:	
<b>OPERATING FUNDING SOURCES</b>				<b>PERFORMANCE INDICATORS</b>	
Passenger Revenue	\$30,755	\$31,151	1999	2000	
Other Operating Revenue	\$2,893				
<b>Total Operating Revenues</b>	<b>\$33,648</b>	<b>\$31,151</b>			
Provincial Contributions			FINANCIAL		
Municipal Contributions	\$160,126	\$165,008	R/C Ratio	17%	16%
Donations/Other			Net Operating Cost/Capita	\$2.00	\$1.92
<b>TOTAL OPERATING FUNDING</b>	<b>\$193,774</b>	<b>\$196,159</b>	Total Exp/Passengers	\$20.54	\$19.77
<b>CAPITAL EXPENSES</b>			Total Exp/Eligible Passengers	\$21.55	\$21.24
Vehicles Purchased	\$76,000	\$77,000	Transp Exp/Passengers		
Debt Servicing			Dedicated Service	\$15.07	\$15.23
Other Capital Expenses			Non-Dedicated Service (e.g. Taxis)	\$7.75	\$7.53
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$76,000</b>	<b>\$77,000</b>	Transp Exp/Hours (Dedicated Service)	\$27.46	\$29.05
<b>CAPITAL FUNDING SOURCES</b>			OPERATING		
Transit System			Registrants/Capita	0.0030	0.0030
Provincial Contributions			Passengers/Capita	0.1179	0.1154
Municipal Contributions	\$76,000	\$77,000	Passengers/Registrants	39.80	38.76
Donations/Other			Passengers/Hours (Dedicated Service)	1.82	1.91
<b>TOTAL CAPITAL FUNDING</b>	<b>\$76,000</b>	<b>\$77,000</b>	Km/Passengers (Dedicated Service)		9.76
			Average Speed (Dedicated Service)		18.62
<b>VEHICLE DATA (2000)</b>		Veh. Number	Avg. Capacity per Veh.	<b>PASSENGER STATISTICS (2000)</b>	
		Peak	Wheelchair	Dedicated Service	Non-Dedicated Service
Non-Accessible Cars			N/A	1,717	803
Accessible Vans/Minivans				6,715	
Small Buses	3	2	7	688	
Other					
<b>TOTAL DED VEHICLES</b>	<b>3</b>	<b>2</b>	<b>N/A</b>	<b>TOTAL PASSENGER (%Total)</b>	<b>9,120 ( 92%)</b>
Accessible taxis	4	N/A			

**CORPORATION OF THE TOWNSHIP OF**

Contact: Ms. Donna Hartzler  
 Title: Transit Dispatcher  
 Telephone: (519) 634-8444 x222  
 FAX: (519) 634-5522  
 e-mail:

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

Population served:	13,500	<b>NUMBER OF REGISTRANTS</b>	120
Service area (km <sup>2</sup> ):	253.0	Wheelchair/Scooter Users:	12 (10%)
Communities served:	1	Ambulatory:	108 (90%)
Service began:	1992	Attendants/Companions:	
Advisory Committee members:	3	Other:	
Eligibility Committee members:	N/A	Note: The Region of Waterloo assumed financial responsibility for specialized transit in the Township of Wilmot on January 1, 2000. Service outside regular hours is available for medical appointments of a critical nature.	

**ELIGIBILITY CRITERIA**

- Unable to Board  
 Unable to Use  
 Other Criteria

<b>OPERATING DATA</b>		1999	2000	<b>SERVICE HOURS/SCHEDULING</b>		
Rev Veh Km - Dedicated Service		29,018	32,954	Weekday:	0800 to 1600	Sunday:
Tot Veh Km - Dedicated Service		29,018	32,954	Saturday:		Holiday:
Rev Veh Hr - Dedicated Service		1,452	1,489	Advanced booking notice:		
Tot Veh Hr - Dedicated Service		1,604	1,489	Minimum notice for reservation:	24.0 hours	
Non-Dedicated Service - Veh Km		21,900	29,574	Reservations/Scheduling:	Partially Computerized	
Non-Dedicated Service - Veh Hr						
<b>PASSENGER DATA</b>		<b>FARE STRUCTURE (2000)</b>			<b>Tickets/Cards (unit price)</b>	<b>Monthly Pass</b>
Dedicated Service	4,866	4,510	Adult	Cash \$2.00		
Non-Dedicated Service	1,985	1,982	Child			
<b>TOTAL PASSENGERS</b>	<b>6,851</b>	<b>6,492</b>	Student			
Subscription/Pre-booked	93%	95%	Senior	\$2.00		
Reservation	6%	5%	Attendant	free		
On-Demand/Day of trip	1%	0%	Companion			
UNACCOMMODATED TRIPS			Other	Out of Township - Return \$12 - 25 km radius		
<b>NO-SHOWS/CANCELLED AT DOOR</b>		<b>EMPLOYEE DATA (2000)</b>			<b>(Full-Time)</b>	<b>(Part-Time)</b>
<b>NUMBER OF COMPLAINTS</b>		Operators			1	
<b>OPERATING EXPENSES</b>		Other Operations (e.g. dispatchers)			1	
Administration		Maintenance				
Operations:		General Administration				
Internal - Dedicated Service	\$40,100	\$39,486	Other			
Contract - Dedicated Service						
Contract - Non-Dedicated Service	\$21,282	\$16,656	<b>TOTAL NUMBER OF EMPLOYEES</b>		2	
Taxi Scrip/Fare Reimbursement			Union Affiliations:	N/A		
Maintenance (Vehicles & Facilities)	\$7,533	\$3,946	Top Operator Wage Rate:	\$14.00		
Fuel	\$2,763	\$4,319	Top Mechanic Wage Rate:			
<b>TOTAL OPERATING EXPENSES</b>	<b>\$71,678</b>	<b>\$64,407</b>				
<b>OPERATING FUNDING SOURCES</b>		<b>PERFORMANCE INDICATORS</b>			<b>1999</b>	<b>2000</b>
Passenger Revenue	\$20,237	\$17,277	<b>FINANCIAL</b>			
Other Operating Revenue			R/C Ratio	28%	27%	
Total Operating Revenues	\$20,237	\$17,277	Net Operating Cost/Capita	\$3.81	\$3.49	
Provincial Contributions			Total Exp/Passengers	\$10.46	\$9.92	
Municipal Contributions	\$51,438	\$47,113	Total Exp/Eligible Passengers	\$10.55	\$9.99	
Donations/Other	\$3		Transp Exp/Passengers			
<b>TOTAL OPERATING FUNDING</b>	<b>\$71,678</b>	<b>\$64,390</b>	Dedicated Service	\$10.36	\$10.59	
<b>CAPITAL EXPENSES</b>			Non-Dedicated Service (e.g. Taxis)	\$10.72	\$8.40	
Vehicles Purchased			Transp Exp/Hours (Dedicated Service)	\$31.42	\$32.07	
Debt Servicing			<b>OPERATING</b>			
Other Capital Expenses			Registrants/Capita	0.0080	0.0089	
<b>TOTAL CAPITAL EXPENSES</b>			Passengers/Capita	0.5075	0.4809	
<b>CAPITAL FUNDING SOURCES</b>			Passengers/Registrants	63.44	54.10	
Transit System			Passengers/Hours (Dedicated Service)	3.03	3.03	
Provincial Contributions			Km/Passengers (Dedicated Service)	5.96	7.31	
Municipal Contributions			Average Speed (Dedicated Service)	18.09	22.13	
Donations/Other						
<b>TOTAL CAPITAL FUNDING</b>						

<b>VEHICLE DATA</b> (2000)	Veh. Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	2	10
Other				
<b>TOTAL DED VEHICLES</b>	<b>1</b>	<b>1</b>	<b>N/A</b>	<b>N/A</b>
Accessible taxis	N/A	N/A		

<b>PASSENGER STATISTICS</b> (2000)	<b>Dedicated Service</b>	<b>Non-Dedicated Service</b>
Ambulatory	2,831	1,599
Wheelchair/Scooter Users	1,663	357
Attendants/Companions	16	26
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>4,510 ( 69%)</b>	<b>1,982 (31%)</b>
* 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:

Population served: 200,000  
 Service area (km<sup>2</sup>):  
 Communities served: 2  
 Service began: 1978  
 Advisory Committee members: 11  
 Eligibility Committee members: 2

ELIGIBILITY CRITERIA	
<input checked="" type="checkbox"/>	Unable to Board
<input type="checkbox"/>	Unable to Use
<input type="checkbox"/>	Other Criteria

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

Note: \* The School Board cancelled the charters services in 2000.

<b>OPERATING DATA</b>			1999	2000	<b>SERVICE HOURS/SCHEDULING</b>		
Rev Veh Km - Dedicated Service				209,945	Weekday:	0600 to 0030	Sunday: 0800 to 2200
Tot Veh Km - Dedicated Service			360,598	334,417	Saturday:	0800 to 0030	Holiday: 0800 to 2200
Rev Veh Hr - Dedicated Service				15,519	Advanced booking notice:	21 days	
Tot Veh Hr - Dedicated Service			16,307	15,519	Minimum notice for reservation:	2.0 hours	
Non-Dedicated Service - Veh Km					Reservations/Scheduling:	Partially Computerized	
Non-Dedicated Service - Veh Hr							
<b>PASSENGER DATA</b>			<b>FARE STRUCTURE (2000)</b>			<b>Tickets/Cards (unit price)</b>	<b>Monthly Pass</b>
Dedicated Service	49,433	44,623	Cash				
Non-Dedicated Service		359	Adult	\$2.30			
<b>TOTAL PASSENGERS</b>	<b>49,433</b>	<b>44,982</b>	Child	\$2.30			
Subscription/Pre-booked	80%	72%	Student	\$2.30			
Reservation	18%	25%	Senior	\$2.30			
On-Demand/Day of trip	2%	3%	Attendant	\$2.30			
<b>UNACCOMMODATED TRIPS</b>	<b>94</b>	<b>61</b>	Companion	\$2.30			
<b>NO-SHOWS/CANCELLED AT DOOR</b>	<b>576</b>	<b>3,308</b>	Other				
<b>NUMBER OF COMPLAINTS</b>	<b>5</b>	<b>5</b>					
<b>OPERATING EXPENSES</b>			<b>EMPLOYEE DATA (2000)</b>			<b>(Full-Time)</b>	<b>(Part-Time)</b>
Administration	\$196,364	\$214,813	Operators			5	15
Operations:			Other Operations (e.g. dispatchers)			2	3
Internal - Dedicated Service	\$330,595	\$407,720	Maintenance				
Contract - Dedicated Service			General Administration			1	
Contract - Non-Dedicated Service			Other				
Taxi Scrip/Fare Reimbursement	\$3,569	\$2,060	<b>TOTAL NUMBER OF EMPLOYEES</b>	8			18
Maintenance (Vehicles & Facilities)	\$88,302	\$45,811	Union Affiliations:	Teamsters 880			
Fuel	\$69,331	\$72,106	Top Operator Wage Rate:	150.00			
<b>TOTAL OPERATING EXPENSES</b>	<b>\$688,161</b>	<b>\$742,510</b>	Top Mechanic Wage Rate:				
<b>OPERATING FUNDING SOURCES</b>			<b>PERFORMANCE INDICATORS</b>			<b>1999</b>	<b>2000</b>
Passenger Revenue	\$221,820	\$156,809	<b>FINANCIAL</b>				
Other Operating Revenue	\$2,970	\$497	R/C Ratio	33%		21%	
<b>Total Operating Revenues</b>	<b>\$224,790</b>	<b>\$157,306</b>	Net Operating Cost/Capita	\$2.32		\$2.93	
Provincial Contributions			Total Exp/Passengers	\$13.92		\$16.51	
Municipal Contributions	\$463,371	\$535,414	Total Exp/Eligible Passengers	\$15.35		\$17.99	
Donations/Other			Transp Exp/Passengers				
<b>TOTAL OPERATING FUNDING</b>	<b>\$688,161</b>	<b>\$692,720</b>	Dedicated Service	\$9.88		\$11.78	
<b>CAPITAL EXPENSES</b>			Non-Dedicated Service (e.g. Taxis)			\$5.74	
Vehicles Purchased			Transp Exp/Hours (Dedicated Service)	\$29.94		\$33.87	
Debt Servicing			<b>OPERATING</b>				
Other Capital Expenses			Registrants/Capita	0.0086		0.0091	
<b>TOTAL CAPITAL EXPENSES</b>			Passengers/Capita	0.2472		0.2249	
<b>CAPITAL FUNDING SOURCES</b>			Passengers/Registrants	28.66		24.61	
Transit System			Passengers/Hours (Dedicated Service)	3.03		2.88	
Provincial Contributions			Km/Passengers (Dedicated Service)	7.29		7.49	
Municipal Contributions			Average Speed (Dedicated Service)	22.11		21.55	
Donations/Other							
<b>TOTAL CAPITAL FUNDING</b>							

<b>VEHICLE DATA</b> (2000)	<b>Veh. Number</b>	<b>Peak</b>	<b>Avg. Capacity per Veh.</b>	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	13	10	5	6
Other				
<b>TOTAL DED VEHICLES</b>	<b>13</b>	<b>10</b>	<b>N/A</b>	<b>N/A</b>
Accessible taxis				

<b>PASSENGER STATISTICS</b> (2000)	<b>Dedicated Service</b>	<b>Non-Dedicated Service</b>
Ambulatory	16,076	59
Wheelchair/Scooter Users	24,845	300
Attendants/Companions	3,702	
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>44,623 ( 99%)</b>	<b>359 ( 1%)</b>

## WHEELS AWAY

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

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

Taxi Scrip Program available: NO

Population served:	19,395	NUMBER OF REGISTRANTS	650
Service area (km <sup>2</sup> ):	1463.2	Wheelchair/Scooter Users:	
Communities served:	13	Ambulatory:	
Service began:	1991	Attendants/Companions:	
Advisory Committee members:	12	Other:	
Eligibility Committee members:	N/A	Note: Hours of service may be extended with special arrangements.	

## ELIGIBILITY CRITERIA

- Unable to Board
- Unable to Use
- Other Criteria

OPERATING DATA		1999	2000	SERVICE HOURS/SCHEDULING		
Rev Veh Km - Dedicated Service				Weekday:	0700 to 2300	Sunday: 0700 to 2300
Tot Veh Km - Dedicated Service			72,731	Saturday:	0700 to 2300	Holiday: 0700 to 2300
Rev Veh Hr - Dedicated Service				Advanced booking notice:	7 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 (2000)		
Dedicated Service		4,146	3,543	Cash	Tickets/Cards (unit price)	
Non-Dedicated Service				Adult	Monthly Pass	
TOTAL PASSENGERS		4,146	3,543	Child		
Subscription/Pre-booked		98%	95%	Student		
Reservation				Senior		
On-Demand/Day of trip		2%	5%	Attendant		
UNACCOMMODATED TRIPS				Companion		
NO-SHOWS/CANCELLED AT DOOR		157	101	Other \$4 for first 8 km, \$0.50 for each additional 4 km		
NUMBER OF COMPLAINTS		1	2	EMPLOYEE DATA (2000)		(Full-Time) (Part-Time)
OPERATING EXPENSES				Operators		2
Administration	\$12,423		\$14,592	Other Operations (e.g. dispatchers)		
Operations:				Maintenance		
Internal - Dedicated Service	\$26,217		\$21,277	General Administration		1
Contract - Dedicated Service				Other		
Contract - Non-Dedicated Service				TOTAL NUMBER OF EMPLOYEES		
Taxi Scrip/Fare Reimbursement				Union Affiliations: N/A		3
Maintenance (Vehicles & Facilities)	\$2,422		\$3,955	Top Operator Wage Rate: \$ 9.36		
Fuel	\$6,349		\$10,221	Top Mechanic Wage Rate:		
TOTAL OPERATING EXPENSES	\$47,411		\$50,045	PERFORMANCE INDICATORS		
OPERATING FUNDING SOURCES				1999		
Passenger Revenue	\$15,268		\$17,434	2000		
Other Operating Revenue	\$14,872		\$15,611	FINANCIAL		
Total Operating Revenues	\$30,140		\$33,045	R/C Ratio	64%	66%
Provincial Contributions				Net Operating Cost/Capita	\$0.80	\$0.88
Municipal Contributions	\$9,111		\$9,854	Total Exp/Passengers	\$11.44	\$14.13
Donations/Other	\$8,414		\$16,926	Total Exp/Eligible Passengers	\$13.38	\$14.13
TOTAL OPERATING FUNDING	\$47,665		\$59,825	Transp Exp/Passengers		
CAPITAL EXPENSES				Dedicated Service	\$8.44	\$10.01
Vehicles Purchased				Non-Dedicated Service (e.g. Taxis)		
Debt Servicing				Transp Exp/Hours (Dedicated Service)		
Other Capital Expenses				OPERATING		
TOTAL CAPITAL EXPENSES				Registrants/Capita	0.0295	0.0335
CAPITAL FUNDING SOURCES				Passengers/Capita	0.1920	0.1827
Transit System				Passengers/Registrants	6.52	5.45
Provincial Contributions				Passengers/Hours (Dedicated Service)		
Municipal Contributions				Km/Passengers (Dedicated Service)		20.53
Donations/Other				Average Speed (Dedicated Service)		
TOTAL CAPITAL FUNDING						

VEHICLE DATA (2000)	Veh. Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	1	1	3	5
Small Buses				
Other				
TOTAL DED VEHICLES	1	1	N/A	N/A
Accessible taxis	N/A	N/A		

PASSENGER STATISTICS (2000)	Dedicated Service	Non-Dedicated Service
Ambulatory		
Wheelchair/Scooter Users	3,543*	
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	3,543 (100%)	( 0%)
* Total for all categories		

# WOODSTOCK

## WOODSTOCK PARATRANSIT

Contact: Mr. Al Hill  
 Title: City Engineer  
 Telephone: (519) 539-2382 x 826  
 FAX: (519) 421-3250  
 e-mail: ahill@city.woodstock.on.ca

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

Population served:	34,000	NUMBER OF REGISTRANTS	164
Service area (km <sup>2</sup> ):	31.6	Wheelchair/Scooter Users:	64 (39%)
Communities served:	1	Ambulatory:	100 (61%)
Service began:	1979	Attendants/Companions:	
Advisory Committee members:	N/A	Other:	
Eligibility Committee members:	N/A	Note: Monday through Saturday, service is not available between 11:30 a.m. and 1:00 p.m.	
<b>ELIGIBILITY CRITERIA</b>			
<input checked="" type="checkbox"/> Unable to Board			
<input checked="" type="checkbox"/> Unable to Use			
<input type="checkbox"/> 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

1999

2000

## SERVICE HOURS/SCHEDULING

Weekday: 0830 to 1630 Sunday:  
 Saturday: 0930 to 1600 Holiday:  
 Advanced booking notice: 1 days  
 Minimum notice for reservation:  
 Reservations/Scheduling: Manual

## PASSENGER DATA

Dedicated Service  
 Non-Dedicated Service  
**TOTAL PASSENGERS**  
 Subscription/Pre-booked  
 Reservation  
 On-Demand/Day of trip  
**UNACCOMMODATED TRIPS**  
**NO-SHOWS/CANCELLED AT DOOR**  
**NUMBER OF COMPLAINTS**

4,570

4,571

## CASH

	1999	2000	Cash	Tickets/Cards (unit price)	Monthly Pass
Dedicated Service	4,570	4,571	Adult	\$2.50	\$2.27
Non-Dedicated Service	4,463	3,542	Child	\$2.50	\$2.27
<b>TOTAL PASSENGERS</b>	<b>9,033</b>	<b>8,113</b>	Student	\$2.50	\$2.27
Subscription/Pre-booked		50%	Senior	\$2.50	\$2.27
Reservation		48%	Attendant	\$2.50	\$2.27
On-Demand/Day of trip		2%	Companion	\$2.50	\$2.27
<b>UNACCOMMODATED TRIPS</b>	<b>47</b>		Other		
<b>NO-SHOWS/CANCELLED AT DOOR</b>	<b>1</b>				
<b>NUMBER OF COMPLAINTS</b>	<b>4</b>				

## OPERATING EXPENSES

	1999	2000
Administration	\$16,182	\$17,841
<b>Operations:</b>		
Internal - Dedicated Service	\$36,044	\$35,153
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$9,846	\$7,418
Taxi Scrip/Fare Reimbursement		
Maintenance (Vehicles & Facilities)	\$9,943	\$26,845
Fuel	\$3,100	\$3,797
<b>TOTAL OPERATING EXPENSES</b>	<b>\$75,115</b>	<b>\$91,054</b>

## OPERATING FUNDING SOURCES

	1999	2000
Passenger Revenue	\$13,209	\$13,754
<b>Other Operating Revenue</b>		
Total Operating Revenues	\$13,209	\$13,754
Provincial Contributions		
Municipal Contributions	\$61,909	\$77,300
Donations/Other		
<b>TOTAL OPERATING FUNDING</b>	<b>\$75,115</b>	<b>\$91,054</b>

## CAPITAL EXPENSES

	1999	2000
Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>		
<b>CAPITAL FUNDING SOURCES</b>		
Transit System		
Provincial Contributions		
Municipal Contributions		
Donations/Other		
<b>TOTAL CAPITAL FUNDING</b>		

VEHICLE DATA (2000)	Number	Veh. Peak	Avg. Capacity per Veh.		N/A
			Wheelchair	Ambulatory	
Non-Accessible Cars			N/A		
Accessible Vans/Minivans					
Small Buses	2	1	5	4	
Other					
<b>TOTAL DED VEHICLES</b>	<b>2</b>	<b>1</b>	<b>N/A</b>	<b>N/A</b>	
Accessible taxis	4	N/A			

## PERFORMANCE INDICATORS

	1999	2000
<b>FINANCIAL</b>		
R/C Ratio	18%	15%
Net Operating Cost/Capita	\$1.93	\$2.27
Total Exp/Passengers	\$8.32	\$11.22
Total Exp/Eligible Passengers	\$8.32	\$11.22
Transp Exp/Passengers		
Dedicated Service	\$10.74	\$14.39
Non-Dedicated Service (e.g. Taxis)	\$2.21	\$2.09
Transp Exp/Hours (Dedicated Service)		\$42.18
<b>OPERATING</b>		
Registrants/Capita	0.0038	0.0048
Passengers/Capita	0.2823	0.2386
Passengers/Registrants	74.04	49.47
Passengers/Hours (Dedicated Service)		2.93
Km/Passengers (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER STATISTICS (2000)	Dedicated Service	Non-Dedicated Service	
		Wheelchair/Scooter Users	Other
Ambulatory	4,571*		
Attendants/Companions			
Other			
<b>TOTAL PASSENGER (%Total)</b>	<b>4,571 ( 56%)</b>	<b>3,542 (44%)</b>	

\* Total for all categories

## WOOLWICH TRANSIT

Contact: Ms. Cheryl Fisher  
 Title: Transit Manager  
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Dedicated Service operated by: Private Non-Profit Organization  
 Non-Ded. Service (e.g. Taxis) operated by: 1 taxi company  
 Taxi Scrip Program available: NO

Population served:	30,000	NUMBER OF REGISTRANTS	554
Service area (km <sup>2</sup> ):	590.0	Wheelchair/Scooter Users:	172 (31%)
Communities served:	2	Ambulatory:	382 (69%)
Service began:	1992	Attendants/Companions:	
Advisory Committee members:	10	Other:	
Eligibility Committee members:	N/A	Note: * The Internal - Dedicated Service expense for 1999 also included the Administration expense. 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

<b>OPERATING DATA</b>		1999	2000	<b>SERVICE HOURS/SCHEDULING</b>		
Rev Veh Km - Dedicated Service		96,815	117,442	Weekday:	0600 to 1800	Sunday:
Tot Veh Km - Dedicated Service		96,815	117,442	Saturday:		Holiday:
Rev Veh Hr - Dedicated Service		3,557	4,027	Advanced booking notice:		2 days
Tot Veh Hr - Dedicated Service		3,557	4,027	Minimum notice for reservation:	48.0 hours	
Non-Dedicated Service - Veh Km		3,960	4,014	Reservations/Scheduling:	Partially Computerized	
Non-Dedicated Service - Veh Hr		161	210	<b>FARE STRUCTURE (2000)</b>		
<b>PASSENGER DATA</b>				Cash	<b>Tickets/Cards (unit price)</b>	<b>Monthly Pass</b>
Dedicated Service		12,475	12,096	Adult	\$2.00	
Non-Dedicated Service		430	633	Child	\$2.00	
<b>TOTAL PASSENGERS</b>		<b>12,905</b>	<b>12,729</b>	Student	\$2.00	
Subscription/Pre-booked		80%	80%	Senior	\$2.00	
Reservation		16%	18%	Attendant	free	
On-Demand/Day of trip		4%	2%	Companion		
<b>UNACCOMMODATED TRIPS</b>		<b>104</b>	<b>272</b>	Other	\$6 one way to Kitchener-Waterloo.	
<b>NO-SHOWS/CANCELLED AT DOOR</b>		<b>11</b>	<b>17</b>			
<b>NUMBER OF COMPLAINTS</b>		<b>5</b>	<b>6</b>	<b>EMPLOYEE DATA (2000)</b>		
<b>OPERATING EXPENSES</b>				(Full-Time)		(Part-Time)
Administration			\$14,920	Operators	2	3
Operations:				Other Operations (e.g. dispatchers)		1
Internal - Dedicated Service *		\$139,627	\$133,696	Maintenance		
Contract - Dedicated Service				General Administration	1	
Contract - Non-Dedicated Service		\$2,371	\$5,000	Other		
Taxi Scrip/Fare Reimbursement				<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>3</b>	<b>4</b>
Maintenance (Vehicles & Facilities)		\$10,633	\$13,900	Union Affiliations:	N/A	
Fuel		\$10,372	\$15,500	Top Operator Wage Rate:	\$12.65	
<b>TOTAL OPERATING EXPENSES</b>		<b>\$163,003</b>	<b>\$183,016</b>	Top Mechanic Wage Rate:		
<b>OPERATING FUNDING SOURCES</b>				<b>PERFORMANCE INDICATORS</b>		
Passenger Revenue		\$34,310	\$34,613		<b>1999</b>	<b>2000</b>
Other Operating Revenue				<b>FINANCIAL</b>		
Total Operating Revenues		\$34,310	\$34,613	R/C Ratio	21%	19%
Provincial Contributions				Net Operating Cost/Capita	\$4.29	\$4.95
Municipal Contributions		\$101,500	\$115,250	Total Exp/Passengers	\$12.63	\$14.38
Donations/Other		\$26,521	\$33,153	Total Exp/Eligible Passengers	\$13.41	\$14.38
<b>TOTAL OPERATING FUNDING</b>		<b>\$162,331</b>	<b>\$183,016</b>	Transp Exp/Passengers		
<b>CAPITAL EXPENSES</b>				Dedicated Service *	\$12.88	\$13.48
Vehicles Purchased		\$52,076		Non-Dedicated Service (e.g. Taxis)	\$5.51	\$7.90
Debt Servicing				Transp Exp/Hours (Dedicated Service) *	\$45.16	\$40.50
Other Capital Expenses		\$1,791				
<b>TOTAL CAPITAL EXPENSES</b>		<b>\$53,867</b>		<b>OPERATING</b>		
<b>CAPITAL FUNDING SOURCES</b>				Registrants/Capita	0.0167	0.0185
Transit System				Passengers/Capita	0.4302	0.4243
Provincial Contributions				Passengers/Registrants	25.81	22.98
Municipal Contributions				Passengers/Hours (Dedicated Service)	3.51	3.00
Donations/Other		\$53,867		Km/Passengers (Dedicated Service)	7.76	9.71
<b>TOTAL CAPITAL FUNDING</b>		<b>\$53,867</b>		Average Speed (Dedicated Service)	27.22	29.16

<b>VEHICLE DATA</b> (2000)	Veh. Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair Ambulatory
Non-Accessible Cars			N/A
Accessible Vans/Minivans			
Small Buses	2	2	3
Other			12
<b>TOTAL DED VEHICLES</b>	<b>2</b>	<b>2</b>	<b>N/A</b>
Accessible taxis	1	N/A	

<b>PASSENGER STATISTICS</b> (2000)	<b>Dedicated Service</b>	<b>Non-Dedicated Service</b>
Ambulatory	10,026	633
Wheelchair/Scooter Users	2,070	
Attendants/Companions		
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>12,096 ( 95% )</b>	<b>633 ( 5% )</b>