

Ontario Specialized Transit Services

2006 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 2005 and 2006, along with key performance indicators, for each of the Ontario specialized transit systems. It also provides a provincial summary, as well as a summary comparing the performance indicators by population group.

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<p>Supplementary Notes</p> <p>Please contact CUTA's Technical Services Department for any corrections or comments.</p> <p>© 2007 Data is not to be reproduced without CUTA's permission</p>		
<p>Abstract</p> <p>The Ontario Specialized Transit Services Fact Book contains operating statistics collected from 76 Ontario transit systems which provide transit services for persons with disabilities.</p> <p>The Fact Book provides detailed data for 2005 and 2006, along with key performance indicators, for each of the Specialized Transit systems. The report also contains a provincial summary page as well as a summary of performance indicators by population group.</p>		
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Note: * Durham Region founded in January 2006. 2005 data was consolidated from the Ajax-Pickering, Clarington, Oshawa, Scugog-Uxbridge, and Whitby systems.

Supplementary Notes

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

The completion and submission of the annual questionnaire is required from all Ontario municipalities wishing to receive gas tax funding as part of the 2007 Dedicated Gas Tax allocation.

New Transit Systems:

Cobourg and Midland joined the other Ontario municipalities to participate the MTO Specialized Transit Fact Book Project.

Durham Region founded in January 2006.

Niagara Region founded in November 2006. Data will be available on 2007 Ontario Specialized Transit Fact Book.

Annual Registration Fees:

In 2006, 2 out of 76 reporting systems reported that they had an annual registration fee for people wishing to register to use the service. The average fee was \$7.25. A complete list of the systems and their annual fees is as follows:

Sarnia	\$2.00
St. Thomas	\$12.50

Strikes / Service Interruptions Information:

* Durham Region experienced service disruption during October 5 to November 3, 2006. Specialized transit clients were accommodated by taxi for medical purposes and special circumstances during the strike.

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). The number of passengers includes eligible riders who used dedicated and/or non-dedicated (taxi) specialized transit service, as well as attendants/companions and other non-paying riders. A passenger trip is defined as a one-way trip from origin to destination. Passengers who request round-trip (two-way) service are counted twice. Passenger trips that are being delivered for free by volunteer services should **NOT** be counted in the annual passenger statistics.

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.

Operating Revenues and Other Funding Contributions - Includes passenger revenue, other operating revenue, federal, 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. Transit system funding represents monies received from either the transit system's operating or capital budgets.

VEHICLE DATA

Provides a breakdown, according to vehicle type, of the number of vehicles (total and in the peak) operating the dedicated service. Vehicles used by volunteer services should **NOT** be considered as revenue vehicles and must not be included in the revenue vehicle statistics. Average wheelchair and ambulatory capacity per vehicle category are also indicated.

Non-Accessible Cars: unmodified cars, station wagons, and minivans used for carrying ambulatory passengers.

Accessible Vans/Minivans: regular production vans or minivans with a raised roof and/or lowered floor and a lift or ramp for wheelchair access.

Small Buses: vehicles built on a standard production cab and chassis or by an Original Equipment Manufacturer (OEM). Examples include the Orion II, the ELF, and school buses.

Other: excludes taxis.

SERVICE HOURS / SCHEDULING

Provides information about hours of service, maximum advanced booking notice (in days), minimum notice for reservation (in hours), and the degree of automation for the reservations/scheduling system.

Reservations/Scheduling

Reservations, scheduling, dispatching can be conducted manually, or with the assistance of a computer (partially-computerized reservation management or fully-automated reservation and scheduling).

FARE STRUCTURE

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

EMPLOYEE DATA

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

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

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

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

PERFORMANCE INDICATORS

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

FINANCIAL PERFORMANCE INDICATORS

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

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

OPERATING PERFORMANCE INDICATORS

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

No. of transit systems in 2006: 77
No. of transit systems reporting in 2006: 76
 Population served: 10,393,240
 Service area (km²): 45,333.2
 Communities served: 146

• Systems with Dedicated Service: 74 (97%)
 operated by: Transit Systems/Municipalities 29 (38%)
 Non-Profit Organizations 26 (34%)
 Private Contractors 26 (34%)
 • Systems with Non-Dedicated Service: 30 (39%)
 • Systems with Taxi Scrip Program: 9 (12%)

NUMBER OF REGISTRANTS 141,841
 Wheelchair/Scooter Users: (46.5%)
 Ambulatory: (48.0%)
 Attendants/Companions: (2.7%)
 Other: (2.6%)

OPERATING DATA	2005	2006
Number of transit systems reporting	\$ 75	76
Rev Veh Km - Dedicated Service	33,926,792	35,354,013
Tot Veh Km - Dedicated Service	36,268,969	37,970,581
Rev Veh Hr - Dedicated Service	1,668,041	1,708,134
Tot Veh Hr - Dedicated Service	1,766,564	1,818,421
Non-Dedicated Service - Veh Km	2,671,627	3,029,053
Non-Dedicated Service - Veh Hr	112,887	120,683

PASSENGER DATA	2005	2006
Dedicated Service	4,435,434	4,571,079
Non-Dedicated Service	1,069,247	1,184,792
TOTAL PASSENGERS	5,504,682	5,755,791
Passenger Reservations - Average		
Subscription/Pre-booked	56%	53%
Reservation	49%	54%
On-Demand/Day of trip	12%	12%
UNACCOMMODATED TRIPS	124,229	129,438
NO-SHOWS/CANCELLED AT DOOR	154,841	160,100
NUMBER OF COMPLAINTS	3,548	4,395

OPERATING EXPENSES	2005	2006
Administration	\$19,641,769	\$23,436,802
Operations:		
Internal - Dedicated Service	\$41,136,002	\$45,312,056
Contract - Dedicated Service	\$39,897,315	\$43,082,493
Contract - Non-Dedicated Service	\$14,047,207	\$16,378,927
Taxi Scrip/Fare Reimbursement	\$1,438,376	\$1,658,297
Maintenance	\$17,007,299	\$17,359,167
Fuel	\$4,153,914	\$5,033,670
TOTAL OPERATING EXPENSES	\$137,321,883	\$152,261,412

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS	2005	2006
Passenger Revenue	\$11,003,026	\$12,265,408
Other Operating Revenue	\$798,009	\$730,784
Total Operating Revenues	\$11,801,036	\$12,996,192
Federal Contributions	\$2,749	
Provincial Contributions	\$1,184,381	\$3,126,125
Municipal Contributions	123,514,009	135,308,177
Donations/Other	\$699,484	\$762,155
TOTAL	\$137,198,910	\$152,192,649

CAPITAL EXPENSES	2005	2006
Vehicles Purchased	\$7,676,176	\$5,303,510
Debt Servicing	\$73,746	\$86,731
Other Capital Expenses	\$454,521	\$596,116
TOTAL CAPITAL EXPENSES	\$8,082,836	\$5,986,357

CAPITAL FUNDING SOURCES	2005	2006
Transit System		
Federal Contributions	\$60,915	\$189,582
Provincial Contributions	\$2,673,584	\$2,807,980
Municipal Contributions	\$5,102,773	\$2,869,924
Donations/Other	\$387,442	\$112,481
TOTAL CAPITAL FUNDING	\$8,224,714	\$5,979,967

ELIGIBILITY CRITERIA	2005	2006
Unable to board	67%	
Unable to use	63%	
Other	46%	

SERVICE SCHEDULING	2005	2006
Average advanced booking notice (days):	9	
Average minimum notice of reservation (hours):	22.5	
Reservations/Scheduling:		
Manual	43%	
Partially Computerized	19%	
Fully Automated	38%	

FARE STRUCTURE (average) (2006)	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.77	\$2.34	\$69.41
Child	\$2.62	\$2.28	\$62.21
Student	\$2.74	\$2.36	\$61.72
Senior	\$2.69	\$2.27	\$55.80

EMPLOYEE DATA (2006)*	(Full-Time)	(Part-Time)
Operators	756	290
Other Operations (e.g. dispatchers)	165	44
Maintenance	119	11
General Administration	93	32
Other	17	23
TOTAL NUMBER OF EMPLOYEES	1,150	400

* contract employees are not necessarily included in the Employee Statistics

Average Top Operator Hourly Wage Rate: \$17.42
 Average Top Mechanic Hourly Wage Rate: \$24.81

PERFORMANCE INDICATORS

FINANCIAL	2005	2006
R/C Ratio	9%	9%
Net Operating Cost/Capita	\$12.41	\$13.45
Total Exp/Passengers	\$25.11	\$26.51
Total Exp/Eligible Passengers	\$26.77	\$28.31
Transp Exp/Passengers		
Dedicated Service	\$23.23	\$24.30
Non-Dedicated Service (e.g. Taxis)	\$14.48	\$15.22
Transp Exp/Hours (Dedicated Service)	\$57.52	\$60.28

OPERATING	2005	2006
Registrants/Capita	0.0135	0.0139
Passengers/Capita	0.5399	0.5538
Passengers/Registrants	40.49	40.29
Passengers/Hours (Dedicated Service)	2.56	2.60
Km/Passengers (Dedicated Service)	8.20	8.21
Average Speed (Dedicated Service)	21.22	21.58

VEHICLE DATA (2006)	Number	Veh. Peak
Non-Accessible Cars	138	138
Accessible Vans/Minivans	283	256
Small Buses	520	432
Other	3	3
TOTAL DED VEHICLES	944	792
Accessible taxis	232	N/A

PASSENGER STATISTICS (2006)	Dedicated Service	Non-Dedicated Service
Ambulatory	2,641,137	912,923
Wheelchair/Scooter Users	1,717,204	119,595
Attendants/Companions	206,647	27,413
Other	6,091	124,861
TOTAL (%Total)	4,571,079 (79%)	1,184,792 (21%)

September 2007

**ONTARIO SPECIALIZED TRANSIT SERVICES
PERFORMANCE INDICATORS BY POPULATION SIZE
- 2006 DATA -**

POPULATION	NO. OF SYSTEMS	R/C RATIO	NOC/ CAPITA	TOT EXP/ PASS	TOT EXP/ ELIGI PASS	TRANSP EXP/PASS (DED SERV)	TRANSP EXP/PASS (NON-DED)	TRANSP EXP/HR (DED SERV)	REGISTRANTS/ CAPITA	PASSENGERS/ CAPITA	PASSENGERS/ REGISTRANTS	PASSENGERS/ HR (DED SERV)	KM/ PASSENGER (DED SERV)	AVERAGE SPEED (DED SERV)
POP GROUP 1	12	7%	\$15.50	\$28.40	\$30.12	\$26.31	\$16.02	\$64.75	0.0123	0.5854	47.65	2.64	8.37	22.19
POP GROUP 2	21	19%	\$6.92	\$20.44	\$22.26	\$18.03	\$11.54	\$46.16	0.0174	0.4169	24.81	2.63	7.34	19.30
POP GROUP 3	43	22%	\$6.59	\$15.50	\$17.34	\$14.61	\$7.03	\$33.69	0.0235	0.5306	23.47	2.19	8.00	19.02
ONTARIO	76	9%	\$13.45	\$26.51	\$28.31	\$24.30	\$15.22	\$60.28	0.0139	0.5538	40.29	2.60	8.21	21.58

Note: See Glossary for definitions of performance indicators

POP GROUP 1: Population>150,000

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

POP GROUP 3: Population<50,000

B.A.C.T.S.

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Population served: 131,000
 Service area (km²): 74.0
 Communities served: 1
 Service began: 1980
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

1,798
 Wheelchair/Scooter Users: 935 (52%)
 Ambulatory: 863 (48%)
 Attendants/Companions:
 Other:

Dedicated Service operated by: 1 Private Contractor

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

Taxi Scrip Program available: NO

ELIGIBILITY CRITERIA

- ☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2005	2006
Rev. Veh. Km. - Dedicated Service	250,663	269,558
Tot. Veh. Km. - Dedicated Service	250,663	269,558
Rev. Veh. Hr. - Dedicated Service	16,614	18,738
Tot. Veh. Hr. - Dedicated Service	16,614	18,738
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	28,110	32,382
Non-Dedicated Service	2,042	1,230
TOTAL PASSENGERS	30,152	33,612
Subscription/Pre-booked	30%	30%
Reservation	65%	65%
On-Demand/Day of trip	5%	5%
UNACCOMMODATED TRIPS	201	130
NO-SHOWS/CANCELLED AT DOOR	360	327
NUMBER OF COMPLAINTS	15	20

OPERATING EXPENSES

Administration	\$9,398	\$9,565
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$690,342	\$824,907
Contract - Non-Dedicated Service	\$21,104	\$22,369
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$2,283	\$22,714
Fuel	\$18,647	\$25,564
TOTAL OPERATING EXPENSES	\$741,774	\$905,119

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$75,380	\$84,030
Other Operating Revenue		
Total Operating Revenues	\$75,380	\$84,030
Federal Contributions		
Provincial Contributions		\$160,545
Municipal Contributions	\$666,394	\$660,544
Donations / Other		
TOTAL	\$741,774	\$905,119

CAPITAL EXPENSES

Vehicles Purchased		\$319,390
Debt Servicing		
Other Capital Expenses		\$29,456
TOTAL CAPITAL EXPENSES		\$348,846

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$92,058
Municipal Contributions		\$256,788
Donations / Other		
TOTAL CAPITAL FUNDING		\$348,846

SERVICE HOURS/SCHEDULING

Weekday: 0730 to 2300	Sunday: 0900 to 1800
Saturday: 0900 to 2300	Holiday:
Advanced booking notice:	7 days
Minimum notice for reservation:	
Reservations/Scheduling:	Fully Computerized

FARE STRUCTURE (2006)

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

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators	10	
Other Operations (e.g. dispatchers)	1	
Maintenance	2	
General Administration	1	
Other	2	
TOTAL NUMBER OF EMPLOYEES	16	

Union Affiliations: Operators: ATU Local 1415
 Maintenance: ATU Local 1415

Top Operator Wage Rate: \$17.13
 Top Mechanic Wage Rate: \$23.75

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	10%	9%
Net Operating Cost / Capita	\$5.33	\$6.27
Total Exp. / Passenger	\$24.60	\$26.93
Total Exp. / Eligible Passenger	\$27.56	\$31.11
Transp. Exp. / Passenger		
Dedicated Service	\$25.30	\$26.97
Non-Dedicated Service (e.g. Taxis)	\$10.33	\$18.19
Transp. Exp. / Hour (Dedicated Service)	\$42.81	\$46.60
OPERATING		
Registrants / Capita	0.0167	0.0137
Passengers / Capita	0.2412	0.2566
Passengers / Registrant	14.41	18.69
Passengers / Hour (Dedicated Service)	1.69	1.73
Km. / Passenger (Dedicated Service)	8.92	8.32
Average Speed (Dedicated Service)	15.09	14.39

VEHICLE DATA

(2006)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	10	7	5	4
Other				
TOTAL DED. VEHICLES	10	7	N/A	N/A
Accessible taxis	1			

PASSENGER STATISTICS

(2006)	Dedicated Service	Non-Dedicated Service
Ambulatory	12,443	1,191
Wheelchair/Scooter Users	15,433	28
Attendants/Companions	4,506	11
Other		
TOTAL (%Total)	32,382 (96%)	1,230 (4%)

BELLEVILLE

BELLEVILLE MOBILITY BUS

Contact: Mr. Peter K. Hodgson
 Title: Manager of Fleet & Transit
 Telephone: (613) 967-3200 x3518
 FAX: (613) 967-3262
 e-mail: phodgson@city.belleville.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: 38,000
 Service area (km²): 36.0
 Communities served: 1
 Service began: 1989
 Advisory Committee members: 7
 Eligibility Committee members: 1

NUMBER OF REGISTRANTS

Wheelchair/Scooter Users: 358 (62%)
 Ambulatory: 217 (38%)
 Attendants/Companions:
 Other:

ELIGIBILITY CRITERIA

- ☒ Unable to Board
☐ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2005	2006
Rev. Veh. Km. - Dedicated Service	76,522	81,685
Tot. Veh. Km. - Dedicated Service	76,522	81,685
Rev. Veh. Hr. - Dedicated Service	4,794	4,994
Tot. Veh. Hr. - Dedicated Service	4,794	4,994
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	11,594	11,474
Non-Dedicated Service		
TOTAL PASSENGERS	11,594	11,474
Subscription/Pre-booked	80%	80%
Reservation	20%	20%
On-Demand/Day of trip		

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS 5

OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$172,486	\$215,574
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$172,486	\$215,574

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$16,991	\$17,089
Other Operating Revenue		
Total Operating Revenues	\$16,991	\$17,089
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$155,495	\$198,485
Donations / Other		
TOTAL	\$172,486	\$215,574

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

Weekday: 0800 to 1800 Sunday:
 Saturday: 1000 to 1600 Holiday:
 Advanced booking notice: 7 days
 Minimum notice for reservation:
 Reservations/Scheduling: Manual

FARE STRUCTURE (2006)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$1.65	\$1.48	\$46.00
Child	\$1.65	\$1.48	\$46.00
Student	\$1.65	\$1.48	\$46.00
Senior	\$1.65	\$1.48	\$46.00
Attendant	\$2.00	\$1.83	\$62.00
Companion	\$2.00	\$1.83	\$62.00
Other			

EMPLOYEE DATA (2006)

(Full-Time) (Part-Time)
 Operators
 Other Operations (e.g. dispatchers)
 Maintenance
 General Administration
 Other

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators: N/A
 Maintenance: N/A

Top Operator Wage Rate:
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	10%	8%
Net Operating Cost / Capita	\$4.32	\$5.22
Total Exp. / Passenger	\$14.88	\$18.79
Total Exp. / Eligible Passenger	\$15.52	\$19.70
Transp. Exp. / Passenger		
Dedicated Service	\$14.88	\$18.79
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$35.98	\$43.17
OPERATING		
Registrants / Capita	0.0109	0.0151
Passengers / Capita	0.3221	0.3019
Passengers / Registrant	29.58	19.95
Passengers / Hour (Dedicated Service)	2.42	2.30
Km. / Passenger (Dedicated Service)	6.60	7.12
Average Speed (Dedicated Service)	15.96	16.36

VEHICLE DATA (2006)

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

PASSENGER STATISTICS (2006)

	Dedicated Service	Non-Dedicated Service
Ambulatory	10,942*	
Wheelchair/Scooter Users		
Attendants/Companions	532	
Other		
TOTAL (%Total)	11,474 (100%)	(0%)
* Total for Ambulatory and Wheelchair/Scooter Users		

BLIND RIVER

LIBERTY EXPRESS LIBERTÉ

Contact: Mr. Ken Corbiere
 Title: Clerk Administrator-Treasurer
 Telephone: (705) 356-2251
 FAX: (705) 356-7343
 e-mail: denisest@blindriver.ca

Population served: 3,650
 Service area (km²): 330.0
 Communities served: 1
 Service began: 1995
 Advisory Committee members: 2
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

99
 Wheelchair/Scooter Users: 30 (30%)
 Ambulatory:
 Attendants/Companions: 44 (44%)
 Other: 25 (25%)

Note: * Service hours: Monday to Friday 0830 to 1030 hrs. and 1400 to 1600 hrs.

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

ELIGIBILITY CRITERIA

- ☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

* Contracted operator retains all passenger revenues.

VEHICLE KILOMETRES & HOURS

	2005	2006
Rev. Veh. Km. - Dedicated Service	19,100	15,600
Tot. Veh. Km. - Dedicated Service	19,100	15,600
Rev. Veh. Hr. - Dedicated Service	537	760
Tot. Veh. Hr. - Dedicated Service	537	760
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	1,807	1,865
Non-Dedicated Service		
TOTAL PASSENGERS	1,807	1,865

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

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration	\$7,729	\$7,956
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$9,100	\$9,070
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$2,413	\$2,245
Fuel	\$3,516	\$3,977
TOTAL OPERATING EXPENSES	\$22,758	\$23,248

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue *		
Other Operating Revenue		
Total Operating Revenues		
Federal Contributions		
Provincial Contributions	\$3,429	\$3,429
Municipal Contributions	\$21,540	\$22,700
Donations / Other		
TOTAL	\$24,969	\$26,129

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING *

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

FARE STRUCTURE (2006)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.50		
Child	\$2.50		
Student	\$2.50		
Senior	\$2.50		
Attendant	\$2.50		
Companion	\$2.50		
Other	5.00 to First Nation		

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators		1
Other Operations (e.g. dispatchers)		1
Maintenance		
General Administration		
Other		

TOTAL NUMBER OF EMPLOYEES

2

Union Affiliations: Operators: N/A
 Maintenance: N/A

Top Operator Wage Rate: \$15.90
 Top Mechanic Wage Rate: \$20.91

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio		
Net Operating Cost / Capita	\$6.24	\$6.37
Total Exp. / Passenger	\$12.59	\$12.47
Total Exp. / Eligible Passenger	\$12.59	\$12.47
Transp. Exp. / Passenger		
Dedicated Service	\$8.32	\$8.20
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$27.99	\$20.12
OPERATING		
Registrants / Capita	0.0389	0.0271
Passengers / Capita	0.4951	0.5110
Passengers / Registrant	12.73	18.84
Passengers / Hour (Dedicated Service)	3.36	2.45
Km. / Passenger (Dedicated Service)	10.57	8.36
Average Speed (Dedicated Service)	35.57	20.53

VEHICLE DATA (2006)

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

PASSENGER STATISTICS (2006)

	Dedicated Service	Non-Dedicated Service
Ambulatory	1,865*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL (%Total)	1,865 (100%)	(0%)
* Total for all categories		

BRANT COUNTY

BRANT COUNTY SPECIALIZED TRANSIT

Contact: Mr. Donald Glassford
 Title: Director, Corporate Services
 Telephone: (519) 449-2451
 FAX: (519) 449-2434
 e-mail: don.glassford@brant.ca

Population served: 35,000
 Service area (km²): 896.1
 Communities served: 1
 Service began: 2000
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

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

Dedicated Service operated by: N/A

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

Taxi Scrip Program available: NO

ELIGIBILITY CRITERIA

- ☐ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

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

2005

2006

SERVICE HOURS/SCHEDULING

Weekday: 0700 to 2300 Sunday: 0700 to 2300
 Saturday: 0700 to 2300 Holiday: 0700 to 2300
 Advanced booking notice: 3 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

7,010

7,327

7,010

7,327

95%

100%

5%

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

12

OPERATING EXPENSES

Administration

Operations:

Internal - Dedicated Service
 Contract - Dedicated Service
 Contract - Non-Dedicated Service
 Contract - Taxi Scrip

\$96,617

\$123,816

Maintenance (Vehicles & Facilities)

Fuel

TOTAL OPERATING EXPENSES

\$96,617

\$123,816

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

\$36,270

\$43,962

Total Operating Revenues

\$36,270

\$43,962

Federal Contributions

Provincial Contributions

\$60,347

\$44,223

Municipal Contributions

\$35,631

Donations / Other

TOTAL

\$96,617

\$123,816

CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System

Federal Contributions

Provincial Contributions

Municipal Contributions

Donations / Other

TOTAL CAPITAL FUNDING

FARE STRUCTURE (2006)

Cash
 Adult \$6.00
 Child \$6.00
 Student \$6.00
 Senior \$6.00
 Attendant \$6.00
 Companion \$6.00
 Other

Tickets/Cards

(unit price) Monthly Pass

EMPLOYEE DATA (2006)

Operators
 Other Operations (e.g. dispatchers)
 Maintenance
 General Administration
 Other

(Full-Time)

(Part-Time)

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators: N/A
 Maintenance: N/A

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL

	2005	2006
R/C Ratio	38%	36%
Net Operating Cost / Capita	\$2.01	\$2.28
Total Exp. / Passenger	\$13.78	\$16.90
Total Exp. / Eligible Passenger	\$13.78	\$16.90
Transp. Exp. / Passenger		
Dedicated Service		
Non-Dedicated Service (e.g. Taxis)	\$13.78	\$16.90
Transp. Exp. / Hour (Dedicated Service)		

OPERATING

Registrants / Capita		
Passengers / Capita	0.2337	0.2093
Passengers / Registrant		
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

VEHICLE DATA (2006)

Non-Accessible Cars
 Accessible Vans/Minivans
 Small Buses
 Other

TOTAL DED. VEHICLES

Accessible taxis

Number

Veh.
Peak

Avg. Capacity per Veh.
Wheelchair Ambulatory

N/A

N/A

N/A

PASSENGER STATISTICS (2006)

Ambulatory
 Wheelchair/Scooter Users
 Attendants/Companions
 Other

Dedicated
Service

Non-Dedicated
Service

7,327

TOTAL (%Total)

(0%)

7,327 (100)

* Total for all categories

BRANTFORD

OPERATION LIFT

Contact: Ms. Christina Topper
Title: Finance
Telephone: (519) 756-2170 x117
FAX: (519) 756-2147
e-mail: oplift3@golden.net

Population served: 93,000
Service area (km²): 71.6
Communities served: 1
Service began: 1975
Advisory Committee members: 9
Eligibility Committee members: 1

NUMBER OF REGISTRANTS

1,283
Wheelchair/Scooter Users: 560 (44%)
Ambulatory: 723 (56%)
Attendants/Companions:
Other:

Note: * Service hours: based on pre-bookings, no service on Victoria Day or Labour Day

ELIGIBILITY CRITERIA

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

- ☐ Unable to Board
☐ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS

	2005	2006
Rev. Veh. Km. - Dedicated Service	281,048	347,728
Tot. Veh. Km. - Dedicated Service	281,048	347,728
Rev. Veh. Hr. - Dedicated Service	18,118	21,004
Tot. Veh. Hr. - Dedicated Service	18,118	21,004
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	56,107	72,737
Non-Dedicated Service		
TOTAL PASSENGERS	56,107	72,737
Subscription/Pre-booked	45%	48%
Reservation	52%	51%
On-Demand/Day of trip	3%	1%
UNACCOMMODATED TRIPS		191
NO-SHOWS/CANCELLED AT DOOR	2,990	2,390
NUMBER OF COMPLAINTS		14

OPERATING EXPENSES

Administration	\$234,315	\$213,718
Operations:		
Internal - Dedicated Service	\$560,301	\$590,733
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$106,161	\$110,514
Fuel	\$88,163	\$90,525
TOTAL OPERATING EXPENSES	\$988,940	\$1,005,490

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$181,126	\$199,903
Other Operating Revenue		
Total Operating Revenues	\$181,126	\$199,903
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$763,634	\$878,179
Donations / Other	\$62,329	\$17,829
TOTAL	\$1,007,089	\$1,095,911

CAPITAL EXPENSES

Vehicles Purchased	\$96,985	\$179,942
Debt Servicing		
Other Capital Expenses		\$19,739
TOTAL CAPITAL EXPENSES	\$96,985	\$199,681

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$80,000	
Municipal Contributions		\$176,659
Donations / Other	\$40,000	\$19,500
TOTAL CAPITAL FUNDING	\$120,000	\$196,159

SERVICE HOURS/SCHEDULING *

Weekday:	0730 to 2300	Sunday:	0800 to 2000
Saturday:	0730 to 2300	Holiday:	0800 to 2000
Advanced booking notice:	7 days		
Minimum notice for reservation:	18.0 hours		
Reservations/Scheduling:	Fully Computerized		

FARE STRUCTURE (2006)

	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	\$3.00	\$3.00	
Companion	\$3.00	\$3.00	
Other	Same Day Service - \$6.00		

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators	9	6
Other Operations (e.g. dispatchers)	3	2
Maintenance		
General Administration	2	2
Other		

TOTAL NUMBER OF EMPLOYEES

14 10

Union Affiliations: Operators: N/A
Maintenance: N/A

Top Operator Wage Rate: \$16.66

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	18%	20%
Net Operating Cost / Capita	\$9.35	\$8.66
Total Exp. / Passenger	\$17.63	\$13.82
Total Exp. / Eligible Passenger	\$21.50	\$14.11
Transp. Exp. / Passenger		
Dedicated Service	\$13.45	\$10.89
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$41.65	\$37.70
OPERATING		
Registrants / Capita	0.0150	0.0138
Passengers / Capita	0.6493	0.7821
Passengers / Registrant	43.39	56.69
Passengers / Hour (Dedicated Service)	3.10	3.46
Km. / Passenger (Dedicated Service)	5.01	4.78
Average Speed (Dedicated Service)	15.51	16.56

VEHICLE DATA (2006)

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	12	12	3	7
Other				
TOTAL DED. VEHICLES	12	12	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS (2006)

	Dedicated Service	Non-Dedicated Service
Ambulatory	49,890	
Wheelchair/Scooter Users	21,381	
Attendants/Companions	1,466	
Other		
TOTAL (%Total)	72,737 (100%)	(0%)

BROCKVILLE

BROCKVILLE PARA TRANSIT

Contact: Ms. Valerie Harvey
 Title: Supervisor-Solid Waste/Transit
 Telephone: (613) 342-8772 x8231
 FAX: (613) 342-5035
 e-mail: vharvey@brockville.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: 19,128
 Service area (km²): 20.3
 Communities served: 1
 Service began: 1988
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

527
 Wheelchair/Scooter Users: 232 (44%)
 Ambulatory: 123 (23%)
 Attendants/Companions: 172 (33%)
 Other:

ELIGIBILITY CRITERIA

- ☒ Unable to Board
- ☒ Unable to Use
- ☒ Other Criteria

Note: * Other eligibility criteria: does not have cognitive skills to ride conventional transit.
 * Service Hours: Thursday and Friday 0645-2015 hrs.
 * Effective as of June 1, 2006, cash fare reduced from \$3 to \$2, pass fare reduced from \$83 to \$55.

VEHICLE KILOMETRES & HOURS

	2005	2006
Rev. Veh. Km. - Dedicated Service	59,728	64,587
Tot. Veh. Km. - Dedicated Service	59,728	64,587
Rev. Veh. Hr. - Dedicated Service	4,878	5,271
Tot. Veh. Hr. - Dedicated Service	4,878	5,271
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	17,061	18,539
Non-Dedicated Service		
TOTAL PASSENGERS	17,061	18,539
Subscription/Pre-booked		
Reservation		
On-Demand/Day of trip		
UNACCOMMODATED TRIPS		
NO-SHOWS/CANCELLED AT DOOR	171	24
NUMBER OF COMPLAINTS	10	15

OPERATING EXPENSES

Administration	\$9,664	\$9,656
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$235,115	\$248,356
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$244,779	\$258,012

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue *	\$42,322	\$28,365
Other Operating Revenue		
Total Operating Revenues	\$42,322	\$28,365
Federal Contributions		
Provincial Contributions	\$1,893	\$23,520
Municipal Contributions	\$189,791	\$195,750
Donations / Other	\$10,772	\$10,377
TOTAL	\$244,778	\$258,012

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

Weekday: 0645 to 1815 Sunday:
 Saturday: 0845 to 1815 Holiday:
 Advanced booking notice: 1 days
 Minimum notice for reservation: 1.0 hours
 Reservations/Scheduling: Manual

FARE STRUCTURE (2006)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.00	\$1.36	\$55.00
Child	\$2.00	\$1.36	\$55.00
Student	\$2.00	\$1.36	\$55.00
Senior	\$2.00	\$1.36	\$55.00
Attendant			
Companion	\$2.00	\$1.36	\$55.00
Other			

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators		
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration		
Other		

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators: N/A
 Maintenance: N/A

Top Operator Wage Rate:
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	17%	11%
Net Operating Cost / Capita	\$10.45	\$12.01
Total Exp. / Passenger	\$14.35	\$13.92
Total Exp. / Eligible Passenger	\$16.80	\$16.23
Transp. Exp. / Passenger		
Dedicated Service	\$13.78	\$13.40
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$48.20	\$47.12
OPERATING		
Registrants / Capita	0.0244	0.0276
Passengers / Capita	0.8804	0.9692
Passengers / Registrant	36.07	35.18
Passengers / Hour (Dedicated Service)	3.50	3.52
Km. / Passenger (Dedicated Service)	3.50	3.48
Average Speed (Dedicated Service)	12.24	12.25

VEHICLE DATA

(2006)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	2	2	4	10
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS

(2006)	Dedicated Service	Non-Dedicated Service
Ambulatory	8,226	
Wheelchair/Scooter Users	7,675	
Attendants/Companions	2,638	
Other		
TOTAL (%Total)	18,539 (100%)	(0%)

BURLINGTON

BURLINGTON TRANSIT HANDI-VAN

Contact: Mr. Scott Gillner, CET
 Title: Supervisor, Transit Business Services
 Telephone: (905) 335-7600 x7526
 FAX: (905) 335-7878
 e-mail: gillners@burlington.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: 159,761
 Service area (km²): 97.8
 Communities served: 1
 Service began: 1975
 Advisory Committee members: 14
 Eligibility Committee members: 6

NUMBER OF REGISTRANTS

1,870
 Wheelchair/Scooter Users: 1,032 (55%)
 Ambulatory: 44 (2%)
 Attendants/Companions: 794 (42%)
 Other:

Note: * Burlington Transit successfully upgraded from Trapeze PASS v451 to v471 in the Fall of 2006.

ELIGIBILITY CRITERIA

- ☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2005	2006
Rev. Veh. Km. - Dedicated Service	269,588	252,500
Tot. Veh. Km. - Dedicated Service	269,588	252,500
Rev. Veh. Hr. - Dedicated Service	12,307	12,559
Tot. Veh. Hr. - Dedicated Service	12,307	12,559
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	27,483	31,192
Non-Dedicated Service	8,570	9,694
TOTAL PASSENGERS	36,053	40,886
Subscription/Pre-booked	60%	60%
Reservation	40%	35%
On-Demand/Day of trip		5%
UNACCOMMODATED TRIPS	207	116
NO-SHOWS/CANCELLED AT DOOR	453	460
NUMBER OF COMPLAINTS	5	5

OPERATING EXPENSES

Administration	\$9,541	\$17,806
Operations:		
Internal - Dedicated Service	\$520,096	\$532,663
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$58,358	\$51,149
Contract - Taxi Scrip	\$33,447	\$41,377
Maintenance (Vehicles & Facilities)	\$119,072	\$123,350
Fuel	\$37,610	\$69,892
TOTAL OPERATING EXPENSES	\$778,124	\$836,237

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$106,847	\$105,512
Other Operating Revenue	\$23,328	\$28,920
Total Operating Revenues	\$130,175	\$134,432
Federal Contributions		
Provincial Contributions	\$5,000	\$73,280
Municipal Contributions	\$633,368	\$614,880
Donations / Other		
TOTAL	\$768,543	\$822,592

CAPITAL EXPENSES

Vehicles Purchased	\$200,000
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	\$200,000

CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	\$66,667
Municipal Contributions	\$133,333
Donations / Other	
TOTAL CAPITAL FUNDING	\$200,000

SERVICE HOURS/SCHEDULING

Weekday:	0715 to 2300	Sunday:	0900 to 1700
Saturday:	0900 to 2300	Holiday:	
Advanced booking notice:	30 days		
Minimum notice for reservation:	24.0 hours		
Reservations/Scheduling:	Fully Computerized		

FARE STRUCTURE (2006)

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

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators	6	4
Other Operations (e.g. dispatchers)	2	1
Maintenance	1	
General Administration	1	
Other		

TOTAL NUMBER OF EMPLOYEES 10 5

Union Affiliations: Operators: CUPE Local 2723
 Maintenance: CUPE Local 2723

Top Operator Wage Rate: \$21.04
 Top Mechanic Wage Rate: \$24.93

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	17%	16%
Net Operating Cost / Capita	\$4.11	\$4.39
Total Exp. / Passenger	\$21.58	\$20.45
Total Exp. / Eligible Passenger	\$24.11	\$23.14
Transp. Exp. / Passenger		
Dedicated Service	\$24.63	\$23.27
Non-Dedicated Service (e.g. Taxis)	\$10.71	\$9.54
Transp. Exp. / Hour (Dedicated Service)	\$54.99	\$57.80

OPERATING

Registrants / Capita	0.0131	0.0117
Passengers / Capita	0.2284	0.2559
Passengers / Registrant	17.38	21.86
Passengers / Hour (Dedicated Service)	2.23	2.48
Km. / Passenger (Dedicated Service)	9.81	8.10
Average Speed (Dedicated Service)	21.91	20.11

VEHICLE DATA (2006)

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	7	7	5	5
Other				
TOTAL DED. VEHICLES	7	7	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS (2006)

	Dedicated Service	Non-Dedicated Service
Ambulatory	16,072	4,481
Wheelchair/Scooter Users	15,120	459
Attendants/Companions		
Other		4,754
TOTAL (%Total)	31,192 (76%)	9,694 (24%)

MOBILITY PLUS - CAMBRIDGE

Contact: Mr. Ivan House
 Title: Supervisor, Operations and Training
 Telephone: (519) 585-7597 x7296
 FAX: (519) 744-2899
 e-mail: hivan@region.waterloo.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: 122,100
 Service area (km²): 112.8
 Communities served: 1
 Service began: 1976
 Advisory Committee members: 12
 Eligibility Committee members: 5

ELIGIBILITY CRITERIA

- ☒ Unable to Board
☐ Unable to Use
☐ Other Criteria

NUMBER OF REGISTRANTS

1,942
 Wheelchair/Scooter Users: 772 (40%)
 Ambulatory: 1,170 (60%)
 Attendants/Companions:
 Note: * The registrants can use GRT MobilityPLUS registration cards to access the TaxiSCRIP program and complementary rides on GRT conventional routes. In 2006, it recorded registrants took 18,349 trips on regular buses.
 GRT MobilityPLUS also provided service to North Dumfries. In 2006, 49 registered clients took 1,839 trips. This service is provided by local taxi services with expenditures of \$65,659 and revenues of \$9,044.

VEHICLE KILOMETRES & HOURS

	2005	2006
Rev. Veh. Km. - Dedicated Service	143,920	154,763
Tot. Veh. Km. - Dedicated Service	153,107	164,642
Rev. Veh. Hr. - Dedicated Service	7,456	7,450
Tot. Veh. Hr. - Dedicated Service	8,763	8,940
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.	321	

PASSENGER DATA

Dedicated Service	23,343	23,092
Non-Dedicated Service	39,889	43,304
TOTAL PASSENGERS	63,232	66,396
Subscription/Pre-booked	53%	57%
Reservation	47%	43%

On-Demand/Day of trip		
UNACCOMMODATED TRIPS	10	
NO-SHOWS/CANCELLED AT DOOR	1,222	1,300
NUMBER OF COMPLAINTS		

OPERATING EXPENSES

Administration	\$48,750	\$51,475
Operations:		
Internal - Dedicated Service	\$338,498	\$381,768
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$320,811	\$388,579
Contract - Taxi Scrip	\$79,024	\$112,137
Maintenance (Vehicles & Facilities)	\$44,327	\$52,648
Fuel	\$27,533	\$38,524
TOTAL OPERATING EXPENSES	\$858,943	\$1,025,131

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$113,980	\$108,025
Other Operating Revenue	\$42,278	\$29,900
Total Operating Revenues	\$156,258	\$137,925
Federal Contributions		
Provincial Contributions		\$139,925
Municipal Contributions	\$702,685	\$747,281
Donations / Other		
TOTAL	\$858,943	\$1,025,131

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

Weekday:	0700 to 2300	Sunday:	0900 to 2300
Saturday:	0830 to 0100	Holiday:	0900 to 2300
Advanced booking notice:	7 days		
Minimum notice for reservation:	48.0 hours		
Reservations/Scheduling:	Fully Computerized		

FARE STRUCTURE (2006)

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

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators	4	
Other Operations (e.g. dispatchers)	1	2
Maintenance		
General Administration	1	
Other		

TOTAL NUMBER OF EMPLOYEES 6 2

Union Affiliations: Operators: CAW Local 4304
 Maintenance: CAW Local 4304

Top Operator Wage Rate: \$22.10
 Top Mechanic Wage Rate: \$25.24

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	18%	13%
Net Operating Cost / Capita	\$5.84	\$7.27
Total Exp. / Passenger	\$13.58	\$15.44
Total Exp. / Eligible Passenger	\$17.74	\$21.08
Transp. Exp. / Passenger		
Dedicated Service	\$17.58	\$20.48
Non-Dedicated Service (e.g. Taxis)	\$10.02	\$11.56
Transp. Exp. / Hour (Dedicated Service)	\$46.83	\$52.90

OPERATING

Registrants / Capita	0.0168	0.0159
Passengers / Capita	0.5256	0.5438
Passengers / Registrant	31.29	34.19
Passengers / Hour (Dedicated Service)	3.13	3.10
Km. / Passenger (Dedicated Service)	6.17	6.70
Average Speed (Dedicated Service)	19.30	20.77

VEHICLE DATA

(2006)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	1	1	N/A	3
Accessible Vans/Minivans	4	3	6	7
Small Buses				
Other				
TOTAL DED. VEHICLES	5	4	N/A	N/A
Accessible taxis	2			

PASSENGER STATISTICS

(2006)	Dedicated Service	Non-Dedicated Service
Ambulatory	16,259	20,049
Wheelchair/Scooter Users	5,712	6,607
Attendants/Companions	1,121	1,030
Other		15,618
TOTAL (%Total)	23,092 (35%)	43,304 (65%)

CHAPLEAU HANDI-TRANSIT

Contact: Mr. Les Jones
 Title: Treasurer
 Telephone: (705) 864-1330
 FAX: (705) 864-1824
 e-mail: jonesl@township.chapleau.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: 2,354
 Service area (km²): 13.5
 Communities served: 1
 Service began: 1993
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

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

ELIGIBILITY CRITERIA

- ☐ Unable to Board
☐ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2005	2006
Rev. Veh. Km. - Dedicated Service		
Tot. Veh. Km. - Dedicated Service		
Rev. Veh. Hr. - Dedicated Service	1,240	1,313
Tot. Veh. Hr. - Dedicated Service	1,240	1,313
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	1,669	2,176
Non-Dedicated Service		
TOTAL PASSENGERS	1,669	2,176
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	\$23,914	\$20,605
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$20,565	\$26,148
Fuel		
TOTAL OPERATING EXPENSES	\$44,479	\$46,753

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$3,608	\$5,834
Other Operating Revenue		
Total Operating Revenues	\$3,608	\$5,834
Federal Contributions		
Provincial Contributions	\$14,661	\$20,471
Municipal Contributions	\$22,000	\$20,449
Donations / Other		
TOTAL	\$40,269	\$46,754

CAPITAL EXPENSES

Vehicles Purchased	\$80,758
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	\$80,758

CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	\$30,095
Municipal Contributions	\$24,471
Donations / Other	\$26,192
TOTAL CAPITAL FUNDING	\$80,758

SERVICE HOURS/SCHEDULING

Weekday: 0845 to 1445 Sunday:
 Saturday: Holiday:
 Advanced booking notice: 1 days
 Minimum notice for reservation:
 Reservations/Scheduling: Manual

FARE STRUCTURE (2006)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.50		
Child	\$1.00		
Student	\$3.50		
Senior	\$2.50		
Attendant	\$3.50		
Companion	\$3.50		
Other	Pass \$25.00		

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators		
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration		
Other		

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators: N/A
 Maintenance: N/A

Top Operator Wage Rate:
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	8%	12%
Net Operating Cost / Capita	\$16.35	\$17.38
Total Exp. / Passenger	\$26.65	\$21.49
Total Exp. / Eligible Passenger	\$26.65	\$21.49
Transp. Exp. / Passenger		
Dedicated Service	\$26.65	\$21.49
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$35.87	\$35.61
OPERATING		
Registrants / Capita		
Passengers / Capita	0.6676	0.9244
Passengers / Registrant		
Passengers / Hour (Dedicated Service)	1.35	1.66
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

VEHICLE DATA
(2006)

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

PASSENGER STATISTICS
(2006)

	Dedicated Service	Non-Dedicated Service
Ambulatory	2,176*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL (%Total)	2,176 (100%)	(0%)
* Total for all categories		

CHATHAM

CKTRANSIT CHATHAM ACCESSIBLE SERVICE

Contact: Ms. Jan Metcalfe
 Title: Engineering Technician
 Telephone: (519) 360-1998 x3301
 FAX: (519) 436-3240
 e-mail: janm@chatham-kent.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: 44,000
 Service area (km²): 30.9
 Communities served: 1
 Service began: 1973
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS 1,109
 Wheelchair/Scooter Users: 472 (43%)
 Ambulatory: 234 (21%)
 Attendants/Companions: 403 (36%)
 Other:
 Note: * Service Hours: Friday Service Hours 0800-2300 hrs.
 * Other Eligibility Criteria: physically disabled, frail, elderly.

ELIGIBILITY CRITERIA *

- ☐ Unable to Board
☐ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS

	2005	2006
Rev. Veh. Km. - Dedicated Service		91,880
Tot. Veh. Km. - Dedicated Service		91,880
Rev. Veh. Hr. - Dedicated Service		3,675
Tot. Veh. Hr. - Dedicated Service		3,675
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	13,752	14,837
Non-Dedicated Service		
TOTAL PASSENGERS	13,752	14,837
Subscription/Pre-booked		
Reservation	100%	100%
On-Demand/Day of trip		

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR	1,149	147
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NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration	\$10,855	\$11,238
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$208,862	\$215,645
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$219,717	\$226,883

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$37,788	\$40,245
Other Operating Revenue		
Total Operating Revenues	\$37,788	\$40,245
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$181,929	\$186,638
Donations / Other		
TOTAL	\$219,717	\$226,883

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING *

Weekday:	0800 to 1800	Sunday:	0900 to 1700
Saturday:	0800 to 1800	Holiday:	
Advanced booking notice:	1 days		
Minimum notice for reservation:	24.0 hours		
Reservations/Scheduling:	Manual		

FARE STRUCTURE (2006)

	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			

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators		
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration		
Other		

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators: N/A
 Maintenance: N/A

Top Operator Wage Rate:
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	17%	18%
Net Operating Cost / Capita	\$4.13	\$4.24
Total Exp. / Passenger	\$15.98	\$15.29
Total Exp. / Eligible Passenger	\$17.70	\$17.18
Transp. Exp. / Passenger		
Dedicated Service	\$15.19	\$14.53
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		\$58.68
OPERATING		
Registrants / Capita	0.0156	0.0252
Passengers / Capita	0.3125	0.3372
Passengers / Registrant	20.05	13.38
Passengers / Hour (Dedicated Service)		4.04
Km. / Passenger (Dedicated Service)		6.19
Average Speed (Dedicated Service)		25.00

VEHICLE DATA

(2006)	Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair Ambulatory
Non-Accessible Cars			N/A
Accessible Vans/Minivans	1	1	1 3
Small Buses	2	2	5 4
Other			
TOTAL DED. VEHICLES	3	3	N/A N/A
Accessible taxis			

PASSENGER STATISTICS

(2006)	Dedicated Service	Non-Dedicated Service
Ambulatory	13,206	
Wheelchair/Scooter Users		
Attendants/Companions	1,631	
Other		
TOTAL (%Total)	14,837 (100%)	(0%)

COBOURG WHEELS SERVICE

Contact: Ms. Renee Champagne
 Title: Administrative Assistant
 Telephone: (905) 372-4555
 FAX: (905) 372-1533
 e-mail: rchampagne@cobourg.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: 18,000
 Service area (km²): 10.0
 Communities served: 1
 Service began:
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

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

Note: * Financial data were included in conventional transit operations and were not recorded separately.

ELIGIBILITY CRITERIA

- ☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

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

2005

2006

SERVICE HOURS/SCHEDULING

Weekday: 0615 to 2145 Sunday: 0815 to 1845
 Saturday: 0815 to 1845 Holiday:
 Advanced booking notice:
 Minimum notice for reservation:
 Reservations/Scheduling:

PASSENGER DATA

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

4,214

4,407

4,214

4,407

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

OPERATING EXPENSES

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

TOTAL OPERATING EXPENSES

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue
 Total Operating Revenues
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

FARE STRUCTURE (2006)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.00	\$1.60	\$60.00
Child	\$2.00	\$1.60	
Student	\$2.00	\$1.60	\$50.00
Senior	\$2.00	\$1.60	\$50.00
Attendant			
Companion			
Other			

EMPLOYEE DATA (2006)

Operators
 Other Operations (e.g. dispatchers)
 Maintenance
 General Administration
 Other

(Full-Time)

(Part-Time)

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators: N/A
 Maintenance: N/A

Top Operator Wage Rate:
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL

2005

2006

R/C Ratio
 Net Operating Cost / Capita
 Total Exp. / Passenger
 Total Exp. / Eligible Passenger
 Transp. Exp. / Passenger
 Dedicated Service
 Non-Dedicated Service (e.g. Taxis)
 Transp. Exp. / Hour (Dedicated Service)

OPERATING

Registrants / Capita		
Passengers / Capita	0.2341	0.2448
Passengers / Registrant		
Passengers / Hour (Dedicated Service)		2.59
Km. / Passenger (Dedicated Service)		4.52
Average Speed (Dedicated Service)		11.72

VEHICLE DATA
(2006)

Non-Accessible Cars
 Accessible Vans/Minivans
 Small Buses
 Other

TOTAL DED. VEHICLES

Accessible taxis

Number

Veh.
PeakAvg. Capacity per Veh.
Wheelchair Ambulatory

N/A

N/A

N/A

PASSENGER STATISTICS
(2006)

Ambulatory
 Wheelchair/Scooter Users
 Attendants/Companions
 Other

Dedicated
ServiceNon-Dedicated
Service

TOTAL (%Total)

4,407 (100%)

(0%)

* Total for all categories

COCHRANE

COCHRANE TRANSIT

Contact: Mr. J.P. Ouellette
 Title: CAO
 Telephone: (705) 272-4361
 FAX: (705) 272-6068
 e-mail: towncoch@puc.net
 Dedicated Service operated by: N/A
 Non-Ded. Service (e.g. Taxis) operated by: 1 taxi company
 Taxi Scrip Program available: NO

Population served: 5,457
 Service area (km²): 538.7
 Communities served: 1
 Service began: 1993
 Advisory Committee members: 9
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

Wheelchair/Scooter Users: 13 (7%)
 Ambulatory: 197
 Attendants/Companions: 72 (37%)
 Other: 112 (57%)

Note: * Other Criteria: Doctor's Certificate

ELIGIBILITY CRITERIA

- ☐ Unable to Board
☐ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS

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

2005

2006

SERVICE HOURS/SCHEDULING

Weekday: 0730 to 1800 Sunday: 0900 to 1400
 Saturday: 0900 to 1400 Holiday:
 Advanced booking notice:
 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

5,989

5,665

5,989

5,665

100%

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration \$7,719
 Operations:
 Internal - Dedicated Service \$363
 Contract - Dedicated Service
 Contract - Non-Dedicated Service \$39,265
 Contract - Taxi Scrip
 Maintenance (Vehicles & Facilities)
 Fuel

\$7,719

\$7,478

\$363

\$39,265

\$35,381

TOTAL OPERATING EXPENSES

\$46,984

\$43,222

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue \$11,078
 Other Operating Revenue

\$11,078

\$9,973

Total Operating Revenues

\$11,078

\$9,973

Federal Contributions

Provincial Contributions

Municipal Contributions

\$35,906

\$27,352

Donations / Other

TOTAL

\$46,984

\$37,325

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

FARE STRUCTURE (2006)

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

Attendant
 Companion
 Other

EMPLOYEE DATA (2006)

(Full-Time) (Part-Time)

Operators
 Other Operations (e.g. dispatchers) 1
 Maintenance
 General Administration
 Other

TOTAL NUMBER OF EMPLOYEES

1

Union Affiliations: Operators: N/A
 Maintenance: N/A

Top Operator Wage Rate:
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL

2005 2006
 R/C Ratio 24% 23%
 Net Operating Cost / Capita \$6.58 \$6.09
 Total Exp. / Passenger \$7.85 \$7.63
 Total Exp. / Eligible Passenger \$7.85 \$7.63
 Transp. Exp. / Passenger
 Dedicated Service
 Non-Dedicated Service (e.g. Taxis) \$6.56 \$6.25
 Transp. Exp. / Hour (Dedicated Service)

OPERATING

Registrants / Capita 0.0332 0.0361
 Passengers / Capita 1.0975 1.0381
 Passengers / Registrant 33.09 28.76
 Passengers / Hour (Dedicated Service)
 Km. / Passenger (Dedicated Service)
 Average Speed (Dedicated Service)

VEHICLE DATA (2006)

Non-Accessible Cars
 Accessible Vans/Minivans
 Small Buses
 Other

TOTAL DED. VEHICLES

Accessible taxis

Number

Veh. Peak

Avg. Capacity per Veh.
 Wheelchair Ambulatory

N/A

N/A

N/A

PASSENGER STATISTICS (2006)

Ambulatory
 Wheelchair/Scooter Users
 Attendants/Companions
 Other

Dedicated Service

Non-Dedicated Service

5,665

TOTAL (%Total)

(0%)

5,665 (100)

* Total for all categories

COLLINGWOOD

RED CROSS TRANSPORTATION

Contact: Ms. Tara Bone
Title: Volunteers Coordinator
Telephone: (705) 721-3313 x266
FAX: (705) 739-9916
e-mail: tara.bone@redcross.ca

Population served: 17,290
Service area (km²): 33.4
Communities served: 1
Service began: 1999
Advisory Committee members: N/A
Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

246
Wheelchair/Scooter Users: 108 (44%)
Ambulatory: 128 (52%)
Attendants/Companions: 10 (4%)

Note: * Other eligibility criteria: Frail elderly.
* Service Hours exceptions: provide Sunday and holiday services on special request. If medical appointment falls beyond regular work hours, we will accommodate. Advance booking notice only if available.
* Late bookings are accommodated if resources are available.
* 2005 ridership data also covered the areas of Wasaga Beach and Clearview Township.
* Passenger revenue was retained by contractor.

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

ELIGIBILITY CRITERIA

- ☒ Unable to Board
☒ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS

	2005	2006
Rev. Veh. Km. - Dedicated Service	480,320	474,409
Tot. Veh. Km. - Dedicated Service	480,320	474,409
Rev. Veh. Hr. - Dedicated Service	17,492	17,070
Tot. Veh. Hr. - Dedicated Service	17,492	17,070
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service *	24,209	10,896
Non-Dedicated Service		
TOTAL PASSENGERS	24,209	10,896
Subscription/Pre-booked	50%	60%
Reservation	42%	35%
On-Demand/Day of trip	8%	5%

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service		\$35,000
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES		\$35,000

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue *		
Other Operating Revenue		
Total Operating Revenues		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		\$35,000
Donations / Other		
TOTAL		\$35,000

CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	

CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	
Donations / Other	

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

Weekday:	0800 to 1630	Sunday:
Saturday:	0800 to 1630	Holiday:
Advanced booking notice:		7 days
Minimum notice for reservation:		
Reservations/Scheduling:	Fully Computerized	

FARE STRUCTURE (2006)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.20		
Child	\$2.20		
Student	\$2.20		
Senior	\$2.20		
Attendant	free		
Companion	free		
Other	\$12.00 per hour for group bookings		

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators		5
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration	3	
Other		

TOTAL NUMBER OF EMPLOYEES

3 5

Union Affiliations: Operators: N/A
Maintenance: N/A

Top Operator Wage Rate:
Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio		
Net Operating Cost / Capita		\$2.02
Total Exp. / Passenger		\$3.21
Total Exp. / Eligible Passenger		\$3.24
Transp. Exp. / Passenger		
Dedicated Service		\$3.21
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		\$2.05
OPERATING		
Registrants / Capita	0.0240	0.0142
Passengers / Capita	0.5263	0.6302
Passengers / Registrant	21.97	44.29
Passengers / Hour (Dedicated Service)	1.38	0.64
Km. / Passenger (Dedicated Service)	19.84	43.54
Average Speed (Dedicated Service)	27.46	27.79

VEHICLE DATA

(2006)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	2	2	1	5
Small Buses	1	1	4	6
Other				
TOTAL DED. VEHICLES	3	3	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS

(2006)	Dedicated Service	Non-Dedicated Service
Ambulatory	7,274	
Wheelchair/Scooter Users	3,522	
Attendants/Companions	100	
Other		
TOTAL (%Total)	10,896 (100%)	(0%)

CORNWALL

CORNWALL TRANSIT

Contact: Mr. Len Tapp
 Title: Division Manager
 Telephone: (613) 930-2787 x2252
 FAX: (613) 932-9906
 e-mail: ltapp@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: 45,965
 Service area (km²): 63.5
 Communities served: 1
 Service began: 1981
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

Wheelchair/Scooter Users: 540 (39%)
 Ambulatory: 844 (61%)
 Attendants/Companions:
 Other:

Note: * Other Eligibility Criteria: visually impaired; cognitive skills

ELIGIBILITY CRITERIA *

- ☒ Unable to Board
- ☒ Unable to Use
- ☒ Other Criteria

VEHICLE KILOMETRES & HOURS

	2005	2006
Rev. Veh. Km. - Dedicated Service	105,385	157,941
Tot. Veh. Km. - Dedicated Service	105,385	157,941
Rev. Veh. Hr. - Dedicated Service	12,044	13,734
Tot. Veh. Hr. - Dedicated Service	12,044	13,734
Non-Dedicated Service - Veh. Km.	6,040	4,110
Non-Dedicated Service - Veh. Hr.	323	122

PASSENGER DATA

Dedicated Service	30,416	35,199
Non-Dedicated Service	2,231	1,512
TOTAL PASSENGERS	32,647	36,631
Subscription/Pre-booked	50%	50%
Reservation	50%	50%
On-Demand/Day of trip		

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR 125 158

NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration	\$190,542	\$282,451
Operations:		
Internal - Dedicated Service	\$353,848	\$387,722
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$12,534	\$11,362
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$92,348	\$168,626
Fuel	\$91,608	\$59,373
TOTAL OPERATING EXPENSES	\$740,880	\$909,534

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$55,728	\$61,604
Other Operating Revenue		
Total Operating Revenues	\$55,728	\$61,604
Federal Contributions		
Provincial Contributions	\$91,552	\$147,400
Municipal Contributions	\$593,600	\$700,530
Donations / Other		
TOTAL	\$740,880	\$909,534

CAPITAL EXPENSES

Vehicles Purchased	\$435,192
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	\$435,192

CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	\$145,064
Municipal Contributions	\$290,128
Donations / Other	
TOTAL CAPITAL FUNDING	\$435,192

SERVICE HOURS/SCHEDULING

Weekday: 0630 to 2230 Sunday:
 Saturday: 0700 to 2230 Holiday:
 Advanced booking notice: 14 days
 Minimum notice for reservation: 24.0 hours
 Reservations/Scheduling: Fully Computerized

FARE STRUCTURE (2006)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.00	\$1.50	
Child	\$2.00	\$1.50	
Student	\$2.00	\$1.50	
Senior	\$2.00	\$1.50	
Attendant	\$2.00	\$1.50	
Companion	\$2.00	\$1.50	
Other			

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators	6	2
Other Operations (e.g. dispatchers)	1	
Maintenance	3	
General Administration	3	
Other		

TOTAL NUMBER OF EMPLOYEES 13 2

Union Affiliations: Operators: ATU Local 946
 Maintenance: CUPE Local 234

Top Operator Wage Rate: \$16.91
 Top Mechanic Wage Rate: \$21.01

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	8%	7%
Net Operating Cost / Capita	\$14.27	\$18.45
Total Exp. / Passenger	\$22.69	\$24.83
Total Exp. / Eligible Passenger	\$24.24	\$27.62
Transp. Exp. / Passenger		
Dedicated Service	\$17.68	\$17.49
Non-Dedicated Service (e.g. Taxis)	\$5.62	\$7.51
Transp. Exp. / Hour (Dedicated Service)	\$44.65	\$44.83
OPERATING		
Registrants / Capita	0.0309	0.0301
Passengers / Capita	0.6801	0.7969
Passengers / Registrant	21.98	26.47
Passengers / Hour (Dedicated Service)	2.53	2.56
Km. / Passenger (Dedicated Service)	3.46	4.49
Average Speed (Dedicated Service)	8.75	11.50

VEHICLE DATA

(2006)	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	10	6	5	16
Other				
TOTAL DED. VEHICLES	10	6	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS

(2006)	Dedicated Service	Non-Dedicated Service
Ambulatory	19,599	1,385
Wheelchair/Scooter Users	12,025	
Attendants/Companions	3,575	127
Other		
TOTAL (%Total)	35,199 (96%)	1,512 (4%)

DRYDEN

DRYDEN HANDI-TRANSIT

Contact: Ms. Cindy Crawford
Title: Accounting Coordinator
Telephone: (807) 223-1118
FAX: (807) 223-7149
e-mail: ccrawford@dryden.ca

Population served: 8,198
Service area (km²): 65.2
Communities served: 1
Service began: 1976
Advisory Committee members: 6
Eligibility Committee members: 6 Note:

NUMBER OF REGISTRANTS 265
Wheelchair/Scooter Users: 45 (17%)
Ambulatory: 195 (74%)
Attendants/Companions: 25 (9%)
Other:

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

ELIGIBILITY CRITERIA

- ☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS	2005	2006
Rev. Veh. Km. - Dedicated Service	31,118	30,260
Tot. Veh. Km. - Dedicated Service	31,298	30,340
Rev. Veh. Hr. - Dedicated Service	3,284	3,376
Tot. Veh. Hr. - Dedicated Service	3,284	3,376
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	5,991	6,143
Non-Dedicated Service		
TOTAL PASSENGERS	5,991	6,143
Subscription/Pre-booked	70%	80%
Reservation	25%	15%
On-Demand/Day of trip	5%	5%

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR	84	59
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NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration	\$1,994	\$6,935
Operations:		
Internal - Dedicated Service	\$79,464	\$96,648
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$12,179	\$6,857
Fuel	\$8,071	\$9,046
TOTAL OPERATING EXPENSES	\$101,709	\$119,486

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$19,693	\$19,552
Other Operating Revenue	\$1,254	\$363
Total Operating Revenues	\$20,948	\$19,915
Federal Contributions		
Provincial Contributions	\$22,202	\$40,845
Municipal Contributions	\$58,660	\$58,660
Donations / Other	\$192	\$430
TOTAL	\$102,002	\$119,850

CAPITAL EXPENSES

Vehicles Purchased	\$74,809
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	\$74,809

CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	\$671
Provincial Contributions	\$44,138
Municipal Contributions	\$30,000
Donations / Other	
TOTAL CAPITAL FUNDING	\$74,809

SERVICE HOURS/SCHEDULING	
Weekday: 0700 to 1700	Sunday:
Saturday:	Holiday:
Advanced booking notice:	7 days
Minimum notice for reservation:	24.0 hours
Reservations/Scheduling:	Manual

FARE STRUCTURE (2006)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.00		
Child			
Student			
Senior	\$1.50		
Attendant	\$3.00		
Companion	\$3.00		
Other			

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators	1	1
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration		
Other		

TOTAL NUMBER OF EMPLOYEES

	1	1
--	---	---

Union Affiliations: Operators: N/A
Maintenance: N/A

Top Operator Wage Rate: \$20.00

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	21%	17%
Net Operating Cost / Capita	\$9.85	\$12.15
Total Exp. / Passenger	\$16.98	\$19.45
Total Exp. / Eligible Passenger	\$17.16	\$19.63
Transp. Exp. / Passenger		
Dedicated Service	\$16.64	\$18.32
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$30.36	\$33.34
OPERATING		
Registrants / Capita	0.0323	0.0323
Passengers / Capita	0.7308	0.7493
Passengers / Registrant	22.61	23.18
Passengers / Hour (Dedicated Service)	1.82	1.82
Km. / Passenger (Dedicated Service)	5.19	4.93
Average Speed (Dedicated Service)	9.48	8.96

PASSENGER STATISTICS (2006)	Dedicated Service	Non-Dedicated Service
Ambulatory	4,688	
Wheelchair/Scooter Users	1,400	
Attendants/Companions	55	
Other		
TOTAL (%Total)	6,143 (100%)	(0%)

VEHICLE DATA (2006)	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	4	12
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Accessible taxis				

DURHAM REGION

DURHAM REGION TRANSIT

Contact: Ms. Deanna Wilson
 Title: Corporate Services Coordinator
 Telephone: (905) 668-4113 x3701
 FAX: (905) 666-6193
 e-mail: deanna.wilson@region.durham.on.ca

Dedicated Service operated by: Transit System/Municipality
 Non-Ded. Service (e.g. Taxis) operated by: 5 taxi companies
 Taxi Scrip Program available: NO

Population served: 583,700
 Service area (km²): 2,590.0
 Communities served: 8
 Service began: 2006
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

2,852
 Wheelchair/Scooter Users: 979 (34%)
 Ambulatory: 1,798 (63%)
 Attendants/Companions: 75 (3%)
 Other:

Note: * DRT experienced service disruption during October 5th to November 3rd. Specialized Transit clients were accommodated by taxi for medical purposes and special circumstances during the strike.
 * 2005 data was consolidated from the Ajax-Pickering, Clarington, Oshawa, Scugog-Uxbridge, and Whitby systems.

ELIGIBILITY CRITERIA

- ☒ Unable to Board
☐ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2005	2006
Rev. Veh. Km. - Dedicated Service	777,255	779,660
Tot. Veh. Km. - Dedicated Service	777,255	820,695
Rev. Veh. Hr. - Dedicated Service	48,301	43,127
Tot. Veh. Hr. - Dedicated Service	48,301	45,397
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	98,740	90,975
Non-Dedicated Service	10,483	22,015
TOTAL PASSENGERS	109,223	112,990
Subscription/Pre-booked		55%
Reservation		40%
On-Demand/Day of trip		5%
UNACCOMMODATED TRIPS		2,818
NO-SHOWS/CANCELLED AT DOOR		1,827
NUMBER OF COMPLAINTS	38	29

OPERATING EXPENSES

Administration	\$610,221	\$933,809
Operations:		
Internal - Dedicated Service	\$609,633	\$1,702,663
Contract - Dedicated Service	\$703,989	
Contract - Non-Dedicated Service	\$89,298	\$249,286
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$312,125	\$357,817
Fuel	\$200,348	\$246,031
TOTAL OPERATING EXPENSES	\$2,525,614	\$3,489,606

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$323,322	\$273,419
Other Operating Revenue	\$10,346	\$7,452
Total Operating Revenues	\$333,668	\$280,871
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$2,191,946	\$3,208,735
Donations / Other		
TOTAL	\$2,525,614	\$3,489,606

CAPITAL EXPENSES

Vehicles Purchased		\$487,871
Debt Servicing		
Other Capital Expenses	\$64,302	\$1,066
TOTAL CAPITAL EXPENSES	\$64,302	\$488,937

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$81,285
Municipal Contributions	\$64,302	\$407,652
Donations / Other		
TOTAL CAPITAL FUNDING	\$64,302	\$488,937

SERVICE HOURS/SCHEDULING

Weekday:	0600 to 2400	Sunday:	0800 to 2200
Saturday:	0600 to 2400	Holiday:	0800 to 2200
Advanced booking notice:	14 days		
Minimum notice for reservation:	1.0 hours		
Reservations/Scheduling:	Fully Computerized		

FARE STRUCTURE (2006)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.50		\$87.50
Child	\$2.50		\$87.50
Student	\$2.50		\$87.50
Senior	\$2.50		\$87.50
Attendant	\$2.50		\$87.50
Companion	\$2.50		\$87.50
Other			

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators	16	8
Other Operations (e.g. dispatchers)	2	2
Maintenance		
General Administration	2	1
Other		

TOTAL NUMBER OF EMPLOYEES

20 11

Union Affiliations: Operators: CAW Local 222
 Maintenance: CAW Local 222

Top Operator Wage Rate: \$24.71
 Top Mechanic Wage Rate: \$29.09

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	13%	8%
Net Operating Cost / Capita	\$3.96	\$5.50
Total Exp. / Passenger	\$23.12	\$30.88
Total Exp. / Eligible Passenger	\$23.76	\$30.88
Transp. Exp. / Passenger		
Dedicated Service	\$18.49	\$25.35
Non-Dedicated Service (e.g. Taxis)	\$8.52	\$11.32
Transp. Exp. / Hour (Dedicated Service)	\$37.81	\$50.81

OPERATING

Registrants / Capita	0.0056	0.0049
Passengers / Capita	0.1971	0.1936
Passengers / Registrant	35.35	39.62
Passengers / Hour (Dedicated Service)	2.04	2.11
Km. / Passenger (Dedicated Service)	7.87	8.57
Average Speed (Dedicated Service)	16.09	18.08

VEHICLE DATA (2006)

	Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair Ambulatory
Non-Accessible Cars			N/A
Accessible Vans/Minivans			
Small Buses	27	20	5 4
Other			
TOTAL DED. VEHICLES	27	20	N/A N/A
Accessible taxis			

PASSENGER STATISTICS (2006)

	Dedicated Service	Non-Dedicated Service
Ambulatory	52,079	16,732
Wheelchair/Scooter Users	38,896	5,283
Attendants/Companions		
Other		
TOTAL (%Total)	90,975 (81%)	22,015 (19%)

DYSART ET AL

DYSART SPECIAL TRANSIT SERVICE

Contact: Ms. Brooke Irvine
 Title: Assistant to the CAO/Clerk
 Telephone: (705) 457-1740 x 31
 FAX: (705) 457-1964
 e-mail: birvine@county.haliburton.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: 6,500
 Service area (km²): 1,506.0
 Communities served: 1
 Service began: 1989
 Advisory Committee members: 5
 Eligibility Committee members: N/A

ELIGIBILITY CRITERIA

- ☐ Unable to Board
☐ Unable to Use
☒ Other Criteria

NUMBER OF REGISTRANTS

132
 Wheelchair/Scooter Users: 48 (36%)
 Ambulatory: 70 (53%)
 Attendants/Companions: 14 (11%)
 Other:

Note: * Fares: Haliburton Village boundaries: Nimigon Lane, Black's Shell, County Road 19 on Hwy 118, Haliburton Hospital-\$6.00 per person each direction within this area; \$4.00 per person each direction for Wednesday grocery shopping. Beyond the boundaries of each of the Villages, add \$1.00 per km.

VEHICLE KILOMETRES & HOURS

	2005	2006
Rev. Veh. Km. - Dedicated Service	7,339	7,451
Tot. Veh. Km. - Dedicated Service	9,798	9,935
Rev. Veh. Hr. - Dedicated Service	522	467
Tot. Veh. Hr. - Dedicated Service	586	622
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	1,648	1,376
Non-Dedicated Service		
TOTAL PASSENGERS	1,648	1,376
Subscription/Pre-booked	81%	90%
Reservation	12%	6%
On-Demand/Day of trip	7%	4%
UNACCOMMODATED TRIPS	15	4
NO-SHOWS/CANCELLED AT DOOR	4	2
NUMBER OF COMPLAINTS		

OPERATING EXPENSES

Administration	\$1,853	\$1,944
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$8,794	\$9,542
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$3,603	\$2,560
Fuel	\$2,105	\$2,145
TOTAL OPERATING EXPENSES	\$16,355	\$16,191

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$8,240	\$8,523
Other Operating Revenue		
Total Operating Revenues	\$8,240	\$8,523
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$8,115	\$7,668
Donations / Other		
TOTAL	\$16,355	\$16,191

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

FARE STRUCTURE (2006) *

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

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators		2
Other Operations (e.g. dispatchers)		1
Maintenance		1
General Administration		1
Other		

TOTAL NUMBER OF EMPLOYEES

5

Union Affiliations: Operators: N/A
 Maintenance: CUPE 2142

Top Operator Wage Rate: \$15.00
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	50%	53%
Net Operating Cost / Capita	\$1.25	\$1.18
Total Exp. / Passenger	\$9.92	\$11.77
Total Exp. / Eligible Passenger	\$11.19	\$13.21
Transp. Exp. / Passenger		
Dedicated Service	\$8.80	\$10.35
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$24.75	\$22.91
OPERATING		
Registrants / Capita	0.0194	0.0203
Passengers / Capita	0.2535	0.2117
Passengers / Registrant	13.08	10.42
Passengers / Hour (Dedicated Service)	3.16	2.95
Km. / Passenger (Dedicated Service)	4.45	5.41
Average Speed (Dedicated Service)	14.06	15.96

VEHICLE DATA

(2006)	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				

PASSENGER STATISTICS

(2006)	Dedicated Service	Non-Dedicated Service
Ambulatory	792	
Wheelchair/Scooter Users	434	
Attendants/Companions	150	
Other		
TOTAL (%Total)	1,376 (100%)	(0%)

ELLIOT LAKE

ELLIOT LAKE HANDI-LIFT BUS

Contact: Mr. Norman Mann
Title: Community Services Coordinator
Telephone: (705) 848-2019 x33
FAX: (705) 848-1306
e-mail: norm@huronlodge.ca

Population served: 12,000
Service area (km²): 16.0
Communities served: 1
Service began: 1988
Advisory Committee members: N/A
Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

215
Wheelchair/Scooter Users: 80 (37%)
Ambulatory: 135 (63%)
Attendants/Companions:
Other:

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

ELIGIBILITY CRITERIA

- ☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2005	2006
Rev. Veh. Km. - Dedicated Service	31,968	25,368
Tot. Veh. Km. - Dedicated Service	31,968	25,368
Rev. Veh. Hr. - Dedicated Service	1,867	1,950
Tot. Veh. Hr. - Dedicated Service	1,867	1,950
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	7,107	7,045
Non-Dedicated Service		
TOTAL PASSENGERS	7,107	7,045
Subscription/Pre-booked	80%	60%
Reservation		39%
On-Demand/Day of trip	20%	1%

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration	\$683	\$700
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$42,902	\$46,807
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$21,209	\$14,981
Fuel	\$8,896	\$8,418
TOTAL OPERATING EXPENSES	\$73,690	\$70,906

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$11,052	\$10,828
Other Operating Revenue		
Total Operating Revenues	\$11,052	\$10,828
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$63,319	\$76,807
Donations / Other		
TOTAL	\$74,371	\$87,635

CAPITAL EXPENSES

Vehicles Purchased	\$157,435
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	\$157,435

CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	\$111,365
Municipal Contributions	\$46,070
Donations / Other	
TOTAL CAPITAL FUNDING	\$157,435

SERVICE HOURS/SCHEDULING

Weekday: 0830 to 1600 Sunday:
Saturday: Holiday:
Advanced booking notice: 14 days
Minimum notice for reservation: 24.0 hours
Reservations/Scheduling: Manual

FARE STRUCTURE (2006)

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

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators		2
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration		
Other		

TOTAL NUMBER OF EMPLOYEES

2

Union Affiliations: Operators: CUPE Local 1880
Maintenance: CUPE Local 170

Top Operator Wage Rate: \$14.81
Top Mechanic Wage Rate: \$24.11

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	15%	15%
Net Operating Cost / Capita	\$5.22	\$5.01
Total Exp. / Passenger	\$10.37	\$10.06
Total Exp. / Eligible Passenger	\$13.34	\$13.10
Transp. Exp. / Passenger		
Dedicated Service	\$10.27	\$9.97
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$39.10	\$36.00
OPERATING		
Registrants / Capita	0.0163	0.0179
Passengers / Capita	0.5923	0.5871
Passengers / Registrant	36.45	32.77
Passengers / Hour (Dedicated Service)	3.81	3.61
Km. / Passenger (Dedicated Service)	4.50	3.60
Average Speed (Dedicated Service)	17.12	13.01

VEHICLE DATA (2006)

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	2	1	4	12
Other				
TOTAL DED. VEHICLES	2	1	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS (2006)

	Dedicated Service	Non-Dedicated Service
Ambulatory	3,200	
Wheelchair/Scooter Users	2,214	
Attendants/Companions	1,631	
Other		
TOTAL (%Total)	7,045 (100%)	(0%)

ESPANOLA

ESPANOLA CARE VAN

Contact: Ms. Cathy Tessier
 Title: Accounting Clerk
 Telephone: (705) 869-1540
 FAX: (705) 869-0083
 e-mail: ctessier@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: 5,079
 Service area (km²): 17.8
 Communities served: 1
 Service began: 1986
 Advisory Committee members: 6
 Eligibility Committee members: 6

NUMBER OF REGISTRANTS

79
 Wheelchair/Scooter Users: 15 (19%)
 Ambulatory: 64 (81%)
 Attendants/Companions:
 Other:

Note: * Other eligibility criteria: Seniors & mentally/physically challenged individuals.

ELIGIBILITY CRITERIA

- ☐ Unable to Board
☐ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS

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

2005 2006

SERVICE HOURS/SCHEDULING

Weekday: 0930 to 1600 Sunday:
 Saturday: Holiday:
 Advanced booking notice: 1 days
 Minimum notice for reservation: 24.0 hours
 Reservations/Scheduling: Manual

PASSENGER DATA

Dedicated Service 3,600 3,590
 Non-Dedicated Service
TOTAL PASSENGERS 3,600 3,590
 Subscription/Pre-booked 90% 90%
 Reservation 10%
 On-Demand/Day of trip 10%

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration \$1,087 \$868
 Operations:
 Internal - Dedicated Service \$30,363 \$32,654
 Contract - Dedicated Service
 Contract - Non-Dedicated Service
 Contract - Taxi Scrip
 Maintenance (Vehicles & Facilities) \$1,292 \$771
 Fuel \$3,104 \$2,957
TOTAL OPERATING EXPENSES \$35,846 \$37,250

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue \$8,972 \$8,978
 Other Operating Revenue
Total Operating Revenues \$8,972 \$8,978
 Federal Contributions
 Provincial Contributions \$13,744 \$19,254
 Municipal Contributions \$13,130 \$9,018
 Donations / Other
TOTAL \$35,846 \$37,250

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

FARE STRUCTURE (2006)

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

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators		1
Other Operations (e.g. dispatchers)		
Maintenance	1	
General Administration	1	
Other		

TOTAL NUMBER OF EMPLOYEES

2 1

Union Affiliations: Operators: N/A
 Maintenance: CUPE Local 435

Top Operator Wage Rate: \$14.70

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	25%	24%
Net Operating Cost / Capita	\$5.29	\$5.57
Total Exp. / Passenger	\$9.96	\$10.38
Total Exp. / Eligible Passenger	\$9.96	\$10.38
Transp. Exp. / Passenger		
Dedicated Service	\$9.66	\$10.13
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		

OPERATING

Registrants / Capita	0.0132	0.0156
Passengers / Capita	0.7088	0.7068
Passengers / Registrant	53.73	45.44
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

VEHICLE DATA (2006)

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	1	1	2	6
Small Buses				
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS (2006)

	Dedicated Service	Non-Dedicated Service
Ambulatory	3,590	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL (%Total)	3,590 (100%)	(0%)

FORT ERIE

FORT ERIE MOBILE SERVICE

Contact: Ms. Carla Stout
 Title: Town Transit Administrator
 Telephone: (905) 871-1600
 FAX: (905) 871-6411
 e-mail: cstout@town.forterie.on.ca

Population served: 28,000
 Service area (km²): 168.0
 Communities served: 1
 Service began: 1992
 Advisory Committee members: 9
 Eligibility Committee members: 9

NUMBER OF REGISTRANTS 288
 Wheelchair/Scooter Users: 49 (17%)
 Ambulatory: 239 (83%)
 Attendants/Companions:
 Other:

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

ELIGIBILITY CRITERIA

- ☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

Note: * Friday service hours: 0830-2100 hrs.

* Effective July 3, 2007 the Town of Fort Erie will assume the responsibility from Fort Erie Mobile Service to provide parallel accessible transit through contract with Canadian Red Cross.

* Service started charging a fare in Septmeber 2005.

VEHICLE KILOMETRES & HOURS		2005	2006	SERVICE HOURS/SCHEDULING *	
Rev. Veh. Km. - Dedicated Service			86,511	Weekday: 0830 to 1600	Sunday:
Tot. Veh. Km. - Dedicated Service			86,511	Saturday: 0900 to 1400	Holiday:
Rev. Veh. Hr. - Dedicated Service			3,997	Advanced booking notice:	1 days
Tot. Veh. Hr. - Dedicated Service			3,997	Minimum notice for reservation:	24.0 hours
Non-Dedicated Service - Veh. Km.				Reservations/Scheduling:	Manual
Non-Dedicated Service - Veh. Hr.					
PASSENGER DATA				FARE STRUCTURE (2006)	
Dedicated Service		13,389	12,485	Cash	Tickets/Cards (unit price) Monthly Pass
Non-Dedicated Service				Adult	\$2.00
TOTAL PASSENGERS		13,389	12,485	Child	\$2.00
Subscription/Pre-booked		100%	100%	Student	\$2.00
Reservation				Senior	\$2.00
On-Demand/Day of trip				Attendant	\$2.00
UNACCOMMODATED TRIPS				Companion	\$2.00
NO-SHOWS/CANCELLED AT DOOR		527	1,401	Other	
NUMBER OF COMPLAINTS					
OPERATING EXPENSES				EMPLOYEE DATA (2006)	
Administration			\$23,987	Operators	(Full-Time) (Part-Time)
Operations:				Other Operations (e.g. dispatchers)	2 2
Internal - Dedicated Service		\$84,397	\$97,081	Maintenance	
Contract - Dedicated Service				General Administration	
Contract - Non-Dedicated Service				Other	
Contract - Taxi Scrip				TOTAL NUMBER OF EMPLOYEES	2 2
Maintenance (Vehicles & Facilities)		\$28,687	\$9,991	Union Affiliations: Operators:	N/A
Fuel		\$16,316	\$19,402	Maintenance:	N/A
TOTAL OPERATING EXPENSES		\$129,400	\$150,461	Top Operator Wage Rate:	\$12.00
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS				Top Mechanic Wage Rate:	
Passenger Revenue *		\$6,814	\$24,970		
Other Operating Revenue					
Total Operating Revenues		\$6,814	\$24,970		
Federal Contributions					
Provincial Contributions					
Municipal Contributions		\$23,000	\$20,000		
Donations / Other		\$99,586	\$94,306		
TOTAL		\$129,400	\$139,276		
CAPITAL EXPENSES				PERFORMANCE INDICATORS	
Vehicles Purchased				FINANCIAL	
Debt Servicing					2005 2006
Other Capital Expenses				R/C Ratio	5% 17%
TOTAL CAPITAL EXPENSES				Net Operating Cost / Capita	\$4.38 \$4.48
CAPITAL FUNDING SOURCES				Total Exp. / Passenger	\$9.66 \$12.05
Transit System				Total Exp. / Eligible Passenger	\$9.74 \$12.05
Federal Contributions				Transp. Exp. / Passenger	
Provincial Contributions				Dedicated Service	\$9.66 \$10.13
Municipal Contributions				Non-Dedicated Service (e.g. Taxis)	
Donations / Other				Transp. Exp. / Hour (Dedicated Service)	\$31.64
TOTAL CAPITAL FUNDING				OPERATING	
				Registrants / Capita	0.0154 0.0103
				Passengers / Capita	0.4782 0.4459
				Passengers / Registrant	31.14 43.35
				Passengers / Hour (Dedicated Service)	3.12
				Km. / Passenger (Dedicated Service)	6.93
				Average Speed (Dedicated Service)	21.64

VEHICLE DATA (2006)		Veh. Peak	Avg. Capacity per Veh.	
Number			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	2	2		
Small Buses				
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS (2006)	Dedicated Service	Non-Dedicated Service
Ambulatory	11,210	
Wheelchair/Scooter Users	1,275	
Attendants/Companions		
Other		
TOTAL (%Total)	12,485 (100%)	(0%)

FORT FRANCES

FORT FRANCES HANDI-VAN

Contact: Mr. George A. Bell
 Title: Manager of Community Services
 Telephone: (807) 274-4561
 FAX: (807) 274-3799
 e-mail: gbell@fort-frances.com

Population served: 8,135
 Service area (km²): 25.9
 Communities served: 1
 Service began:
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

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

Note: * Passenger - Non-Dedicated Service included 18,855 and 19,139 low-income residents passenger trips in 2005 and 2006 respectively.

ELIGIBILITY CRITERIA

- ☐ Unable to Board
☐ Unable to Use
☒ 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

VEHICLE KILOMETRES & HOURS

	2005	2006
Rev. Veh. Km. - Dedicated Service	25,214	36,600
Tot. Veh. Km. - Dedicated Service	25,214	36,600
Rev. Veh. Hr. - Dedicated Service		
Tot. Veh. Hr. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	11,845	12,164
Non-Dedicated Service *	19,141	19,221
TOTAL PASSENGERS	30,986	31,385

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

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration	\$22,196	\$20,047
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$67,810	\$92,625
Contract - Non-Dedicated Service	\$36,195	\$35,960
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$11,195	\$14,345
Fuel	\$5,947	\$7,652
TOTAL OPERATING EXPENSES	\$143,343	\$170,629

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$21,965	\$22,261
Other Operating Revenue		
Total Operating Revenues	\$21,965	\$22,261
Federal Contributions		
Provincial Contributions	\$10,655	\$45,271
Municipal Contributions	\$100,038	\$89,344
Donations / Other	\$10,685	\$13,753
TOTAL	\$143,343	\$170,629

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

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

FARE STRUCTURE (2006)

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

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators		
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration		
Other		

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators: N/A
 Maintenance: CUPE Local 65

Top Operator Wage Rate:
 Top Mechanic Wage Rate: \$25.52

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	15%	13%
Net Operating Cost / Capita	\$14.60	\$18.24
Total Exp. / Passenger	\$4.63	\$5.44
Total Exp. / Eligible Passenger	\$12.24	\$14.96
Transp. Exp. / Passenger		
Dedicated Service	\$7.17	\$9.42
Non-Dedicated Service (e.g. Taxis)	\$1.89	\$1.87
Transp. Exp. / Hour (Dedicated Service)		

OPERATING

Registrants / Capita	0.0244	0.0256
Passengers / Capita	3.7265	3.8580
Passengers / Registrant	152.64	150.89
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)	2.13	3.01
Average Speed (Dedicated Service)		

VEHICLE DATA

(2006)	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	2	2	4	
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A
Accessible taxis	1			

PASSENGER STATISTICS

(2006)	Dedicated Service	Non-Dedicated Service
Ambulatory		
Wheelchair/Scooter Users	11,326	82
Attendants/Companions	838	
Other		19,139
TOTAL (%Total)	12,164 (39%)	19,221 (61%)

GREENSTONE

CORPORATION OF THE MUNICIPALITY OF

Contact: Ms. Barb Petty
 Title: Social Services Bookkeeper/Secretary
 Telephone: (807) 854-2511 x29
 FAX: (807) 854-2389
 e-mail: barbp@astrocom-on.com

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

NUMBER OF REGISTRANTS

69
 Wheelchair/Scooter Users: 16 (23%)
 Ambulatory: 49 (71%)
 Attendants/Companions: 4 (6%)
 Other:

Note: * Other eligibility criteria: Paratransit vehicles are used to provide services for seniors which include grocery shopping, social activities, medical appointments.

ELIGIBILITY CRITERIA

- ☐ Unable to Board
☐ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS

	2005	2006
Rev. Veh. Km. - Dedicated Service		
Tot. Veh. Km. - Dedicated Service		
Rev. Veh. Hr. - Dedicated Service	1,088	1,088
Tot. Veh. Hr. - Dedicated Service	1,088	1,088
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	6,774	6,886
Non-Dedicated Service		
TOTAL PASSENGERS	6,774	6,886
Subscription/Pre-booked		
Reservation		
On-Demand/Day of trip	100%	100%

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration	\$1,642	\$2,367
Operations:		
Internal - Dedicated Service	\$29,427	\$30,505
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$9,958	\$11,614
Fuel	\$2,933	\$2,431
TOTAL OPERATING EXPENSES	\$43,960	\$46,917

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,810	\$1,939
Other Operating Revenue		
Total Operating Revenues	\$1,810	\$1,939
Federal Contributions		
Provincial Contributions	\$23,291	\$26,267
Municipal Contributions	\$18,859	\$18,710
Donations / Other		
TOTAL	\$43,960	\$46,916

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

Weekday: Sunday:
 Saturday: Holiday:
 Advanced booking notice:
 Minimum notice for reservation:
 Reservations/Scheduling:

FARE STRUCTURE (2006)

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

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators		2
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration		
Other		

TOTAL NUMBER OF EMPLOYEES

2

Union Affiliations: Operators: CUPE Local 3045
 Maintenance: N/A

Top Operator Wage Rate: \$22.43
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	4%	4%
Net Operating Cost / Capita	\$7.53	\$8.03
Total Exp. / Passenger	\$6.49	\$6.81
Total Exp. / Eligible Passenger	\$6.49	\$6.81
Transp. Exp. / Passenger		
Dedicated Service	\$6.25	\$6.47
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$38.90	\$40.95
OPERATING		
Registrants / Capita	0.0123	0.0123
Passengers / Capita	1.2096	1.2296
Passengers / Registrant	98.17	99.80
Passengers / Hour (Dedicated Service)	6.23	6.33
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

VEHICLE DATA (2006)

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

PASSENGER STATISTICS (2006)

	Dedicated Service	Non-Dedicated Service
Ambulatory	6,886*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL (%Total)	6,886 (100%)	(0%)
* Total for all categories		

GUELPH TRANSIT

Contact: Ms. Linda Hanna
 Title: Supervisor - Admin., Mkg. & Cust. Serv.
 Telephone: (519) 822-1811 x221
 FAX: (519) 822-1322
 e-mail: linda.hanna@guelph.ca

Population served: 120,000
 Service area (km²): 88.0
 Communities served: 1
 Service began: 1977
 Advisory Committee members: N/A
 Eligibility Committee members: 1

NUMBER OF REGISTRANTS

1,399
 Wheelchair/Scooter Users: 464 (33%)
 Ambulatory: 935 (67%)
 Attendants/Companions:
 Other:

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

ELIGIBILITY CRITERIA

- ☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2005	2006
Rev. Veh. Km. - Dedicated Service	193,179	176,929
Tot. Veh. Km. - Dedicated Service	193,179	176,929
Rev. Veh. Hr. - Dedicated Service	10,003	9,074
Tot. Veh. Hr. - Dedicated Service	10,003	9,074
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	40,219	37,566
Non-Dedicated Service	13,641	16,008
TOTAL PASSENGERS	53,860	53,574
Subscription/Pre-booked	19%	19%
Reservation	80%	80%
On-Demand/Day of trip	1%	1%

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR	328	285
----------------------------	-----	-----

NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration	\$45,200	\$41,375
Operations:		
Internal - Dedicated Service	\$443,300	\$439,080
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$92,100	\$126,470
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel	\$43,833	\$43,380
TOTAL OPERATING EXPENSES	\$624,433	\$650,305

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$92,609	\$102,903
Other Operating Revenue		
Total Operating Revenues	\$92,609	\$102,903
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$531,824	\$547,402
Donations / Other		
TOTAL	\$624,433	\$650,305

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

Weekday: 0545 to 0015 Sunday: 0915 to 1815
 Saturday: 0545 to 0015 Holiday:
 Advanced booking notice: 7 days
 Minimum notice for reservation: 24.0 hours
 Reservations/Scheduling: Partially Computerized

FARE STRUCTURE (2006)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.00	\$1.70	
Child	\$2.00	\$1.70	
Student	\$2.00	\$1.70	
Senior	\$2.00	\$1.70	
Attendant	\$2.00	\$1.70	
Companion	\$2.00	\$1.70	
Other			

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators	4	2
Other Operations (e.g. dispatchers)	2	
Maintenance		
General Administration		
Other		

TOTAL NUMBER OF EMPLOYEES 6 2

Union Affiliations: Operators: ATU Local 1189
 Maintenance: ATU Local 1189

Top Operator Wage Rate: \$22.00
 Top Mechanic Wage Rate: \$25.75

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	15%	16%
Net Operating Cost / Capita	\$4.50	\$4.56
Total Exp. / Passenger	\$11.59	\$12.14
Total Exp. / Eligible Passenger	\$12.18	\$12.84
Transp. Exp. / Passenger		
Dedicated Service	\$12.11	\$12.84
Non-Dedicated Service (e.g. Taxis)	\$6.75	\$7.90
Transp. Exp. / Hour (Dedicated Service)	\$48.70	\$53.17
OPERATING		
Registrants / Capita	0.0099	0.0117
Passengers / Capita	0.4557	0.4465
Passengers / Registrant	45.84	38.29
Passengers / Hour (Dedicated Service)	4.02	4.14
Km. / Passenger (Dedicated Service)	4.80	4.71
Average Speed (Dedicated Service)	19.31	19.50

VEHICLE DATA

(2006)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	5	5	5	4
Other				
TOTAL DED. VEHICLES	5	5	N/A	N/A
Accessible taxis	2			

PASSENGER STATISTICS

(2006)	Dedicated Service	Non-Dedicated Service
Ambulatory	22,561	12,336
Wheelchair/Scooter Users	12,089	3,672
Attendants/Companions	2,916	
Other		
TOTAL (%Total)	37,566 (70%)	16,008 (30%)

HALTON HILLS

ACTIVAN

Contact: Mr. Don Clarkson
 Title: Transit Coordinator
 Telephone: (905) 873-2601 x2617
 FAX: (905) 873-8192
 e-mail: donc@haltonhills.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: 55,000
 Service area (km²): 280.0
 Communities served: 1
 Service began: 1981
 Advisory Committee members: 6
 Eligibility Committee members: N/A

ELIGIBILITY CRITERIA

- ☐ Unable to Board
☐ Unable to Use
☒ Other Criteria

NUMBER OF REGISTRANTS

318
 Wheelchair/Scooter Users: 81 (25%)
 Ambulatory:
 Attendants/Companions:
 Other: 237 (75%)

Note: * Effective September 2006, registration with the ActiVan service will be available to all persons with any physical, medical or cognitive disability and also available to all persons 65 years and older.

VEHICLE KILOMETRES & HOURS

	2005	2006
Rev. Veh. Km. - Dedicated Service	29,783	29,644
Tot. Veh. Km. - Dedicated Service	30,848	31,644
Rev. Veh. Hr. - Dedicated Service	2,107	2,018
Tot. Veh. Hr. - Dedicated Service	2,647	2,186
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	2,618	2,178
Non-Dedicated Service		
TOTAL PASSENGERS	2,618	2,178
Subscription/Pre-booked		
Reservation	100%	99%
On-Demand/Day of trip		1%
UNACCOMMODATED TRIPS		25
NO-SHOWS/CANCELLED AT DOOR	9	35
NUMBER OF COMPLAINTS	1	2

OPERATING EXPENSES

Administration *	\$6,000	\$33,105
Operations:		
Internal - Dedicated Service	\$875	\$10,451
Contract - Dedicated Service	\$65,392	\$64,675
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$18,861	\$19,112
Fuel	\$3,080	\$8,983
TOTAL OPERATING EXPENSES	\$94,208	\$136,326

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$5,306	\$4,248
Other Operating Revenue		
Total Operating Revenues	\$5,306	\$4,248
Federal Contributions		
Provincial Contributions		\$12,554
Municipal Contributions	\$88,902	\$119,524
Donations / Other		
TOTAL	\$94,208	\$136,326

CAPITAL EXPENSES

Vehicles Purchased		\$252,430
Debt Servicing		
Other Capital Expenses		\$14,392
TOTAL CAPITAL EXPENSES		\$266,822

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		\$569
Provincial Contributions		\$187,639
Municipal Contributions		\$50,393
Donations / Other		\$28,221
TOTAL CAPITAL FUNDING		\$266,822

SERVICE HOURS/SCHEDULING

Weekday:	0800 to 1630	Sunday:
Saturday:		Holiday:
Advanced booking notice:		7 days
Minimum notice for reservation:		16.0 hours
Reservations/Scheduling:	Manual	

FARE STRUCTURE (2006)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.00	\$2.00	
Child	\$2.00	\$2.00	
Student	\$2.00	\$2.00	
Senior	\$2.00	\$2.00	
Attendant	\$2.00	\$2.00	
Companion	\$2.00	\$2.00	
Other	after service hours trips - \$3.00		

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators	2	3
Other Operations (e.g. dispatchers)		
Maintenance		1
General Administration	1	2
Other		
TOTAL NUMBER OF EMPLOYEES	3	6

Union Affiliations: Operators: N/A
 Maintenance: CUPE Local 73

Top Operator Wage Rate:
 Top Mechanic Wage Rate: \$25.04

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	6%	3%
Net Operating Cost / Capita	\$1.62	\$2.40
Total Exp. / Passenger	\$35.98	\$62.59
Total Exp. / Eligible Passenger	\$36.63	\$75.74
Transp. Exp. / Passenger		
Dedicated Service	\$33.69	\$47.39
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$33.32	\$47.22
OPERATING		
Registrants / Capita	0.0021	0.0058
Passengers / Capita	0.0478	0.0396
Passengers / Registrant	22.96	6.85
Passengers / Hour (Dedicated Service)	1.24	1.08
Km. / Passenger (Dedicated Service)	11.38	13.61
Average Speed (Dedicated Service)	14.14	14.69

VEHICLE DATA (2006)

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	1	1	1	2
Small Buses	1	1	4	17
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS (2006)

	Dedicated Service	Non-Dedicated Service
Ambulatory		
Wheelchair/Scooter Users	1,800	
Attendants/Companions	50	
Other	328	
TOTAL (%Total)	2,178 (100%)	(0%)

HAMILTON

ACCESSIBLE TRANSPORTATION SERVICES

Contact: Mr. Owen Quinn
Title: Coordinator of ATS
Telephone: (905) 546-2424 x5323
FAX: (905) 679-7305
e-mail: oquinn@hamilton.ca

Population served: 504,559
Service area (km²): 1,117.1
Communities served: 6
Service began: 1976
Advisory Committee members: 15
Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

10,941
Wheelchair/Scooter Users: 6,738 (62%)
Ambulatory: 1,636 (15%)
Attendants/Companions:
Other: 2,567 (23%)

Dedicated Service operated by: Transit System/Municipality
Non-Ded. Service (e.g. Taxis) operated by: 5 taxi companies
Taxi Scrip Program available: YES

ELIGIBILITY CRITERIA

- ☒ Unable to Board
☒ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS

	2005	2006
Rev. Veh. Km. - Dedicated Service	3,822,293	4,031,531
Tot. Veh. Km. - Dedicated Service	3,822,293	4,031,531
Rev. Veh. Hr. - Dedicated Service	187,361	186,178
Tot. Veh. Hr. - Dedicated Service	187,361	186,178
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	398,270	411,950
Non-Dedicated Service	217,750	244,765
TOTAL PASSENGERS	616,020	656,715
Subscription/Pre-booked	43%	43%
Reservation	22%	20%
On-Demand/Day of trip	35%	37%
UNACCOMMODATED TRIPS	10,691	13,639
NO-SHOWS/CANCELLED AT DOOR	7,742	8,669
NUMBER OF COMPLAINTS	550	522

OPERATING EXPENSES

Administration	\$2,843,749	\$3,093,574
Operations:		
Internal - Dedicated Service	\$5,114,353	\$5,508,123
Contract - Dedicated Service	\$1,520,694	\$1,602,506
Contract - Non-Dedicated Service	\$15,992	\$20,000
Contract - Taxi Scrip	\$1,001,549	\$1,118,555
Maintenance (Vehicles & Facilities)	\$987,626	\$943,667
Fuel	\$610,375	\$652,629
TOTAL OPERATING EXPENSES	\$12,094,338	\$12,939,054

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,470,316	\$1,565,630
Other Operating Revenue	\$8,067	
Total Operating Revenues	\$1,478,383	\$1,565,630
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$10,613,120	\$11,352,753
Donations / Other	\$2,835	\$20,671
TOTAL	\$12,094,338	\$12,939,054

CAPITAL EXPENSES

Vehicles Purchased	\$2,625,949	\$488,843
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$2,625,949	\$488,843

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$871,800	\$162,948
Municipal Contributions	\$1,754,149	\$325,895
Donations / Other		
TOTAL CAPITAL FUNDING	\$2,625,949	\$488,843

SERVICE HOURS/SCHEDULING

Weekday: 0700 to 2300 Sunday: 0800 to 2300
Saturday: 0800 to 2300 Holiday: 0930 to 2300
Advanced booking notice: 7 days
Minimum notice for reservation: 24.0 hours
Reservations/Scheduling: Fully Computerized

FARE STRUCTURE (2006)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult		\$2.10	
Child		\$2.10	
Student		\$2.10	
Senior		\$2.10	
Attendant		\$2.10	
Companion		\$2.10	
Other	Taxi scrip - user pays 60% co-payment		

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators	52	45
Other Operations (e.g. dispatchers)	12	
Maintenance	10	
General Administration	14	
Other	9	1
TOTAL NUMBER OF EMPLOYEES	97	46

Union Affiliations: Operators: CUPE Local 5167
Maintenance: CUPE Local 5167

Top Operator Wage Rate: \$18.76
Top Mechanic Wage Rate: \$27.40

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	12%	12%
Net Operating Cost / Capita	\$20.69	\$22.54
Total Exp. / Passenger	\$19.63	\$19.70
Total Exp. / Eligible Passenger	\$22.12	\$22.47
Transp. Exp. / Passenger		
Dedicated Service	\$20.67	\$21.14
Non-Dedicated Service (e.g. Taxis)	\$4.67	\$4.65
Transp. Exp. / Hour (Dedicated Service)	\$43.94	\$46.77
OPERATING		
Registrants / Capita	0.0192	0.0217
Passengers / Capita	1.2008	1.3016
Passengers / Registrant	62.39	60.02
Passengers / Hour (Dedicated Service)	2.13	2.21
Km. / Passenger (Dedicated Service)	9.60	9.79
Average Speed (Dedicated Service)	20.40	21.65

VEHICLE DATA

(2006)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	20	20	N/A	6
Accessible Vans/Minivans	4	3	2	6
Small Buses	62	49	4	8
Other				
TOTAL DED. VEHICLES	86	72	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS

(2006)	Dedicated Service	Non-Dedicated Service
Ambulatory	185,293	182,500
Wheelchair/Scooter Users	198,223	9,889
Attendants/Companions	28,434	
Other		52,376
TOTAL (%Total)	411,950 (63%)	244,765 (37%)

BRUCE GREY & HURON DISABILITY

Contact: Mr. Joe Pickering
 Title: Coordinator
 Telephone: (519) 881-2504
 FAX: (519) 881-2504
 e-mail: jaapco@wightman.net

Population served: 50,000
 Service area (km²): 2,400.0
 Communities served: 5
 Service began: 1979
 Advisory Committee members: 13
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

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

Note: * Other Criteria: Frail, elderly, mentally or physically disabled.
 *Other Fare Categories: Fare varies by distance

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

ELIGIBILITY CRITERIA

- ☐ Unable to Board
☐ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS

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

2005**2006****SERVICE HOURS/SCHEDULING**

Weekday: Sunday:
 Saturday: Holiday:
 Advanced booking notice:
 Minimum notice for reservation: 24.0 hours
 Reservations/Scheduling: Manual

PASSENGER DATA

Dedicated Service 21,698 19,853
 Non-Dedicated Service
TOTAL PASSENGERS 21,698 19,853
 Subscription/Pre-booked 80% 80%
 Reservation
 On-Demand/Day of trip 20% 20%

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration \$46,879 \$170,642
 Operations:
 Internal - Dedicated Service \$226,653 \$258,010
 Contract - Dedicated Service \$3,970 \$1,531
 Contract - Non-Dedicated Service
 Contract - Taxi Scrip
 Maintenance (Vehicles & Facilities) \$96,449 \$83,910
 Fuel

TOTAL OPERATING EXPENSES \$373,951 \$514,093**OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS**

Passenger Revenue \$95,604 \$114,011
 Other Operating Revenue \$2,562
Total Operating Revenues \$98,166 \$114,011
 Federal Contributions
 Provincial Contributions
 Municipal Contributions \$255,000 \$364,217
 Donations / Other \$7,116 \$22,600
TOTAL \$360,282 \$500,828

CAPITAL EXPENSES

Vehicles Purchased \$214,258 \$159,841
 Debt Servicing
 Other Capital Expenses \$2,744
TOTAL CAPITAL EXPENSES \$217,002 \$159,841

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions \$214,258 \$159,973
 Municipal Contributions
 Donations / Other
TOTAL CAPITAL FUNDING \$214,258 \$159,973

FARE STRUCTURE (2006)

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

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators	6	5
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration	2	
Other		

TOTAL NUMBER OF EMPLOYEES 8 5

Union Affiliations: Operators: N/A
 Maintenance: N/A

Top Operator Wage Rate: \$12.86

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	26%	22%
Net Operating Cost / Capita	\$5.52	\$8.00
Total Exp. / Passenger	\$17.23	\$25.89
Total Exp. / Eligible Passenger	\$17.23	\$25.89
Transp. Exp. / Passenger		
Dedicated Service	\$15.07	\$17.30
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		

OPERATING

Registrants / Capita		
Passengers / Capita	0.4340	0.3971
Passengers / Registrant		
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

**VEHICLE DATA
(2006)**

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	8	8		
Small Buses				
Other	1	1	8	11
TOTAL DED. VEHICLES	9	9	N/A	N/A
Accessible taxis				

**PASSENGER STATISTICS
(2006)**

	Dedicated Service	Non-Dedicated Service
Ambulatory	19,853*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL (%Total)	19,853 (100%)	(0%)
* Total for all categories		

HEARST COMMUNITY TRANSPORTATION

Contact: Mr. Claude Laflamme
 Title: CAO
 Telephone: (705) 372-2817
 FAX: (705) 362-5902
 e-mail: claflamme@hearst.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: 6,643
 Service area (km²): 841.0
 Communities served: 1
 Service began: 1998
 Advisory Committee members: 12
 Eligibility Committee members: 7

NUMBER OF REGISTRANTS 230
 Wheelchair/Scooter Users: 42 (18%)
 Ambulatory: 175 (76%)
 Attendants/Companions: 13 (6%)
 Other:

Note: * Eligibility Criteria: senior citizens aged 50 years and over physically disabled adults and youths.

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

VEHICLE KILOMETRES & HOURS		2005	2006	SERVICE HOURS/SCHEDULING	
Rev. Veh. Km. - Dedicated Service				Weekday: 0730 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:	
Non-Dedicated Service - Veh. Km.				Reservations/Scheduling:	Manual
Non-Dedicated Service - Veh. Hr.					
PASSENGER DATA				FARE STRUCTURE (2006)	
Dedicated Service		6,798	7,354	Cash	Tickets/Cards (unit price)
Non-Dedicated Service				Adult	\$2.50
				Child	\$2.50
				Student	\$2.50
				Senior	\$2.50
				Attendant	\$2.50
				Companion	\$2.50
				Other	
TOTAL PASSENGERS		6,798	7,354		
Subscription/Pre-booked		5%	5%		
Reservation					
On-Demand/Day of trip		95%	95%		
UNACCOMMODATED TRIPS					
NO-SHOWS/CANCELLED AT DOOR					
NUMBER OF COMPLAINTS					
OPERATING EXPENSES				EMPLOYEE DATA (2006)	
Administration		\$3,090	\$3,500	Operators	(Full-Time) 1 (Part-Time) 2
Operations:				Other Operations (e.g. dispatchers)	
Internal - Dedicated Service				Maintenance	1
Contract - Dedicated Service		\$42,258	\$43,470	General Administration	2
Contract - Non-Dedicated Service				Other	
Contract - Taxi Scrip				TOTAL NUMBER OF EMPLOYEES	1 5
Maintenance (Vehicles & Facilities)				Union Affiliations:	
Fuel				Operators:	N/A
				Maintenance:	N/A
TOTAL OPERATING EXPENSES		\$45,348	\$46,970	Top Operator Wage Rate:	\$10.00
				Top Mechanic Wage Rate:	\$20.00
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS				PERFORMANCE INDICATORS	
Passenger Revenue		\$11,358	\$11,735	FINANCIAL	
Other Operating Revenue					2005 2006
Total Operating Revenues		\$11,358	\$11,735	R/C Ratio	25% 25%
Federal Contributions				Net Operating Cost / Capita	\$4.89 \$5.30
Provincial Contributions				Total Exp. / Passenger	\$6.67 \$6.39
Municipal Contributions		\$24,290	\$24,700	Total Exp. / Eligible Passenger	\$6.81 \$6.52
Donations / Other		\$9,700	\$9,500	Transp. Exp. / Passenger	
TOTAL		\$45,348	\$45,935	Dedicated Service	\$6.22 \$5.91
				Non-Dedicated Service (e.g. Taxis)	
CAPITAL EXPENSES				Transp. Exp. / Hour (Dedicated Service)	
Vehicles Purchased				OPERATING	
Debt Servicing				Registrants / Capita	0.0312 0.0346
Other Capital Expenses				Passengers / Capita	0.9777 1.1070
TOTAL CAPITAL EXPENSES				Passengers / Registrant	31.33 31.97
				Passengers / Hour (Dedicated Service)	
CAPITAL FUNDING SOURCES				Km. / Passenger (Dedicated Service)	
Transit System				Average Speed (Dedicated Service)	
Federal Contributions					
Provincial Contributions					
Municipal Contributions					
Donations / Other					
TOTAL CAPITAL FUNDING					

VEHICLE DATA (2006)		Veh. Peak		Avg. Capacity per Veh.	
Number				Wheelchair	Ambulatory
Non-Accessible Cars				N/A	
Accessible Vans/Minivans					
Small Buses	1	1		4	12
Other					
TOTAL DED. VEHICLES	1	1		N/A	N/A
Accessible taxis					

PASSENGER STATISTICS (2006)	Dedicated Service	Non-Dedicated Service
Ambulatory	5,294	
Wheelchair/Scooter Users	1,914	
Attendants/Companions	146	
Other		
TOTAL (%Total)	7,354 (100%)	(0%)

INGERSOLL

INGERSOLL PARATRANSIT SYSTEM

Contact: Ms. Elaine Clark
 Title: Clerk / Deputy CAO
 Telephone: (519) 485-0120
 FAX: (519) 485-3543
 e-mail: eclark@ingersoll.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: 11,000
 Service area (km²): 10.0
 Communities served: 1
 Service began: 1992
 Advisory Committee members: 5
 Eligibility Committee members: 3

NUMBER OF REGISTRANTS

Wheelchair/Scooter Users: 90 (21%)
 Ambulatory: 300 (69%)
 Attendants/Companions: 30 (7%)
 Other: 15 (3%)

Note: * Other eligibility criteria: vision impaired.
 * Friday Service Hour: 0800-2200 hrs.

ELIGIBILITY CRITERIA

- ☒ Unable to Board
- ☒ Unable to Use
- ☒ Other Criteria

VEHICLE KILOMETRES & HOURS

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

2005 2006

SERVICE HOURS/SCHEDULING *

Weekday: 0800 to 2100 Sunday: 0800 to 1700
 Saturday: 0800 to 2100 Holiday:
 Advanced booking notice: 1 days
 Minimum notice for reservation: 24.0 hours
 Reservations/Scheduling: Partially Computerized

PASSENGER DATA

Dedicated Service 1,397 1,038
 Non-Dedicated Service 7,699 6,584
TOTAL PASSENGERS 9,096 7,622
 Subscription/Pre-booked 2% 2%
 Reservation 97% 97%
 On-Demand/Day of trip 1% 1%

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR 4 20

NUMBER OF COMPLAINTS 2

OPERATING EXPENSES

Administration \$30,414 \$34,424
 Operations:
 Internal - Dedicated Service
 Contract - Dedicated Service \$15,018 \$13,985
 Contract - Non-Dedicated Service \$38,257 \$39,965
 Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)

Fuel

TOTAL OPERATING EXPENSES \$83,689 \$88,374

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue \$21,619 \$20,065
 Other Operating Revenue

Total Operating Revenues \$21,619 \$20,065

Federal Contributions

Provincial Contributions

Municipal Contributions \$59,470 \$68,209

Donations / Other \$2,600 \$100

TOTAL \$83,689 \$88,374

CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System

Federal Contributions

Provincial Contributions

Municipal Contributions

Donations / Other

TOTAL CAPITAL FUNDING

FARE STRUCTURE (2006)

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

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators		
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration		
Other		

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators: N/A
 Maintenance: N/A

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	26%	23%
Net Operating Cost / Capita	\$5.64	\$6.21
Total Exp. / Passenger	\$9.20	\$11.59
Total Exp. / Eligible Passenger	\$9.62	\$12.24
Transp. Exp. / Passenger		
Dedicated Service	\$10.75	\$13.47
Non-Dedicated Service (e.g. Taxis)	\$4.97	\$6.07
Transp. Exp. / Hour (Dedicated Service)		

OPERATING

Registrants / Capita	0.0399	0.0395
Passengers / Capita	0.8269	0.6929
Passengers / Registrant	20.72	17.52
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

VEHICLE DATA

(2006)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	11	3	N/A	
Accessible Vans/Minivans	1	1	1	1
Small Buses				
Other				
TOTAL DED. VEHICLES	12	4	N/A	N/A
Accessible taxis	1			

PASSENGER STATISTICS

(2006)	Dedicated Service	Non-Dedicated Service
Ambulatory		6,184
Wheelchair/Scooter Users	1,038	
Attendants/Companions		
Other		400
TOTAL (%Total)	1,038 (14%)	6,584 (86%)

KAPUSKASING

KAP HANDI-TRANS

Contact: Mr. Marc Dupont
 Title: Treasurer
 Telephone: (705) 335-2341
 FAX: (705) 337-1741
 e-mail: dupontm@ntl.sympatico.ca

Dedicated Service operated by: 1 Private Contractor
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Program available: YES

Population served: 8,454
 Service area (km²): 84.0
 Communities served: 1
 Service began: 1990
 Advisory Committee members: 9
 Eligibility Committee members: 9

NUMBER OF REGISTRANTS

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 354

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

Note: * Other eligibility criteria: includes visually impaired persons, developmentally handicapped persons, and persons with invisible needs such as psychiatric needs.
 * Employment statistics are not available from contractor.

ELIGIBILITY CRITERIA

- ☒ Unable to Board
☒ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS

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

2005

2006

SERVICE HOURS/SCHEDULING

Weekday: 0800 to 1600 Sunday:
 Saturday: 1200 to 1500 Holiday:
 Advanced booking notice: 1 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

14,352

16,167

14,352

16,167

UNACCOMMODATED TRIPS

12

NO-SHOWS/CANCELLED AT DOOR

62

68

NUMBER OF COMPLAINTS

5

3

OPERATING EXPENSES

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

\$10,802

\$11,361

\$70,630

\$77,665

\$10

\$8

\$3,531

\$6,363

TOTAL OPERATING EXPENSES

\$84,973

\$95,397

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

\$9,857

\$13,537

Total Operating Revenues

\$9,857

\$13,537

Federal Contributions

Provincial Contributions

\$29,283

\$34,952

Municipal Contributions

\$45,833

\$46,908

Donations / Other

TOTAL

\$84,973

\$95,397

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

FARE STRUCTURE (2006)

Cash
 Adult \$2.00
 Child \$2.00
 Student \$2.00
 Senior \$2.00
 Attendant \$2.00
 Companion \$2.00
 Other \$200 annual pass

Tickets/Cards

(unit price) Monthly Pass

EMPLOYEE DATA (2006)

Operators
 Other Operations (e.g. dispatchers)
 Maintenance
 General Administration
 Other

(Full-Time)

(Part-Time)

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators: N/A
 Maintenance: N/A

Top Operator Wage Rate:
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL

	2005	2006
R/C Ratio	12%	14%
Net Operating Cost / Capita	\$8.64	\$9.68
Total Exp. / Passenger	\$5.92	\$5.90
Total Exp. / Eligible Passenger	\$6.01	\$5.98
Transp. Exp. / Passenger		
Dedicated Service	\$5.17	\$5.20
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		

OPERATING

Registrants / Capita	0.0377	0.0419
Passengers / Capita	1.6498	1.9123
Passengers / Registrant	43.76	45.67
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

VEHICLE DATA (2006)

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	2	2	3	9
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS (2006)

	Dedicated Service	Non-Dedicated Service
Ambulatory	13,737	
Wheelchair/Scooter Users	2,203	
Attendants/Companions	227	
Other		
TOTAL (%Total)	16,167 (100%)	(0%)

KAWARTHA LAKES (RURAL)

COMMUNITY CARE

Contact: Ms. Charlotte Clay-Ireland
 Title: Specialized Transit Supervisor
 Telephone: (705) 324-7323 x223
 FAX: (705) 328-0607
 e-mail: ccireland@community-care.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: 72,000
 Service area (km²): 3,070.0
 Communities served: 1
 Service began: 1989
 Advisory Committee members: 7
 Eligibility Committee members: N/A

ELIGIBILITY CRITERIA

- ☒ Unable to Board
- ☒ Unable to Use
- ☒ Other Criteria

NUMBER OF REGISTRANTS

895
 Wheelchair/Scooter Users: 492 (55%)
 Ambulatory: 134 (15%)
 Attendants/Companions:
 Other: 269 (30%)

Note: * Other eligibility criteria: stretcher transfers.

* Visitors from other municipalities: Only those that are very close to our municipal boundary i.e. Peterborough County.

* 2006 Fare Structure: Companion pays half price if there is also a free attendant.

* Service hours: also provides last minute service if service can be accommodated.

VEHICLE KILOMETRES & HOURS

	2005	2006
Rev. Veh. Km. - Dedicated Service	263,939	319,718
Tot. Veh. Km. - Dedicated Service	263,939	319,718
Rev. Veh. Hr. - Dedicated Service	4,680	5,375
Tot. Veh. Hr. - Dedicated Service	4,680	5,375
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	7,947	9,298
Non-Dedicated Service		
TOTAL PASSENGERS	7,947	9,298
Subscription/Pre-booked	35%	30%
Reservation	50%	50%
On-Demand/Day of trip	15%	20%
UNACCOMMODATED TRIPS	100	120
NO-SHOWS/CANCELLED AT DOOR	302	360
NUMBER OF COMPLAINTS	2	4

OPERATING EXPENSES

Administration	\$122,339	\$161,755
Operations:		
Internal - Dedicated Service	\$93,451	\$91,354
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$27,209	\$21,556
Fuel	\$40,952	\$47,882
TOTAL OPERATING EXPENSES	\$283,951	\$322,547

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$145,447	\$202,134
Other Operating Revenue		
Total Operating Revenues	\$145,447	\$202,134
Federal Contributions		
Provincial Contributions	\$62,501	\$42,000
Municipal Contributions	\$67,807	\$72,655
Donations / Other	\$8,196	\$5,758
TOTAL	\$283,951	\$322,547

CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	\$19,468
TOTAL CAPITAL EXPENSES	\$19,468

CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	\$19,468
Municipal Contributions	
Donations / Other	
TOTAL CAPITAL FUNDING	\$19,468

SERVICE HOURS/SCHEDULING *

Weekday:	0800 to 2300	Sunday:	0800 to 2300
Saturday:	0800 to 2300	Holiday:	
Advanced booking notice:	8 days		
Minimum notice for reservation:	24.0 hours		
Reservations/Scheduling:	Partially Computerized		

FARE STRUCTURE (2006) *

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult			
Child			
Student			
Senior			
Attendant	free		
Companion			
Other	\$0.35/km for out-of-town; flat fee in-town \$10		

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators	1	6
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration	1	
Other		

TOTAL NUMBER OF EMPLOYEES

2 6

Union Affiliations: Operators: N/A

Maintenance: N/A

Top Operator Wage Rate: \$10.40

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	51%	63%
Net Operating Cost / Capita	\$1.92	\$1.67
Total Exp. / Passenger	\$35.73	\$34.69
Total Exp. / Eligible Passenger	\$38.01	\$37.24
Transp. Exp. / Passenger		
Dedicated Service	\$20.34	\$17.29
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$34.53	\$29.91
OPERATING		
Registrants / Capita	0.0110	0.0124
Passengers / Capita	0.1104	0.1291
Passengers / Registrant	10.06	10.39
Passengers / Hour (Dedicated Service)	1.70	1.73
Km. / Passenger (Dedicated Service)	33.21	34.39
Average Speed (Dedicated Service)	56.40	59.48

VEHICLE DATA

(2006)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	1	1	N/A	5
Accessible Vans/Minivans	3	3	2	2
Small Buses				
Other				
TOTAL DED. VEHICLES	4	4	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS

(2006)	Dedicated Service	Non-Dedicated Service
Ambulatory	1,386	
Wheelchair/Scooter Users	7,275	
Attendants/Companions		
Other	637	
TOTAL (%Total)	9,298 (100%)	(0%)

KAWARTHA LAKES (URBAN)

LIMO SERVICE (CITY OF KAWARTHA LAKES)

Contact: Mr. Dean Bolton
 Title: Manager, Fleet & Transit
 Telephone: (705) 324-3401
 FAX: (705) 324-4167
 e-mail: dbolton@city.kawarthalakes.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: 19,361
 Service area (km²): 25.0
 Communities served: 1
 Service began: 1997
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

Ontario Specialized Transit Services Fact Book - 2006 Operating Data Page 31
 1,010

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

Note: * The financial data had been consolidated with conventional transit services and reported on the Ontario Urban Transit Fact Book.

ELIGIBILITY CRITERIA

- ☐ Unable to Board
☐ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS

	2005	2006
Rev. Veh. Km. - Dedicated Service		
Tot. Veh. Km. - Dedicated Service		
Rev. Veh. Hr. - Dedicated Service	2,340	2,340
Tot. Veh. Hr. - Dedicated Service	2,340	2,340
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	7,246	7,383
Non-Dedicated Service		
TOTAL PASSENGERS	7,246	7,383
Subscription/Pre-booked	75%	
Reservation	20%	
On-Demand/Day of trip	5%	
UNACCOMMODATED TRIPS	40	
NO-SHOWS/CANCELLED AT DOOR	10	
NUMBER OF COMPLAINTS	25	

OPERATING EXPENSES

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

TOTAL OPERATING EXPENSES

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

Total Operating Revenues
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

Weekday: 0800 to 1700 Sunday:
 Saturday: 1000 to 1700 Holiday:
 Advanced booking notice:
 Minimum notice for reservation:
 Reservations/Scheduling: Manual

FARE STRUCTURE (2006)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$1.50	\$1.30	
Child	\$1.50	\$1.30	
Student	\$1.50	\$1.30	
Senior	\$1.50	\$1.30	
Attendant	free		
Companion	\$1.50	\$1.30	
Other			

EMPLOYEE DATA (2006)

Operators
 Other Operations (e.g. dispatchers)
 Maintenance
 General Administration
 Other

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators: N/A
 Maintenance: N/A

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

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio
 Net Operating Cost / Capita
 Total Exp. / Passenger
 Total Exp. / Eligible Passenger
 Transp. Exp. / Passenger
 Dedicated Service
 Non-Dedicated Service (e.g. Taxis)
 Transp. Exp. / Hour (Dedicated Service)

OPERATING

	2005	2006
Registrants / Capita	0.0533	0.0522
Passengers / Capita	0.4026	0.3813
Passengers / Registrant	7.55	7.31
Passengers / Hour (Dedicated Service)	3.10	3.16
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER STATISTICS (2006)

	Dedicated Service	Non-Dedicated Service
Ambulatory	7,383*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL (%Total)	7,383 (100%)	(0%)

* Total for all categories

VEHICLE DATA (2006)

	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				

KENORA

KENORA HANDI-TRANSIT

Contact: Ms. Diana Jardine
 Title: Administrative Services
 Telephone: (807) 468-5947
 FAX: (807) 468-5947
 e-mail: newhorizon@kenora.com

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

Population served: 16,000
 Service area (km²): 210.9
 Communities served: 1
 Service began: 1985
 Advisory Committee members: 5
 Eligibility Committee members: 2

ELIGIBILITY CRITERIA *

- ☒ Unable to Board
- ☒ Unable to Use
- ☒ Other Criteria

NUMBER OF REGISTRANTS

250
 Wheelchair/Scooter Users: 107 (43%)
 Ambulatory: 143 (57%)
 Attendants/Companions:
 Other:

Note: *Other Eligibility Criteria: Doctor's Recommendation
 *Service Hours Exceptions: Extended service for Evenings, Sundays, Holidays, provided if sufficient bookings.

VEHICLE KILOMETRES & HOURS

	2005	2006
Rev. Veh. Km. - Dedicated Service	52,641	56,936
Tot. Veh. Km. - Dedicated Service	53,733	58,031
Rev. Veh. Hr. - Dedicated Service	4,067	4,078
Tot. Veh. Hr. - Dedicated Service	4,249	4,261
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	6,341	8,457
Non-Dedicated Service		
TOTAL PASSENGERS	6,341	8,457
Subscription/Pre-booked	91%	93%
Reservation	8%	5%
On-Demand/Day of trip	1%	2%
UNACCOMMODATED TRIPS	28	20
NO-SHOWS/CANCELLED AT DOOR	25	20
NUMBER OF COMPLAINTS		2

OPERATING EXPENSES

Administration	\$30,475	\$28,661
Operations:		
Internal - Dedicated Service	\$67,986	\$78,953
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$13,206	\$10,480
Fuel	\$14,376	\$16,966
TOTAL OPERATING EXPENSES	\$126,043	\$135,060

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$49,041	\$61,173
Other Operating Revenue		
Total Operating Revenues	\$49,041	\$61,173
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$72,171	\$72,171
Donations / Other	\$3,100	
TOTAL	\$124,312	\$133,344

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

Weekday: 0700 to 1700 Sunday: 0900 to 1700
 Saturday: 0700 to 1700 Holiday: 0900 to 1700
 Advanced booking notice: 14 days
 Minimum notice for reservation: 24.0 hours
 Reservations/Scheduling: Partially Computerized

FARE STRUCTURE (2006)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$4.00	\$4.00	
Child	\$4.00	\$4.00	
Student	\$4.00	\$4.00	
Senior	\$4.00	\$4.00	
Attendant	\$4.00	\$4.00	
Companion	\$4.00	\$4.00	
Other			

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators	1	2
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration		
Other		

TOTAL NUMBER OF EMPLOYEES 1 2

Union Affiliations: Operators: N/A
 Maintenance: N/A

Top Operator Wage Rate: \$14.63
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	39%	45%
Net Operating Cost / Capita	\$4.81	\$4.62
Total Exp. / Passenger	\$19.88	\$15.97
Total Exp. / Eligible Passenger	\$20.36	\$16.81
Transp. Exp. / Passenger		
Dedicated Service	\$15.07	\$12.58
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$22.49	\$24.97
OPERATING		
Registrants / Capita	0.0215	0.0156
Passengers / Capita	0.3963	0.5286
Passengers / Registrant	18.43	33.83
Passengers / Hour (Dedicated Service)	1.56	2.07
Km. / Passenger (Dedicated Service)	8.30	6.73
Average Speed (Dedicated Service)	12.94	13.96

VEHICLE DATA (2006)

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

PASSENGER STATISTICS (2006)

	Dedicated Service	Non-Dedicated Service
Ambulatory	2,800	
Wheelchair/Scooter Users	5,233	
Attendants/Companions	424	
Other		
TOTAL (%Total)	8,457 (100%)	(0%)

KINGSTON

KINGSTON ACCESS SERVICES

Contact: Mr. Lou Carpentier
 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
 Service area (km²): 447.0
 Communities served: 1
 Service began: 1967
 Advisory Committee members: 11
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

3,328
 Wheelchair/Scooter Users: 2,338 (70%)
 Ambulatory: 990 (30%)
 Attendants/Companions:
 Other:

Note: * Service Hours: Service is available on Chirstmas Day (0930-2200 hrs.)

ELIGIBILITY CRITERIA

- ☐ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2005	2006
Rev. Veh. Km. - Dedicated Service	567,429	572,485
Tot. Veh. Km. - Dedicated Service	596,943	602,616
Rev. Veh. Hr. - Dedicated Service	28,796	30,391
Tot. Veh. Hr. - Dedicated Service	30,996	32,263
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	82,458	83,592
Non-Dedicated Service	1,613	1,315
TOTAL PASSENGERS	84,071	84,907
Subscription/Pre-booked	65%	63%
Reservation	33%	35%
On-Demand/Day of trip	2%	2%
UNACCOMMODATED TRIPS	3,135	2,239
NO-SHOWS/CANCELLED AT DOOR	1,393	17,687
NUMBER OF COMPLAINTS	18	

OPERATING EXPENSES

Administration	\$285,173	\$313,440
Operations:		
Internal - Dedicated Service	\$1,133,273	\$1,472,352
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$9,119	\$11,044
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$113,629	\$119,954
Fuel	\$138,710	\$149,703
TOTAL OPERATING EXPENSES	\$1,679,904	\$2,066,493

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$168,460	\$348,465
Other Operating Revenue	\$172,800	\$252,857
Total Operating Revenues	\$341,260	\$601,322
Federal Contributions		
Provincial Contributions	\$42,178	\$43,000
Municipal Contributions	\$1,271,195	\$1,361,473
Donations / Other	\$25,272	\$60,698
TOTAL	\$1,679,905	\$2,066,493

CAPITAL EXPENSES

Vehicles Purchased	\$297,102	\$335,020
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$297,102	\$335,020

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$98,934	
Municipal Contributions	\$198,168	\$335,020
Donations / Other		
TOTAL CAPITAL FUNDING	\$297,102	\$335,020

SERVICE HOURS/SCHEDULING

Weekday:	0715 to 2300	Sunday:	0900 to 2300
Saturday:	0900 to 2300	Holiday:	0715 to 2300
Advanced booking notice:	14 days		
Minimum notice for reservation:	1.0 hours		
Reservations/Scheduling:	Fully Computerized		

FARE STRUCTURE (2006)

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

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators	15	6
Other Operations (e.g. dispatchers)	3	2
Maintenance		
General Administration	3	
Other		
TOTAL NUMBER OF EMPLOYEES	21	8

Union Affiliations: Operators: CAW Local 1837
 Maintenance: N/A

Top Operator Wage Rate: \$16.80
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	20%	29%
Net Operating Cost / Capita	\$11.54	\$12.63
Total Exp. / Passenger	\$19.98	\$24.34
Total Exp. / Eligible Passenger	\$22.50	\$27.57
Transp. Exp. / Passenger		
Dedicated Service	\$16.80	\$20.84
Non-Dedicated Service (e.g. Taxis)	\$5.65	\$8.40
Transp. Exp. / Hour (Dedicated Service)	\$44.70	\$53.99

OPERATING

Registrants / Capita	0.0270	0.0287
Passengers / Capita	0.7248	0.7320
Passengers / Registrant	26.82	25.51
Passengers / Hour (Dedicated Service)	2.86	2.75
Km. / Passenger (Dedicated Service)	6.88	6.85
Average Speed (Dedicated Service)	19.71	18.84

VEHICLE DATA (2006)

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	1	1		8
Small Buses	20	17	6	4
Other				
TOTAL DED. VEHICLES	21	18	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS (2006)

	Dedicated Service	Non-Dedicated Service
Ambulatory	26,422	1,315
Wheelchair/Scooter Users	47,230	
Attendants/Companions	9,940	
Other		
TOTAL (%Total)	83,592 (98%)	1,315 (2%)

KITCHENER-WATERLOO

GRT MOBILITYPLUS-KW

Contact: Mr. Ivan House
Title: Supervisor, Operations and Training
Telephone: (519) 585-7597 x7296
FAX: (519) 744-2899
e-mail: hivan@region.waterloo.on.ca

Population served: 327,400
Service area (km²): 203.0
Communities served: 2
Service began: 1973
Advisory Committee members: 12
Eligibility Committee members: 5

NUMBER OF REGISTRANTS

4,179
Wheelchair/Scooter Users: 2,124 (51%)
Ambulatory: 2,055 (49%)
Attendants/Companions:
Other:

Dedicated Service operated by: Transit System/Municipality
Non-Ded. Service (e.g. Taxis) operated by: 3 taxi companies
Taxi Scrip Program available: YES

ELIGIBILITY CRITERIA

- ☒ Unable to Board
☐ Unable to Use
☐ Other Criteria

Note: * Service Hours Exceptions: Early morning dialysis calls/late evening service Thurs., Fri., Sat. until 01:00 by request.

* Permanent registrants of MobilityPLUS have access to TaxiSCRIP, as well as complimentary rides on conventional GRT routes. In 2006, the conventional service provided approximately 50,500 rides for MobilityPLUS registrants.

VEHICLE KILOMETRES & HOURS	2005	2006
Rev. Veh. Km. - Dedicated Service	848,681	817,418
Tot. Veh. Km. - Dedicated Service	866,361	833,766
Rev. Veh. Hr. - Dedicated Service	38,806	40,204
Tot. Veh. Hr. - Dedicated Service	43,654	45,230
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.	5,628	4,709

PASSENGER DATA

Dedicated Service	99,098	98,444
Non-Dedicated Service	65,626	60,600
TOTAL PASSENGERS	164,724	159,044
Subscription/Pre-booked	50%	44%
Reservation	45%	56%
On-Demand/Day of trip	5%	
UNACCOMMODATED TRIPS	640	334
NO-SHOWS/CANCELLED AT DOOR	4,069	4,225
NUMBER OF COMPLAINTS		

OPERATING EXPENSES

Administration	\$561,062	\$630,336
Operations:		
Internal - Dedicated Service	\$2,318,597	\$2,293,096
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$617,274	\$537,294
Contract - Taxi Scrip	\$154,438	\$218,937
Maintenance (Vehicles & Facilities)	\$383,096	\$349,792
Fuel	\$186,288	\$213,474
TOTAL OPERATING EXPENSES	\$4,220,755	\$4,242,929

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$255,458	\$268,718
Other Operating Revenue	\$81,001	\$116,527
Total Operating Revenues	\$336,459	\$385,245
Federal Contributions		
Provincial Contributions		\$756,564
Municipal Contributions	\$3,884,296	\$3,101,120
Donations / Other		
TOTAL	\$4,220,755	\$4,242,929

CAPITAL EXPENSES

Vehicles Purchased	\$171,930	\$174,323
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$171,930	\$174,323

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$171,930	\$174,323
Donations / Other		
TOTAL CAPITAL FUNDING	\$171,930	\$174,323

SERVICE HOURS/SCHEDULING *		
Weekday:	0700 to 2300	Sunday: 0900 to 2300
Saturday:	0830 to 0100	Holiday: 0900 to 2300
Advanced booking notice:	7 days	
Minimum notice for reservation:	48.0 hours	
Reservations/Scheduling:	Fully Computerized	

FARE STRUCTURE (2006)

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

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators	24	9
Other Operations (e.g. dispatchers)	4	6
Maintenance		
General Administration	8	1
Other		

TOTAL NUMBER OF EMPLOYEES 36 16

Union Affiliations: Operators: CAW 4304
Maintenance: CAW 4304

Top Operator Wage Rate: \$22.10
Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	8%	9%
Net Operating Cost / Capita	\$12.06	\$11.78
Total Exp. / Passenger	\$25.62	\$26.68
Total Exp. / Eligible Passenger	\$30.85	\$33.91
Transp. Exp. / Passenger		
Dedicated Service	\$29.14	\$29.02
Non-Dedicated Service (e.g. Taxis)	\$11.76	\$12.48
Transp. Exp. / Hour (Dedicated Service)	\$66.16	\$63.15

OPERATING

Registrants / Capita	0.0125	0.0128
Passengers / Capita	0.5114	0.4858
Passengers / Registrant	40.98	38.06
Passengers / Hour (Dedicated Service)	2.55	2.45
Km. / Passenger (Dedicated Service)	8.56	8.30
Average Speed (Dedicated Service)	21.87	20.33

PASSENGER STATISTICS (2006)	Dedicated Service	Non-Dedicated Service
Ambulatory	40,679	28,893
Wheelchair/Scooter Users	49,540	6,017
Attendants/Companions	8,225	
Other		25,690
TOTAL (%Total)	98,444 (62%)	60,600 (38%)

VEHICLE DATA (2006)

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	18	16	6	7
Small Buses				
Other				
TOTAL DED. VEHICLES	18	16	N/A	N/A
Accessible taxis	5			

LANARK COUNTY

LANARK TRANSPORTATION ASSOCIATION

Contact: Ms. Sophia Hanafi
Title: Coordinator
Telephone: (613) 253-8265
FAX: (613) 253-8265
e-mail: lta@primus.ca

Population served: 71,495
Service area (km²): 3,000.0
Communities served: 9
Service began: 1999
Advisory Committee members: 8
Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

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

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

ELIGIBILITY CRITERIA

- ☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

Note: * In 2006 the Ontario Ministry of Health - Long Term Care agency funded a feasibility study on providing non-emergency medical transportation in Eastern Ontario.
* increased service by adding 2 additional service vehicles in 2006.

VEHICLE KILOMETRES & HOURS	2005	2006	SERVICE HOURS/SCHEDULING	
Rev. Veh. Km. - Dedicated Service		150,000	Weekday: 0500 to 2000	Sunday:
Tot. Veh. Km. - Dedicated Service		150,000	Saturday:	Holiday:
Rev. Veh. Hr. - Dedicated Service		4,800	Advanced booking notice:	14 days
Tot. Veh. Hr. - Dedicated Service		4,800	Minimum notice for reservation:	
Non-Dedicated Service - Veh. Km.			Reservations/Scheduling:	Manual
Non-Dedicated Service - Veh. Hr.				
PASSENGER DATA			FARE STRUCTURE (2006)	Tickets/Cards
Dedicated Service *	3,243	6,840	Cash	(unit price) Monthly Pass
Non-Dedicated Service			Adult	
TOTAL PASSENGERS	3,243	6,840	Child	
Subscription/Pre-booked	20%	5%	Student	
Reservation	79%	90%	Senior	
On-Demand/Day of trip	1%	5%	Attendant	
UNACCOMMODATED TRIPS	120	49	Companion	
NO-SHOWS/CANCELLED AT DOOR	120	37	Other fare varies by distance	
NUMBER OF COMPLAINTS		12		
OPERATING EXPENSES			EMPLOYEE DATA (2006)	(Full-Time) (Part-Time)
Administration	\$33,020	\$127,867	Operators	10
Operations:			Other Operations (e.g. dispatchers)	1
Internal - Dedicated Service	\$74,727	\$121,165	Maintenance	
Contract - Dedicated Service			General Administration	2
Contract - Non-Dedicated Service	\$1,565	\$613	Other	
Contract - Taxi Scrip			TOTAL NUMBER OF EMPLOYEES	13
Maintenance (Vehicles & Facilities)	\$8,871	\$14,355	Union Affiliations: Operators: N/A	
Fuel	\$9,971	\$16,561	Maintenance: N/A	
TOTAL OPERATING EXPENSES *	\$128,154	\$280,561	Top Operator Wage Rate: \$12.50	
			Top Mechanic Wage Rate:	
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS			PERFORMANCE INDICATORS	
Passenger Revenue	\$39,149	\$157,841	FINANCIAL	2005 2006
Other Operating Revenue			R/C Ratio	31% 56%
Total Operating Revenues	\$39,149	\$157,841	Net Operating Cost / Capita	\$1.42 \$1.72
Federal Contributions			Total Exp. / Passenger	\$39.52 \$41.02
Provincial Contributions		\$60,241	Total Exp. / Eligible Passenger	\$54.67 \$41.02
Municipal Contributions	\$89,000	\$42,760	Transp. Exp. / Passenger	
Donations / Other	\$5	\$1,153	Dedicated Service	\$28.85 \$22.23
TOTAL	\$128,154	\$261,995	Non-Dedicated Service (e.g. Taxis)	
CAPITAL EXPENSES			Transp. Exp. / Hour (Dedicated Service)	\$31.68
Vehicles Purchased		\$65,631	OPERATING	
Debt Servicing			Registrants / Capita	
Other Capital Expenses		\$2,609	Passengers / Capita	0.0519 0.0957
TOTAL CAPITAL EXPENSES		\$68,240	Passengers / Registrant	
CAPITAL FUNDING SOURCES			Passengers / Hour (Dedicated Service)	1.43
Transit System			Km. / Passenger (Dedicated Service)	21.93
Federal Contributions			Average Speed (Dedicated Service)	31.25
Provincial Contributions		\$35,000		
Municipal Contributions		\$33,240		
Donations / Other				
TOTAL CAPITAL FUNDING		\$68,240		

VEHICLE DATA (2006)	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars	2	2	N/A
Accessible Vans/Minivans	2	2	3
Small Buses			4
Other			
TOTAL DED. VEHICLES	4	4	N/A
Accessible taxis			

PASSENGER STATISTICS (2006)	Dedicated Service	Non-Dedicated Service
Ambulatory	6,840*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL (%Total)	6,840 (100%)	(0%)
* Total for dedicated and non-dedicated services		

LEAMINGTON

ERIE SHORE COMMUNITY TRANSIT

Contact: Mr. Mark Wybenga
Title: Department Coordinator
Telephone: (519) 326-9030
FAX: (519) 326-8697
e-mail: mwybenga@secc.on.ca

Population served: 50,000
Service area (km²): 511.0
Communities served: 3
Service began: 1991
Advisory Committee members: 10
Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

Wheelchair/Scooter Users: 73 (27%)
Ambulatory: 176 (64%)
Attendants/Companions: 24 (9%)
Other:

Dedicated Service operated by: Private Non-Profit Organization

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

Taxi Scrip Program available: NO

ELIGIBILITY CRITERIA *

- ☒ Unable to Board
☒ Unable to Use
☒ Other Criteria

Note: * Other Eligibility Criteria: Other disabilities or health conditions limiting mobility.

* ESCT suspended weekend services effective April 1, 2006.

VEHICLE KILOMETRES & HOURS

	2005	2006
Rev. Veh. Km. - Dedicated Service	101,398	94,750
Tot. Veh. Km. - Dedicated Service	101,398	94,750
Rev. Veh. Hr. - Dedicated Service	5,408	5,200
Tot. Veh. Hr. - Dedicated Service	5,408	5,200
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	9,942	9,012
Non-Dedicated Service		
TOTAL PASSENGERS	9,942	9,012
Subscription/Pre-booked	20%	25%
Reservation	70%	70%
On-Demand/Day of trip	10%	5%
UNACCOMMODATED TRIPS	30	27
NO-SHOWS/CANCELLED AT DOOR	59	54
NUMBER OF COMPLAINTS	10	9

OPERATING EXPENSES

Administration	\$33,467	\$43,458
Operations:		
Internal - Dedicated Service	\$157,057	\$140,325
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$30,636	\$25,494
Fuel	\$22,323	\$19,838
TOTAL OPERATING EXPENSES	\$243,483	\$229,115

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$43,987	\$48,408
Other Operating Revenue		
Total Operating Revenues	\$43,987	\$48,408
Federal Contributions		
Provincial Contributions	\$140,774	\$152,490
Municipal Contributions	\$22,797	\$24,017
Donations / Other	\$3,913	\$200
TOTAL	\$211,471	\$225,115

CAPITAL EXPENSES

Vehicles Purchased	\$86,115
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	\$86,115

CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	\$70,115
Donations / Other	\$16,000
TOTAL CAPITAL FUNDING	\$86,115

SERVICE HOURS/SCHEDULING

Weekday:	0700 to 1700	Sunday:	
Saturday:		Holiday:	0900 to 1500
Advanced booking notice:	2 days		
Minimum notice for reservation:	48.0 hours		
Reservations/Scheduling:	Partially Computerized		

FARE STRUCTURE (2006)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$5.00		
Child			
Student			
Senior	\$5.00		
Attendant	\$2.50		
Companion	\$2.50		
Other	\$10 to Windsor/Essex County outside L-K-W		

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators	1	5
Other Operations (e.g. dispatchers)	1	
Maintenance		
General Administration		
Other		

TOTAL NUMBER OF EMPLOYEES 2 5

Union Affiliations: Operators: CUPE Local 4523
Maintenance: N/A

Top Operator Wage Rate: \$16.68

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	18%	21%
Net Operating Cost / Capita	\$4.16	\$3.61
Total Exp. / Passenger	\$24.49	\$25.42
Total Exp. / Eligible Passenger	\$26.80	\$28.40
Transp. Exp. / Passenger		
Dedicated Service	\$21.12	\$20.60
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$38.83	\$35.70
OPERATING		
Registrants / Capita	0.0071	0.0055
Passengers / Capita	0.2071	0.1802
Passengers / Registrant	29.33	33.01
Passengers / Hour (Dedicated Service)	1.84	1.73
Km. / Passenger (Dedicated Service)	10.20	10.51
Average Speed (Dedicated Service)	18.75	18.22

VEHICLE DATA (2006)

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

PASSENGER STATISTICS (2006)

	Dedicated Service	Non-Dedicated Service
Ambulatory	6,152	
Wheelchair/Scooter Users	1,915	
Attendants/Companions	945	
Other		
TOTAL (%Total)	9,012 (100%)	(0%)

LONDON

LONDON TRANSIT SPECIALIZED

Contact: Ms. Kelly Paleczny
 Title: Director of Finance & Administration
 Telephone: (519) 451-1340 x366
 FAX: (519) 451-0153
 e-mail: kpaleczn@london.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: 351,800
 Service area (km²): 416.0
 Communities served: 1
 Service began: 1977
 Advisory Committee members: 6
 Eligibility Committee members: N/A

ELIGIBILITY CRITERIA

- ☐ Unable to Board
☐ Unable to Use
☒ Other Criteria

NUMBER OF REGISTRANTS

2,750
 Wheelchair/Scooter Users: 1,650 (60%)
 Ambulatory: 1,100 (40%)
 Attendants/Companions:
 Other:

VEHICLE KILOMETRES & HOURS

	2005	2006
Rev. Veh. Km. - Dedicated Service		
Tot. Veh. Km. - Dedicated Service		
Rev. Veh. Hr. - Dedicated Service	66,469	68,460
Tot. Veh. Hr. - Dedicated Service	66,469	68,460
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	160,923	164,023
Non-Dedicated Service	17,821	24,608
TOTAL PASSENGERS	178,745	188,631
Subscription/Pre-booked	34%	35%
Reservation	60%	58%
On-Demand/Day of trip	6%	7%
UNACCOMMODATED TRIPS	2,024	4,733
NO-SHOWS/CANCELLED AT DOOR	2,969	2,797
NUMBER OF COMPLAINTS	74	122

OPERATING EXPENSES

Administration	\$479,629	\$517,066
Operations:		
Internal - Dedicated Service	\$56,000	\$60,796
Contract - Dedicated Service	\$2,033,230	\$2,085,223
Contract - Non-Dedicated Service	\$146,248	\$201,971
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$2,715,107	\$2,865,056

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$287,907	\$318,191
Other Operating Revenue		
Total Operating Revenues	\$287,907	\$318,191
Federal Contributions		
Provincial Contributions	\$15,000	\$134,865
Municipal Contributions	\$2,412,200	\$2,412,000
Donations / Other		
TOTAL	\$2,715,107	\$2,865,056

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 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: 1.0 hours
 Reservations/Scheduling: Fully Computerized

FARE STRUCTURE (2006)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.50	\$1.76	\$74.00
Child	\$1.25	\$1.02	
Student	\$2.50	\$1.43	
Senior	\$2.50	\$1.32	\$52.50
Attendant	\$2.50		
Companion	\$2.50		
Other	Annual tuition Pass \$141.90		

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators		
Other Operations (e.g. dispatchers)	2	
Maintenance		
General Administration	5	
Other		

TOTAL NUMBER OF EMPLOYEES

7

Union Affiliations: Operators: N/A
 Maintenance: N/A

Top Operator Wage Rate:
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	11%	11%
Net Operating Cost / Capita	\$6.90	\$7.24
Total Exp. / Passenger	\$15.19	\$15.19
Total Exp. / Eligible Passenger	\$16.87	\$16.98
Transp. Exp. / Passenger		
Dedicated Service	\$12.98	\$13.08
Non-Dedicated Service (e.g. Taxis)	\$8.21	\$8.21
Transp. Exp. / Hour (Dedicated Service)	\$31.43	\$31.35

OPERATING

Registrants / Capita	0.0068	0.0078
Passengers / Capita	0.5081	0.5362
Passengers / Registrant	74.79	68.59
Passengers / Hour (Dedicated Service)	2.42	2.40
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

VEHICLE DATA

(2006)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	6	6	N/A	4
Accessible Vans/Minivans				
Small Buses	20	20	4	4
Other	1	1		12
TOTAL DED. VEHICLES	27	27	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS

(2006)	Dedicated Service	Non-Dedicated Service
Ambulatory	65,782	22,510
Wheelchair/Scooter Users	80,401	
Attendants/Companions	17,840	2,098
Other		
TOTAL (%Total)	164,023 (87%)	24,608 (13%)

MEAFORD

GEORGIAN HANDI VAN

Contact: Mr. Peter Doran
Title: Secretary
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: 10,000
Service area (km²): 400.0
Communities served: 1
Service began: 1990
Advisory Committee members: 8
Eligibility Committee members: 2

ELIGIBILITY CRITERIA

- ☒ Unable to Board
☒ Unable to Use
☒ Other Criteria

NUMBER OF REGISTRANTS 270
Wheelchair/Scooter Users: 24 (9%)
Ambulatory: 246 (91%)
Attendants/Companions:
Other:

VEHICLE KILOMETRES & HOURS

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.

2005
40,000
40,000
1,200
2,000

2006
35,000
35,000
1,483
2,024

SERVICE HOURS/SCHEDULING

Weekday: 0800 to 1700 Sunday:
Saturday: Holiday:
Advanced booking notice: 14 days
Minimum notice for reservation: 8.0 hours
Reservations/Scheduling: Manual

PASSENGER DATA

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

5,615
5,368
5,615
25%
70%
5%

FARE STRUCTURE (2006)

Cash
Adult \$2.00
Child \$2.00
Student \$2.00
Senior \$2.00
Attendant \$2.00
Companion \$2.00
Other zone fares \$2.00 to \$7.50

Tickets/Cards

(unit price) Monthly Pass

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration \$80 \$5,481
Operations:
Internal - Dedicated Service
Contract - Dedicated Service \$38,528 \$44,755
Contract - Non-Dedicated Service
Contract - Taxi Scrip
Maintenance (Vehicles & Facilities) \$7,485 \$7,754
Fuel \$7,253 \$7,600
TOTAL OPERATING EXPENSES \$53,346 \$65,590

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue \$9,068 \$9,659
Other Operating Revenue \$17,060 \$14,283
Total Operating Revenues \$26,128 \$23,942
Federal Contributions
Provincial Contributions \$18,830
Municipal Contributions \$8,388 \$41,648
Donations / Other
TOTAL \$53,346 \$65,590

CAPITAL EXPENSES

Vehicles Purchased \$183,675
Debt Servicing
Other Capital Expenses
TOTAL CAPITAL EXPENSES \$183,675

CAPITAL FUNDING SOURCES

Transit System
Federal Contributions
Provincial Contributions \$81,155
Municipal Contributions \$42,520
Donations / Other \$60,000
TOTAL CAPITAL FUNDING \$183,675

EMPLOYEE DATA (2006)

Operators
Other Operations (e.g. dispatchers)
Maintenance
General Administration
Other

(Full-Time)

(Part-Time)

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators: N/A
Maintenance: N/A

Top Operator Wage Rate:
Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL

2005 **2006**
R/C Ratio 49% 37%
Net Operating Cost / Capita \$2.72 \$4.16
Total Exp. / Passenger \$9.50 \$12.22
Total Exp. / Eligible Passenger \$10.43 \$12.52
Transp. Exp. / Passenger
Dedicated Service \$9.49 \$11.20
Non-Dedicated Service (e.g. Taxis)
Transp. Exp. / Hour (Dedicated Service) \$26.63 \$29.70

OPERATING

Registrants / Capita 0.0255 0.0270
Passengers / Capita 0.5615 0.5368
Passengers / Registrant 22.02 19.88
Passengers / Hour (Dedicated Service) 4.68 3.62
Km. / Passenger (Dedicated Service) 7.12 6.52
Average Speed (Dedicated Service) 33.33 23.60

VEHICLE DATA (2006)

Number	Veh. Peak	Avg. Capacity per Veh.	
		Wheelchair	Ambulatory
Non-Accessible Cars		N/A	
Accessible Vans/Minivans			
Small Buses	1	1	14
Other			
TOTAL DED. VEHICLES	1	1	N/A
Accessible taxis			

PASSENGER STATISTICS (2006)

	Dedicated Service	Non-Dedicated Service
Ambulatory	3,818	
Wheelchair/Scooter Users	1,421	
Attendants/Companions	129	
Other		
TOTAL (%Total)	5,368 (100%)	(0%)

MIDLAND

MIDLAND ACCESSIBLE TRANSIT

Contact: Mr. Mike Kenney
 Title: Manager of Public Works, Transit
 Telephone: (705) 526-4275
 FAX: (705) 526-9971
 e-mail: mkenney@town-midland.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: 16,700
 Service area (km²): 30.2
 Communities served: 1
 Service began: 2005
 Advisory Committee members: N/A
 Eligibility Committee members: 2

NUMBER OF REGISTRANTS

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

Note: * Contracted operator retained passenger revenue.

ELIGIBILITY CRITERIA

- ☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

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

2005

2006

SERVICE HOURS/SCHEDULING

Weekday: 0800 to 1630 Sunday:
 Saturday: Holiday:
 Advanced booking notice: 14 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

OPERATING EXPENSES

Administration \$5,114
 Operations:
 Internal - Dedicated Service
 Contract - Dedicated Service \$27,013
 Contract - Non-Dedicated Service
 Contract - Taxi Scrip
 Maintenance (Vehicles & Facilities) \$289
 Fuel \$1,521
TOTAL OPERATING EXPENSES \$33,937

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue *
 Other Operating Revenue
TOTAL \$33,937

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

FARE STRUCTURE (2006)

Cash
 Adult \$2.50
 Child \$2.50
 Student \$2.50
 Senior \$2.50
 Attendant free
 Companion \$2.50
 Other

Tickets/Cards

(unit price) Monthly Pass

EMPLOYEE DATA (2006)

Operators
 Other Operations (e.g. dispatchers)
 Maintenance
 General Administration
 Other

(Full-Time)

(Part-Time)

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators: N/A
 Maintenance: N/A

Top Operator Wage Rate: \$14.00
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio
 Net Operating Cost / Capita \$2.03
 Total Exp. / Passenger \$43.34
 Total Exp. / Eligible Passenger \$43.34
 Transp. Exp. / Passenger
 Dedicated Service \$36.81
 Non-Dedicated Service (e.g. Taxis)
 Transp. Exp. / Hour (Dedicated Service) \$63.07

OPERATING

Registrants / Capita 0.0025
 Passengers / Capita 0.0469
 Passengers / Registrant 19.10
 Passengers / Hour (Dedicated Service) 1.71
 Km. / Passenger (Dedicated Service) 10.34
 Average Speed (Dedicated Service) 17.72

VEHICLE DATA (2006)

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

PASSENGER STATISTICS (2006)

	Dedicated Service	Non-Dedicated Service
Ambulatory	509	
Wheelchair/Scooter Users	274	
Attendants/Companions		
Other		
TOTAL (%Total)	783 (100%)	(0%)

DISABLED TRANSIT SERVICE

Contact: Mr. Tony D'Alessandro
 Title: Transit Coordinator
 Telephone: (905) 878-7252 x2548
 FAX: (905) 864-3222
 e-mail: tony.dalessandro@milton.ca

Population served: 65,000
 Service area (km²): 380.0
 Communities served: 1
 Service began: 1980
 Advisory Committee members: 4
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

352
 Wheelchair/Scooter Users: 55 (16%)
 Ambulatory: 256 (73%)
 Attendants/Companions: 41 (12%)
 Other:

Dedicated Service operated by: 1 Private Contractor

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

Taxi Scrip Program available: NO

ELIGIBILITY CRITERIA

- ☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

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

2005**2006****SERVICE HOURS/SCHEDULING**

Weekday: 0730 to 1730 Sunday:
 Saturday: 0900 to 1700 Holiday:
 Advanced booking notice: 7 days
 Minimum notice for reservation:
 Reservations/Scheduling: Manual

PASSENGER DATA

Dedicated Service 4,789 3,957
 Non-Dedicated Service 982 860
TOTAL PASSENGERS 5,771 4,817

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

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration \$1,162
 Operations:
 Internal - Dedicated Service
 Contract - Dedicated Service \$147,830 \$124,765
 Contract - Non-Dedicated Service \$8,537 \$9,188
 Contract - Taxi Scrip
 Maintenance (Vehicles & Facilities)
 Fuel

TOTAL OPERATING EXPENSES \$157,529 \$133,953

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue \$14,625 \$12,574
 Other Operating Revenue
Total Operating Revenues \$14,625 \$12,574

Federal Contributions
 Provincial Contributions
 Municipal Contributions \$142,904 \$121,379
 Donations / Other
TOTAL \$157,529 \$133,953

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES**CAPITAL FUNDING SOURCES**

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING**FARE STRUCTURE (2006)**

Cash **Tickets/Cards** **Monthly Pass**
 Adult \$3.00
 Child \$3.00
 Student \$3.00
 Senior \$3.00
 Attendant free
 Companion \$3.00
 Other

EMPLOYEE DATA (2006)

(Full-Time) **(Part-Time)**
 Operators
 Other Operations (e.g. dispatchers)
 Maintenance
 General Administration
 Other

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators: N/A
 Maintenance: N/A

Top Operator Wage Rate:
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	9%	9%
Net Operating Cost / Capita	\$2.65	\$1.87
Total Exp. / Passenger	\$27.30	\$27.81
Total Exp. / Eligible Passenger	\$27.30	\$27.81
Transp. Exp. / Passenger		
Dedicated Service	\$30.87	\$31.53
Non-Dedicated Service (e.g. Taxis)	\$8.69	\$10.68
Transp. Exp. / Hour (Dedicated Service)		

OPERATING

Registrants / Capita	0.0078	0.0054
Passengers / Capita	0.1069	0.0741
Passengers / Registrant	13.74	13.68
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

**VEHICLE DATA
(2006)**

	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				

**PASSENGER STATISTICS
(2006)**

	Dedicated Service	Non-Dedicated Service
Ambulatory	3,957*	860*
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL (%Total)	3,957 (82%)	860 (18%)
* Total for all categories		

NIAGARA FALLS

NIAGARA CHAIR-A-VAN

Contact: Mr. Dave Stuart
Title: General Manager
Telephone: (905) 356-1179
FAX: (905) 356-5576
e-mail: dstuart@niagarafalls.ca

Population served: 80,000
Service area (km²): 212.0
Communities served: 1
Service began: 1977
Advisory Committee members: 7
Eligibility Committee members: 2

NUMBER OF REGISTRANTS

Wheelchair/Scooter Users: 486 (54%)
Ambulatory: 413 (46%)
Attendants/Companions:
Other:

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

ELIGIBILITY CRITERIA

- ☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2005	2006
Rev. Veh. Km. - Dedicated Service	121,600	136,946
Tot. Veh. Km. - Dedicated Service	121,600	136,946
Rev. Veh. Hr. - Dedicated Service	6,337	6,795
Tot. Veh. Hr. - Dedicated Service	6,337	6,795
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	16,277	17,558
Non-Dedicated Service		
TOTAL PASSENGERS	16,277	17,558
Subscription/Pre-booked	15%	15%
Reservation	82%	82%
On-Demand/Day of trip	3%	3%
UNACCOMMODATED TRIPS	288	326
NO-SHOWS/CANCELLED AT DOOR	103	115
NUMBER OF COMPLAINTS		

OPERATING EXPENSES

Administration	\$15,600	\$4,900
Operations:		
Internal - Dedicated Service	\$223,953	\$277,912
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$46,921	\$39,736
Fuel	\$32,413	\$36,933
TOTAL OPERATING EXPENSES	\$318,887	\$359,481

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$36,548	\$39,467
Other Operating Revenue		
Total Operating Revenues	\$36,548	\$39,467
Federal Contributions		
Provincial Contributions	\$8,700	\$8,700
Municipal Contributions	\$273,639	\$311,314
Donations / Other		
TOTAL	\$318,887	\$359,481

CAPITAL EXPENSES

Vehicles Purchased	\$83,504	\$83,504
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$83,504	\$83,504

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$83,504	\$83,504
Municipal Contributions		
Donations / Other		
TOTAL CAPITAL FUNDING	\$83,504	\$83,504

SERVICE HOURS/SCHEDULING

Weekday: 0800 to 1930	Sunday: 0900 to 1900
Saturday: 0900 to 2300	Holiday: 0900 to 1900
Advanced booking notice:	2 days
Minimum notice for reservation:	48.0 hours
Reservations/Scheduling:	Fully Computerized

FARE STRUCTURE (2006)

	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 (2006)

	(Full-Time)	(Part-Time)
Operators	4	4
Other Operations (e.g. dispatchers)	1	
Maintenance		
General Administration		
Other		

TOTAL NUMBER OF EMPLOYEES 5 4

Union Affiliations: Operators: N/A
Maintenance: N/A

Top Operator Wage Rate: \$19.58
Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	11%	11%
Net Operating Cost / Capita	\$3.53	\$4.00
Total Exp. / Passenger	\$19.59	\$20.47
Total Exp. / Eligible Passenger	\$19.59	\$20.47
Transp. Exp. / Passenger		
Dedicated Service	\$18.63	\$20.19
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$47.86	\$52.18
OPERATING		
Registrants / Capita	0.0102	0.0112
Passengers / Capita	0.2035	0.2195
Passengers / Registrant	19.90	19.53
Passengers / Hour (Dedicated Service)	2.57	2.58
Km. / Passenger (Dedicated Service)	7.47	7.80
Average Speed (Dedicated Service)	19.19	20.15

VEHICLE DATA (2006)

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

PASSENGER STATISTICS (2006)

	Dedicated Service	Non-Dedicated Service
Ambulatory	12,846	
Wheelchair/Scooter Users	4,712	
Attendants/Companions		
Other		
TOTAL (%Total)	17,558 (100%)	(0%)

NORTH BAY

NORTH BAY PARA BUS

Contact: Ms. Alice Radley
Title: Executive Director
Telephone: (705) 476-0733
FAX: (705) 476-9287
e-mail: aradley@phara.org

Population served: 56,000
Service area (km²): 87.0
Communities served: 1
Service began: 1982
Advisory Committee members: N/A
Eligibility Committee members: N/A

NUMBER OF REGISTRANTS 1,377
Wheelchair/Scooter Users: 529 (38%)
Ambulatory: 848 (62%)
Attendants/Companions:
Other:

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

ELIGIBILITY CRITERIA

- ☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS	2005	2006
Rev. Veh. Km. - Dedicated Service	178,690	204,396
Tot. Veh. Km. - Dedicated Service	178,690	204,396
Rev. Veh. Hr. - Dedicated Service	10,160	11,628
Tot. Veh. Hr. - Dedicated Service	10,160	11,628
Non-Dedicated Service - Veh. Km.	36,427	28,815
Non-Dedicated Service - Veh. Hr.	2,455	1,711

PASSENGER DATA		
Dedicated Service	36,532	39,030
Non-Dedicated Service	12,143	9,648
TOTAL PASSENGERS	48,675	48,678
Subscription/Pre-booked	60%	62%
Reservation		
On-Demand/Day of trip	40%	38%
UNACCOMMODATED TRIPS	31	200
NO-SHOWS/CANCELLED AT DOOR	252	389
NUMBER OF COMPLAINTS		4

OPERATING EXPENSES		
Administration	\$18,582	\$18,582
Operations:		
Internal - Dedicated Service	\$8,968	\$2,048
Contract - Dedicated Service	\$329,759	\$364,598
Contract - Non-Dedicated Service	\$101,030	\$87,978
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$125,999	\$100,372
Fuel	\$47,271	\$55,552
TOTAL OPERATING EXPENSES	\$631,609	\$629,130

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Passenger Revenue	\$66,433	\$92,974
Other Operating Revenue	\$49,132	
Total Operating Revenues	\$115,565	\$92,974
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$527,270	\$536,156
Donations / Other		
TOTAL	\$642,835	\$629,130

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

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

SERVICE HOURS/SCHEDULING		
Weekday: 0730 to 2300	Sunday: 0830 to 1800	
Saturday: 0830 to 2300	Holiday:	
Advanced booking notice:	2 days	
Minimum notice for reservation:	48.0 hours	
Reservations/Scheduling:	Fully Computerized	

FARE STRUCTURE (2006)	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.25	\$2.00	
Child	\$2.25	\$2.00	
Student	\$2.25	\$2.00	
Senior	\$2.25	\$2.00	
Attendant	\$2.25	\$2.00	
Companion	\$2.25	\$2.00	
Other			

EMPLOYEE DATA (2006)	(Full-Time)	(Part-Time)
Operators	4	6
Other Operations (e.g. dispatchers)	2	2
Maintenance		
General Administration	2	
Other		
TOTAL NUMBER OF EMPLOYEES	8	8

Union Affiliations: Operators: Teamsters Local 230
Maintenance: N/A

Top Operator Wage Rate: \$16.02
Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2005	2006
R/C Ratio	18%	15%
Net Operating Cost / Capita	\$9.22	\$9.57
Total Exp. / Passenger	\$12.98	\$12.92
Total Exp. / Eligible Passenger	\$14.68	\$14.60
Transp. Exp. / Passenger		
Dedicated Service	\$14.02	\$13.39
Non-Dedicated Service (e.g. Taxis)	\$8.32	\$9.12
Transp. Exp. / Hour (Dedicated Service)	\$50.39	\$44.94

OPERATING		
Registrants / Capita	0.0294	0.0246
Passengers / Capita	0.8692	0.8693
Passengers / Registrant	29.54	35.35
Passengers / Hour (Dedicated Service)	3.60	3.36
Km. / Passenger (Dedicated Service)	4.89	5.24
Average Speed (Dedicated Service)	17.59	17.58

VEHICLE DATA (2006)	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars	1	1	N/A	3
Accessible Vans/Minivans				
Small Buses	6	5	5	7
Other				
TOTAL DED. VEHICLES	7	6	N/A	N/A
Accessible taxis	1			

PASSENGER STATISTICS (2006)	Dedicated Service	Non-Dedicated Service
Ambulatory	18,208	6,997
Wheelchair/Scooter Users	16,049	1,838
Attendants/Companions	4,773	813
Other		
TOTAL (%Total)	39,030 (80%)	9,648 (20%)

NORTH HURON

WHEELS AWAY

Contact: Ms. Dianne Grummett
 Title: Office Manager
 Telephone: (519) 357-4074
 FAX: (519) 357-4074
 e-mail: wheelsaway@bellnet.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
 Service area (km²): 1,463.2
 Communities served: 7
 Service began: 1991
 Advisory Committee members: 11
 Eligibility Committee members: 2

ELIGIBILITY CRITERIA

- ☒ Unable to Board
- ☒ Unable to Use
- ☒ Other Criteria

NUMBER OF REGISTRANTS 650
 Wheelchair/Scooter Users:
 Ambulatory:
 Attendants/Companions:
 Other:
 Note: * Other criteria includes guidelines from 1987 MTO Disability Handbook.
 * Fare changes in 2006. Base fare \$6.00; \$0.65 per km; \$12 per hour; in town \$8 per trip.
 * Lost school board contract in 2006. It provided about 1,800 rides for 5 students in 2005.

VEHICLE KILOMETRES & HOURS	2005	2006	SERVICE HOURS/SCHEDULING		
Rev. Veh. Km. - Dedicated Service			Weekday: 0700 to 2300	Sunday: 0700 to 2300	
Tot. Veh. Km. - Dedicated Service			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: 25.0 hours		
Non-Dedicated Service - Veh. Km.			Reservations/Scheduling: Partially Computerized		
Non-Dedicated Service - Veh. Hr.					
PASSENGER DATA			FARE STRUCTURE (2006)	Tickets/Cards (unit price)	Monthly Pass
Dedicated Service *	5,062	2,462	Cash		
Non-Dedicated Service			Adult		
TOTAL PASSENGERS	5,062	2,462	Child		
Subscription/Pre-booked	55%	55%	Student		
Reservation	43%	43%	Senior		
On-Demand/Day of trip	2%	2%	Attendant		
UNACCOMMODATED TRIPS	23	15	Companion		
NO-SHOWS/CANCELLED AT DOOR	61	35	Other \$0.65 per km; \$6 (Base); \$12 per hr.; In town: \$8 per trip		
NUMBER OF COMPLAINTS		8			
OPERATING EXPENSES			EMPLOYEE DATA (2006)	(Full-Time)	(Part-Time)
Administration *	\$50,041	\$15,697	Operators		2
Operations:			Other Operations (e.g. dispatchers)		
Internal - Dedicated Service	\$74,301	\$79,156	Maintenance		
Contract - Dedicated Service			General Administration		1
Contract - Non-Dedicated Service			Other		
Contract - Taxi Scrip			TOTAL NUMBER OF EMPLOYEES		3
Maintenance (Vehicles & Facilities)	\$6,482	\$11,576	Union Affiliations: Operators: N/A		
Fuel	\$16,851	\$14,091	Maintenance: N/A		
TOTAL OPERATING EXPENSES	\$147,675	\$120,520	Top Operator Wage Rate: \$12.00		
			Top Mechanic Wage Rate:		
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS			PERFORMANCE INDICATORS	2005	2006
Passenger Revenue	\$51,303	\$60,395	FINANCIAL		
Other Operating Revenue	\$15,721	\$258	R/C Ratio	45%	50%
Total Operating Revenues	\$67,024	\$60,653	Net Operating Cost / Capita	\$4.16	\$3.09
Federal Contributions			Total Exp. / Passenger	\$29.17	\$48.95
Provincial Contributions	\$16,334	\$7,899	Total Exp. / Eligible Passenger	\$32.08	\$53.16
Municipal Contributions	\$34,973	\$31,712	Transp. Exp. / Passenger		
Donations / Other	\$7,600	\$2,117	Dedicated Service	\$19.29	\$42.58
TOTAL	\$125,931	\$102,381	Non-Dedicated Service (e.g. Taxis)		
CAPITAL EXPENSES			Transp. Exp. / Hour (Dedicated Service)		
Vehicles Purchased	\$47,100		OPERATING		
Debt Servicing			Registrants / Capita	0.0335	0.0335
Other Capital Expenses	\$4,915		Passengers / Capita	0.2610	0.1269
TOTAL CAPITAL EXPENSES	\$52,015		Passengers / Registrant	7.79	3.79
CAPITAL FUNDING SOURCES			Passengers / Hour (Dedicated Service)		
Transit System			Km. / Passenger (Dedicated Service)		
Federal Contributions			Average Speed (Dedicated Service)		
Provincial Contributions	\$52,015				
Municipal Contributions					
Donations / Other					
TOTAL CAPITAL FUNDING	\$52,015				

VEHICLE DATA (2006)	Number	Veh. Peak	Avg. Capacity per Veh.	Wheelchair	Ambulatory
Non-Accessible Cars			N/A		
Accessible Vans/Minivans	2	2			
Small Buses					
Other					
TOTAL DED. VEHICLES	2	2	N/A	N/A	N/A
Accessible taxis					

PASSENGER STATISTICS (2006)	Dedicated Service	Non-Dedicated Service
Ambulatory	303	
Wheelchair/Scooter Users	1,964	
Attendants/Companions	195	
Other		
TOTAL (%Total)	2,462 (100%)	(0%)

NORTH PERTH

NORTH PERTH COMMUNITY TRANSPORTATION

Contact: Ms. Shirley Hanlon
Title: Board Chair
Telephone: (519) 271-0728
FAX: (519) 271-8358
e-mail: shirley.hanlon@von.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: 12,255
Service area (km²): 493.2
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

NUMBER OF REGISTRANTS

290
Wheelchair/Scooter Users: 80 (28%)
Ambulatory: 210 (72%)
Attendants/Companions:
Other:

Note: * Service: Flat trip rate inside boundaries of North Perth; mileage & stand-by rate outside boundaries of North Perth.
*Service Hours: Out of hours service available evenings/weekends subject to driver availability.
* 2006 administration expense also included dispatching and billing expenses.

VEHICLE KILOMETRES & HOURS	2005	2006
Rev. Veh. Km. - Dedicated Service	21,609	23,544
Tot. Veh. Km. - Dedicated Service	21,609	23,544
Rev. Veh. Hr. - Dedicated Service	915	
Tot. Veh. Hr. - Dedicated Service	915	
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	6,044	6,222
Non-Dedicated Service		
TOTAL PASSENGERS	6,044	6,222
Subscription/Pre-booked		58%
Reservation		38%
On-Demand/Day of trip		4%
UNACCOMMODATED TRIPS	4	56
NO-SHOWS/CANCELLED AT DOOR	28	11
NUMBER OF COMPLAINTS		5

OPERATING EXPENSES

Administration *	\$3,290	\$15,295
Operations:		
Internal - Dedicated Service	\$24,974	\$11,018
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$1,195	\$6,665
Fuel	\$5,306	\$6,116
TOTAL OPERATING EXPENSES	\$34,765	\$39,094

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$19,255	\$18,484
Other Operating Revenue		
Total Operating Revenues	\$19,255	\$18,484
Federal Contributions		
Provincial Contributions	\$8,562	\$8,562
Municipal Contributions	\$6,000	\$6,000
Donations / Other	\$3,147	\$2,749
TOTAL	\$36,964	\$35,795

CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	\$3,000
TOTAL CAPITAL EXPENSES	\$3,000

CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	\$3,000
Donations / Other	
TOTAL CAPITAL FUNDING	\$3,000

SERVICE HOURS/SCHEDULING *	
Weekday: 0800 to 1800	Sunday:
Saturday:	Holiday:
Advanced booking notice:	1 days
Minimum notice for reservation:	0.5 hours
Reservations/Scheduling:	Manual

FARE STRUCTURE (2006)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.50		
Child	\$3.50		
Student	\$3.50		
Senior	\$3.50		
Attendant	free		
Companion	\$3.50		
Other	outside boundary of North Perth - mileage & stand-by rate		

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators		5
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration		
Other		

TOTAL NUMBER OF EMPLOYEES

5

Union Affiliations: Operators: N/A
Maintenance: N/A

Top Operator Wage Rate: \$10.50
Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	55%	47%
Net Operating Cost / Capita	\$1.29	\$1.68
Total Exp. / Passenger	\$5.75	\$6.28
Total Exp. / Eligible Passenger	\$6.83	\$7.20
Transp. Exp. / Passenger		
Dedicated Service	\$5.21	\$3.82
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$34.40	
OPERATING		
Registrants / Capita	0.0233	0.0237
Passengers / Capita	0.5037	0.5077
Passengers / Registrant	21.66	21.46
Passengers / Hour (Dedicated Service)	6.61	
Km. / Passenger (Dedicated Service)	3.58	3.78
Average Speed (Dedicated Service)	23.62	

PASSENGER STATISTICS (2006)	Dedicated Service	Non-Dedicated Service
Ambulatory	3,933	
Wheelchair/Scooter Users	1,500	
Attendants/Companions	789	
Other		
TOTAL (%Total)	6,222 (100%)	(0%)

VEHICLE DATA (2006)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	1	1	4	10
Small Buses				
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Accessible taxis				

OAKVILLE

OAKVILLE CARE-A-VAN

Contact: Mrs. Ragini Govender
Title: Transit Analyst
Telephone: (905) 845-6601 x3937
FAX: (905) 338-4166
e-mail: rgovender@oakville.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: 165,613
Service area (km²): 102.0
Communities served: 1
Service began: 1980
Advisory Committee members: 7
Eligibility Committee members: 2

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NUMBER OF REGISTRANTS		1,342
Wheelchair/Scooter Users:	409	(30%)
Ambulatory:	933	(70%)
Attendants/Companions:		
Other:		

Note: * Internal expense also included administration expenses in 2006.

ELIGIBILITY CRITERIA

- ☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2005	2006
Rev. Veh. Km. - Dedicated Service	174,874	179,243
Tot. Veh. Km. - Dedicated Service	174,874	179,243
Rev. Veh. Hr. - Dedicated Service	8,550	8,512
Tot. Veh. Hr. - Dedicated Service	8,550	8,512
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	24,119	21,151
Non-Dedicated Service	11,709	11,243
TOTAL PASSENGERS	35,828	32,394
Subscription/Pre-booked	40%	40%
Reservation	60%	60%
On-Demand/Day of trip		

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR	366	440
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NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration	\$70,738	
Operations:		
Internal - Dedicated Service *	\$253,736	\$328,350
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$119,822	\$121,133
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$26,172	\$20,269
Fuel	\$48,420	\$53,573
TOTAL OPERATING EXPENSES	\$518,888	\$523,325

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$61,501	\$65,354
Other Operating Revenue		
Total Operating Revenues	\$61,501	\$65,354
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$457,387	\$457,971
Donations / Other		
TOTAL	\$518,888	\$523,325

CAPITAL EXPENSES

Vehicles Purchased	\$101,615	
Debt Servicing		
Other Capital Expenses		\$35,000
TOTAL CAPITAL EXPENSES	\$101,615	\$35,000

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$35,503	\$35,000
Municipal Contributions	\$66,112	
Donations / Other		
TOTAL CAPITAL FUNDING	\$101,615	\$35,000

SERVICE HOURS/SCHEDULING

Weekday:	0600 to 2400	Sunday:
Saturday:	0700 to 2400	Holiday:
Advanced booking notice:		10 days
Minimum notice for reservation:		48.0 hours
Reservations/Scheduling:		Fully Computerized

FARE STRUCTURE (2006)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.25	\$1.80	
Child	\$2.25	\$1.80	
Student	\$2.25	\$1.80	
Senior	\$2.25	\$1.80	
Attendant	\$2.25	\$1.80	
Companion	\$2.25	\$1.80	
Other			

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators	4	
Other Operations (e.g. dispatchers)	2	
Maintenance		
General Administration		
Other		

TOTAL NUMBER OF EMPLOYEES 6

Union Affiliations: Operators: CAW Local 1256
Maintenance: CAW Local 1256

Top Operator Wage Rate: \$21.98
Top Mechanic Wage Rate: \$26.39

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	12%	12%
Net Operating Cost / Capita	\$2.94	\$2.77
Total Exp. / Passenger	\$14.48	\$16.15
Total Exp. / Eligible Passenger	\$15.46	\$17.44
Transp. Exp. / Passenger		
Dedicated Service *	\$13.61	\$19.02
Non-Dedicated Service (e.g. Taxis)	\$10.23	\$10.77
Transp. Exp. / Hour (Dedicated Service) *	\$38.40	\$47.25

OPERATING

Registrants / Capita	0.0060	0.0081
Passengers / Capita	0.2301	0.1956
Passengers / Registrant	38.36	24.14
Passengers / Hour (Dedicated Service)	2.82	2.48
Km. / Passenger (Dedicated Service)	7.25	8.47
Average Speed (Dedicated Service)	20.45	21.06

VEHICLE DATA

(2006)	Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair Ambulatory
Non-Accessible Cars			N/A
Accessible Vans/Minivans			
Small Buses	5	4	3 10
Other			
TOTAL DED. VEHICLES	5	4	N/A N/A
Accessible taxis	4		

PASSENGER STATISTICS

(2006)	Dedicated Service	Non-Dedicated Service
Ambulatory	12,139	9,589
Wheelchair/Scooter Users	7,133	1,153
Attendants/Companions	1,879	501
Other		
TOTAL (%Total)	21,151 (65%)	11,243 (35%)

ORILLIA WHEELCHAIR LIMOUSINE SERVICE

Contact: Mr. Mike Cox
 Title: Director of Real Estate
 Telephone: (705) 329-7247
 FAX: (705) 325-5178
 e-mail: mcox@city.orillia.on.ca

Population served: 30,909
 Service area (km²): 28.8
 Communities served: 1
 Service began: 1987
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS 287
 Wheelchair/Scooter Users: 189 (66%)
 Ambulatory: 98 (34%)
 Attendants/Companions:
 Other:

Note: * Other eligibility criteria : inability to board a regular taxi.

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

ELIGIBILITY CRITERIA

- ☒ Unable to Board
☒ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS

	2005	2006
Rev. Veh. Km. - Dedicated Service	29,300	29,167
Tot. Veh. Km. - Dedicated Service	29,300	29,167
Rev. Veh. Hr. - Dedicated Service	2,899	2,871
Tot. Veh. Hr. - Dedicated Service	2,899	2,871
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	6,337	6,031
Non-Dedicated Service		
TOTAL PASSENGERS	6,337	6,031
Subscription/Pre-booked	15%	15%
Reservation	80%	80%
On-Demand/Day of trip	5%	5%
UNACCOMMODATED TRIPS	150	171
NO-SHOWS/CANCELLED AT DOOR	100	96
NUMBER OF COMPLAINTS	5	13

OPERATING EXPENSES

Administration	\$657	\$558
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$94,116	\$95,905
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$94,773	\$96,463

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$15,913	\$16,313
Other Operating Revenue		
Total Operating Revenues	\$15,913	\$16,313
Federal Contributions		
Provincial Contributions	\$9,064	\$11,480
Municipal Contributions	\$67,066	\$64,614
Donations / Other	\$2,730	\$4,056
TOTAL	\$94,773	\$96,463

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

Weekday: 0800 to 1700 Sunday:
 Saturday: 1200 to 1700 Holiday:
 Advanced booking notice: 60 days
 Minimum notice for reservation: 24.0 hours
 Reservations/Scheduling: Manual

FARE STRUCTURE (2006)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.75	\$2.75	
Child	\$2.75	\$2.75	
Student	\$2.75	\$2.75	
Senior	\$2.75	\$2.75	
Attendant	\$2.75	\$2.75	
Companion	\$2.75	\$2.75	
Other			

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators		
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration		
Other		

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators: N/A
 Maintenance: N/A

Top Operator Wage Rate:
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	17%	17%
Net Operating Cost / Capita	\$2.59	\$2.59
Total Exp. / Passenger	\$14.96	\$15.99
Total Exp. / Eligible Passenger	\$14.96	\$15.99
Transp. Exp. / Passenger		
Dedicated Service	\$14.85	\$15.90
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$32.46	\$33.40
OPERATING		
Registrants / Capita	0.0090	0.0093
Passengers / Capita	0.2083	0.1951
Passengers / Registrant	23.04	21.01
Passengers / Hour (Dedicated Service)	2.19	2.10
Km. / Passenger (Dedicated Service)	4.62	4.84
Average Speed (Dedicated Service)	10.11	10.16

VEHICLE DATA
(2006)

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	4	6
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS
(2006)

	Dedicated Service	Non-Dedicated Service
Ambulatory	6,031*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL (%Total)	6,031 (100%)	(0%)
* Total for all categories		

PARA TRANSPORTE

Contact: Mr. Pat Larkin
 Title: Program Manager
 Telephone: (613) 842-3636 x2675
 FAX: (613) 244-4329
 e-mail: pat.larkin@ottawa.ca

Population served: 770,100
 Service area (km²): 413.3
 Communities served: 1
 Service began: 1974
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

12,762
 Wheelchair/Scooter Users: 4,980 (39%)
 Ambulatory: 7,782 (61%)
 Attendants/Companions:
 Other:

Dedicated Service operated by: 1 Private Contractor

Non-Ded. Service (e.g. Taxis) operated by: 2 taxi companies

Taxi Scrip Program available: NO

ELIGIBILITY CRITERIA

- ☒ Unable to Board
☐ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2005	2006
Rev. Veh. Km. - Dedicated Service	7,372,620	7,417,270
Tot. Veh. Km. - Dedicated Service	8,477,580	8,624,732
Rev. Veh. Hr. - Dedicated Service	320,446	318,100
Tot. Veh. Hr. - Dedicated Service	363,446	358,634
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	690,113	683,782
Non-Dedicated Service	80,235	90,626
TOTAL PASSENGERS	770,348	774,408
Subscription/Pre-booked	49%	51%
Reservation	47%	46%
On-Demand/Day of trip	4%	3%
UNACCOMMODATED TRIPS	37,593	33,744
NO-SHOWS/CANCELLED AT DOOR	26,019	25,447
NUMBER OF COMPLAINTS		

OPERATING EXPENSES

Administration	\$1,993,210	\$2,114,006
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$18,040,070	\$18,397,525
Contract - Non-Dedicated Service	\$2,005,393	\$2,270,748
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$22,038,673	\$22,782,279

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,564,666	\$1,676,479
Other Operating Revenue		\$10,265
Total Operating Revenues	\$1,564,666	\$1,686,744
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$20,474,007	\$21,095,535
Donations / Other		
TOTAL	\$22,038,673	\$22,782,279

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses	\$277,085	\$359,484
TOTAL CAPITAL EXPENSES	\$277,085	\$359,484

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions	\$54,000	\$36,000
Provincial Contributions		
Municipal Contributions	\$182,085	\$268,484
Donations / Other	\$41,000	\$50,000
TOTAL CAPITAL FUNDING	\$277,085	\$354,484

SERVICE HOURS/SCHEDULING

Weekday: 0630 to 0030	Sunday: 0630 to 0030
Saturday: 0630 to 0030	Holiday: 0630 to 0030
Advanced booking notice:	1 days
Minimum notice for reservation:	
Reservations/Scheduling:	Fully Computerized

FARE STRUCTURE (2006)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.00	\$1.90	\$71.25
Child	\$3.00	\$1.90	\$58.25
Student	\$3.00	\$1.90	\$58.25
Senior	\$3.00	\$1.90	\$28.25
Attendant	free		
Companion	\$3.00	\$1.90	
Other	Peak: Cash - \$4.00, Ticket - \$2.85 (Mon-Fri: 0630-0859 hrs.)		

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators	198	30
Other Operations (e.g. dispatchers)	30	4
Maintenance	19	
General Administration	10	
Other		

TOTAL NUMBER OF EMPLOYEES 257 34

Union Affiliations: Operators: ATU Local 279
 Maintenance: Non-union

Top Operator Wage Rate: \$21.02
 Top Mechanic Wage Rate: \$22.66

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	7%	7%
Net Operating Cost / Capita	\$26.93	\$27.39
Total Exp. / Passenger	\$28.61	\$29.42
Total Exp. / Eligible Passenger	\$31.71	\$32.79
Transp. Exp. / Passenger		
Dedicated Service	\$26.14	\$26.91
Non-Dedicated Service (e.g. Taxis)	\$24.99	\$25.06
Transp. Exp. / Hour (Dedicated Service)	\$49.64	\$51.30
OPERATING		
Registrants / Capita	0.0165	0.0166
Passengers / Capita	1.0133	1.0056
Passengers / Registrant	61.45	60.68
Passengers / Hour (Dedicated Service)	2.15	2.15
Km. / Passenger (Dedicated Service)	10.68	10.85
Average Speed (Dedicated Service)	23.01	23.32

VEHICLE DATA

(2006)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	37	35	N/A	4
Accessible Vans/Minivans	91	82	4	6
Small Buses				
Other				
TOTAL DED. VEHICLES	128	117	N/A	N/A
Accessible taxis	7			

PASSENGER STATISTICS

(2006)	Dedicated Service	Non-Dedicated Service
Ambulatory	397,162	78,262
Wheelchair/Scooter Users	214,242	5,094
Attendants/Companions	72,378	7,270
Other		
TOTAL (%Total)	683,782 (88%)	90,626 (12%)

OWEN SOUND

OWEN SOUND SPECIALIZED TRANSIT

Contact: Ms. Lois O'Neill
 Title: Operations Administrative Coordinator
 Telephone: (519) 376-4440 x261
 FAX: (519) 371-0511
 e-mail: loneill@e-owensound.com

Population served: 21,000
 Service area (km²): 23.7
 Communities served: 1
 Service began: 1989
 Advisory Committee members: 7
 Eligibility Committee members: 3

NUMBER OF REGISTRANTS

Wheelchair/Scooter Users: 157 (44%)
 Ambulatory: 89 (25%)
 Attendants/Companions: 107 (30%)
 Other:

Dedicated Service operated by: Transit System + 1 contractor
 Non-Ded. Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Program available: NO

ELIGIBILITY CRITERIA

- ☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2005	2006
Rev. Veh. Km. - Dedicated Service	28,695	24,854
Tot. Veh. Km. - Dedicated Service	29,739	25,754
Rev. Veh. Hr. - Dedicated Service	2,411	2,275
Tot. Veh. Hr. - Dedicated Service	2,521	2,375
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	5,504	4,771
Non-Dedicated Service		
TOTAL PASSENGERS	5,504	4,771
Subscription/Pre-booked		
Reservation	95%	95%
On-Demand/Day of trip	5%	5%
UNACCOMMODATED TRIPS	110	96
NO-SHOWS/CANCELLED AT DOOR	27	25
NUMBER OF COMPLAINTS	4	2

OPERATING EXPENSES

Administration	\$15,500	\$16,512
Operations:		
Internal - Dedicated Service		\$591
Contract - Dedicated Service	\$72,234	\$69,057
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$19,008	\$19,559
Fuel	\$7,400	\$7,402
TOTAL OPERATING EXPENSES	\$114,142	\$113,121

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$16,487	\$14,576
Other Operating Revenue		
Total Operating Revenues	\$16,487	\$14,576
Federal Contributions		
Provincial Contributions		\$500
Municipal Contributions	\$97,655	\$98,045
Donations / Other		
TOTAL	\$114,142	\$113,121

CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	\$10,400
TOTAL CAPITAL EXPENSES	\$10,400

CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	\$10,400
Donations / Other	
TOTAL CAPITAL FUNDING	\$10,400

SERVICE HOURS/SCHEDULING

Weekday: 0800 to 1700 Sunday:
 Saturday: Holiday:
 Advanced booking notice: 14 days
 Minimum notice for reservation: 1.0 hours
 Reservations/Scheduling: Manual

FARE STRUCTURE (2006)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.00	\$2.80	
Child	\$3.00	\$2.80	
Student	\$3.00	\$2.80	
Senior	\$3.00	\$2.80	
Attendant	\$3.00	\$2.80	
Companion	\$3.00	\$2.80	
Other			

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators	1	1
Other Operations (e.g. dispatchers)		2
Maintenance		
General Administration		1
Other		

TOTAL NUMBER OF EMPLOYEES

1 4

Union Affiliations: Operators: N/A
 Maintenance: N/A

Top Operator Wage Rate:
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	14%	13%
Net Operating Cost / Capita	\$4.65	\$4.69
Total Exp. / Passenger	\$20.74	\$23.71
Total Exp. / Eligible Passenger	\$22.61	\$26.08
Transp. Exp. / Passenger		
Dedicated Service	\$17.92	\$20.25
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$39.13	\$40.68
OPERATING		
Registrants / Capita	0.0147	0.0168
Passengers / Capita	0.2621	0.2272
Passengers / Registrant	17.81	13.52
Passengers / Hour (Dedicated Service)	2.28	2.10
Km. / Passenger (Dedicated Service)	5.21	5.21
Average Speed (Dedicated Service)	11.90	10.92

VEHICLE DATA (2006)

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	3	8
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS (2006)

	Dedicated Service	Non-Dedicated Service
Ambulatory	2,457	
Wheelchair/Scooter Users	1,881	
Attendants/Companions	433	
Other		
TOTAL (%Total)	4,771 (100%)	(0%)

TRANSHELP

Contact: Ms. Corrina Demelo
Title: Supervisor, Admin./Support Serv.
Telephone: (905) 791-1015 x6472
FAX: (905) 277-5864
e-mail: corrina.demelo@peelregion.ca

Population served: 1,204,470
Service area (km²): 1,242.0
Communities served: 3
Service began: 1981
Advisory Committee members: 9
Eligibility Committee members: 5

NUMBER OF REGISTRANTS

4,470
Wheelchair/Scooter Users: 1,411 (32%)
Ambulatory: 1,664 (37%)
Attendants/Companions: 1,395 (31%)
Other:

Note: * In 2006, five service animals had been registered to assist the registrants to use the TransHelp service at Peel Region.

ELIGIBILITY CRITERIA

- ☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

Dedicated Service operated by: Transit System + 4 contractors

Non-Ded. Service (e.g. Taxis) operated by: 2 taxi companies

Taxi Scrip Program available: NO

VEHICLE KILOMETRES & HOURS

	2005	2006
Rev. Veh. Km. - Dedicated Service	1,508,102	1,378,865
Tot. Veh. Km. - Dedicated Service	1,693,599	1,600,911
Rev. Veh. Hr. - Dedicated Service	75,539	71,800
Tot. Veh. Hr. - Dedicated Service	80,373	79,937
Non-Dedicated Service - Veh. Km.	843,697	910,006
Non-Dedicated Service - Veh. Hr.	45,642	46,966

PASSENGER DATA

Dedicated Service	140,335	156,122
Non-Dedicated Service	79,933	81,991
TOTAL PASSENGERS	220,268	238,113
Subscription/Pre-booked	55%	60%
Reservation	45%	
On-Demand/Day of trip		40%
UNACCOMMODATED TRIPS	869	1,427
NO-SHOWS/CANCELLED AT DOOR	17,403	15,371
NUMBER OF COMPLAINTS	326	586

OPERATING EXPENSES

Administration	\$1,967,854	\$2,067,405
Operations:		
Internal - Dedicated Service	\$2,417,935	\$2,859,372
Contract - Dedicated Service	\$423,722	\$589,771
Contract - Non-Dedicated Service	\$1,846,420	\$1,880,057
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$1,458,706	\$1,231,762
Fuel	\$258,463	\$301,058
TOTAL OPERATING EXPENSES	\$8,373,100	\$8,929,425

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$454,479	\$493,360
Other Operating Revenue	\$31,118	\$43,952
Total Operating Revenues	\$485,597	\$537,312
Federal Contributions		
Provincial Contributions	\$340,931	\$517,203
Municipal Contributions	\$7,546,572	\$7,874,890
Donations / Other		\$20
TOTAL	\$8,373,100	\$8,929,425

CAPITAL EXPENSES

Vehicles Purchased	\$298,757	
Debt Servicing		
Other Capital Expenses	\$53,503	\$128,205
TOTAL CAPITAL EXPENSES	\$352,260	\$128,205

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$96,648	\$128,205
Municipal Contributions	\$255,612	
Donations / Other		
TOTAL CAPITAL FUNDING	\$352,260	\$128,205

SERVICE HOURS/SCHEDULING

Weekday: 0600 to 2330	Sunday: 0900 to 2200
Saturday: 0900 to 2330	Holiday: 0900 to 2200
Advanced booking notice:	7 days
Minimum notice for reservation:	24.0 hours
Reservations/Scheduling:	Fully Computerized

FARE STRUCTURE (2006)

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

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators	31	18
Other Operations (e.g. dispatchers)	4	1
Maintenance	5	3
General Administration	4	
Other	6	11
TOTAL NUMBER OF EMPLOYEES	50	33

Union Affiliations: Operators: CUPE Local 966
Maintenance: CUPE Local 966

Top Operator Wage Rate: \$23.27
Top Mechanic Wage Rate: \$24.27

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	6%	6%
Net Operating Cost / Capita	\$7.00	\$6.97
Total Exp. / Passenger	\$38.01	\$37.50
Total Exp. / Eligible Passenger	\$41.10	\$37.50
Transp. Exp. / Passenger		
Dedicated Service	\$32.49	\$31.91
Non-Dedicated Service (e.g. Taxis)	\$23.10	\$22.93
Transp. Exp. / Hour (Dedicated Service)	\$56.72	\$62.32
OPERATING		
Registrants / Capita	0.0048	0.0037
Passengers / Capita	0.1956	0.1977
Passengers / Registrant	40.65	53.27
Passengers / Hour (Dedicated Service)	1.86	2.17
Km. / Passenger (Dedicated Service)	10.75	8.83
Average Speed (Dedicated Service)	19.96	19.20

VEHICLE DATA

(2006)	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars	26		N/A	4
Accessible Vans/Minivans	11		2	4
Small Buses	40	30	4	4
Other				
TOTAL DED. VEHICLES	77	30	N/A	N/A
Accessible taxis	31			

PASSENGER STATISTICS

(2006)	Dedicated Service	Non-Dedicated Service
Ambulatory	82,745	43,455
Wheelchair/Scooter Users	73,377	38,536
Attendants/Companions		
Other		
TOTAL (%Total)	156,122 (66%)	81,991 (34%)

PEMBROKE

PEMBROKE HANDI-BUS

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

Population served: 21,000
 Service area (km²): 91.5
 Communities served: 2
 Service began: 1989
 Advisory Committee members: 10
 Eligibility Committee members: 2

NUMBER OF REGISTRANTS

262
 Wheelchair/Scooter Users: 114 (44%)
 Ambulatory: 148 (56%)
 Attendants/Companions:
 Other:

Note: * Other eligibility criteria: developmentally challenged.

ELIGIBILITY CRITERIA

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

☒ Unable to Board
☒ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS

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.

2005 2006

SERVICE HOURS/SCHEDULING

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

PASSENGER DATA

Dedicated Service 12,827 13,247
 Non-Dedicated Service
TOTAL PASSENGERS 12,827 13,247
 Subscription/Pre-booked 56%
 Reservation 42%
 On-Demand/Day of trip 2%
 UNACCOMMODATED TRIPS 8 6
 NO-SHOWS/CANCELLED AT DOOR 135 108
 NUMBER OF COMPLAINTS 4 5

FARE STRUCTURE (2006)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$4.50	\$4.50	
Child	\$4.50	\$4.50	
Student	\$4.50	\$4.50	
Senior	\$4.50	\$4.50	
Attendant	free		
Companion	free		
Other	\$3.50/developmentally challenged; charge by km outside area		

OPERATING EXPENSES

Administration \$100,642 \$72,467
 Operations:
 Internal - Dedicated Service \$61,160 \$61,905
 Contract - Dedicated Service
 Contract - Non-Dedicated Service
 Contract - Taxi Scrip
 Maintenance (Vehicles & Facilities) \$32,989 \$18,289
 Fuel \$13,847 \$18,250
TOTAL OPERATING EXPENSES \$208,638 \$170,911

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators	2	1
Other Operations (e.g. dispatchers)	1	
Maintenance		
General Administration	1	
Other		

TOTAL NUMBER OF EMPLOYEES

4 1

Union Affiliations: Operators: N/A
 Maintenance: N/A

Top Operator Wage Rate: \$14.50
 Top Mechanic Wage Rate:

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue \$47,980 \$45,127
 Other Operating Revenue
Total Operating Revenues \$47,980 \$45,127
 Federal Contributions \$2,749
 Provincial Contributions
 Municipal Contributions \$38,500 \$37,500
 Donations / Other \$87,250 \$75,936
TOTAL \$176,479 \$158,563

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	23%	26%
Net Operating Cost / Capita	\$7.72	\$5.99
Total Exp. / Passenger	\$16.27	\$12.90
Total Exp. / Eligible Passenger	\$18.88	\$15.49
Transp. Exp. / Passenger		
Dedicated Service	\$8.42	\$7.43
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		

OPERATING

Registrants / Capita	0.0175	0.0125
Passengers / Capita	0.6167	0.6308
Passengers / Registrant	35.14	50.56
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

CAPITAL EXPENSES

Vehicles Purchased \$79,599
 Debt Servicing
 Other Capital Expenses
TOTAL CAPITAL EXPENSES \$79,599

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions \$79,599
 Municipal Contributions
 Donations / Other
TOTAL CAPITAL FUNDING \$79,599

VEHICLE DATA (2006)

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	1		N/A	6
Accessible Vans/Minivans	1	1	1	4
Small Buses	2	2	4	10
Other				
TOTAL DED. VEHICLES	4	3	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS (2006)

	Dedicated Service	Non-Dedicated Service
Ambulatory	7,906	
Wheelchair/Scooter Users	3,125	
Attendants/Companions	2,216	
Other		
TOTAL (%Total)	13,247 (100%)	(0%)

PERTH EAST

PERTH EAST TRANSPORTATION/OUTREACH

Contact: Ms. Dianne Lichti
 Title: Manager
 Telephone: (519) 595-8755
 FAX: (519) 595-8199
 e-mail: dlichti@knollcrestlodge.com

Population served: 12,000
 Service area (km²): 171.0
 Communities served: 1
 Service began: 1990
 Advisory Committee members: 11
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

Wheelchair/Scooter Users: 48 (9%)
 Ambulatory: 501 (91%)
 Attendants/Companions:
 Other:

Note: * Other eligibility criteria: frail, cognitive impairment.

ELIGIBILITY CRITERIA

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

- ☐ Unable to Board
☐ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS

	2005	2006
Rev. Veh. Km. - Dedicated Service	47,189	46,781
Tot. Veh. Km. - Dedicated Service	67,189	69,967
Rev. Veh. Hr. - Dedicated Service		
Tot. Veh. Hr. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	5,775	5,706
Non-Dedicated Service		
TOTAL PASSENGERS	5,775	5,706
Subscription/Pre-booked	10%	10%
Reservation	80%	80%
On-Demand/Day of trip	10%	10%
UNACCOMMODATED TRIPS	56	55
NO-SHOWS/CANCELLED AT DOOR	56	63
NUMBER OF COMPLAINTS	1	

OPERATING EXPENSES

Administration	\$30,703	\$15,146
Operations:		
Internal - Dedicated Service	\$23,444	\$57,787
Contract - Dedicated Service	\$6,846	\$25,417
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$1,525	\$5,430
Fuel	\$4,695	\$6,929
TOTAL OPERATING EXPENSES	\$67,213	\$110,709

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$29,604	\$39,321
Other Operating Revenue		
Total Operating Revenues	\$29,604	\$39,321
Federal Contributions		
Provincial Contributions	\$29,993	\$40,406
Municipal Contributions	\$7,500	\$7,500
Donations / Other	\$8,000	\$10,000
TOTAL	\$75,097	\$97,227

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

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

FARE STRUCTURE (2006)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.00		
Child	\$1.50		
Student	\$3.00		
Senior	\$3.00		
Attendant	\$3.00		
Companion	\$3.00		
Other			

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators	2	1
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration		
Other		

TOTAL NUMBER OF EMPLOYEES 2 1

Union Affiliations: Operators: N/A
 Maintenance: N/A

Top Operator Wage Rate:
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	44%	36%
Net Operating Cost / Capita	\$3.13	\$5.95
Total Exp. / Passenger	\$11.64	\$19.40
Total Exp. / Eligible Passenger	\$11.84	\$19.75
Transp. Exp. / Passenger		
Dedicated Service	\$6.32	\$16.75
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0343	0.0458
Passengers / Capita	0.4813	0.4755
Passengers / Registrant	14.05	10.39
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)	8.17	8.20
Average Speed (Dedicated Service)		

VEHICLE DATA

(2006)	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	4	12
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS

(2006)	Dedicated Service	Non-Dedicated Service
Ambulatory	4,735	
Wheelchair/Scooter Users	871	
Attendants/Companions	100	
Other		
TOTAL (%Total)	5,706 (100%)	(0%)

PETERBOROUGH

PETERBOROUGH HANDI-VAN

Contact: Mr. Jim Kimble
 Title: Manager of Transportation
 Telephone: (705) 742-7777 x1895
 FAX: (705) 876-4621
 e-mail: jkimble@peterborough.ca

Population served: 74,900
 Service area (km²): 62.5
 Communities served: 1
 Service began: 1976
 Advisory Committee members: 12
 Eligibility Committee members: 3

NUMBER OF REGISTRANTS

1,310
 Wheelchair/Scooter Users: 500 (38%)
 Ambulatory: 710 (54%)
 Attendants/Companions: 100 (8%)
 Other:

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

ELIGIBILITY CRITERIA

- ☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2005	2006
Rev. Veh. Km. - Dedicated Service	256,300	249,200
Tot. Veh. Km. - Dedicated Service	264,200	256,900
Rev. Veh. Hr. - Dedicated Service	16,000	15,390
Tot. Veh. Hr. - Dedicated Service	16,300	15,900
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	40,600	39,000
Non-Dedicated Service	300	200
TOTAL PASSENGERS	40,900	39,200
Subscription/Pre-booked	75%	75%
Reservation	24%	24%
On-Demand/Day of trip	1%	1%
UNACCOMMODATED TRIPS	2,000	130
NO-SHOWS/CANCELLED AT DOOR	600	670
NUMBER OF COMPLAINTS		

OPERATING EXPENSES

Administration	\$86,400	\$91,400
Operations:		
Internal - Dedicated Service	\$547,000	\$598,500
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$13,900	\$3,400
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$137,400	\$134,400
Fuel	\$65,500	\$65,500
TOTAL OPERATING EXPENSES	\$850,200	\$893,200

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$58,800	\$58,000
Other Operating Revenue		
Total Operating Revenues	\$58,800	\$58,000
Federal Contributions		
Provincial Contributions	\$5,400	
Municipal Contributions	\$786,000	\$835,200
Donations / Other		
TOTAL	\$850,200	\$893,200

CAPITAL EXPENSES

Vehicles Purchased	\$24,900
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	\$24,900

CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	\$24,900
Municipal Contributions	
Donations / Other	
TOTAL CAPITAL FUNDING	\$24,900

SERVICE HOURS/SCHEDULING

Weekday: 0700 to 2215 Sunday: 0915 to 1945
 Saturday: 0715 to 2215 Holiday:
 Advanced booking notice: 7 days
 Minimum notice for reservation: 24.0 hours
 Reservations/Scheduling: Fully Computerized

FARE STRUCTURE (2006)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.00		\$50.00
Child	\$2.00		\$30.00
Student	\$2.00		\$45.00
Senior	\$2.00		\$30.00
Attendant	\$2.00		\$50.00
Companion	\$2.00		\$50.00
Other	Senior Annual / Semi-Annual: \$180 / \$110		

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators	9	7
Other Operations (e.g. dispatchers)		
Maintenance		3
General Administration	1	
Other		2
TOTAL NUMBER OF EMPLOYEES	10	12

Union Affiliations: Operators: ATU Local 1320
 Maintenance: ATU 1320 / CUPE 504

Top Operator Wage Rate: \$21.17
 Top Mechanic Wage Rate: \$25.50

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	7%	6%
Net Operating Cost / Capita	\$10.30	\$11.15
Total Exp. / Passenger	\$20.79	\$22.79
Total Exp. / Eligible Passenger	\$22.04	\$23.95
Transp. Exp. / Passenger		
Dedicated Service	\$18.47	\$20.47
Non-Dedicated Service (e.g. Taxis)	\$46.33	\$17.00
Transp. Exp. / Hour (Dedicated Service)	\$46.01	\$50.21
OPERATING		
Registrants / Capita	0.0269	0.0175
Passengers / Capita	0.5326	0.5234
Passengers / Registrant	19.77	29.92
Passengers / Hour (Dedicated Service)	2.54	2.53
Km. / Passenger (Dedicated Service)	6.31	6.39
Average Speed (Dedicated Service)	16.02	16.19

VEHICLE DATA (2006)

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	9	7	4	8
Other				
TOTAL DED. VEHICLES	9	7	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS (2006)

	Dedicated Service	Non-Dedicated Service
Ambulatory	22,300	110
Wheelchair/Scooter Users	14,800	80
Attendants/Companions	1,900	10
Other		
TOTAL (%Total)	39,000 (99%)	200 (1%)

PETERBOROUGH COUNTY

CAREMOBILE

Contact: Ms. Jane Pickard
Title: Driver/Coordinator
Telephone: (705) 749-0036
FAX: (705) 745-6011
e-mail: jane@commcareptbo.org

Population served: 53,913
Service area (km²): 3,877.2
Communities served: 8
Service began: 1992
Advisory Committee members: 6
Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

261
Wheelchair/Scooter Users: 141 (54%)
Ambulatory: 120 (46%)
Attendants/Companions:
Other:

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

ELIGIBILITY CRITERIA

- ☐ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2005	2006
Rev. Veh. Km. - Dedicated Service	21,900	25,606
Tot. Veh. Km. - Dedicated Service	43,800	51,212
Rev. Veh. Hr. - Dedicated Service	900	940
Tot. Veh. Hr. - Dedicated Service	1,800	1,846
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	2,167	2,324
Non-Dedicated Service		
TOTAL PASSENGERS	2,167	2,324
Subscription/Pre-booked	80%	80%
Reservation	19%	19%
On-Demand/Day of trip	1%	1%
UNACCOMMODATED TRIPS	30	40
NO-SHOWS/CANCELLED AT DOOR	3	2
NUMBER OF COMPLAINTS		

OPERATING EXPENSES

Administration	\$12,853	\$12,255
Operations:		
Internal - Dedicated Service	\$47,484	\$50,568
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$3,850	\$3,148
Fuel	\$9,685	\$12,488
TOTAL OPERATING EXPENSES	\$73,872	\$78,459

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$10,609	\$10,818
Other Operating Revenue	\$2,177	\$74
Total Operating Revenues	\$12,786	\$10,892
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$27,499	\$27,500
Donations / Other	\$33,586	\$40,067
TOTAL	\$73,781	\$78,459

CAPITAL EXPENSES

Vehicles Purchased	\$121,607
Debt Servicing	
Other Capital Expenses	

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	\$6,915
Provincial Contributions	\$38,192
Municipal Contributions	\$38,250
Donations / Other	\$38,250
TOTAL CAPITAL FUNDING	\$121,607

SERVICE HOURS/SCHEDULING

Weekday: 0800 to 1700 Sunday:
Saturday: 0800 to 1800 Holiday:
Advanced booking notice: 60 days
Minimum notice for reservation: 24.0 hours
Reservations/Scheduling: Manual

FARE STRUCTURE (2006)

Cash	Tickets/Cards (unit price)	Monthly Pass
Adult		
Child		
Student		
Senior		
Attendant		
Companion		
Other	Flat rate of \$12 or \$24 - depending on distance	

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators	1	4
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration		1
Other		1
TOTAL NUMBER OF EMPLOYEES	1	6

Union Affiliations: Operators: N/A
Maintenance: N/A

Top Operator Wage Rate: \$20.83
Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	17%	14%
Net Operating Cost / Capita	\$1.13	\$1.25
Total Exp. / Passenger	\$34.09	\$33.76
Total Exp. / Eligible Passenger	\$40.75	\$41.73
Transp. Exp. / Passenger		
Dedicated Service	\$28.16	\$28.49
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$33.90	\$35.86
OPERATING		
Registrants / Capita	0.0057	0.0048
Passengers / Capita	0.0402	0.0431
Passengers / Registrant	7.08	8.90
Passengers / Hour (Dedicated Service)	2.41	2.47
Km. / Passenger (Dedicated Service)	10.11	11.02
Average Speed (Dedicated Service)	24.33	27.24

VEHICLE DATA (2006)

	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				

PASSENGER STATISTICS (2006)

	Dedicated Service	Non-Dedicated Service
Ambulatory	1,225	
Wheelchair/Scooter Users	655	
Attendants/Companions	444	
Other		
TOTAL (%Total)	2,324 (100%)	(0%)

PORT HOPE

PORT HOPE MOBILTRANS

Contact: Ms. Barbara Spry
 Title: Treasurer
 Telephone: (905) 885-4544
 FAX: (905) 885-1807
 e-mail: bsp@porthope.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: 12,500
 Service area (km²): 13.1
 Communities served: 2
 Service began: 1986
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

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

ELIGIBILITY CRITERIA

- ☒ Unable to Board
☐ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

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.

2005
 26,834
 26,834
 2,808
 2,808

2006
 28,862
 28,862
 2,268
 2,268

SERVICE HOURS/SCHEDULING

Weekday: 0800 to 1700
 Saturday:
 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

3,807
 3,807
 100%

FARE STRUCTURE (2006)

Cash
 Adult \$2.00
 Child \$1.50
 Student \$1.50
 Senior \$1.50
 Attendant \$1.50
 Companion \$1.50
 Other

Tickets/Cards

(unit price) Monthly Pass

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

OPERATING EXPENSES

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

\$7,000
 \$126,102
 \$126,487

Maintenance (Vehicles & Facilities)
 Fuel

\$10,235
 \$27,751

TOTAL OPERATING EXPENSES

\$143,337
 \$161,238

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue *
 Total Operating Revenues
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

\$6,304
 \$59,319
 \$65,623
 \$77,715
 \$143,338
 \$74,453
 \$67,490
 \$74,943
 \$86,295
 \$161,238

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

EMPLOYEE DATA (2006)

Operators
 Other Operations (e.g. dispatchers)
 Maintenance
 General Administration
 Other

(Full-Time) (Part-Time)

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators: N/A
 Maintenance: N/A

Top Operator Wage Rate:
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio 46% 46%
 Net Operating Cost / Capita \$6.22 \$6.90
 Total Exp. / Passenger \$37.65 \$53.76
 Total Exp. / Eligible Passenger \$42.05 \$61.42
 Transp. Exp. / Passenger
 Dedicated Service \$35.81 \$51.43
 Non-Dedicated Service (e.g. Taxis)
 Transp. Exp. / Hour (Dedicated Service) \$48.55 \$68.01

OPERATING

Registrants / Capita 0.0045 0.0048
 Passengers / Capita 0.3046 0.2399
 Passengers / Registrant 67.98 49.98
 Passengers / Hour (Dedicated Service) 1.36 1.32
 Km. / Passenger (Dedicated Service) 7.05 9.62
 Average Speed (Dedicated Service) 9.56 12.73

VEHICLE DATA (2006)

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

PASSENGER STATISTICS (2006)

	Dedicated Service	Non-Dedicated Service
Ambulatory	2,115	
Wheelchair/Scooter Users	510	
Attendants/Companions	374	
Other		
TOTAL (%Total)	2,999 (100%)	(0%)

QUINTE WEST

QUINTE ACCESS TRANSPORTATION

Contact: Ms. Patricia Sutherland
 Title: Co-ordinator
 Telephone: (613) 392-9640
 FAX: (613) 392-3872
 e-mail: quinteaccess@bellnet.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: 52,000
 Service area (km²): 722.0
 Communities served: 2
 Service began: 1994
 Advisory Committee members: 8
 Eligibility Committee members: 3

NUMBER OF REGISTRANTS

Wheelchair/Scooter Users: 176 (22%)
 Ambulatory: 348 (43%)
 Attendants/Companions: 95 (12%)
 Other: 186 (23%)

Note: * Other eligibility criteria: physically or mentally challenged and seniors.

ELIGIBILITY CRITERIA

- ☐ Unable to Board
☒ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS

	2005	2006
Rev. Veh. Km. - Dedicated Service	95,188	206,774
Tot. Veh. Km. - Dedicated Service	95,188	215,629
Rev. Veh. Hr. - Dedicated Service	6,300	8,386
Tot. Veh. Hr. - Dedicated Service	6,300	8,386
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	11,382	12,695
Non-Dedicated Service		
TOTAL PASSENGERS	11,382	12,695
Subscription/Pre-booked	60%	40%
Reservation	30%	50%
On-Demand/Day of trip	10%	10%

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR 1,423

NUMBER OF COMPLAINTS 3 4

OPERATING EXPENSES

Administration	\$14,220	\$20,160
Operations:		
Internal - Dedicated Service	\$215,657	\$270,578
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$55,472	\$44,352
Fuel	\$30,796	\$35,317
TOTAL OPERATING EXPENSES	\$316,145	\$370,407

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$80,805	\$96,590
Other Operating Revenue		
Total Operating Revenues	\$80,805	\$96,590
Federal Contributions		
Provincial Contributions	\$47,569	\$79,287
Municipal Contributions	\$99,251	\$101,967
Donations / Other	\$90,738	\$88,767
TOTAL	\$318,363	\$366,611

CAPITAL EXPENSES

Vehicles Purchased	\$190,443	\$89,184
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$190,443	\$89,184

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$133,157	\$89,184
Municipal Contributions	\$39,329	
Donations / Other	\$17,957	
TOTAL CAPITAL FUNDING	\$190,443	\$89,184

SERVICE HOURS/SCHEDULING

Weekday: 0700 to 2200 Sunday: 0700 to 2200
 Saturday: 0700 to 2200 Holiday: 0700 to 2200
 Advanced booking notice: 1 days
 Minimum notice for reservation: 24.0 hours
 Reservations/Scheduling: Fully Computerized

FARE STRUCTURE (2006)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$4.00		
Child	\$4.00		
Student	\$4.00		
Senior	\$4.00		
Attendant	free		
Companion	\$4.00		
Other	\$4 One Way within Trenton or Brighton		

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators	2	5
Other Operations (e.g. dispatchers)	1	
Maintenance		
General Administration	2	
Other		

TOTAL NUMBER OF EMPLOYEES

5 5

Union Affiliations: Operators: N/A
 Maintenance: N/A

Top Operator Wage Rate: \$13.90

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	26%	26%
Net Operating Cost / Capita	\$4.53	\$5.27
Total Exp. / Passenger	\$27.78	\$29.18
Total Exp. / Eligible Passenger	\$31.57	\$33.74
Transp. Exp. / Passenger		
Dedicated Service	\$26.53	\$27.59
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$47.92	\$41.77
OPERATING		
Registrants / Capita	0.0117	0.0155
Passengers / Capita	0.2189	0.2441
Passengers / Registrant	18.72	15.77
Passengers / Hour (Dedicated Service)	1.81	1.51
Km. / Passenger (Dedicated Service)	8.36	16.29
Average Speed (Dedicated Service)	15.11	24.66

VEHICLE DATA (2006)

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			N/A
Accessible Vans/Minivans	2	2	
Small Buses	3	3	
Other			
TOTAL DED. VEHICLES	5	5	N/A
Accessible taxis			N/A

PASSENGER STATISTICS (2006)

	Dedicated Service	Non-Dedicated Service
Ambulatory	7,246	
Wheelchair/Scooter Users	3,733	
Attendants/Companions	1,140	
Other	576	
TOTAL (%Total)	12,695 (100%)	(0%)

SUNSHINE COACH SERVICE

Contact: Mr. Allan Guest
Title: Manager
Telephone: (613) 432-2134
FAX: (613) 432-0957
e-mail: coachdrivers@bellnet.ca

Population served: 20,000
Service area (km²): 2,293.2
Communities served: 6
Service began: 1985
Advisory Committee members: 12
Eligibility Committee members: 12

NUMBER OF REGISTRANTS

Wheelchair/Scooter Users: 300 (40%)
Ambulatory: 450 (60%)
Attendants/Companions:
Other:

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

ELIGIBILITY CRITERIA

- ☒ Unable to Board
☐ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2005	2006
Rev. Veh. Km. - Dedicated Service	218,101	193,739
Tot. Veh. Km. - Dedicated Service	280,243	298,060
Rev. Veh. Hr. - Dedicated Service	10,350	9,425
Tot. Veh. Hr. - Dedicated Service	13,800	14,500
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	19,750	19,802
Non-Dedicated Service		
TOTAL PASSENGERS	19,750	19,802
Subscription/Pre-booked		50%
Reservation		40%
On-Demand/Day of trip		10%
UNACCOMMODATED TRIPS	40	35
NO-SHOWS/CANCELLED AT DOOR	20	20
NUMBER OF COMPLAINTS	3	2

OPERATING EXPENSES

Administration	\$30,334	\$35,947
Operations:		
Internal - Dedicated Service	\$178,410	\$224,742
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$25,241	\$29,246
Fuel	\$42,354	\$47,787
TOTAL OPERATING EXPENSES	\$276,339	\$337,722

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$218,840	\$241,020
Other Operating Revenue	\$1	
Total Operating Revenues	\$218,841	\$241,020
Federal Contributions		
Provincial Contributions	\$34,400	\$57,972
Municipal Contributions	\$37,950	\$37,850
Donations / Other		\$880
TOTAL	\$291,191	\$337,722

CAPITAL EXPENSES

Vehicles Purchased	\$90,337	\$57,904
Debt Servicing	\$17,952	\$17,947
Other Capital Expenses		\$6,165
TOTAL CAPITAL EXPENSES	\$108,289	\$82,016

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		\$57,972
Provincial Contributions	\$108,289	\$24,044
Municipal Contributions		
Donations / Other		
TOTAL CAPITAL FUNDING	\$108,289	\$82,016

SERVICE HOURS/SCHEDULING

Weekday:	0730 to 1630	Sunday:	0900 to 2200
Saturday:	1000 to 2200	Holiday:	
Advanced booking notice:		90 days	
Minimum notice for reservation:			
Reservations/Scheduling:	Manual		

FARE STRUCTURE (2006)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$4.75		
Child	\$4.75		
Student	\$4.75		
Senior	\$4.75		
Attendant	free		
Companion	free		
Other	Out of town service based on mileage & waiting time		

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators	3	5
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration	1	1
Other		

TOTAL NUMBER OF EMPLOYEES

4 6

Union Affiliations: Operators: N/A
Maintenance: N/A

Top Operator Wage Rate: \$15.79

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	79%	71%
Net Operating Cost / Capita	\$2.87	\$4.84
Total Exp. / Passenger	\$13.99	\$17.05
Total Exp. / Eligible Passenger	\$14.62	\$18.03
Transp. Exp. / Passenger		
Dedicated Service	\$12.46	\$15.24
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$17.83	\$20.81
OPERATING		
Registrants / Capita	0.0375	0.0375
Passengers / Capita	0.9875	0.9901
Passengers / Registrant	26.33	26.40
Passengers / Hour (Dedicated Service)	1.91	2.10
Km. / Passenger (Dedicated Service)	11.04	9.78
Average Speed (Dedicated Service)	21.07	20.56

VEHICLE DATA

(2006)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	4	4	2	3
Small Buses	1	1	4	8
Other	1	1	2	7
TOTAL DED. VEHICLES	6	6	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS

(2006)	Dedicated Service	Non-Dedicated Service
Ambulatory	9,226	
Wheelchair/Scooter Users	9,501	
Attendants/Companions	1,075	
Other		
TOTAL (%Total)	19,802 (100%)	(0%)

SARNIA CARE-A-VAN

Contact: Ms. Pauline Anderson
 Title: Deputy Director
 Telephone: (519) 336-3271
 FAX: (519) 336-3361
 e-mail: panderson@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: 69,850
 Service area (km²): 167.3
 Communities served: 2
 Service began: 1981
 Advisory Committee members: 12
 Eligibility Committee members: N/A

ELIGIBILITY CRITERIA *

- ☒ Unable to Board
☒ Unable to Use
☒ Other Criteria

NUMBER OF REGISTRANTS 1,375 ↑
 Wheelchair/Scooter Users: 708 (51%)
 Ambulatory: 643 (47%)
 Attendants/Companions:
 Other: 24 (2%)
 Registration Fee: \$ 2.00

Note: * Other Eligibility Criteria: blind persons from November 1st to March 31st.
 * Number of active registrants for 2006 reflects a cleanup of records for deceased riders.

The data for Sarnia also included the specialized transit service for the City of Point Edward. In 2006, they provided 605 passenger trips. Point Edward service contract revenue for 2006 was \$17,085 and its passenger revenue was \$1,305.

VEHICLE KILOMETRES & HOURS

	2005	2006
Rev. Veh. Km. - Dedicated Service	203,072	203,834
Tot. Veh. Km. - Dedicated Service	203,072	203,834
Rev. Veh. Hr. - Dedicated Service	12,054	12,420
Tot. Veh. Hr. - Dedicated Service	12,054	12,420
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	33,604	32,706
Non-Dedicated Service		
TOTAL PASSENGERS	33,604	32,706
Subscription/Pre-booked	77%	63%
Reservation	22%	36%
On-Demand/Day of trip	1%	1%
UNACCOMMODATED TRIPS	335	221
NO-SHOWS/CANCELLED AT DOOR	3,354	2,916
NUMBER OF COMPLAINTS	3	5

OPERATING EXPENSES

Administration *	\$88,945	\$88,080
Operations:		
Internal - Dedicated Service	\$479,109	\$495,502
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$70,784	\$75,549
Fuel	\$47,566	\$54,740
TOTAL OPERATING EXPENSES	\$686,404	\$713,871

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$59,729	\$58,321
Other Operating Revenue	\$1,366	\$790
Total Operating Revenues	\$61,095	\$59,111
Federal Contributions		
Provincial Contributions	\$2,911	\$17,155
Municipal Contributions	\$622,398	\$637,605
Donations / Other		
TOTAL	\$686,404	\$713,871

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing	\$17,659	\$18,340
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$17,659	\$18,340

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$17,659	\$18,340
Donations / Other		
TOTAL CAPITAL FUNDING	\$17,659	\$18,340

SERVICE HOURS/SCHEDULING

Weekday:	0630 to 2230	Sunday:	0900 to 1630
Saturday:	0800 to 2230	Holiday:	
Advanced booking notice:	5 days		
Minimum notice for reservation:	24.0 hours		
Reservations/Scheduling:	Partially Computerized		

FARE STRUCTURE (2006)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.00	\$1.85	\$65.00
Child	free		
Student	\$1.75	\$1.50	\$55.00
Senior	\$2.00	\$1.85	\$50.00
Attendant			
Companion			
Other	Attendant/companion: same fare		

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators	6	
Other Operations (e.g. dispatchers)	1	
Maintenance		1
General Administration		7
Other		

TOTAL NUMBER OF EMPLOYEES

7 8

Union Affiliations: Operators: CAW Local 456
 Maintenance: CAW Local 456

Top Operator Wage Rate: \$20.17
 Top Mechanic Wage Rate: \$23.49

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	9%	8%
Net Operating Cost / Capita	\$8.95	\$9.37
Total Exp. / Passenger	\$20.43	\$21.83
Total Exp. / Eligible Passenger	\$21.86	\$23.26
Transp. Exp. / Passenger		
Dedicated Service	\$17.78	\$19.13
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$49.57	\$50.39
OPERATING		
Registrants / Capita	0.0225	0.0197
Passengers / Capita	0.4811	0.4682
Passengers / Registrant	21.35	23.79
Passengers / Hour (Dedicated Service)	2.79	2.63
Km. / Passenger (Dedicated Service)	6.04	6.23
Average Speed (Dedicated Service)	16.85	16.41

VEHICLE DATA
(2006)

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	6	6	3	8
Small Buses				
Other				
TOTAL DED. VEHICLES	6	6	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS
(2006)

	Dedicated Service	Non-Dedicated Service
Ambulatory	16,311	
Wheelchair/Scooter Users	14,384	
Attendants/Companions	2,011	
Other		
TOTAL (%Total)	32,706 (100%)	(0%)

SAULT STE MARIE

SAULT STE MARIE TRANSIT PARABUS

Contact: Mr. Sam Piraino
 Title: Chief Inspector / Scheduler
 Telephone: (705) 759-5434
 FAX: (705) 759-5834
 e-mail: s.piraino@cityssm.on.ca

Population served: 69,900
 Service area (km²): 223.5
 Communities served: 1
 Service began: 1975
 Advisory Committee members: 12
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS 2,509
 Wheelchair/Scooter Users: 1,548 (62%)
 Ambulatory: 961 (38%)
 Attendants/Companions:
 Other:

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

ELIGIBILITY CRITERIA

- ☒ Unable to Board
☐ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS	2005	2006
Rev. Veh. Km. - Dedicated Service	197,676	191,679
Tot. Veh. Km. - Dedicated Service	197,676	191,679
Rev. Veh. Hr. - Dedicated Service	14,001	14,476
Tot. Veh. Hr. - Dedicated Service	14,001	14,476
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	28,093	27,978
Non-Dedicated Service	12,767	14,509
TOTAL PASSENGERS	40,860	42,487
Subscription/Pre-booked	30%	30%
Reservation	69%	69%
On-Demand/Day of trip	1%	1%
UNACCOMMODATED TRIPS	842	876
NO-SHOWS/CANCELLED AT DOOR	421	438
NUMBER OF COMPLAINTS	60	55

OPERATING EXPENSES

Administration	\$39,589	\$57,541
Operations:		
Internal - Dedicated Service	\$374,259	\$413,711
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$118,770	\$128,569
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$92,011	\$121,564
Fuel	\$59,376	\$64,994
TOTAL OPERATING EXPENSES	\$684,005	\$786,379

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$75,512	\$78,035
Other Operating Revenue		
Total Operating Revenues	\$75,512	\$78,035
Federal Contributions		
Provincial Contributions		\$64,260
Municipal Contributions	\$608,493	\$644,084
Donations / Other		
TOTAL	\$684,005	\$786,379

CAPITAL EXPENSES

Vehicles Purchased	\$80,649	\$80,851
Debt Servicing		\$15,417
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$80,649	\$96,268

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$26,856	\$98,268
Municipal Contributions	\$53,793	
Donations / Other		
TOTAL CAPITAL FUNDING	\$80,649	\$98,268

SERVICE HOURS/SCHEDULING		
Weekday: 0730 to 2400	Sunday:	0800 to 2300
Saturday: 0830 to 2400	Holiday:	0800 to 2300
Advanced booking notice:	7 days	
Minimum notice for reservation:	24.0 hours	
Reservations/Scheduling:	Fully Computerized	

FARE STRUCTURE (2006)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.00	\$1.50	
Child	\$2.00	\$1.50	
Student	\$2.00	\$1.50	
Senior	\$2.00	\$1.50	
Attendant	free		
Companion	free		
Other			

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators	3	7
Other Operations (e.g. dispatchers)	1	1
Maintenance	1	
General Administration	1	
Other		

TOTAL NUMBER OF EMPLOYEES

6 8

Union Affiliations: Operators: UTU Local 104
 Maintenance: USWA Local 2251

Top Operator Wage Rate: \$19.83
 Top Mechanic Wage Rate: \$22.88

PERFORMANCE INDICATORS

FINANCIAL	2005	2006
R/C Ratio	11%	10%
Net Operating Cost / Capita	\$8.71	\$10.13
Total Exp. / Passenger	\$16.74	\$18.51
Total Exp. / Eligible Passenger	\$18.70	\$20.48
Transp. Exp. / Passenger		
Dedicated Service	\$18.71	\$21.46
Non-Dedicated Service (e.g. Taxis)	\$9.30	\$8.86
Transp. Exp. / Hour (Dedicated Service)	\$37.54	\$41.47

OPERATING

Registrants / Capita	0.0322	0.0359
Passengers / Capita	0.5845	0.6078
Passengers / Registrant	18.13	16.93
Passengers / Hour (Dedicated Service)	2.01	1.93
Km. / Passenger (Dedicated Service)	7.04	6.85
Average Speed (Dedicated Service)	14.12	13.24

PASSENGER STATISTICS (2006)	Dedicated Service	Non-Dedicated Service
Ambulatory		14,509
Wheelchair/Scooter Users	23,895	
Attendants/Companions	4,083	
Other		
TOTAL (%Total)	27,978 (66%)	14,509 (34%)

VEHICLE DATA (2006)	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	8	6	5	5
Other				
TOTAL DED. VEHICLES	8	6	N/A	N/A
Accessible taxis				

SCHREIBER

SCHREIBER - TERRACE BAY HANDI-TRANSIT

Contact: Ms. Lila Cresswell
Title: Clerk
Telephone: (807) 824-2711 x25
FAX: (807) 824-3231
e-mail: clerk@schreiber.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: 2,526
Service area (km²): 187.8
Communities served: 2
Service began: 1986
Advisory Committee members: 7
Eligibility Committee members: 2

ELIGIBILITY CRITERIA

- ☐ Unable to Board
☐ Unable to Use
☒ Other Criteria

NUMBER OF REGISTRANTS

101
Wheelchair/Scooter Users: 16 (16%)
Ambulatory: 81 (80%)
Attendants/Companions: 4 (4%)
Other:

Note: * Other eligibility criteria: Elderly, visually impaired, cognitively disabled, epilepsy if coupled with physical mobility prevents those from using conventional transit.

VEHICLE KILOMETRES & HOURS

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.

2005
2006

SERVICE HOURS/SCHEDULING

Weekday: 0700 to 2300 Sunday: 1000 to 2300
Saturday: 1000 to 2300 Holiday: 1000 to 2300
Advanced booking notice: 1 days
Minimum notice for reservation: 24.0 hours
Reservations/Scheduling: Manual

PASSENGER DATA

Dedicated Service 2,146 1,645
Non-Dedicated Service
TOTAL PASSENGERS 2,146 1,645
Subscription/Pre-booked
Reservation 100% 100%
On-Demand/Day of trip

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration \$5,478 \$5,478
Operations:
Internal - Dedicated Service \$45,952 \$28,287
Contract - Dedicated Service
Contract - Non-Dedicated Service
Contract - Taxi Scrip
Maintenance (Vehicles & Facilities) \$9,651 \$5,896
Fuel \$7,386 \$4,405
TOTAL OPERATING EXPENSES \$68,467 \$44,066

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue \$6,911 \$6,207
Other Operating Revenue
Total Operating Revenues \$6,911 \$6,207
Federal Contributions
Provincial Contributions \$11,389 \$11,389
Municipal Contributions \$50,167 \$26,470
Donations / Other
TOTAL \$68,467 \$44,066

CAPITAL EXPENSES

Vehicles Purchased
Debt Servicing
Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
Federal Contributions
Provincial Contributions
Municipal Contributions
Donations / Other

TOTAL CAPITAL FUNDING

FARE STRUCTURE (2006)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$4.00	\$4.00	
Child	\$4.00	\$4.00	
Student	\$6.00	\$6.00	
Senior	\$4.00	\$4.00	
Attendant	free		
Companion	\$5.00	\$5.00	
Other			

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators	1	1
Other Operations (e.g. dispatchers)		1
Maintenance		
General Administration		1
Other		

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators: N/A
Maintenance: CUPE

Top Operator Wage Rate: \$17.67
Top Mechanic Wage Rate: \$22.22

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	10%	14%
Net Operating Cost / Capita	\$18.65	\$14.99
Total Exp. / Passenger	\$31.90	\$26.79
Total Exp. / Eligible Passenger	\$31.93	\$27.29
Transp. Exp. / Passenger		
Dedicated Service	\$29.35	\$23.46
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		\$31.60
OPERATING		
Registrants / Capita	0.0294	0.0400
Passengers / Capita	0.6503	0.6512
Passengers / Registrant	22.12	16.29
Passengers / Hour (Dedicated Service)		1.51
Km. / Passenger (Dedicated Service)		8.09
Average Speed (Dedicated Service)		12.21

VEHICLE DATA (2006)

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

PASSENGER STATISTICS (2006)

	Dedicated Service	Non-Dedicated Service
Ambulatory	1,251	
Wheelchair/Scooter Users	364	
Attendants/Companions	30	
Other		
TOTAL (%Total)	1,645 (100%)	(0%)

ST. CATHARINES

PARATRANSIT SYSTEM OF ST. CATHARINES

Contact: Ms. Debbie Grandbois
Title: Paratransit Supervisor
Telephone: (905) 685-4228 x250
FAX: (905) 685-4050
e-mail: dgrandbois@yourbus.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: 130,000
Service area (km²): 97.0
Communities served: 2
Service began: 1979
Advisory Committee members: 9
Eligibility Committee members: 2

ELIGIBILITY CRITERIA

- ☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

NUMBER OF REGISTRANTS

1,567
Wheelchair/Scooter Users: 825 (53%)
Ambulatory: 742 (47%)
Attendants/Companions:
Other:

Note: The data for St. Catharines also included the specialized transit services for the City of Thorold. In 2006, 111 registered clients took 3,475 passenger trips. The expense for the taxi contract for the 2006 Thorold service was \$66,635 and passenger revenue was \$76,613.

VEHICLE KILOMETRES & HOURS

	2005	2006
Rev. Veh. Km. - Dedicated Service	298,071	306,826
Tot. Veh. Km. - Dedicated Service	298,071	306,826
Rev. Veh. Hr. - Dedicated Service	16,648	15,479
Tot. Veh. Hr. - Dedicated Service	16,648	15,479
Non-Dedicated Service - Veh. Km.	20,734	23,351
Non-Dedicated Service - Veh. Hr.	1,624	1,769

PASSENGER DATA

Dedicated Service	35,630	36,346
Non-Dedicated Service	3,440	3,631
TOTAL PASSENGERS	39,070	39,977
Subscription/Pre-booked	15%	15%
Reservation	80%	80%
On-Demand/Day of trip	5%	5%
UNACCOMMODATED TRIPS	644	2,000
NO-SHOWS/CANCELLED AT DOOR	206	167
NUMBER OF COMPLAINTS	12	10

OPERATING EXPENSES

Administration	\$41,226	\$40,852
Operations:		
Internal - Dedicated Service	\$594,623	\$630,294
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$147,547	\$156,835
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$189,776	\$187,910
Fuel	\$64,647	\$73,031
TOTAL OPERATING EXPENSES	\$1,037,819	\$1,088,922

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$80,052	\$86,606
Other Operating Revenue	\$74,014	\$76,613
Total Operating Revenues	\$154,066	\$163,219
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$883,753	\$925,703
Donations / Other		
TOTAL	\$1,037,819	\$1,088,922

CAPITAL EXPENSES

Vehicles Purchased	\$101,898	\$272,702
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$101,898	\$272,702

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$33,932	\$201,366
Municipal Contributions	\$67,966	\$56,576
Donations / Other		\$14,760
TOTAL CAPITAL FUNDING	\$101,898	\$272,702

SERVICE HOURS/SCHEDULING

Weekday:	0730 to 2300	Sunday:	1030 to 1800
Saturday:	0900 to 2300	Holiday:	1030 to 1800
Advanced booking notice:	14 days		
Minimum notice for reservation:	24.0 hours		
Reservations/Scheduling:	Fully Computerized		

FARE STRUCTURE (2006)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.25	\$2.10	\$75.00
Child	\$2.25	\$2.10	\$75.00
Student	\$2.25	\$2.10	\$75.00
Senior	\$2.25	\$2.10	\$75.00
Attendant	\$2.25	\$2.10	\$75.00
Companion	\$2.25	\$2.10	\$75.00
Other			

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators	8	
Other Operations (e.g. dispatchers)		
Maintenance	2	
General Administration	1	2
Other		

TOTAL NUMBER OF EMPLOYEES

11 2

Union Affiliations: Operators: ATU Local 846
Maintenance: ATU Local 846

Top Operator Wage Rate: \$22.01
Top Mechanic Wage Rate: \$25.51

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	15%	15%
Net Operating Cost / Capita	\$6.80	\$7.12
Total Exp. / Passenger	\$26.56	\$27.24
Total Exp. / Eligible Passenger	\$28.58	\$28.83
Transp. Exp. / Passenger		
Dedicated Service	\$23.83	\$24.52
Non-Dedicated Service (e.g. Taxis)	\$42.89	\$43.19
Transp. Exp. / Hour (Dedicated Service)	\$51.00	\$57.58
OPERATING		
Registrants / Capita	0.0101	0.0121
Passengers / Capita	0.3005	0.3075
Passengers / Registrant	29.71	25.51
Passengers / Hour (Dedicated Service)	2.14	2.35
Km. / Passenger (Dedicated Service)	8.37	8.44
Average Speed (Dedicated Service)	17.90	19.82

VEHICLE DATA (2006)

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	2	2		3
Small Buses	9	6	5	5
Other				
TOTAL DED. VEHICLES	11	8	N/A	N/A
Accessible taxis	1			

PASSENGER STATISTICS (2006)

	Dedicated Service	Non-Dedicated Service
Ambulatory	20,020	1,542
Wheelchair/Scooter Users	14,234	1,968
Attendants/Companions	1,293	77
Other	799	44
TOTAL (%Total)	36,346 (91%)	3,631 (9%)

ST. MARYS

ST. MARY'S & AREA MOBILITY SERVICE

Contact: Ms. Kim Leis
 Title: Acting Manager
 Telephone: (519) 284-4010
 FAX: (519) 284-0261
 e-mail: stmarys.mobility@rogers.com

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: 10,749
 Service area (km²): 405.5
 Communities served: 3
 Service began: 1989
 Advisory Committee members: 10
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

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

Note: * Service area population and size included the service for Perth South in 2006.
 * Non-Dedicated Service was provided by volunteer vehicles.

ELIGIBILITY CRITERIA

- ☒ Unable to Board
☐ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2005	2006
Rev. Veh. Km. - Dedicated Service	34,680	36,682
Tot. Veh. Km. - Dedicated Service	34,680	36,682
Rev. Veh. Hr. - Dedicated Service		
Tot. Veh. Hr. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	12,176	9,591
Non-Dedicated Service *		2,915
TOTAL PASSENGERS	12,176	12,506
Subscription/Pre-booked	60%	25%
Reservation	35%	70%
On-Demand/Day of trip	5%	5%
UNACCOMMODATED TRIPS	35	
NO-SHOWS/CANCELLED AT DOOR	20	
NUMBER OF COMPLAINTS		

OPERATING EXPENSES

Administration	\$41,043	\$26,670
Operations:		
Internal - Dedicated Service	\$7,119	\$16,891
Contract - Dedicated Service	\$37,383	\$47,495
Contract - Non-Dedicated Service *	\$12,943	\$20,050
Contract - Taxi Scrip	\$369	\$1,424
Maintenance (Vehicles & Facilities)	\$4,888	\$4,196
Fuel	\$6,485	\$5,455
TOTAL OPERATING EXPENSES	\$110,230	\$122,181

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$44,623	\$46,776
Other Operating Revenue		
Total Operating Revenues	\$44,623	\$46,776
Federal Contributions		
Provincial Contributions	\$12,328	\$22,685
Municipal Contributions	\$15,150	\$15,150
Donations / Other	\$38,129	\$37,570
TOTAL	\$110,230	\$122,181

CAPITAL EXPENSES

Vehicles Purchased	\$52,464
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	\$52,464

CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	\$52,464
Municipal Contributions	
Donations / Other	
TOTAL CAPITAL FUNDING	\$52,464

SERVICE HOURS/SCHEDULING

Weekday: 0830 to 1630	Sunday: 0900 to 1300
Saturday:	Holiday:
Advanced booking notice:	1 days
Minimum notice for reservation:	1.0 hours
Reservations/Scheduling:	Partially Computerized

FARE STRUCTURE (2006)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.75		
Child	\$3.75		
Student	\$3.75		
Senior	\$3.75		
Attendant	free		
Companion	\$3.75		
Other bus charter	\$55/hr		

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators	1	2
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration	1	1
Other		
TOTAL NUMBER OF EMPLOYEES	2	3

Union Affiliations: Operators: N/A
 Maintenance: N/A

Top Operator Wage Rate: \$15.00
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	40%	38%
Net Operating Cost / Capita	\$11.93	\$7.02
Total Exp. / Passenger	\$9.05	\$9.77
Total Exp. / Eligible Passenger	\$11.11	\$12.74
Transp. Exp. / Passenger		
Dedicated Service	\$4.59	\$7.72
Non-Dedicated Service (e.g. Taxis)		\$7.37
Transp. Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0873	0.0495
Passengers / Capita	2.2138	1.1635
Passengers / Registrant	25.37	23.51
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)	2.85	3.82
Average Speed (Dedicated Service)		

VEHICLE DATA (2006)

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	1	1	2	2
Small Buses	1	1	4	12
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS (2006)

	Dedicated Service	Non-Dedicated Service
Ambulatory	7,764	
Wheelchair/Scooter Users	1,827	
Attendants/Companions		
Other		2,915
TOTAL (%Total)	9,591 (77%)	2,915 (23%)

ST. THOMAS

CITY OF ST. THOMAS - TRANSIT

Contact: Mr. Dave White
 Title: Supervisor of Roads and Transportation
 Telephone: (519) 631-0368 x32
 FAX: (519) 631-5542
 e-mail: dwhite@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: 36,000
 Service area (km²): 32.6
 Communities served: 1
 Service began: 1990
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS 500
 Wheelchair/Scooter Users: 100 (20%)
 Ambulatory: 400 (80%)
 Attendants/Companions:
 Other:
 Registration Fee: \$12.50

ELIGIBILITY CRITERIA

- ☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2005	2006
Rev. Veh. Km. - Dedicated Service	67,583	59,239
Tot. Veh. Km. - Dedicated Service	67,583	59,239
Rev. Veh. Hr. - Dedicated Service		
Tot. Veh. Hr. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	20,261	20,098
Non-Dedicated Service		
TOTAL PASSENGERS	20,261	20,098
Subscription/Pre-booked		
Reservation		
On-Demand/Day of trip		

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR	497	84
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NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration	\$17,435	\$16,156
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$172,781	\$232,810
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$30,105	\$21,801
Fuel		
TOTAL OPERATING EXPENSES	\$220,321	\$270,767

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$39,013	\$46,996
Other Operating Revenue	\$9,130	\$13,633
Total Operating Revenues	\$48,143	\$60,629
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$172,178	\$210,138
Donations / Other		
TOTAL	\$220,321	\$270,767

CAPITAL EXPENSES

Vehicles Purchased		\$300,000
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$300,000

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$300,000
Municipal Contributions		
Donations / Other		
TOTAL CAPITAL FUNDING		\$300,000

SERVICE HOURS/SCHEDULING

Weekday:	0715 to 1820	Sunday:
Saturday:	0915 to 1820	Holiday:
Advanced booking notice:		1 days
Minimum notice for reservation:		
Reservations/Scheduling:	Manual	

FARE STRUCTURE (2006)

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

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators	2	1
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration		1
Other		

TOTAL NUMBER OF EMPLOYEES

	2	2
--	---	---

Union Affiliations: Operators: N/A
 Maintenance: N/A

Top Operator Wage Rate: \$12.50
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	22%	22%
Net Operating Cost / Capita	\$5.19	\$5.84
Total Exp. / Passenger	\$10.87	\$13.47
Total Exp. / Eligible Passenger	\$11.64	\$14.20
Transp. Exp. / Passenger		
Dedicated Service	\$10.01	\$12.67
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0151	0.0139
Passengers / Capita	0.6103	0.5583
Passengers / Registrant	40.52	40.20
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)	3.34	2.95
Average Speed (Dedicated Service)		

VEHICLE DATA

(2006)	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	2	2	4	4
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS

(2006)	Dedicated Service	Non-Dedicated Service
Ambulatory	13,020	
Wheelchair/Scooter Users	6,044	
Attendants/Companions	1,034	
Other		
TOTAL (%Total)	20,098 (100%)	(0%)

STRATFORD

STRATFORD PARALLEL TRANSIT

Contact: Mr. Harry Eaton
 Title: Supervisor
 Telephone: (519) 271-0250 x347
 FAX: (519) 271-6029
 e-mail: heaton@city.stratford.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: 30,000
 Service area (km²): 21.9
 Communities served: 1
 Service began: 1975
 Advisory Committee members: N/A
 Eligibility Committee members: 2

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NUMBER OF REGISTRANTS 613
 Wheelchair/Scooter Users: 345 (56%)
 Ambulatory: 268 (44%)
 Attendants/Companions:
 Other:
 Note: * Service on Friday evenings are extended to 2300 hrs.

ELIGIBILITY CRITERIA

- ☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS	2005	2006	SERVICE HOURS/SCHEDULING *		
Rev. Veh. Km. - Dedicated Service			Weekday: 0820 to 1640	Sunday: 0840 to 1600	
Tot. Veh. Km. - Dedicated Service			Saturday: 0840 to 1600	Holiday:	
Rev. Veh. Hr. - Dedicated Service	6,240	6,240	Advanced booking notice:	12 days	
Tot. Veh. Hr. - Dedicated Service	6,240	6,240	Minimum notice for reservation:	1.0 hours	
Non-Dedicated Service - Veh. Km.			Reservations/Scheduling:	Manual	
Non-Dedicated Service - Veh. Hr.					
PASSENGER DATA			FARE STRUCTURE (2006)	Tickets/Cards (unit price)	Monthly Pass
Dedicated Service	16,464	15,031	Cash		
Non-Dedicated Service	1,139	1,075	Adult	\$2.50	
TOTAL PASSENGERS	17,603	16,106	Child	\$2.50	
Subscription/Pre-booked	50%	50%	Student	\$2.50	
Reservation	45%	45%	Senior	\$2.50	
On-Demand/Day of trip	5%	5%	Attendant		
UNACCOMMODATED TRIPS	45	63	Companion		
NO-SHOWS/CANCELLED AT DOOR	78	131	Other		
NUMBER OF COMPLAINTS		3			
OPERATING EXPENSES			EMPLOYEE DATA (2006)	(Full-Time)	(Part-Time)
Administration	\$87,626	\$73,930	Operators	2	5
Operations:			Other Operations (e.g. dispatchers)	1	
Internal - Dedicated Service	\$161,843	\$160,095	Maintenance		
Contract - Dedicated Service			General Administration	1	
Contract - Non-Dedicated Service	\$4,694	\$4,785	Other		
Contract - Taxi Scrip			TOTAL NUMBER OF EMPLOYEES	4	5
Maintenance (Vehicles & Facilities)	\$54,664	\$43,454	Union Affiliations: Operators: IBEW Local 636		
Fuel	\$22,577	\$23,118	Maintenance: N/A		
TOTAL OPERATING EXPENSES	\$331,404	\$305,382	Top Operator Wage Rate: \$16.26		
			Top Mechanic Wage Rate:		
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS			PERFORMANCE INDICATORS	2005	2006
Passenger Revenue	\$43,121	\$46,330	FINANCIAL		
Other Operating Revenue	\$161		R/C Ratio	13%	15%
Total Operating Revenues	\$43,282	\$46,330	Net Operating Cost / Capita	\$9.60	\$8.64
Federal Contributions			Total Exp. / Passenger	\$18.83	\$18.96
Provincial Contributions			Total Exp. / Eligible Passenger	\$18.83	\$18.96
Municipal Contributions	\$285,389	\$256,577	Transp. Exp. / Passenger		
Donations / Other	\$2,777	\$2,475	Dedicated Service	\$14.52	\$15.08
TOTAL	\$331,448	\$305,382	Non-Dedicated Service (e.g. Taxis)	\$4.12	\$4.45
CAPITAL EXPENSES			Transp. Exp. / Hour (Dedicated Service)	\$38.31	\$36.32
Vehicles Purchased		\$147,758	OPERATING		
Debt Servicing			Registrants / Capita	0.0192	0.0204
Other Capital Expenses			Passengers / Capita	0.5868	0.5369
TOTAL CAPITAL EXPENSES		\$147,758	Passengers / Registrant	30.61	26.27
CAPITAL FUNDING SOURCES			Passengers / Hour (Dedicated Service)	2.64	2.41
Transit System			Km. / Passenger (Dedicated Service)		
Federal Contributions			Average Speed (Dedicated Service)		
Provincial Contributions		\$141,559			
Municipal Contributions		\$6,199			
Donations / Other					
TOTAL CAPITAL FUNDING		\$147,758			

VEHICLE DATA (2006)	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans/Minivans			N/A	
Small Buses	5	3	4	6
Other				
TOTAL DED. VEHICLES	5	3	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS (2006)	Dedicated Service	Non-Dedicated Service
Ambulatory	6,518	1,075
Wheelchair/Scooter Users	8,513*	
Attendants/Companions		
Other		
TOTAL (%Total)	15,031 (93%)	1,075 (7%)

SUDBURY

SUDBURY HANDI-TRANSIT

Contact: Mr. Robert Gauthier
 Title: Supervisor, Transit Operations
 Telephone: (705) 675-3333
 FAX: (705) 560-4571
 e-mail: roger.sauve@greatersudbury.ca

Population served: 157,000
 Service area (km²): 3,627.0
 Communities served: 1
 Service began: 2001
 Advisory Committee members: 5
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

4,139
 Wheelchair/Scooter Users: 2,074 (50%)
 Ambulatory: 2,065 (50%)
 Attendants/Companions:
 Other:

Dedicated Service operated by: 1 Private Contractor

Non-Ded. Service (e.g. Taxis) operated by: 2 taxi companies

Taxi Scrip Program available: NO

ELIGIBILITY CRITERIA *

- ☒ Unable to Board
☒ Unable to Use
☒ Other Criteria

Note: * Other Eligibility Criteria: includes blind persons who are able to use the Handi Transit Service independently.

VEHICLE KILOMETRES & HOURS

	2005	2006
Rev. Veh. Km. - Dedicated Service	717,754	954,441
Tot. Veh. Km. - Dedicated Service	717,754	954,441
Rev. Veh. Hr. - Dedicated Service	32,000	38,598
Tot. Veh. Hr. - Dedicated Service	32,000	38,598
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	82,167	95,257
Non-Dedicated Service	7,903	6,704
TOTAL PASSENGERS	90,070	101,961
Subscription/Pre-booked	70%	70%
Reservation	25%	25%
On-Demand/Day of trip	5%	5%

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR	1,418	2,036
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NUMBER OF COMPLAINTS		6
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OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$1,795,084	\$2,127,325
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$1,795,084	\$2,127,325

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$140,066	\$164,108
Other Operating Revenue	\$31,248	\$35,404
Total Operating Revenues	\$171,314	\$199,512
Federal Contributions		
Provincial Contributions		\$75,000
Municipal Contributions	\$1,578,769	\$1,852,813
Donations / Other	\$45,000	
TOTAL	\$1,795,083	\$2,127,325

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

Weekday: 0715 to 0015	Sunday: 0845 to 2145
Saturday: 0715 to 0015	Holiday: 0845 to 2145
Advanced booking notice:	2 days
Minimum notice for reservation:	
Reservations/Scheduling:	Fully Computerized

FARE STRUCTURE (2006)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$1.95		
Child	\$1.95		
Student	\$1.95		
Senior	\$1.95		
Attendant	\$1.95		
Companion	\$1.95		
Other			

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators	18	8
Other Operations (e.g. dispatchers)	3	1
Maintenance	5	
General Administration	1	
Other		

TOTAL NUMBER OF EMPLOYEES	27	9
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Union Affiliations: Operators: N/A
 Maintenance: N/A

Top Operator Wage Rate: \$16.00
 Top Mechanic Wage Rate: \$27.56

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	10%	9%
Net Operating Cost / Capita	\$10.34	\$12.28
Total Exp. / Passenger	\$19.93	\$20.86
Total Exp. / Eligible Passenger	\$21.39	\$22.28
Transp. Exp. / Passenger		
Dedicated Service	\$21.85	\$22.33
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$56.10	\$55.11
OPERATING		
Registrants / Capita	0.0242	0.0264
Passengers / Capita	0.5737	0.6494
Passengers / Registrant	23.70	24.63
Passengers / Hour (Dedicated Service)	2.57	2.47
Km. / Passenger (Dedicated Service)	8.74	10.02
Average Speed (Dedicated Service)	22.43	24.73

VEHICLE DATA (2006)

	Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair Ambulatory
Non-Accessible Cars			N/A
Accessible Vans/Minivans			
Small Buses	13	13	6 4
Other			
TOTAL DED. VEHICLES	13	13	N/A N/A
Accessible taxis			

PASSENGER STATISTICS (2006)

	Dedicated Service	Non-Dedicated Service
Ambulatory	44,478	6,704
Wheelchair/Scooter Users	44,285	
Attendants/Companions	6,494	
Other		
TOTAL (%Total)	95,257 (93%)	6,704 (7%)

THUNDER BAY

HAGI TRANSIT INC.

Contact: Ms. Brenda Deck
Title: Transit Coordinator
Telephone: (807) 343-9320
FAX: (807) 344-3521
e-mail: bdeck@hagi.ca

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: 112,000
Service area (km²): 325.0
Communities served: 1
Service began: 1975
Advisory Committee members: 12
Eligibility Committee members: 12

NUMBER OF REGISTRANTS

4,352
Wheelchair/Scooter Users: 1,500 (34%)
Ambulatory: 2,852 (66%)
Attendants/Companions:
Other:

Note: * In September 2007, HAGI will implement PAL Card program to allow attendant travel free with registrant.

ELIGIBILITY CRITERIA

- ☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2005	2006
Rev. Veh. Km. - Dedicated Service	625,139	616,774
Tot. Veh. Km. - Dedicated Service	625,139	616,774
Rev. Veh. Hr. - Dedicated Service	29,130	30,010
Tot. Veh. Hr. - Dedicated Service	29,130	30,010
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	88,092	89,270
Non-Dedicated Service		
TOTAL PASSENGERS	88,092	89,270
Subscription/Pre-booked		
Reservation		50%
On-Demand/Day of trip		50%
UNACCOMMODATED TRIPS	2,797	2,494
NO-SHOWS/CANCELLED AT DOOR	1,129	1,103
NUMBER OF COMPLAINTS	25	22

OPERATING EXPENSES

Administration	\$203,193	\$590,641
Operations:		
Internal - Dedicated Service	\$1,056,054	\$833,998
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$22,991	\$17,479
Contract - Taxi Scrip	\$79,958	\$85,512
Maintenance (Vehicles & Facilities)	\$224,536	\$229,059
Fuel	\$147,700	\$153,556
TOTAL OPERATING EXPENSES	\$1,734,432	\$1,910,245

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$284,321	\$412,110
Other Operating Revenue	\$161,169	\$2,428
Total Operating Revenues	\$445,490	\$414,538
Federal Contributions		
Provincial Contributions	\$131,156	\$134,274
Municipal Contributions	\$1,210,266	\$1,278,432
Donations / Other	\$10,798	\$83,001
TOTAL	\$1,797,710	\$1,910,245

CAPITAL EXPENSES

Vehicles Purchased	\$1,535,246	\$383,084
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$1,535,246	\$383,084

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$25,000
Municipal Contributions	\$1,535,246	\$358,084
Donations / Other		
TOTAL CAPITAL FUNDING	\$1,535,246	\$383,084

SERVICE HOURS/SCHEDULING

Weekday:	0700 to 2300	Sunday:	0900 to 2300
Saturday:	0700 to 2300	Holiday:	
Advanced booking notice:	14 days		
Minimum notice for reservation:	48.0 hours		
Reservations/Scheduling:	Fully Computerized		

FARE STRUCTURE (2006)

	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	\$3.00	\$3.00	
Companion	\$3.00	\$3.00	
Other			

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators	9	15
Other Operations (e.g. dispatchers)	3	3
Maintenance		
General Administration	1	
Other		

TOTAL NUMBER OF EMPLOYEES 13 18

Union Affiliations: Operators: ATU Local 966
Maintenance: N/A

Top Operator Wage Rate: \$16.46

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	26%	22%
Net Operating Cost / Capita	\$11.51	\$13.35
Total Exp. / Passenger	\$19.69	\$21.40
Total Exp. / Eligible Passenger	\$19.69	\$21.40
Transp. Exp. / Passenger		
Dedicated Service	\$16.21	\$13.63
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$49.03	\$40.54
OPERATING		
Registrants / Capita	0.0360	0.0389
Passengers / Capita	0.7865	0.7971
Passengers / Registrant	21.88	20.51
Passengers / Hour (Dedicated Service)	3.02	2.97
Km. / Passenger (Dedicated Service)	7.10	6.91
Average Speed (Dedicated Service)	21.46	20.55

VEHICLE DATA

(2006)	Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair Ambulatory
Non-Accessible Cars			N/A
Accessible Vans/Minivans			
Small Buses	21	16	4 8
Other			
TOTAL DED. VEHICLES	21	16	N/A N/A
Accessible taxis	6		

PASSENGER STATISTICS

(2006)	Dedicated Service	Non-Dedicated Service
Ambulatory	53,562*	
Wheelchair/Scooter Users	35,708*	
Attendants/Companions		
Other		
TOTAL (%Total)	89,270 (100%)	(0%)
* Total for dedicated and non-dedicated services		

TIMMINS HANDY TRANSIT

Contact: Mr. David Onodera
 Title: Superintendent of Transit
 Telephone: (705) 360-2600 x3501
 FAX: (705) 360-2698
 e-mail: donodera@timmins.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: 38,000
 Service area (km²): 24.0
 Communities served: 1
 Service began: 1985
 Advisory Committee members: 8
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

1,200
 Wheelchair/Scooter Users: 650 (54%)
 Ambulatory: 550 (46%)
 Attendants/Companions:
 Other:

Note: * Administration and some maintenance expenses are included in conventional transit operations, and are not recorded separately.
 * Part-time drivers operate both conventional and handy transit services, and are not counted separately.
 * Wednesday and Thursday Service Hours: 0700-2200 hrs.

ELIGIBILITY CRITERIA

- ☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2005	2006
Rev. Veh. Km. - Dedicated Service	132,712	139,860
Tot. Veh. Km. - Dedicated Service	132,712	139,860
Rev. Veh. Hr. - Dedicated Service	8,346	7,064
Tot. Veh. Hr. - Dedicated Service	8,346	7,064
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	14,611	15,722
Non-Dedicated Service		
TOTAL PASSENGERS	14,611	15,722
Subscription/Pre-booked	76%	79%
Reservation	23%	
On-Demand/Day of trip	1%	21%
UNACCOMMODATED TRIPS	292	307
NO-SHOWS/CANCELLED AT DOOR	856	1,196
NUMBER OF COMPLAINTS		

OPERATING EXPENSES

Administration *		\$4,980
Operations:		
Internal - Dedicated Service	\$290,297	\$337,454
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities) *	\$31,401	\$29,552
Fuel	\$30,778	\$34,938
TOTAL OPERATING EXPENSES	\$352,476	\$406,924

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$22,074	\$31,705
Other Operating Revenue		
Total Operating Revenues	\$22,074	\$31,705
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$330,402	\$375,219
Donations / Other		
TOTAL	\$352,476	\$406,924

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

Weekday: 0700 to 1900 Sunday:
 Saturday: 1000 to 1800 Holiday:
 Advanced booking notice: 21 days
 Minimum notice for reservation: 1.0 hours
 Reservations/Scheduling: Fully Computerized

FARE STRUCTURE (2006)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.50	\$2.50	
Child	\$2.50	\$2.05	
Student	\$2.50	\$2.43	
Senior	\$2.50	\$1.73	
Attendant	\$2.50		
Companion	\$2.50		
Other			

EMPLOYEE DATA (2006) *

	(Full-Time)	(Part-Time)
Operators	3	
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration		
Other		

TOTAL NUMBER OF EMPLOYEES 3

Union Affiliations: Operators: CUPE Local 1544
 Maintenance: N/A

Top Operator Wage Rate: \$20.52
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	6%	8%
Net Operating Cost / Capita	\$8.06	\$9.87
Total Exp. / Passenger	\$24.12	\$25.88
Total Exp. / Eligible Passenger	\$24.12	\$25.88
Transp. Exp. / Passenger		
Dedicated Service	\$24.12	\$25.57
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$42.23	\$56.90
OPERATING		
Registrants / Capita	0.0268	0.0316
Passengers / Capita	0.3564	0.4137
Passengers / Registrant	13.28	13.10
Passengers / Hour (Dedicated Service)	1.75	2.23
Km. / Passenger (Dedicated Service)	9.08	8.90
Average Speed (Dedicated Service)	15.90	19.80

VEHICLE DATA
(2006)

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

PASSENGER STATISTICS
(2006)

	Dedicated Service	Non-Dedicated Service
Ambulatory	15,722*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL (%Total)	15,722 (100%)	(0%)
* Total for all categories		

WHEEL-TRANS

Contact: Ms. Margaret Gomes
 Title: Budget & Research Analyst
 Telephone: (416) 393-4963
 FAX: (416) 338-0139
 e-mail: margaret.gomes@ttc.ca

Population served: 2,500,000
 Service area (km²): 630.0
 Communities served: 1
 Service began: 1975
 Advisory Committee members: 15
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

43,487
 Wheelchair/Scooter Users: 19,743 (45%)
 Ambulatory: 23,744 (55%)
 Attendants/Companions:
 Other:

Note: * Eligibility Criteria: users who have restricted physical functional mobility.

ELIGIBILITY CRITERIA *

- ☐ Unable to Board
☐ Unable to Use
☒ Other Criteria

Dedicated Service operated by: Transit System + 7 contractors

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

Taxi Scrip Program available: NO

VEHICLE KILOMETRES & HOURS

	2005	2006
Rev. Veh. Km. - Dedicated Service	11,360,925	11,653,710
Tot. Veh. Km. - Dedicated Service	12,107,350	12,411,201
Rev. Veh. Hr. - Dedicated Service	509,951	518,245
Tot. Veh. Hr. - Dedicated Service	542,392	553,930
Non-Dedicated Service - Veh. Km.	1,731,706	2,040,574
Non-Dedicated Service - Veh. Hr.	56,272	65,061

PASSENGER DATA

Dedicated Service	1,643,713	1,711,311
Non-Dedicated Service	239,568	280,729
TOTAL PASSENGERS	1,883,281	1,992,040
Subscription/Pre-booked	48%	48%
Reservation	51%	51%
On-Demand/Day of trip	1%	1%
UNACCOMMODATED TRIPS	60,202	62,031
NO-SHOWS/CANCELLED AT DOOR	60,820	59,392
NUMBER OF COMPLAINTS	2,086	2,236

OPERATING EXPENSES

Administration	\$8,055,100	\$10,046,500
Operations:		
Internal - Dedicated Service	\$19,469,800	\$21,864,800
Contract - Dedicated Service	\$12,024,800	\$12,625,700
Contract - Non-Dedicated Service	\$3,704,600	\$4,642,800
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	11,376,700	12,150,500
Fuel	\$1,319,100	\$1,968,000
TOTAL OPERATING EXPENSES	\$55,950,100	\$63,298,300

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$2,731,500	\$2,917,900
Other Operating Revenue		
Total Operating Revenues	\$2,731,500	\$2,917,900
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$53,218,600	\$60,380,400
Donations / Other		
TOTAL	\$55,950,100	\$63,298,300

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

Weekday:	0600 to 0100	Sunday:	0700 to 0100
Saturday:	0700 to 0100	Holiday:	0700 to 0100
Advanced booking notice:	1 days		
Minimum notice for reservation:	2.0 hours		
Reservations/Scheduling:	Fully Computerized		

FARE STRUCTURE (2006)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.75	\$2.10	\$99.75
Child	\$0.70	\$0.47	\$83.75
Student	\$1.85	\$1.40	\$83.75
Senior	\$1.85	\$1.40	\$83.75
Attendant			
Companion			
Other	Attendant/Companion - pay same fare		

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators	267	
Other Operations (e.g. dispatchers)	70	
Maintenance	69	
General Administration	10	
Other		

TOTAL NUMBER OF EMPLOYEES 416

Union Affiliations: Operators: ATU Local 113
 Maintenance: ATU Local 113

Top Operator Wage Rate: \$25.74
 Top Mechanic Wage Rate: \$31.29

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	5%	5%
Net Operating Cost / Capita	\$21.29	\$24.15
Total Exp. / Passenger	\$29.71	\$31.78
Total Exp. / Eligible Passenger	\$29.71	\$31.78
Transp. Exp. / Passenger		
Dedicated Service	\$26.88	\$28.40
Non-Dedicated Service (e.g. Taxis)	\$15.46	\$16.54
Transp. Exp. / Hour (Dedicated Service)	\$81.47	\$87.75
OPERATING		
Registrants / Capita	0.0153	0.0174
Passengers / Capita	0.7533	0.7968
Passengers / Registrant	49.24	45.81
Passengers / Hour (Dedicated Service)	3.22	3.30
Km. / Passenger (Dedicated Service)	6.91	6.81
Average Speed (Dedicated Service)	22.28	22.49

VEHICLE DATA

(2006)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	32	32	N/A	
Accessible Vans/Minivans	94	94	2	3
Small Buses	144	123	5	8
Other				
TOTAL DED. VEHICLES	270	249	N/A	N/A
Accessible taxis	94			

PASSENGER STATISTICS

(2006)	Dedicated Service	Non-Dedicated Service
Ambulatory	1,105,115	273,983
Wheelchair/Scooter Users	606,196	6,746
Attendants/Companions		
Other		
TOTAL (%Total)	1,711,311 (86%)	280,729 (14%)

TRENT HILLS

TRENT HILLS TRANSPORTATION

Contact: Ms. Trish Baird
Title: Chairperson
Telephone: (705) 653-0955
FAX: (705) 653-0932
e-mail: t.baird@commcare.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: 12,500
Service area (km²): 509.5
Communities served: 1
Service began: 1992
Advisory Committee members: 10
Eligibility Committee members: 2

NUMBER OF REGISTRANTS

Wheelchair/Scooter Users: 164 (36%)
Ambulatory: 217 (48%)
Attendants/Companions: 75 (16%)
Other:

Note: * Service Hours Exceptions: Saturdays, Sundays, Holidays - by special arrangement

ELIGIBILITY CRITERIA

- ☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2005	2006
Rev. Veh. Km. - Dedicated Service	46,025	53,500
Tot. Veh. Km. - Dedicated Service	46,225	53,934
Rev. Veh. Hr. - Dedicated Service	1,690	1,650
Tot. Veh. Hr. - Dedicated Service	1,705	1,810
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	3,488	2,753
Non-Dedicated Service		
TOTAL PASSENGERS	3,488	2,753
Subscription/Pre-booked	99%	100%
Reservation		
On-Demand/Day of trip	1%	
UNACCOMMODATED TRIPS	19	127
NO-SHOWS/CANCELLED AT DOOR	6	70
NUMBER OF COMPLAINTS	1	

OPERATING EXPENSES

Administration	\$10,011	\$4,651
Operations:		
Internal - Dedicated Service	\$38,037	\$38,819
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$11,307	\$9,022
Fuel	\$12,205	\$10,345
TOTAL OPERATING EXPENSES	\$71,560	\$62,837

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$16,987	\$14,860
Other Operating Revenue		\$6
Total Operating Revenues	\$16,987	\$14,866
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$30,500	\$30,500
Donations / Other	\$15,081	\$18,232
TOTAL	\$62,568	\$63,598

CAPITAL EXPENSES

Vehicles Purchased
Debt Servicing
Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
Federal Contributions
Provincial Contributions
Municipal Contributions
Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING *

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

FARE STRUCTURE (2006)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$5.00	\$4.00	
Child	\$5.00	\$4.00	
Student	\$5.00	\$4.00	
Senior	\$5.00	\$4.00	
Attendant	free		
Companion	\$5.00	\$4.00	
Other			

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators	1	6
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration		1
Other		

TOTAL NUMBER OF EMPLOYEES

1 7

Union Affiliations: Operators: N/A
Maintenance: N/A

Top Operator Wage Rate: \$12.34

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	24%	24%
Net Operating Cost / Capita	\$4.55	\$3.84
Total Exp. / Passenger	\$20.52	\$22.82
Total Exp. / Eligible Passenger	\$22.27	\$23.20
Transp. Exp. / Passenger		
Dedicated Service	\$17.65	\$21.14
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$36.10	\$32.15
OPERATING		
Registrants / Capita	0.0370	0.0365
Passengers / Capita	0.2907	0.2202
Passengers / Registrant	7.86	6.04
Passengers / Hour (Dedicated Service)	2.06	1.67
Km. / Passenger (Dedicated Service)	13.20	19.43
Average Speed (Dedicated Service)	27.23	32.42

VEHICLE DATA (2006)

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	1	1	4	8
Small Buses				
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS (2006)

	Dedicated Service	Non-Dedicated Service
Ambulatory	2,256	
Wheelchair/Scooter Users	452	
Attendants/Companions	45	
Other		
TOTAL (%Total)	2,753 (100%)	(0%)

WALLACEBURG

CKTRANSIT WALLACEBURG ACCESSIBLE SERVICE

Contact: Ms. Jan Metcalfe
 Title: Engineering Technician
 Telephone: (519) 360-1998 x3301
 FAX: (519) 436-3240
 e-mail: janm@chatham-kent.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: 11,800
 Service area (km²): 10.7
 Communities served: 1
 Service began: 1991
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS 514
 Wheelchair/Scooter Users: 142 (28%)
 Ambulatory: 207 (40%)
 Attendants/Companions: 165 (32%)
 Other:

Note: * Other Eligibility Criteria: physically disabled, frail, elderly.

ELIGIBILITY CRITERIA *

- ☐ Unable to Board
☐ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS

	2005	2006
Rev. Veh. Km. - Dedicated Service	31,802	25,444
Tot. Veh. Km. - Dedicated Service	31,802	25,444
Rev. Veh. Hr. - Dedicated Service	2,490	3,328
Tot. Veh. Hr. - Dedicated Service	2,490	3,328
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	4,542	3,385
Non-Dedicated Service		
TOTAL PASSENGERS	4,542	3,385
Subscription/Pre-booked		
Reservation		100%
On-Demand/Day of trip		

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR 649

NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration	\$10,857	\$10,857
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$64,606	\$82,852
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$75,463	\$93,709

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$14,508	\$31,863
Other Operating Revenue		
Total Operating Revenues	\$14,508	\$31,863
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$60,955	\$61,846
Donations / Other		
TOTAL	\$75,463	\$93,709

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

Weekday: 0700 to 1700 Sunday: 0900 to 1700
 Saturday: 0900 to 1700 Holiday:
 Advanced booking notice: 1 days
 Minimum notice for reservation: 24.0 hours
 Reservations/Scheduling: Manual

FARE STRUCTURE (2006)

	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			

EMPLOYEE DATA (2006)

(Full-Time) (Part-Time)
 Operators
 Other Operations (e.g. dispatchers)
 Maintenance
 General Administration
 Other

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators: N/A
 Maintenance: N/A

Top Operator Wage Rate:
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	19%	34%
Net Operating Cost / Capita	\$5.17	\$5.24
Total Exp. / Passenger	\$16.61	\$27.68
Total Exp. / Eligible Passenger	\$17.19	\$28.88
Transp. Exp. / Passenger		
Dedicated Service	\$14.22	\$24.48
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$25.95	\$24.90
OPERATING		
Registrants / Capita	0.0269	0.0436
Passengers / Capita	0.3849	0.2869
Passengers / Registrant	14.28	6.59
Passengers / Hour (Dedicated Service)	1.82	1.02
Km. / Passenger (Dedicated Service)	7.00	7.52
Average Speed (Dedicated Service)	12.77	7.65

VEHICLE DATA (2006)

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	2	1	3	4
Small Buses				
Other				
TOTAL DED. VEHICLES	2	1	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS (2006)

	Dedicated Service	Non-Dedicated Service
Ambulatory	2,450	
Wheelchair/Scooter Users	795	
Attendants/Companions	140	
Other		
TOTAL (%Total)	3,385 (100%)	(0%)

WELLAND HANDI-TRANS

Contact: Ms. Lorraine Denis
 Title: Handi-Trans Co-ordinator
 Telephone: (905) 732-4181
 FAX: (905) 732-9422
 e-mail: margaret.fortin@welland.ca

Population served: 50,331
 Service area (km²): 86.0
 Communities served: 1
 Service began: 1981
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

1,360
 Wheelchair/Scooter Users: 564 (41%)
 Ambulatory: 408 (30%)
 Attendants/Companions: 163 (12%)
 Other: 225 (17%)

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

ELIGIBILITY CRITERIA

- ☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2005	2006
Rev. Veh. Km. - Dedicated Service	80,068	88,625
Tot. Veh. Km. - Dedicated Service	83,632	93,740
Rev. Veh. Hr. - Dedicated Service	4,766	5,576
Tot. Veh. Hr. - Dedicated Service	5,063	5,917
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	17,088	18,374
Non-Dedicated Service		
TOTAL PASSENGERS	17,088	18,374
Subscription/Pre-booked	52%	49%
Reservation	47%	50%
On-Demand/Day of trip	1%	1%
UNACCOMMODATED TRIPS	260	120
NO-SHOWS/CANCELLED AT DOOR	363	108
NUMBER OF COMPLAINTS	50	24

OPERATING EXPENSES

Administration	\$91,964	\$98,906
Operations:		
Internal - Dedicated Service	\$162,839	\$179,415
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$37,310	\$40,672
Fuel	\$19,620	\$25,862
TOTAL OPERATING EXPENSES	\$311,733	\$344,855

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$32,649	\$39,068
Other Operating Revenue	\$4,070	\$7,544
Total Operating Revenues	\$36,719	\$46,612
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$273,014	\$296,243
Donations / Other	\$2,000	\$2,000
TOTAL	\$311,733	\$344,855

CAPITAL EXPENSES

Vehicles Purchased	\$94,370
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	\$94,370

CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	\$94,370
Provincial Contributions	
Municipal Contributions	
Donations / Other	
TOTAL CAPITAL FUNDING	\$94,370

SERVICE HOURS/SCHEDULING

Weekday: 0715 to 1900 Sunday:
 Saturday: 0930 to 1815 Holiday:
 Advanced booking notice: 14 days
 Minimum notice for reservation: 24.0 hours
 Reservations/Scheduling: Fully Computerized

FARE STRUCTURE (2006)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.25	\$1.73	
Child	\$2.25	\$1.73	
Student	\$2.25	\$1.73	
Senior	\$2.25	\$1.73	
Attendant	\$2.25	\$1.73	
Companion	\$2.25	\$1.73	
Other CNIB-Free			

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators	2	1
Other Operations (e.g. dispatchers)		1
Maintenance		1
General Administration	1	1
Other		

TOTAL NUMBER OF EMPLOYEES

3 4

Union Affiliations: Operators: ATU Local 1633
 Maintenance: ATU Local 1633

Top Operator Wage Rate: \$20.94
 Top Mechanic Wage Rate: \$26.77

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	12%	14%
Net Operating Cost / Capita	\$5.83	\$5.93
Total Exp. / Passenger	\$18.24	\$18.77
Total Exp. / Eligible Passenger	\$18.84	\$20.10
Transp. Exp. / Passenger		
Dedicated Service	\$12.86	\$13.39
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$43.41	\$41.57
OPERATING		
Registrants / Capita	0.0236	0.0270
Passengers / Capita	0.3623	0.3651
Passengers / Registrant	15.34	13.51
Passengers / Hour (Dedicated Service)	3.59	3.30
Km. / Passenger (Dedicated Service)	4.69	4.82
Average Speed (Dedicated Service)	16.80	15.89

VEHICLE DATA
(2006)

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	6	3	6	16
Other				
TOTAL DED. VEHICLES	6	3	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS
(2006)

	Dedicated Service	Non-Dedicated Service
Ambulatory	9,629	
Wheelchair/Scooter Users	7,526	
Attendants/Companions	695	
Other	524	
TOTAL (%Total)	18,374 (100%)	(0%)

WEST ELGIN

FOUR COUNTIES TRANSPORTATION

Contact: Ms. Joanne Groch
Title: Administrator/Treasurer
Telephone: (519) 785-0560
FAX: (519) 785-0644
e-mail: westelgin@execulink.com

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

Population served: 18,500
Service area (km²): 1,107.0
Communities served: 5
Service began: 1994
Advisory Committee members: 9
Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

Wheelchair/Scooter Users: 15 (25%)
Ambulatory: 44 (75%)
Attendants/Companions:
Other:

Note: * Eligibility Criteria: Application to be signed by Health Care Professional or Doctor.

ELIGIBILITY CRITERIA *

- ☐ Unable to Board
☒ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS

	2005	2006
Rev. Veh. Km. - Dedicated Service	32,021	43,555
Tot. Veh. Km. - Dedicated Service	32,021	43,555
Rev. Veh. Hr. - Dedicated Service	1,000	1,183
Tot. Veh. Hr. - Dedicated Service	1,000	1,183
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	1,961	2,444
Non-Dedicated Service		
TOTAL PASSENGERS	1,961	2,444
Subscription/Pre-booked	100%	100%
Reservation		
On-Demand/Day of trip		

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR	8	2
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NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration	\$6,415	\$2,725
Operations:		
Internal - Dedicated Service	\$19,413	\$23,906
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$3,167	\$4,159
Fuel	\$6,104	\$8,126
TOTAL OPERATING EXPENSES	\$35,099	\$38,916

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$11,861	\$11,560
Other Operating Revenue		
Total Operating Revenues	\$11,861	\$11,560
Federal Contributions		
Provincial Contributions	\$5,012	\$1,168
Municipal Contributions	\$18,206	\$23,188
Donations / Other	\$20	\$3,000
TOTAL	\$35,099	\$38,916

CAPITAL EXPENSES

Vehicles Purchased
Debt Servicing
Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
Federal Contributions
Provincial Contributions
Municipal Contributions
Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

Weekday: 0900 to 1600 Sunday:
Saturday: Holiday:
Advanced booking notice: 1 days
Minimum notice for reservation: 24.0 hours
Reservations/Scheduling: Manual

FARE STRUCTURE (2006)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$4.00		
Child	\$4.00		
Student	\$4.00		
Senior	\$4.00		
Attendant	\$4.00		
Companion	\$4.00		
Other round trip fare	\$8.00		

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators		3
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration		
Other		

TOTAL NUMBER OF EMPLOYEES

3

Union Affiliations: Operators: N/A
Maintenance: N/A

Top Operator Wage Rate: \$17.59

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	34%	30%
Net Operating Cost / Capita	\$1.26	\$1.48
Total Exp. / Passenger	\$17.90	\$15.92
Total Exp. / Eligible Passenger	\$25.11	\$22.65
Transp. Exp. / Passenger		
Dedicated Service	\$14.63	\$14.81
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$28.68	\$30.59
OPERATING		
Registrants / Capita	0.0036	0.0032
Passengers / Capita	0.1060	0.1321
Passengers / Registrant	29.27	41.42
Passengers / Hour (Dedicated Service)	1.96	2.07
Km. / Passenger (Dedicated Service)	16.33	17.82
Average Speed (Dedicated Service)	32.02	36.82

VEHICLE DATA (2006)

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

PASSENGER STATISTICS (2006)

	Dedicated Service	Non-Dedicated Service
Ambulatory	1,542	
Wheelchair/Scooter Users	176	
Attendants/Companions		
Other	726	
TOTAL (%Total)	2,444 (100%)	(0%)

WEST PERTH

MITCHELL & AREA MOBILITY BUS

Contact: Ms. Vicky Wolfe Hinz
 Title: Bus Manager
 Telephone: (519) 348-9765
 FAX: (519) 348-4420
 e-mail: maco@ritzlutheranvilla.com

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: 8,839
 Service area (km²): 579.4
 Communities served: 1
 Service began: 1985
 Advisory Committee members: 12
 Eligibility Committee members: 2

NUMBER OF REGISTRANTS

Wheelchair/Scooter Users: 189 (42%)
 Ambulatory: 227 (51%)
 Attendants/Companions: 32 (7%)
 Other:

Note: *Annual Passengers: Passengers counted only once even if round trip.
 * Service hours: Monday/Wednesday 0900-1300 hrs., Tuesday 1000-1500 hrs., Thursday/Friday 0900-1700 hrs.

ELIGIBILITY CRITERIA

- ☐ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2005	2006
Rev. Veh. Km. - Dedicated Service	34,345	38,978
Tot. Veh. Km. - Dedicated Service	35,480	40,723
Rev. Veh. Hr. - Dedicated Service	2,947	3,159
Tot. Veh. Hr. - Dedicated Service	3,262	3,579
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	5,685	5,978
Non-Dedicated Service		
TOTAL PASSENGERS	5,685	5,978
Subscription/Pre-booked	75%	20%
Reservation	20%	70%
On-Demand/Day of trip	5%	10%
UNACCOMMODATED TRIPS	12	15
NO-SHOWS/CANCELLED AT DOOR	7	9
NUMBER OF COMPLAINTS	2	3

OPERATING EXPENSES

Administration	\$12,866	\$20,338
Operations:		
Internal - Dedicated Service	\$53,088	\$67,396
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$7,840	\$8,959
Fuel	\$6,785	\$7,981
TOTAL OPERATING EXPENSES	\$80,579	\$104,674

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$36,526	\$11,604
Other Operating Revenue		\$21,032
Total Operating Revenues	\$36,526	\$32,636
Federal Contributions		
Provincial Contributions	\$25,639	\$53,152
Municipal Contributions	\$12,000	\$12,000
Donations / Other	\$8,158	\$12,634
TOTAL	\$82,323	\$110,422

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Donations / Other

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

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

FARE STRUCTURE (2006)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.00		
Child	\$3.00		
Student	\$3.00		
Senior	\$3.00		
Attendant	free		
Companion	free		
Other	Charter rates: \$40 driving-\$30hr waiting		

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators		1
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration		1
Other		8
TOTAL NUMBER OF EMPLOYEES		10

Union Affiliations: Operators: N/A
 Maintenance: N/A

Top Operator Wage Rate: \$16.57
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	45%	31%
Net Operating Cost / Capita	\$4.83	\$8.15
Total Exp. / Passenger	\$14.17	\$17.51
Total Exp. / Eligible Passenger	\$14.17	\$17.51
Transp. Exp. / Passenger		
Dedicated Service	\$11.91	\$14.11
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$20.76	\$23.56
OPERATING		
Registrants / Capita	0.0418	0.0507
Passengers / Capita	0.6227	0.6763
Passengers / Registrant	14.88	13.34
Passengers / Hour (Dedicated Service)	1.93	1.89
Km. / Passenger (Dedicated Service)	6.04	6.52
Average Speed (Dedicated Service)	11.65	12.34

VEHICLE DATA (2006)

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

PASSENGER STATISTICS (2006)

	Dedicated Service	Non-Dedicated Service
Ambulatory	5,978*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL (%Total)	5,978 (100%)	(0%)
* 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: handtrn@mnsi.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: 233,687
Service area (km²): 120.6
Communities served: 2
Service began: 1978
Advisory Committee members: 11
Eligibility Committee members: 2

ELIGIBILITY CRITERIA

- ☒ Unable to Board
☐ Unable to Use
☐ Other Criteria

NUMBER OF REGISTRANTS

2,809
Wheelchair/Scooter Users: 1,261 (45%)
Ambulatory: 1,548 (55%)
Attendants/Companions:
Other:

Note: The data for Handi Transit Windsor also included the specialized services for the City of LaSalle. In 2006, 97 registered clients took 1,831 passenger trips. LaSalle service contract revenue for 2006 was \$34,606 and its passenger revenue was \$9,613.

VEHICLE KILOMETRES & HOURS

	2005	2006
Rev. Veh. Km. - Dedicated Service	242,224	274,589
Tot. Veh. Km. - Dedicated Service	366,757	413,964
Rev. Veh. Hr. - Dedicated Service	16,559	18,345
Tot. Veh. Hr. - Dedicated Service	16,559	18,345
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	43,893	49,058
Non-Dedicated Service		
TOTAL PASSENGERS	43,893	49,058
Subscription/Pre-booked	65%	46%
Reservation	24%	49%
On-Demand/Day of trip	11%	5%
UNACCOMMODATED TRIPS	83	139
NO-SHOWS/CANCELLED AT DOOR	587	578
NUMBER OF COMPLAINTS		4

OPERATING EXPENSES

Administration	\$194,539	\$207,200
Operations:		
Internal - Dedicated Service	\$602,698	\$600,416
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$94,784	\$96,066
Fuel	\$81,544	\$93,092
TOTAL OPERATING EXPENSES	\$973,565	\$996,774

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$138,375	\$156,694
Other Operating Revenue	\$647	\$993
Total Operating Revenues	\$139,022	\$157,687
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$713,639	\$769,108
Donations / Other		
TOTAL	\$852,661	\$926,795

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing	\$38,135	\$35,027
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$38,135	\$35,027

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$38,135	\$35,027
Donations / Other		
TOTAL CAPITAL FUNDING	\$38,135	\$35,027

SERVICE HOURS/SCHEDULING

Weekday:	0600 to 0030	Sunday:	0800 to 2200
Saturday:	0800 to 0030	Holiday:	0800 to 2200
Advanced booking notice:	28 days		
Minimum notice for reservation:	2.0 hours		
Reservations/Scheduling:	Fully Computerized		

FARE STRUCTURE (2006)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.30	\$2.30	
Child	\$2.30	\$2.30	
Student	\$2.30	\$2.30	
Senior	\$2.30	\$2.30	
Attendant	\$2.30	\$2.30	
Companion	\$2.30	\$2.30	
Other			

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators	5	12
Other Operations (e.g. dispatchers)	3	1
Maintenance		
General Administration	2	
Other		

TOTAL NUMBER OF EMPLOYEES

10 13

Union Affiliations: Operators: Teamsters Local 880
Maintenance: N/A

Top Operator Wage Rate: \$17.60
Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	14%	16%
Net Operating Cost / Capita	\$3.57	\$3.59
Total Exp. / Passenger	\$22.18	\$20.32
Total Exp. / Eligible Passenger	\$23.55	\$21.59
Transp. Exp. / Passenger		
Dedicated Service	\$17.75	\$16.09
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$47.05	\$43.04
OPERATING		
Registrants / Capita	0.0116	0.0120
Passengers / Capita	0.1878	0.2099
Passengers / Registrant	16.19	17.46
Passengers / Hour (Dedicated Service)	2.65	2.67
Km. / Passenger (Dedicated Service)	5.52	5.60
Average Speed (Dedicated Service)	14.63	14.97

VEHICLE DATA (2006)

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	11	10	5	6
Other				
TOTAL DED. VEHICLES	11	10	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS (2006)

	Dedicated Service	Non-Dedicated Service
Ambulatory	28,298	
Wheelchair/Scooter Users	17,866	
Attendants/Companions	2,894	
Other		
TOTAL (%Total)	49,058 (100%)	(0%)

WOODSTOCK

CITY OF WOODSTOCK PARATRANSIT

Contact: Mr. Rick D'Entremont
 Title: Works Superintendent
 Telephone: (519) 539-2382 x3140
 FAX: (519) 537-6984
 e-mail: rdentremont@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: YES

Population served: 35,000
 Service area (km²): 34.0
 Communities served: 1
 Service began: 1979
 Advisory Committee members: 6
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

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

Note: * Non-dedicated ridership increased significantly due to increased hours of subsidies to midnight Monday to Friday and 10 p.m. Saturday and Sunday.

ELIGIBILITY CRITERIA

- ☐ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2005	2006
Rev. Veh. Km. - Dedicated Service	19,540	20,373
Tot. Veh. Km. - Dedicated Service	19,540	20,373
Rev. Veh. Hr. - Dedicated Service	1,560	1,560
Tot. Veh. Hr. - Dedicated Service	1,560	1,560
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	3,591	1,613
Non-Dedicated Service *	4,435	13,075
TOTAL PASSENGERS	8,026	14,688
Subscription/Pre-booked	95%	95%
Reservation	5%	5%

On-Demand/Day of trip

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR 151

NUMBER OF COMPLAINTS 4

OPERATING EXPENSES

Administration	\$18,118	\$5,854
Operations:		
Internal - Dedicated Service	\$37,894	\$43,094
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$34,436	\$106,099
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$25,242	
Fuel	\$5,546	\$6,307
TOTAL OPERATING EXPENSES	\$121,236	\$161,354

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$23,536	\$38,068
Other Operating Revenue	\$40	
Total Operating Revenues	\$23,576	\$38,068
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$97,660	\$123,286
Donations / Other		
TOTAL	\$121,236	\$161,354

CAPITAL EXPENSES

Vehicles Purchased	\$203,576
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	\$203,576

CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	\$203,576
Municipal Contributions	
Donations / Other	
TOTAL CAPITAL FUNDING	\$203,576

SERVICE HOURS/SCHEDULING

Weekday: 0830 to 1630 Sunday:
 Saturday: Holiday:
 Advanced booking notice: 1 days
 Minimum notice for reservation:
 Reservations/Scheduling: Partially Computerized

FARE STRUCTURE (2006)

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

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators	1	4
Other Operations (e.g. dispatchers)		1
Maintenance	1	
General Administration		
Other		

TOTAL NUMBER OF EMPLOYEES 2 5

Union Affiliations: Operators: CUPE Local 1146
 Maintenance: CUPE Local 1146

Top Operator Wage Rate: \$21.48
 Top Mechanic Wage Rate: \$24.16

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	19%	24%
Net Operating Cost / Capita	\$2.87	\$3.52
Total Exp. / Passenger	\$15.11	\$10.99
Total Exp. / Eligible Passenger	\$15.11	\$10.99
Transp. Exp. / Passenger		
Dedicated Service	\$19.13	\$30.63
Non-Dedicated Service (e.g. Taxis)	\$7.76	\$8.11
Transp. Exp. / Hour (Dedicated Service)	\$44.03	\$31.67
OPERATING		
Registrants / Capita	0.0089	0.0119
Passengers / Capita	0.2361	0.4197
Passengers / Registrant	26.58	35.39
Passengers / Hour (Dedicated Service)	2.30	1.03
Km. / Passenger (Dedicated Service)	5.44	12.63
Average Speed (Dedicated Service)	12.53	13.06

VEHICLE DATA (2006)

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	4	15
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Accessible taxis	3			

PASSENGER STATISTICS (2006)

	Dedicated Service	Non-Dedicated Service
Ambulatory	1,613*	13,075 *
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL (%Total)	1,613 (11%)	13,075 (89%)
* Total for all categories		

WOOLWICH TRANSIT INC.

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

Population served: 46,500
 Service area (km²): 843.0
 Communities served: 3
 Service began: 1992
 Advisory Committee members: 11
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

1,243
 Wheelchair/Scooter Users: 380 (31%)
 Ambulatory: 863 (69%)
 Attendants/Companions:
 Other:

Dedicated Service operated by: Private Non-Profit Organization
 Non-Ded. Service (e.g. Taxis) operated by: 3 taxi companies
 Taxi Scrip Program available: NO

ELIGIBILITY CRITERIA

- ☐ Unable to Board
☐ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS	2005	2006
Rev. Veh. Km. - Dedicated Service	256,300	303,411
Tot. Veh. Km. - Dedicated Service	258,000	304,861
Rev. Veh. Hr. - Dedicated Service	8,445	9,975
Tot. Veh. Hr. - Dedicated Service	8,585	10,220
Non-Dedicated Service - Veh. Km.	33,023	22,197
Non-Dedicated Service - Veh. Hr.	622	345

PASSENGER DATA

Dedicated Service	21,173	24,458
Non-Dedicated Service	3,127	2,287
TOTAL PASSENGERS	24,300	26,745
Subscription/Pre-booked	75%	79%
Reservation	22%	20%
On-Demand/Day of trip	3%	1%
UNACCOMMODATED TRIPS	208	226
NO-SHOWS/CANCELLED AT DOOR	71	102
NUMBER OF COMPLAINTS		

OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service	\$351,319	\$428,946
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$52,664	\$40,860
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$37,177	\$60,500
Fuel	\$52,840	\$65,293
TOTAL OPERATING EXPENSES	\$494,000	\$595,599

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$80,560	\$90,075
Other Operating Revenue		
Total Operating Revenues	\$80,560	\$90,075
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$405,740	\$502,509
Donations / Other	\$7,700	\$7,700
TOTAL	\$494,000	\$600,284

CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	\$19,104
TOTAL CAPITAL EXPENSES	\$19,104

CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	
Donations / Other	\$19,104
TOTAL CAPITAL FUNDING	\$19,104

SERVICE HOURS/SCHEDULING	
Weekday: 0600 to 1800	Sunday:
Saturday:	Holiday:
Advanced booking notice:	14 days
Minimum notice for reservation:	48.0 hours
Reservations/Scheduling:	Fully Computerized

FARE STRUCTURE (2006)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.25		
Child	\$2.25		
Student	\$2.25		
Senior	\$2.25		
Attendant	free		
Companion			
Other	\$6.25 to Kitchener-Waterloo		

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators	5	1
Other Operations (e.g. dispatchers)	1	
Maintenance		
General Administration	1	
Other		

TOTAL NUMBER OF EMPLOYEES

7 1

Union Affiliations: Operators: N/A
 Maintenance: N/A

Top Operator Wage Rate: \$17.70
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	16%	15%
Net Operating Cost / Capita	\$8.93	\$10.87
Total Exp. / Passenger	\$20.33	\$22.27
Total Exp. / Eligible Passenger	\$21.44	\$23.41
Transp. Exp. / Passenger		
Dedicated Service	\$20.84	\$22.68
Non-Dedicated Service (e.g. Taxis)	\$16.84	\$17.87
Transp. Exp. / Hour (Dedicated Service)	\$51.41	\$54.28
OPERATING		
Registrants / Capita	0.0255	0.0267
Passengers / Capita	0.5248	0.5752
Passengers / Registrant	20.59	21.52
Passengers / Hour (Dedicated Service)	2.51	2.45
Km. / Passenger (Dedicated Service)	12.11	12.41
Average Speed (Dedicated Service)	30.35	30.42

VEHICLE DATA (2006)

VEHICLE DATA (2006)			Avg. Capacity per Veh.	
	Number	Veh. Peak	Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	5	4	6	12
Other				
TOTAL DED. VEHICLES	5	4	N/A	N/A
Accessible taxis				

PASSENGER STATISTICS (2006)

	Dedicated Service	Non-Dedicated Service
Ambulatory	16,962	2,260
Wheelchair/Scooter Users	6,196	27
Attendants/Companions	1,300	
Other		
TOTAL (%Total)	24,458 (91%)	2,287 (9%)

YORK REGION

YRT MOBILITY PLUS

Contact: Mr. Blair Vandette
Title: Policy Analyst
Telephone: (905) 762-1282 x5678
FAX: (905) 762-2110
e-mail: blair.vandette@york.ca

Population served: 950,674
Service area (km²): 1,775.0
Communities served: 9
Service began: 2001
Advisory Committee members: 12
Eligibility Committee members: N/A

NUMBER OF REGISTRANTS

5,572
Wheelchair/Scooter Users: 4,191 (75%)
Ambulatory: 1,381 (25%)
Attendants/Companions:
Other:

Dedicated Service operated by: Transit System + 2 contractors
Non-Ded. Service (e.g. Taxis) operated by: 4 taxi companies
Taxi Scrip Program available: YES

ELIGIBILITY CRITERIA

- ☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2005	2006
Rev. Veh. Km. - Dedicated Service	967,342	995,000
Tot. Veh. Km. - Dedicated Service	967,342	995,000
Rev. Veh. Hr. - Dedicated Service	34,820	39,015
Tot. Veh. Hr. - Dedicated Service	37,600	45,353
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

Dedicated Service	68,612	82,436
Non-Dedicated Service	192,061	201,451
TOTAL PASSENGERS	260,673	283,887
Subscription/Pre-booked	59%	52%
Reservation	40%	36%
On-Demand/Day of trip	1%	12%

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR	15,001	5,045
NUMBER OF COMPLAINTS	199	618

OPERATING EXPENSES

Administration	\$599,010	\$804,954
Operations:		
Internal - Dedicated Service	\$1,022,337	
Contract - Dedicated Service	\$608,948	\$2,493,832
Contract - Non-Dedicated Service	\$4,258,723	\$5,033,687
Contract - Taxi Scrip	\$89,581	\$80,347
Maintenance (Vehicles & Facilities)	\$276,745	\$49,846
Fuel	\$88,696	\$8,957
TOTAL OPERATING EXPENSES	\$6,944,040	\$8,471,623

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$578,778	\$666,487
Other Operating Revenue		
Total Operating Revenues	\$578,778	\$666,487
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$6,274,793	\$7,691,560
Donations / Other	\$90,469	\$113,576
TOTAL	\$6,944,040	\$8,471,623

CAPITAL EXPENSES

Vehicles Purchased	\$192,446	\$1,178,689
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$192,446	\$1,178,689

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$63,507	\$841,445
Municipal Contributions		\$337,244
Donations / Other	\$128,939	
TOTAL CAPITAL FUNDING	\$192,446	\$1,178,689

SERVICE HOURS/SCHEDULING

Weekday: 0600 to 2400	Sunday: 0830 to 2200
Saturday: 0600 to 2400	Holiday: 0830 to 2200
Advanced booking notice:	14 days
Minimum notice for reservation:	48.0 hours
Reservations/Scheduling:	Fully Computerized

FARE STRUCTURE (2006)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.50	\$2.20	\$80.00
Child			
Student			
Senior			
Attendant	\$2.50	\$2.20	\$80.00
Companion	\$2.50	\$2.20	\$80.00
Other	two-zone fare: ticket \$3.20, monthly pass - \$120		

EMPLOYEE DATA (2006)

	(Full-Time)	(Part-Time)
Operators		
Other Operations (e.g. dispatchers)	6	7
Maintenance		
General Administration	4	1
Other		
TOTAL NUMBER OF EMPLOYEES	10	8

Union Affiliations: Operators: N/A
Maintenance: N/A

Top Operator Wage Rate:
Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2005	2006
FINANCIAL		
R/C Ratio	8%	8%
Net Operating Cost / Capita	\$6.93	\$8.21
Total Exp. / Passenger	\$26.64	\$29.84
Total Exp. / Eligible Passenger	\$28.04	\$33.81
Transp. Exp. / Passenger		
Dedicated Service	\$29.10	\$30.97
Non-Dedicated Service (e.g. Taxis)	\$22.64	\$25.39
Transp. Exp. / Hour (Dedicated Service)	\$53.10	\$56.28

OPERATING

Registrants / Capita	0.0064	0.0059
Passengers / Capita	0.2838	0.2986
Passengers / Registrant	44.18	50.95
Passengers / Hour (Dedicated Service)	1.97	2.11
Km. / Passenger (Dedicated Service)	14.10	12.07
Average Speed (Dedicated Service)	27.78	25.50

VEHICLE DATA

(2006)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	7	7	2	2
Small Buses	14	12	5	10
Other				
TOTAL DED. VEHICLES	21	19	N/A	N/A
Accessible taxis	60			

PASSENGER STATISTICS

(2006)	Dedicated Service	Non-Dedicated Service
Ambulatory	40,801	149,934
Wheelchair/Scooter Users	27,721	32,116
Attendants/Companions	11,413	15,476
Other	2,501	3,925
TOTAL (%Total)	82,436 (29%)	201,451 (71%)