

# **Ontario Specialized Transit Services Fact Book**

## **2013 Operating Data**

prepared for  
The Ontario Ministry of Transportation

by  
The Canadian Urban Transit Association

## Abstract

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

This report contains detailed data for 2012 and 2013, 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.

## CUTA DATA PRODUCT TERMS OF USE

### COPYRIGHT

The Canadian Urban Transit Association (CUTA) is the owner of all intellectual property rights (including copyright) in this data product. Users of this data product (Users) are hereby granted a non-exclusive right to use this data product subject to the terms below.

### TERMS OF USE

This data product may only be used for personal, corporate, educational or public policy research purposes. This permission includes the use of the content in analyses and the reporting of results and conclusions, including the citation of limited amounts of supporting data extracted from this data product.

The ***source of any such data must be acknowledged*** in all documents and communications by providing the following source citation at the bottom of each table and graph: Source (or “Adapted from”, if appropriate): Canadian Urban Transit Association, name of data product, catalogue number of data product, reference date of data product.

Users shall ***obtain approval*** from the CUTA department of Research & Technical Services before distributing any material extracted from this data product in any medium outside of the CUTA member organization. Users shall not use any part of this data product to develop or derive any other data product or data service for distribution or commercial sale.

### WARRANTIES AND DISCLAIMERS

This data product is provided “as-is” and CUTA makes no warranty, either express or implied, including but not limited to, warranties or merchantability and fitness for a particular purpose. In no event will CUTA be liable for any direct, special, indirect, consequential or other damages however caused.

### ANY USE WHATSOEVER OF THIS DATA PRODUCT SHALL CONSTITUTE YOUR ACKNOWLEDGMENT AND ACCEPTANCE OF THE TERMS DESCRIBED ABOVE.

For further information please contact the CUTA License Administrator:

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

## CUTA REPORT DOCUMENTATION FORM

CUTA Report No.  RTS-14-21	ISBN No.	Publication Date  October 2014
Title and Sub-title  <b>ONTARIO SPECIALIZED TRANSIT SERVICES FACT BOOK 2013 OPERATING DATA</b>		
Prepared By  Tammy Siu Industry Data Coordinator		Performing Agency <b>Canadian Urban Transit Association</b> 55 York Street, Suite 1401 Toronto, CANADA M5J 1R7 Telephone: 416-365-9800 E-mail: techservices@cutaactu.ca Website: www.cutaactu.ca
Project Manager  Wendy Reuter Director of Research and Technical Services		Sponsoring Agency <b>Ontario Ministry of Transportation</b> Division Services and Program Management Office 27th Floor 777 Bay Street Toronto, ON M7A 2J8 Telephone: 416-585-7141 E-mail: rita.debartolo@ontario.ca Website: www.mto.gov.on.ca
Supplementary Notes  Please contact CUTA's Research and Technical Services Department for any corrections or comments.  Copyright © 2014 Canadian Urban Transit Association (CUTA) - Association canadienne du transport urbain (ACTU)		
Abstract  The <b>Ontario Specialized Transit Services Fact Book – 2013 Operating Data</b> contains operating statistics collected from <b>79</b> Ontario specialized transit systems which provide transit services for persons with disabilities.  The Fact Book provides detailed data for 2012 and 2013, along with key performance indicators, for each of the specialized transit systems. The report also provides summary information for the province and population groups.		
Key Words  Specialized Transit; Paratransit; Handi Transit; Transit Services for the Disabled; Operating and Financial Statistics; Performance Indicators		Language  RTS-14-21: English
No. of Pages  <div style="text-align: center;">98</div>		Distribution  Available to Ontario transit systems

This page is intentionally left blank.

## Table of Contents

List of Specialized Transit Systems .....	G1
Supplementary Notes .....	G2
I. Ontario Summary .....	G3
II. Population Group Summaries .....	G5
• Population Group 1 (population > 150,000).....	G6
• Population Group 2 (population between 50,000 and 150,000) .....	G7
• Population Group 3 (population < 50,000).....	G8
III. Individual Transit System Data .....	1
IV. Appendix - Specialized Transit Statistics Glossary .....	A1

This page is intentionally left blank.

## LIST OF SPECIALIZED TRANSIT SYSTEMS

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

## **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 in the annual Fact Book publications.

The completion and submission of the annual questionnaire is required from all Ontario municipalities wishing to receive Ontario gas tax funding as part of the 2014 Dedicated Gas Tax allocation.



## **I. ONTARIO SUMMARY**

# Ontario Summary

Number of Systems Reporting:	79	Systems with Dedicated Service:	75	95%	<b>REGISTRANTS</b>	<b>Active</b>	<b>Total</b>
Population served:	11,920,951	Operated by:			Wheelchair/Scooter Users:	41,775	59,847
Service area (km²):	49,413.8	Transit System/Municipality:	36	46%	Ambulatory:	66,907	93,381
Communities served:	163	Private Contractor:	24	30%	Attendants:	2,763	3,512
<b>Eligibility Criteria:</b>		Private Non-Profit Organization:	32	41%	Companions:	535	561
Unable to Board:	66%	Systems with Non-Dedicated Service:	32	41%	Other:	1,715	4,168
Unable to Use:	68%	Systems with a Taxi Scrip Program:	8	10%	<b>Total:</b>	<b>122,506</b>	<b>175,898</b>
Other Criteria:	49%						

## OPERATING DATA

	2012	2013
Number of transit systems reporting	79	79
Rev. Veh. Km. - Dedicated Service	45,133,807	44,913,903
Tot. Veh. Km. - Dedicated Service	51,081,007	50,797,662
Rev. Veh. Hrs. - Dedicated Service	2,250,651	2,293,383
Tot. Veh. Hrs. - Dedicated Service	2,511,286	2,544,945
Non-Dedicated Service - Veh. Km.	5,053,469	5,682,733
Non-Dedicated Service - Veh. Hrs.	184,936	192,533

## PASSENGER DATA

Dedicated Service	5,917,918	5,874,115
Non-Dedicated Service	1,623,464	1,684,548
<b>TOTAL PASSENGERS</b>	<b>7,541,382</b>	<b>7,558,663</b>
Subscription / Pre-booked	47%	44%
Reservation	43%	45%
On-Demand / Day of trip	12%	11%
Cancelled in advance	1,438,259	1,686,405
No-shows / Cancelled at door	174,358	177,493
Unaccommodated trips	194,886	199,465
Number of complaints	7,398	8,717

## OPERATING EXPENSES

Administration	\$30,511,299	\$27,301,445
Operations:		
Internal - Dedicated Service	\$85,153,556	\$87,642,054
Contract - Dedicated Service	\$49,597,448	\$49,887,727
Contract - Non-Dedicated Service	\$28,176,466	\$32,056,625
Contract - Taxi Scrip	\$2,533,353	\$2,307,159
Maintenance (Vehicles & Facilities)	\$25,655,450	\$25,202,779
Fuel	\$9,676,578	\$9,776,064
<b>TOTAL OPERATING EXPENSES</b>	<b>\$231,304,150</b>	<b>\$236,458,851</b>

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$17,849,548	\$17,522,992
Other Operating Revenue	\$869,278	\$764,780
Total Operating Revenue	\$18,718,826	\$18,287,772
Federal Contributions	\$9,375	\$9,095
Provincial Contributions	\$7,077,529	\$8,250,622
Municipal Contributions	\$204,962,763	\$209,259,925
Other / Donations	\$562,430	\$685,980
<b>TOTAL</b>	<b>\$231,330,923</b>	<b>\$236,493,395</b>

## CAPITAL EXPENSES

Vehicles Purchased	\$34,518,045	\$9,430,160
Debt Servicing	\$10,234	\$7,418
Other Capital Expenses	\$6,524,400	\$3,781,575
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$41,052,679</b>	<b>\$13,219,154</b>

## CAPITAL FUNDING SOURCE

Transit System		\$4,420,513
Federal Contributions	\$2,925,511	\$1,503,290
Provincial Contributions	\$2,442,253	\$2,671,492
Municipal Contributions	\$35,473,418	\$4,542,465
Other / Donations	\$300,921	\$88,373
<b>TOTAL CAPITAL FUNDING</b>	<b>\$41,142,103</b>	<b>\$13,226,133</b>

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

## SCHEDULING

Advanced booking notice:	29 day(s)
Minimum notice for reservation:	23.7 hour(s)

## FARE STRUCTURE (Average)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.21	\$2.69	\$73.56
Child	\$2.84	\$2.59	\$54.91
Student	\$3.12	\$2.54	\$59.79
Senior	\$3.01	\$2.43	\$51.41
Attendant	\$3.06	\$2.77	\$60.00
Companion	\$2.89	\$2.55	\$67.67

## EMPLOYEE DATA

	Full-time	Part-time
Operators	931	287
Other Operations	189	61
Vehicle Mechanics	121	12
General and Administration	124	35
Other	25	8

## TOTAL NUMBER OF EMPLOYEES

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

Average Top Operator Wage Rate: \$20.55

Average Top Mechanic Wage Rate: \$30.15

## PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	8%	8%
Net Operating Cost / Capita	\$18.01	\$18.33
Total Exp. / Passenger	\$30.70	\$31.33
Total Exp. / Eligible Passenger	\$33.35	\$34.09
Transportation Exp. / Passenger		
Dedicated Service	\$28.78	\$29.80
Non-Dedicated Service	\$19.04	\$20.54
Transportation Exp. / Hour (Dedicated Service)	\$67.07	\$68.02
OPERATING		
Registrants / Capita	0.0156	0.0148
Passengers / Capita	0.6379	0.6341
Passengers / Registrant	40.74	42.96
Passengers / Hour (Dedicated Service)	2.57	2.51
Kms / Passenger (Dedicated Service)	8.07	8.14
Average Speed (Dedicated Service)	20.91	20.47

## PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	3,558,871	1,398,869
Wheelchair/Scooter Users	1,863,186	123,461
Attendants	268,583	22,879
Companions	103,267	18,854
Other (specified)	80,208	120,485
<b>TOTAL</b>	<b>5,874,115</b>	<b>1,684,548</b>

## VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	289	223	N/A	
Accessible Vans / Minivans	371	321		1
Small Buses	750	615	2	7
Other	35	34		
<b>TOTAL DED. VEHICLES</b>	<b>1,445</b>	<b>1,193</b>	N/A	N/A
Accessible taxis:	319			

## II. POPULATION GROUP SUMMARIES

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

# Population Group 1 (>150,000)

Number of Systems Reporting:	13	Systems with Dedicated Service:	13	100%	<b>REGISTRANTS</b>	<b>Active</b>	<b>Total</b>
Population served:	9,404,738	Operated by:			Wheelchair/Scooter Users:	25,759	41,558
Service area (km²):	12,919.8	Transit System/Municipality:	8	62%	Ambulatory:	43,012	62,664
Communities served:	46	Private Contractor:	6	46%	Attendants:	249	404
<b>Eligibility Criteria:</b>		Private Non-Profit Organization:	4	31%	Companions:	32	46
Unable to Board:	69%	Systems with Non-Dedicated Service:	10	77%	Other:	1,669	4,120
Unable to Use:	69%	Systems with a Taxi Scrip Program:	5	38%	<b>Total:</b>	<b>74,598</b>	<b>112,669</b>
Other Criteria:	69%						

## OPERATING DATA

	2012	2013
Number of transit systems reporting	13	13
Rev. Veh. Km. - Dedicated Service	36,395,229	36,323,033
Tot. Veh. Km. - Dedicated Service	41,763,606	41,548,312
Rev. Veh. Hrs. - Dedicated Service	1,853,715	1,871,509
Tot. Veh. Hrs. - Dedicated Service	2,093,973	2,097,374
Non-Dedicated Service - Veh. Km.	4,931,640	5,513,577
Non-Dedicated Service - Veh. Hrs.	180,450	186,602

## PASSENGER DATA

Dedicated Service	4,813,349	4,733,110
Non-Dedicated Service	1,450,895	1,528,347
<b>TOTAL PASSENGERS</b>	<b>6,264,244</b>	<b>6,261,457</b>
Subscription / Pre-booked	47%	44%
Reservation	49%	52%
On-Demand / Day of trip	5%	4%
Cancelled in advance	1,295,154	1,541,758
No-shows / Cancelled at door	159,176	161,046
Unaccommodated trips	181,378	188,091
Number of complaints	7,027	8,438

## OPERATING EXPENSES

Administration	\$26,849,695	\$24,452,677
Operations:		
Internal - Dedicated Service	\$73,538,593	\$77,394,408
Contract - Dedicated Service	\$42,245,143	\$40,353,200
Contract - Non-Dedicated Service	\$26,629,386	\$30,394,023
Contract - Taxi Scrip	\$2,362,912	\$2,307,100
Maintenance (Vehicles & Facilities)	\$22,876,891	\$22,771,869
Fuel	\$7,898,277	\$8,000,160
<b>TOTAL OPERATING EXPENSES</b>	<b>\$202,400,897</b>	<b>\$205,673,436</b>

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$13,542,851	\$13,277,724
Other Operating Revenue	\$512,308	\$519,214
Total Operating Revenue	\$14,055,159	\$13,796,938
Federal Contributions		
Provincial Contributions	\$3,313,844	\$3,852,705
Municipal Contributions	\$184,956,371	\$188,012,066
Other / Donations	\$38,322	\$23,623
<b>TOTAL</b>	<b>\$202,363,696</b>	<b>\$205,685,332</b>

## CAPITAL EXPENSES

Vehicles Purchased	\$32,718,823	\$7,434,517
Debt Servicing		
Other Capital Expenses	\$6,421,868	\$3,608,175
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$39,140,691</b>	<b>\$11,042,692</b>

## CAPITAL FUNDING SOURCE

Transit System		\$4,417,213
Federal Contributions	\$2,925,511	\$1,357,760
Provincial Contributions	\$1,663,696	\$1,491,209
Municipal Contributions	\$34,633,981	\$3,766,912
Other / Donations	\$6,928	\$9,601
<b>TOTAL CAPITAL FUNDING</b>	<b>\$39,230,116</b>	<b>\$11,042,695</b>

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

## SCHEDULING

Advanced booking notice:	10 day(s)
Minimum notice for reservation:	23.3 hour(s)

## FARE STRUCTURE (Average)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.01	\$2.77	\$97.33
Child	\$2.30	\$2.28	\$66.85
Student	\$2.93	\$2.46	\$79.41
Senior	\$2.80	\$2.34	\$58.82
Attendant	\$2.50	\$2.50	
Companion	\$3.00	\$2.98	\$96.47

## EMPLOYEE DATA

	Full-time	Part-time
Operators	777	65
Other Operations	160	36
Vehicle Mechanics	110	1
General and Administration	96	1
Other	20	7

## TOTAL NUMBER OF EMPLOYEES

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

Average Top Operator Wage Rate:	\$25.11
Average Top Mechanic Wage Rate:	\$32.35

## PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	7%	7%
Net Operating Cost / Capita	\$20.20	\$20.40
Total Exp. / Passenger	\$32.31	\$32.85
Total Exp. / Eligible Passenger	\$34.92	\$35.65
Transportation Exp. / Passenger		
Dedicated Service	\$30.45	\$31.38
Non-Dedicated Service	\$19.98	\$21.40
Transportation Exp. / Hour (Dedicated Service)	\$69.99	\$70.81
OPERATING		
Registrants / Capita	0.0133	0.0120
Passengers / Capita	0.6717	0.6658
Passengers / Registrant	50.55	55.57
Passengers / Hour (Dedicated Service)	2.60	2.53
Kms / Passenger (Dedicated Service)	7.99	8.11
Average Speed (Dedicated Service)	20.84	20.54

## PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	2,794,294	1,293,025
Wheelchair/Scooter Users	1,570,283	112,396
Attendants	212,314	21,535
Companions	80,782	17,769
Other (specified)	75,437	83,622
<b>TOTAL</b>	<b>4,733,110</b>	<b>1,528,347</b>

## VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	279	213	N/A	1
Accessible Vans / Minivans	260	236		1
Small Buses	568	461	3	6
Other	31	31		1
<b>TOTAL DED. VEHICLES</b>	<b>1,138</b>	<b>941</b>	N/A	N/A
Accessible taxis:	301			

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

Number of Systems Reporting:	21	Systems with Dedicated Service:	20	95%	<b>REGISTRANTS</b>	<b>Active</b>	<b>Total</b>
Population served:	1,715,854	Operated by:			Wheelchair/Scooter Users:	10,218	11,911
Service area (km²):	16,048.8	Transit System/Municipality:	9	43%	Ambulatory:	13,978	19,425
Communities served:	50	Private Contractor:	1	5%	Attendants:	674	1,169
<b>Eligibility Criteria:</b>		Private Non-Profit Organization:	10	48%	Companions:	420	420
Unable to Board:	67%	Systems with Non-Dedicated Service:	13	62%	Other:	31	31
Unable to Use:	71%	Systems with a Taxi Scrip Program:	3	14%	<b>Total:</b>	<b>29,641</b>	<b>42,894</b>
Other Criteria:	43%						

## OPERATING DATA

	2012	2013
Number of transit systems reporting	21	21
Rev. Veh. Km. - Dedicated Service	6,565,339	6,574,299
Tot. Veh. Km. - Dedicated Service	6,905,984	6,955,120
Rev. Veh. Hrs. - Dedicated Service	289,588	299,405
Tot. Veh. Hrs. - Dedicated Service	298,791	306,913
Non-Dedicated Service - Veh. Km.	67,130	106,078
Non-Dedicated Service - Veh. Hrs.	2,322	2,926

## PASSENGER DATA

Dedicated Service	721,279	726,860
Non-Dedicated Service	112,961	123,471
<b>TOTAL PASSENGERS</b>	<b>834,240</b>	<b>850,331</b>
Subscription / Pre-booked	40%	36%
Reservation	52%	55%
On-Demand / Day of trip	8%	9%
Cancelled in advance	109,396	107,269
No-shows / Cancelled at door	12,289	13,119
Unaccommodated trips	10,511	9,135
Number of complaints	187	73

## OPERATING EXPENSES

Administration	\$2,607,440	\$1,675,521
Operations:		
Internal - Dedicated Service	\$8,889,351	\$7,315,122
Contract - Dedicated Service	\$4,492,333	\$5,996,242
Contract - Non-Dedicated Service	\$1,022,214	\$1,357,621
Contract - Taxi Scrip	\$170,441	\$28
Maintenance (Vehicles & Facilities)	\$1,977,686	\$1,591,553
Fuel	\$1,274,457	\$1,280,014
<b>TOTAL OPERATING EXPENSES</b>	<b>\$20,433,922</b>	<b>\$21,501,100</b>

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$2,829,669	\$2,671,882
Other Operating Revenue	\$186,065	\$108,321
Total Operating Revenue	\$3,015,734	\$2,780,203
Federal Contributions		
Provincial Contributions	\$2,121,106	\$2,400,260
Municipal Contributions	\$15,170,809	\$16,099,621
Other / Donations	\$173,525	\$282,546
<b>TOTAL</b>	<b>\$20,481,174</b>	<b>\$21,562,630</b>

## CAPITAL EXPENSES

Vehicles Purchased	\$1,366,044	\$1,446,728
Debt Servicing	\$10,234	\$7,418
Other Capital Expenses	\$101,246	\$147,993
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$1,477,524</b>	<b>\$1,602,139</b>

## CAPITAL FUNDING SOURCE

Transit System		\$3,300
Federal Contributions		\$145,530
Provincial Contributions	\$352,593	\$692,400
Municipal Contributions	\$839,437	\$689,022
Other / Donations	\$285,493	\$71,887
<b>TOTAL CAPITAL FUNDING</b>	<b>\$1,477,523</b>	<b>\$1,602,139</b>

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

## SCHEDULING

Advanced booking notice:	18 day(s)
Minimum notice for reservation:	28.4 hour(s)

## FARE STRUCTURE (Average)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.97	\$2.27	\$70.11
Child	\$2.87	\$2.07	\$50.00
Student	\$2.91	\$2.13	\$57.33
Senior	\$2.97	\$2.08	\$53.33
Attendant	\$2.71	\$2.29	\$60.00
Companion	\$2.67	\$2.31	\$66.80

## EMPLOYEE DATA

	Full-time	Part-time
Operators	118	127
Other Operations	24	19
Vehicle Mechanics	7	5
General and Administration	16	15
Other	3	1

## TOTAL NUMBER OF EMPLOYEES

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

Average Top Operator Wage Rate: \$21.53

Average Top Mechanic Wage Rate: \$30.57

## PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	15%	13%
Net Operating Cost / Capita	\$10.16	\$10.91
Total Exp. / Passenger	\$24.49	\$25.29
Total Exp. / Eligible Passenger	\$27.54	\$27.96
Transportation Exp. / Passenger		
Dedicated Service	\$23.06	\$24.77
Non-Dedicated Service	\$11.89	\$12.21
Transportation Exp. / Hour (Dedicated Service)	\$53.97	\$56.75
<b>OPERATING</b>		
Registrants / Capita	0.0242	0.0250
Passengers / Capita	0.4868	0.4956
Passengers / Registrant	20.12	19.82
Passengers / Hour (Dedicated Service)	2.41	2.36
Kms / Passenger (Dedicated Service)	9.10	9.04
Average Speed (Dedicated Service)	22.02	21.35

## PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	482,609	87,785
Wheelchair/Scooter Users	190,140	8,542
Attendants	32,503	809
Companions	19,647	1,085
Other (specified)	1,961	25,250
<b>TOTAL</b>	<b>726,860</b>	<b>123,471</b>

## VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	10	10	N/A	
Accessible Vans / Minivans	80	58	1	2
Small Buses	108	89	2	6
Other	2	2		
<b>TOTAL DED. VEHICLES</b>	<b>200</b>	<b>159</b>	N/A	N/A
Accessible taxis:	9			

# Population Group 3 (<50,000)

Number of Systems Reporting:	45	Systems with Dedicated Service:	42	93%	<b>REGISTRANTS</b>	<b>Active</b>	<b>Total</b>
Population served:	800,359	Operated by:			Wheelchair/Scooter Users:	5,798	6,378
Service area (km²):	20,445.2	Transit System/Municipality:	19	42%	Ambulatory:	9,917	11,292
Communities served:	67	Private Contractor:	17	38%	Attendants:	1,840	1,939
<b>Eligibility Criteria:</b>		Private Non-Profit Organization:	18	40%	Companions:	83	95
Unable to Board:	64%	Systems with Non-Dedicated Service:	9	20%	Other:	15	17
Unable to Use:	67%	Systems with a Taxi Scrip Program:	0	0%	<b>Total:</b>	<b>18,267</b>	<b>20,335</b>
Other Criteria:	47%						

## OPERATING DATA

	2012	2013
Number of transit systems reporting	45	45
Rev. Veh. Km. - Dedicated Service	2,173,239	2,016,571
Tot. Veh. Km. - Dedicated Service	2,411,417	2,294,230
Rev. Veh. Hrs. - Dedicated Service	107,348	122,469
Tot. Veh. Hrs. - Dedicated Service	118,522	140,658
Non-Dedicated Service - Veh. Km.	54,699	63,078
Non-Dedicated Service - Veh. Hrs.	2,164	3,005

## PASSENGER DATA

Dedicated Service	383,290	414,145
Non-Dedicated Service	59,608	32,730
<b>TOTAL PASSENGERS</b>	<b>442,898</b>	<b>446,875</b>
Subscription / Pre-booked	50%	47%
Reservation	36%	39%
On-Demand / Day of trip	17%	14%
Cancelled in advance	33,709	37,378
No-shows / Cancelled at door	2,893	3,328
Unaccommodated trips	2,997	2,239
Number of complaints	184	206

## OPERATING EXPENSES

Administration	\$1,054,164	\$1,173,247
Operations:		
Internal - Dedicated Service	\$2,725,613	\$2,932,525
Contract - Dedicated Service	\$2,859,972	\$3,538,285
Contract - Non-Dedicated Service	\$524,866	\$304,981
Contract - Taxi Scrip		\$31
Maintenance (Vehicles & Facilities)	\$800,873	\$839,356
Fuel	\$503,845	\$495,891
<b>TOTAL OPERATING EXPENSES</b>	<b>\$8,469,332</b>	<b>\$9,284,315</b>

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,477,028	\$1,573,386
Other Operating Revenue	\$170,905	\$137,245
Total Operating Revenue	\$1,647,933	\$1,710,631
Federal Contributions	\$9,375	\$9,095
Provincial Contributions	\$1,642,579	\$1,997,657
Municipal Contributions	\$4,835,583	\$5,148,239
Other / Donations	\$350,583	\$379,811
<b>TOTAL</b>	<b>\$8,486,053</b>	<b>\$9,245,433</b>

## CAPITAL EXPENSES

Vehicles Purchased	\$433,178	\$548,915
Debt Servicing		
Other Capital Expenses	\$1,286	\$25,408
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$434,464</b>	<b>\$574,322</b>

## CAPITAL FUNDING SOURCE

Transit System		
Federal Contributions		
Provincial Contributions	\$425,964	\$487,883
Municipal Contributions		\$86,531
Other / Donations	\$8,500	\$6,885
<b>TOTAL CAPITAL FUNDING</b>	<b>\$434,464</b>	<b>\$581,299</b>

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

## SCHEDULING

Advanced booking notice:	41 day(s)
Minimum notice for reservation:	21.3 hour(s)

## FARE STRUCTURE (Average)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.38	\$2.88	\$52.61
Child	\$2.99	\$3.07	\$44.93
Student	\$3.27	\$2.82	\$43.97
Senior	\$3.09	\$2.67	\$42.42
Attendant	\$3.50	\$3.64	
Companion	\$3.00	\$2.44	\$47.17

## EMPLOYEE DATA

	Full-time	Part-time
Operators	36	95
Other Operations	5	6
Vehicle Mechanics	4	6
General and Administration	12	19
Other	2	

## TOTAL NUMBER OF EMPLOYEES

59 126  
\* Contract employees are not necessarily included in the Employee Statistics

Average Top Operator Wage Rate:	\$18.22
Average Top Mechanic Wage Rate:	\$28.05

## PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	19%	18%
Net Operating Cost / Capita	\$8.95	\$9.71
Total Exp. / Passenger	\$19.45	\$21.31
Total Exp. / Eligible Passenger	\$21.38	\$23.41
Transportation Exp. / Passenger		
Dedicated Service	\$18.34	\$19.38
Non-Dedicated Service	\$8.09	\$8.61
Transportation Exp. / Hour (Dedicated Service)	\$47.97	\$48.35
<b>OPERATING</b>		
Registrants / Capita	0.0250	0.0255
Passengers / Capita	0.5657	0.5583
Passengers / Registrant	22.04	21.86
Passengers / Hour (Dedicated Service)	2.59	2.63
Kms / Passenger (Dedicated Service)	6.93	6.47
Average Speed (Dedicated Service)	18.75	16.71

## PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	281,968	18,059
Wheelchair/Scooter Users	102,763	2,523
Attendants	23,766	535
Companions	2,838	
Other (specified)	2,810	11,613
<b>TOTAL</b>	<b>414,145</b>	<b>32,730</b>

## VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	31	27		1
Small Buses	74	65	2	7
Other	2	1		
<b>TOTAL DED. VEHICLES</b>	<b>107</b>	<b>93</b>	N/A	N/A
Accessible taxis:	9			

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

# Bancroft

## Community Care North Hastings

Contact: Gord MacDonald  
 Title: Executive Director  
 Telephone: 613-332-4700 x22  
 Fax: 613-332-0432  
 Email: gmacdonald@comcarenh.org

Population served: 15,303  
 Service area (km²): 3,388.0  
 Communities served: 8  
 Service began: 03/10/2010  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	11	11
Ambulatory:	225	225
Attendants:	5	5
Companions:		
Other:		
<b>Total:</b>	<b>241</b>	<b>241</b>

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

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

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

### VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	40,060	39,470
Tot. Veh. Km. - Dedicated Service	40,293	39,697
Rev. Veh. Hrs. - Dedicated Service	1,728	1,550
Tot. Veh. Hrs. - Dedicated Service	1,758	1,584
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

	2012	2013
Dedicated Service	5,241	7,653
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>5,241</b>	<b>7,653</b>
Subscription / Pre-booked	90%	87%
Reservation	0%	0%
On-Demand / Day of trip	10%	13%
Cancelled in advance	132	73
No-shows / Cancelled at door	13	14
Unaccommodated trips	5	4
Number of complaints	7	6

### OPERATING EXPENSES

	2012	2013
Administration	\$27,722	\$20,586
Operations:		
Internal - Dedicated Service	\$120,130	\$77,471
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$27,004	\$29,546
Fuel	\$9,959	\$9,640
<b>TOTAL OPERATING EXPENSES</b>	<b>\$184,815</b>	<b>\$137,243</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2012	2013
Passenger Revenue	\$25,410	\$17,930
Other Operating Revenue	\$22,817	\$8,965
<b>Total Operating Revenue</b>	<b>\$48,227</b>	<b>\$26,895</b>
Federal Contributions	\$9,375	\$9,095
Provincial Contributions	\$104,536	\$57,840
Municipal Contributions	\$18,204	\$18,828
Other / Donations	\$4,473	\$24,585
<b>TOTAL</b>	<b>\$184,815</b>	<b>\$137,243</b>

### CAPITAL EXPENSES

	2012	2013
Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>		

### CAPITAL FUNDING SOURCES

	2012	2013
Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>		

\* Opened to adults aged 55 years old and to individuals aged 18 and over who have physical challenges. \* Changed route services in 2013; ridership increased with riders adjusting to the new schedules.

### SERVICE HOURS / SCHEDULING

Weekday:	0730 to 1630	Sunday:	0900 to 1300
Saturday:	1000 to 1400	Holiday:	to
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Manual		

### FARE STRUCTURE

Effective Date:	03/05/2010	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$10.00	\$5.00		<input checked="" type="checkbox"/>
Child				<input type="checkbox"/>
Student	\$9.00	\$5.00		<input type="checkbox"/>
Senior				<input type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion				
Other	fare varies by distance			

### EMPLOYEE DATA

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

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

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

### PERFORMANCE INDICATORS

	2012	2013
<b>FINANCIAL</b>		
R/C Ratio	26%	20%
Net Operating Cost / Capita	\$8.93	\$7.21
Total Exp. / Passenger	\$35.26	\$17.93
Total Exp. / Eligible Passenger	\$35.29	\$17.94
Transportation Exp. / Passenger		
Dedicated Service	\$29.97	\$15.24
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$89.36	\$73.65
<b>OPERATING</b>		
Registrants / Capita	0.0152	0.0158
Passengers / Capita	0.3425	0.5001
Passengers / Registrant	22.59	31.76
Passengers / Hour (Dedicated Service)	3.03	4.94
Kms / Passenger (Dedicated Service)	7.64	5.16
Average Speed (Dedicated Service)	23.18	25.46

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	7,499	
Wheelchair/Scooter Users	149	
Attendants	5	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>7,653</b>	

### VEHICLE DATA

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



# Barrie

## Barrie Accessible Community Transportation Service

Contact: Julie MacDonald  
 Title: Transit Coordinator  
 Telephone: 705-739-4220 x4497  
 Fax: 705-739-4238  
 Email: jmacdonald@barrie.ca

Population served: 150,603  
 Service area (km²): 100.0  
 Communities served: 2  
 Service began: 01/02/1980  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	2,211	2,211
Ambulatory:	2,382	2,382
Attendants:		
Companions:		
Other:		
<b>Total:</b>	<b>4,593</b>	<b>4,593</b>

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☒ Contractors: 2

Eligibility Criteria: ☒ Unable to Board

☒ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☐

☒ Unable to Use

☐ Private Non-Profit Org.

☐ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	342,271	317,941
Tot. Veh. Km. - Dedicated Service	342,271	317,941
Rev. Veh. Hrs. - Dedicated Service	22,490	22,971
Tot. Veh. Hrs. - Dedicated Service	22,490	22,971
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	43,316	46,310
Non-Dedicated Service	1,746	1,586
<b>TOTAL PASSENGERS</b>	<b>45,062</b>	<b>47,896</b>
Subscription / Pre-booked	23%	18%
Reservation	74%	79%
On-Demand / Day of trip	3%	3%
Cancelled in advance	9,029	11,009
No-shows / Cancelled at door	1,108	1,150
Unaccommodated trips	1,364	1,403
Number of complaints	18	20

### OPERATING EXPENSES

Administration	\$16,979	\$81,240
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$1,296,288	\$1,307,127
Contract - Non-Dedicated Service	\$25,559	\$21,684
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$6,511	\$9,467
Fuel		\$47,386
<b>TOTAL OPERATING EXPENSES</b>	<b>\$1,345,337</b>	<b>\$1,466,904</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$79,514	\$41,011
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$79,514</b>	<b>\$41,011</b>
Federal Contributions		
Provincial Contributions	\$250,000	\$275,000
Municipal Contributions	\$1,015,823	\$1,150,893
Other / Donations		
<b>TOTAL</b>	<b>\$1,345,337</b>	<b>\$1,466,904</b>

### CAPITAL EXPENSES

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

### CAPITAL FUNDING SOURCES

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

### SERVICE HOURS / SCHEDULING

Weekday:	0730 to 2300	Sunday:	0900 to 1800
Saturday:	0900 to 2300	Holiday:	to

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

### FARE STRUCTURE

Effective Date:	05/01/2013	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$3.00	\$2.60	\$82.40	<input type="checkbox"/>
Child	\$3.00	\$2.30	\$54.00	<input type="checkbox"/>
Student	\$3.00	\$2.60	\$63.85	<input type="checkbox"/>
Senior	\$2.60	\$2.30	\$54.00	<input type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion	\$3.00	\$2.60	\$82.40	<input type="checkbox"/>
Other	4-month pass: Adult \$329.60, Senior \$216.			

### EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$21.30

Top Mechanic Wage Rate: \$29.35

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	6%	3%
Net Operating Cost / Capita	\$8.85	\$9.47
Total Exp. / Passenger	\$29.86	\$30.63
Total Exp. / Eligible Passenger	\$34.10	\$34.74
Transportation Exp. / Passenger		
Dedicated Service	\$30.08	\$29.45
Non-Dedicated Service	\$14.64	\$13.67
Transportation Exp. / Hour (Dedicated Service)	\$57.93	\$59.38
<b>OPERATING</b>		
Registrants / Capita	0.0256	0.0305
Passengers / Capita	0.3151	0.3180
Passengers / Registrant	12.29	10.43
Passengers / Hour (Dedicated Service)	1.93	2.02
Kms / Passenger (Dedicated Service)	7.90	6.87
Average Speed (Dedicated Service)	15.22	13.84

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	29,111	1,095
Wheelchair/Scooter Users	11,698	325
Attendants	5,501	166
Companions		
Other (specified)		
<b>TOTAL</b>	<b>46,310</b>	<b>1,586</b>

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	2	2	N/A	
Small Buses	10	8		
Other				
<b>TOTAL DED. VEHICLES</b>	<b>12</b>	<b>10</b>	N/A	N/A

Vehicle ownership: Municipal Transit System

Vehicle maintenance responsibility: Contracted Operator

Accessible taxis: 1

# Belleville

## Belleville Transit

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

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

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	216	216
Ambulatory:	278	278
Attendants:		
Companions:		
Other:		
<b>Total:</b>	<b>494</b>	<b>494</b>

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☒ Contractors: 1

Eligibility Criteria: ☒ Unable to Board

☒ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☐

☒ Unable to Use

☐ Private Non-Profit Org.

☐ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	56,275	52,055
Tot. Veh. Km. - Dedicated Service	56,275	52,055
Rev. Veh. Hrs. - Dedicated Service	4,974	4,935
Tot. Veh. Hrs. - Dedicated Service	4,974	4,935
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

	2012	2013
Dedicated Service	10,727	12,043
Non-Dedicated Service		1,753
<b>TOTAL PASSENGERS</b>	<b>10,727</b>	<b>13,796</b>
Subscription / Pre-booked	100%	100%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%

Cancelled in advance

No-shows / Cancelled at door

Unaccommodated trips

Number of complaints

### OPERATING EXPENSES

Administration

Operations:

Internal - Dedicated Service

Contract - Dedicated Service

Contract - Non-Dedicated Service

Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)

Fuel

<b>TOTAL OPERATING EXPENSES</b>	<b>\$220,953</b>	<b>\$291,481</b>
---------------------------------	------------------	------------------

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$15,680	\$20,101
Other Operating Revenue		

<b>Total Operating Revenue</b>	<b>\$15,680</b>	<b>\$20,101</b>
--------------------------------	-----------------	-----------------

Federal Contributions

Provincial Contributions		\$32,945
--------------------------	--	----------

Municipal Contributions	\$205,273	\$238,435
-------------------------	-----------	-----------

Other / Donations

<b>TOTAL</b>	<b>\$220,953</b>	<b>\$291,481</b>
--------------	------------------	------------------

### CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

**TOTAL CAPITAL EXPENSES**

### CAPITAL FUNDING SOURCES

Transit System

Federal Contributions

Provincial Contributions

Municipal Contributions

Other / Donations

**TOTAL CAPITAL FUNDING**

\* started providing non-dedicated service to its clients in January 2013.

### SERVICE HOURS / SCHEDULING

Weekday:	0700 to 2200	Sunday:	0900 to 1800
Saturday:	0700 to 1900	Holiday:	0000 to 0000

Advanced booking notice: day(s)

Minimum notice for reservation: 0.0 hour(s)

Reservations / Scheduling: Manual

### FARE STRUCTURE

Effective Date: 03/09/2013

	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.05	\$1.83	\$57.00	<input type="checkbox"/>
Child				<input type="checkbox"/>
Student	\$2.05	\$1.83	\$57.00	<input type="checkbox"/>
Senior	\$2.05	\$1.83	\$50.00	<input type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion				<input type="checkbox"/>
Other				<input type="checkbox"/>

### EMPLOYEE DATA

Operators

Other Operations

Vehicle Mechanics

General and Administration

Other

Full-time

Part-time

### TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators:

Mechanics:

Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	7%	7%
Net Operating Cost / Capita	\$4.15	\$5.49
Total Exp. / Passenger	\$20.60	\$21.13
Total Exp. / Eligible Passenger	\$20.98	\$21.66
Transportation Exp. / Passenger		
Dedicated Service	\$20.60	\$21.47
Non-Dedicated Service		\$18.79
Transportation Exp. / Hour (Dedicated Service)	\$44.42	\$52.39
<b>OPERATING</b>		
Registrants / Capita	0.0128	0.0100
Passengers / Capita	0.2169	0.2790
Passengers / Registrant	17.00	27.93
Passengers / Hour (Dedicated Service)	2.16	2.44
Kms / Passenger (Dedicated Service)	5.25	4.32
Average Speed (Dedicated Service)	11.31	10.55

### PASSENGER DATA

Ambulatory

Wheelchair/Scooter Users

Attendants

Companions

Other (specified)

**TOTAL**

Ded. Service

Non-Ded. Service

11,703

340

12,043

1,753

1,753

### VEHICLE DATA

Non-Accessible Cars

Accessible Vans / Minivans

Small Buses

Other

**TOTAL DED. VEHICLES**

Number

Veh.  
Peak

Avg. Capacity per Veh.

Wheelchair

Ambulatory

N/A

2

N/A

N/A

Vehicle ownership:

Vehicle maintenance responsibility:

Accessible taxis: 1

Contracted Operator / Municipal Transit System

Contracted Operator / Municipal Transit System

# Blind River

## Liberty Express Liberte

Contact: Gerard Rainville  
 Title: Clerk-Treasurer  
 Telephone: 705-356-2251 x207  
 Fax: 705-356-7343  
 Email: gerard.rainville@blindriver.ca

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

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	17	17
Ambulatory:	84	84
Attendants:	24	24
Companions:		
Other:		
<b>Total:</b>	<b>125</b>	<b>125</b>

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

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

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

### VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	19,220	19,706
Tot. Veh. Km. - Dedicated Service	19,220	19,706
Rev. Veh. Hrs. - Dedicated Service	1,898	1,892
Tot. Veh. Hrs. - Dedicated Service	1,898	1,892
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

	2012	2013
Dedicated Service	1,025	1,545
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>1,025</b>	<b>1,545</b>
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%

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

### OPERATING EXPENSES

	2012	2013
Administration	\$10,953	\$11,000
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$17,982	\$21,321
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$728	\$3,009
Fuel	\$6,559	\$6,336
<b>TOTAL OPERATING EXPENSES</b>	<b>\$36,222</b>	<b>\$41,666</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2012	2013
Passenger Revenue	\$6,982	\$10,412
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$6,982</b>	<b>\$10,412</b>
Federal Contributions		
Provincial Contributions	\$19,720	\$19,538
Municipal Contributions	\$9,520	\$11,716
Other / Donations		
<b>TOTAL</b>	<b>\$36,222</b>	<b>\$41,666</b>

### CAPITAL EXPENSES

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

### CAPITAL FUNDING SOURCES

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

The ridership increased in 2013 due to more users who used the service more frequently. In addition, the Long Term Care Unit at our hospital has used the bus more this year compared to last year.

### SERVICE HOURS / SCHEDULING

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

### FARE STRUCTURE

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

### EMPLOYEE DATA

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

### TOTAL NUMBER OF EMPLOYEES

3

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

Top Operator Wage Rate: \$18.83  
 Top Mechanic Wage Rate: \$24.62

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	19%	25%
Net Operating Cost / Capita	\$8.24	\$8.81
Total Exp. / Passenger	\$35.34	\$26.97
Total Exp. / Eligible Passenger	\$37.69	\$31.23
Transportation Exp. / Passenger		
Dedicated Service	\$24.65	\$19.85
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$13.31	\$16.21
<b>OPERATING</b>		
Registrants / Capita	0.0366	0.0352
Passengers / Capita	0.2888	0.4353
Passengers / Registrant	7.88	12.36
Passengers / Hour (Dedicated Service)	0.54	0.82
Kms / Passenger (Dedicated Service)	18.75	12.75
Average Speed (Dedicated Service)	10.13	10.42

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	1,017	
Wheelchair/Scooter Users	317	
Attendants	211	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>1,545</b>	

### VEHICLE DATA

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

# Brantford

## Brantford Lift

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

Population served: 94,586  
 Service area (km²): 75.1  
 Communities served: 1  
 Service began: 04/11/2013  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

## REGISTRANTS

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

## Active

## Total

**Total:** 1,226 1,226

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

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

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

## VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	405,736	406,611
Tot. Veh. Km. - Dedicated Service	405,736	406,611
Rev. Veh. Hrs. - Dedicated Service	23,868	25,414
Tot. Veh. Hrs. - Dedicated Service	23,868	25,414
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

## PASSENGER DATA

Dedicated Service	72,180	73,583
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>72,180</b>	<b>73,583</b>
Subscription / Pre-booked	45%	20%
Reservation	53%	70%
On-Demand / Day of trip	2%	10%
Cancelled in advance	14,922	2,627
No-shows / Cancelled at door	806	983
Unaccommodated trips	14	25
Number of complaints	20	

## OPERATING EXPENSES

Administration	\$667,160	\$12,490
Operations:		
Internal - Dedicated Service	\$792,186	\$168,171
Contract - Dedicated Service		\$1,179,711
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$142,554	\$192,145
Fuel	\$147,127	\$143,574
<b>TOTAL OPERATING EXPENSES</b>	<b>\$1,749,027</b>	<b>\$1,696,091</b>

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$222,528	\$212,398
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$222,528</b>	<b>\$212,398</b>
Federal Contributions		
Provincial Contributions		\$71,922
Municipal Contributions	\$1,465,789	\$1,533,932
Other / Donations	\$16,365	
<b>TOTAL</b>	<b>\$1,704,682</b>	<b>\$1,818,252</b>

## CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		\$145,530
<b>TOTAL CAPITAL EXPENSES</b>		<b>\$145,530</b>

## CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		\$145,530
Provincial Contributions		
Municipal Contributions		
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>		<b>\$145,530</b>

The City of Brantford under the brandname "Brantford Lift" took over operating specialized transit service on November 4, 2013 from the previous non-profit contractor Operation Lift. \* 2013 data are consolidated data representing for both service providers. \*The 2013 Passenger Revenues for Operation Lift was not available and was estimated by using the average fare.

## SERVICE HOURS / SCHEDULING

Weekday:	0600 to 0030	Sunday:	0800 to 2000
Saturday:	0600 to 0030	Holiday:	0800 to 2000
Advanced booking notice:	60 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

## FARE STRUCTURE

Effective Date:	04/11/2013	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$2.75	\$2.30	\$70.00	<input type="checkbox"/>
Child	\$1.75	\$1.65		<input type="checkbox"/>
Student	\$2.75	\$2.30	\$53.00	<input type="checkbox"/>
Senior	\$2.75	\$2.30	\$53.00	<input type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion	\$2.75	\$2.30	\$70.00	<input type="checkbox"/>
Other				

## EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$21.19  
 Top Mechanic Wage Rate: \$32.32

## PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	13%	13%
Net Operating Cost / Capita	\$16.24	\$15.69
Total Exp. / Passenger	\$24.23	\$23.05
Total Exp. / Eligible Passenger	\$25.52	\$23.24
Transportation Exp. / Passenger		
Dedicated Service	\$14.99	\$22.88
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$45.33	\$66.25
<b>OPERATING</b>		
Registrants / Capita	0.0213	0.0130
Passengers / Capita	0.7679	0.7780
Passengers / Registrant	36.09	60.02
Passengers / Hour (Dedicated Service)	3.02	2.90
Kms / Passenger (Dedicated Service)	5.62	5.53
Average Speed (Dedicated Service)	17.00	16.00

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	67,394	
Wheelchair/Scooter Users	5,596	
Attendants	198	
Companions	395	
Other (specified)		
<b>TOTAL</b>	<b>73,583</b>	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	14	12	N/A	
Small Buses			4	
Other				
<b>TOTAL DED. VEHICLES</b>	<b>14</b>	<b>12</b>	N/A	N/A
Vehicle ownership:		Municipality		
Vehicle maintenance responsibility:		Municipality		
Accessible taxis:				

# Brockville

## Brockville Para Transit

Contact: Paul McMunn  
 Title: Supervisor of Transportation Services  
 Telephone: 613-342-8772 x8229  
 Fax: 613-345-5035  
 Email: pmcmunn@brockville.com

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

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	357	357
Ambulatory:	301	301
Attendants:	324	324
Companions:		
Other:		
<b>Total:</b>	<b>982</b>	<b>982</b>

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

Eligibility Criteria: ☐ Unable to Board

☒ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☐

☒ Unable to Use

☐ Private Non-Profit Org.

☐ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	56,317	52,529
Tot. Veh. Km. - Dedicated Service	56,343	52,832
Rev. Veh. Hrs. - Dedicated Service	4,900	5,100
Tot. Veh. Hrs. - Dedicated Service	4,938	5,139
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	12,603	11,498
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>12,603</b>	<b>11,498</b>
Subscription / Pre-booked	63%	61%
Reservation	36%	37%
On-Demand / Day of trip	1%	2%
Cancelled in advance	1,393	1,522
No-shows / Cancelled at door	143	113
Unaccommodated trips	33	30
Number of complaints	5	13

### OPERATING EXPENSES

Administration	\$13,633	\$14,037
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$298,740	\$300,831
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$14,697	\$21,097
Fuel	\$25,840	\$30,285
<b>TOTAL OPERATING EXPENSES</b>	<b>\$352,910</b>	<b>\$366,250</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$18,177	\$17,573
Other Operating Revenue	\$23,433	\$25,038
<b>Total Operating Revenue</b>	<b>\$41,610</b>	<b>\$42,611</b>
Federal Contributions		
Provincial Contributions	\$43,564	\$43,564
Municipal Contributions	\$267,736	\$280,075
Other / Donations		
<b>TOTAL</b>	<b>\$352,910</b>	<b>\$366,250</b>

### CAPITAL EXPENSES

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

### CAPITAL FUNDING SOURCES

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

### SERVICE HOURS / SCHEDULING

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

### FARE STRUCTURE

Effective Date:	01/04/2012	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$2.25	\$1.70	\$62.00	<input checked="" type="checkbox"/>
Child	\$2.25	\$1.70	\$62.00	<input type="checkbox"/>
Student	\$2.25	\$1.70	\$62.00	<input type="checkbox"/>
Senior	\$2.25	\$1.70	\$62.00	<input checked="" type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion	\$2.25	\$1.70	\$62.00	<input type="checkbox"/>
Other	40 ride pass for \$62, child under 5 free			

### EMPLOYEE DATA

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

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

Top Operator Wage Rate:

Top Mechanic Wage Rate: \$29.67

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	12%	12%
Net Operating Cost / Capita	\$17.20	\$14.80
Total Exp. / Passenger	\$28.00	\$31.85
Total Exp. / Eligible Passenger	\$31.16	\$35.96
Transportation Exp. / Passenger		
Dedicated Service	\$26.92	\$30.63
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$68.71	\$68.54
<b>OPERATING</b>		
Registrants / Capita	0.0545	0.0449
Passengers / Capita	0.6961	0.5257
Passengers / Registrant	12.78	11.71
Passengers / Hour (Dedicated Service)	2.57	2.25
Kms / Passenger (Dedicated Service)	4.47	4.57
Average Speed (Dedicated Service)	11.49	10.30

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	5,541	
Wheelchair/Scooter Users	4,643	
Attendants	1,314	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>11,498</b>	

### VEHICLE DATA

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

# Burlington

## Handi-Van

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

Population served: 172,774  
 Service area (km²): 98.0  
 Communities served: 1  
 Service began: 01/01/1975  
 Advisory Committee members: 11  
 Eligibility Committee members: 6

**REGISTRANTS**  
 Wheelchair/Scooter Users: 979  
 Ambulatory: 1,699  
 Attendants:  
 Companions:  
 Other:  
**Total: 2,678**

**Active**  
 979  
 1,699  
 2,678

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

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

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

## VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	301,921	317,860
Tot. Veh. Km. - Dedicated Service	314,421	319,160
Rev. Veh. Hrs. - Dedicated Service	16,841	16,912
Tot. Veh. Hrs. - Dedicated Service	17,361	17,447
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

## PASSENGER DATA

Dedicated Service	46,376	44,341
Non-Dedicated Service	12,431	7,071
<b>TOTAL PASSENGERS</b>	<b>58,807</b>	<b>51,412</b>
Subscription / Pre-booked	50%	50%
Reservation	49%	49%
On-Demand / Day of trip	1%	1%
Cancelled in advance	3,437	3,829
No-shows / Cancelled at door	285	450
Unaccommodated trips	85	88
Number of complaints		

## OPERATING EXPENSES

Administration	\$33,020	\$31,704
Operations:		
Internal - Dedicated Service	\$801,018	\$858,980
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$80,645	\$58,862
Contract - Taxi Scrip	\$67,397	\$23,634
Maintenance (Vehicles & Facilities)	\$213,212	\$134,090
Fuel	\$96,007	\$111,655
<b>TOTAL OPERATING EXPENSES</b>	<b>\$1,291,299</b>	<b>\$1,218,925</b>

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$161,225	\$80,420
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$161,225</b>	<b>\$80,420</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$1,130,074	\$1,138,505
Other / Donations		
<b>TOTAL</b>	<b>\$1,291,299</b>	<b>\$1,218,925</b>

## CAPITAL EXPENSES

Vehicles Purchased	\$210,416	\$275,842
Debt Servicing		
Other Capital Expenses	\$170,480	
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$380,896</b>	<b>\$275,842</b>

## CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions	\$380,896	
Provincial Contributions		
Municipal Contributions		\$275,842
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$380,896</b>	<b>\$275,842</b>

\* Other Eligibility Criteria: Elderly, cognitively impaired and visually impaired persons may be eligible for the Handi-van service if they have a physical disability that prevents them from boarding a conventional public transit vehicle. Handi-van service is intended for those persons who, due to a functional limitation, cannot board, ride or disembark from a conventional transit bus. \* The 2013 ridership decrease was mainly caused by the discontinuation of the Taxi Scrip Program.

## SERVICE HOURS / SCHEDULING

Weekday:	0500 to 0100	Sunday:	0700 to 2100
Saturday:	0700 to 0100	Holiday:	0700 to 2100

Advanced booking notice: 30 day(s)  
 Minimum notice for reservation: 48.0 hour(s)  
 Reservations / Scheduling: Fully Computerized

## FARE STRUCTURE

Effective Date: 01/05/2013	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.25	\$2.70	\$95.00	<input type="checkbox"/>
Child	\$1.90	\$1.55		<input type="checkbox"/>
Student	\$3.25	\$1.85	\$69.00	<input type="checkbox"/>
Senior	\$3.25	\$1.85	\$58.50	<input type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion	\$3.25			<input type="checkbox"/>
Other	GO Transit Co-fare \$7.00			

## EMPLOYEE DATA

	Full-time	Part-time
Operators	8	3
Other Operations	2	
Vehicle Mechanics		1
General and Administration	1	
Other		

## TOTAL NUMBER OF EMPLOYEES

**11**      **4**  
**Union Affiliations:** Operators: CUPE Local 2723  
 Mechanics: CUPE Local 2723  
 Other (specify):

Top Operator Wage Rate: \$25.29

Top Mechanic Wage Rate: \$31.41

## PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	12%	7%
Net Operating Cost / Capita	\$6.43	\$6.59
Total Exp. / Passenger	\$21.96	\$23.71
Total Exp. / Eligible Passenger	\$22.58	\$24.65
Transportation Exp. / Passenger		
Dedicated Service	\$23.94	\$24.91
Non-Dedicated Service	\$11.91	\$11.67
Transportation Exp. / Hour (Dedicated Service)	\$63.95	\$63.32
<b>OPERATING</b>		
Registrants / Capita	0.0186	0.0155
Passengers / Capita	0.3346	0.2976
Passengers / Registrant	17.99	19.20
Passengers / Hour (Dedicated Service)	2.75	2.62
Kms / Passenger (Dedicated Service)	6.51	7.17
Average Speed (Dedicated Service)	17.93	18.79

## PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	27,320	6,748
Wheelchair/Scooter Users	15,065	323
Attendants	1,956	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>44,341</b>	<b>7,071</b>

## VEHICLE DATA

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

Vehicle ownership: Municipal Transit System

Vehicle maintenance responsibility: Municipal Transit System

Accessible taxis:

# Caledon

## Caledon Community Services

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

Population served: 59,460  
 Service area (km²): 647.0  
 Communities served: 1  
 Service began: 01/01/1988  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

**REGISTRANTS**  
 Wheelchair/Scooter Users:  
 Ambulatory: 295  
 Attendants:  
 Companions:  
 Other:  
**Total: 295**

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

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

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

VEHICLE KILOMETRES & HOURS		2012	2013
Rev. Veh. Km. - Dedicated Service		321,800	355,951
Tot. Veh. Km. - Dedicated Service		322,088	355,951
Rev. Veh. Hrs. - Dedicated Service		11,792	12,691
Tot. Veh. Hrs. - Dedicated Service		11,864	12,691
Non-Dedicated Service - Veh. Km.			
Non-Dedicated Service - Veh. Hrs.			
PASSENGER DATA			
Dedicated Service		22,748	20,888
Non-Dedicated Service			
TOTAL PASSENGERS		22,748	20,888
Subscription / Pre-booked		37%	35%
Reservation		62%	64%
On-Demand / Day of trip		1%	1%
Cancelled in advance		2,217	2,477
No-shows / Cancelled at door		328	384
Unaccommodated trips		507	663
Number of complaints			
OPERATING EXPENSES			
Administration		\$46,182	\$61,885
Operations:			
Internal - Dedicated Service		\$403,342	\$412,145
Contract - Dedicated Service			
Contract - Non-Dedicated Service			
Contract - Taxi Scrip		\$123	\$28
Maintenance (Vehicles & Facilities)		\$7,978	\$14,831
Fuel		\$48,052	\$54,655
<b>TOTAL OPERATING EXPENSES</b>		<b>\$505,677</b>	<b>\$543,543</b>
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS			
Passenger Revenue		\$112,495	\$103,968
Other Operating Revenue			
<b>Total Operating Revenue</b>		<b>\$112,495</b>	<b>\$103,968</b>
Federal Contributions			
Provincial Contributions		\$333,795	\$446,388
Municipal Contributions		\$27,736	\$26,879
Other / Donations		\$31,651	
<b>TOTAL</b>		<b>\$505,677</b>	<b>\$577,235</b>
CAPITAL EXPENSES			
Vehicles Purchased			
Debt Servicing			
Other Capital Expenses			
<b>TOTAL CAPITAL EXPENSES</b>			
CAPITAL FUNDING SOURCES			
Transit System			
Federal Contributions			
Provincial Contributions			
Municipal Contributions			
Other / Donations			
<b>TOTAL CAPITAL FUNDING</b>			

Other Eligibility Criteria: Caledon residents 60 years of age and older, unable to drive due to a long or short term disability, with cognitive impairments attending community programs and medical appointments. \* Fare Structure: One way fare is \$4.00 anywhere within the Town of Caledon, \$10.00 to Brampton, \$20.00 to Mississauga, Georgetown, Woodbridge and Newmarket, \$30.00 to Oakville and Toronto. \* We have 7 buses with ramps; five Ford 450 and two Ford 350; 6 buses out daily on weekdays, 1 bus out daily on weekends and holidays. \* Clients are travelling further distances, higher awareness and need of services to clients that reside in the northern part of Caledon. Ridership has declined but need of those registered has increased.

SERVICE HOURS / SCHEDULING			
Weekday:	0600 to 1800	Sunday:	0600 to 1400
Saturday:	0600 to 1800	Holiday:	0600 to 1800
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	48.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		
FARE STRUCTURE			
Effective Date:	01/05/2009	<b>Tickets/Cards</b>	
	<b>Cash</b>	<b>(unit price)</b>	<b>Monthly Pass</b>
Adult	\$4.00		<b>Free</b>
Child			<input type="checkbox"/>
Student			<input type="checkbox"/>
Senior	\$4.00		<input type="checkbox"/>
Attendant			<input checked="" type="checkbox"/>
Companion			<input type="checkbox"/>
Other	fare varies by distance		
EMPLOYEE DATA		<b>Full-time</b>	<b>Part-time</b>
Operators			7
Other Operations			3
Vehicle Mechanics			
General and Administration			3
Other			
<b>TOTAL NUMBER OF EMPLOYEES</b>			<b>13</b>
<b>Union Affiliations:</b>	Operators:		
	Mechanics:		
	Other (specify):		
Top Operator Wage Rate:			
Top Mechanic Wage Rate:			
PERFORMANCE INDICATORS			
FINANCIAL		2012	2013
R/C Ratio		22%	19%
Net Operating Cost / Capita		\$6.61	\$7.39
Total Exp. / Passenger		\$22.23	\$26.02
Total Exp. / Eligible Passenger		\$23.80	\$28.25
Transportation Exp. / Passenger			
Dedicated Service		\$20.19	\$23.06
Non-Dedicated Service			
Transportation Exp. / Hour (Dedicated Service)		\$38.72	\$37.95
OPERATING			
Registrants / Capita		0.0058	0.0050
Passengers / Capita		0.3826	0.3513
Passengers / Registrant		65.56	70.81
Passengers / Hour (Dedicated Service)		1.93	1.65
Kms / Passenger (Dedicated Service)		14.15	17.04
Average Speed (Dedicated Service)		27.29	28.05

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	19,242	
Wheelchair/Scooter Users		
Attendants	1,646	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>20,888</b>	

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

# Chapleau

## Chapleau Handi Transit

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

Population served: 2,072  
 Service area (km²): 13.5  
 Communities served: 1  
 Service began: 01/01/1973  
 Advisory Committee members: 5  
 Eligibility Committee members: N/A

### REGISTRANTS

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

### Active

### Total

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

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

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

### VEHICLE KILOMETRES & HOURS

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

2012

2013

1,313

1,313

1,313

1,313

### PASSENGER DATA

Dedicated Service  
 Non-Dedicated Service

2,311

2,379

### TOTAL PASSENGERS

2,311

2,379

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

0%

0%

0%

0%

0%

0%

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

### OPERATING EXPENSES

Administration

Operations:

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

\$40,736

\$40,280

Maintenance (Vehicles & Facilities)

\$29,539

\$26,726

Fuel

**TOTAL OPERATING EXPENSES**

**\$70,275**

**\$67,006**

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue  
 Other Operating Revenue

\$5,760

\$5,554

**Total Operating Revenue**

**\$5,760**

**\$5,554**

Federal Contributions

Provincial Contributions

\$19,869

\$18,614

Municipal Contributions

\$44,646

\$42,838

Other / Donations

**TOTAL**

**\$70,275**

**\$67,006**

### CAPITAL EXPENSES

Vehicles Purchased  
 Debt Servicing  
 Other Capital Expenses

\$70,616

### TOTAL CAPITAL EXPENSES

**\$70,616**

### CAPITAL FUNDING SOURCES

Transit System  
 Federal Contributions  
 Provincial Contributions  
 Municipal Contributions  
 Other / Donations

\$70,616

### TOTAL CAPITAL FUNDING

**\$70,616**

### SERVICE HOURS / SCHEDULING

Weekday: 0845 to 1445 Sunday: to  
 Saturday: to Holiday: to  
 Advanced booking notice: 1 day(s)  
 Minimum notice for reservation: 0.0 hour(s)  
 Reservations / Scheduling: Manual

### FARE STRUCTURE

Effective Date: 01/01/2004

**Cash**

Adult \$3.50

Child \$1.00

Student \$3.50

Senior \$2.50

Attendant \$3.50

Companion \$3.50

Other

### EMPLOYEE DATA

Operators  
 Other Operations  
 Vehicle Mechanics  
 General and Administration  
 Other

### Full-time

### Part-time

### TOTAL NUMBER OF EMPLOYEES

**Union Affiliations:** Operators:  
 Mechanics: CUPE Local 887  
 Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate: \$30.27

### PERFORMANCE INDICATORS

#### FINANCIAL

	2012	2013
R/C Ratio	8%	8%
Net Operating Cost / Capita	\$31.14	\$29.66
Total Exp. / Passenger	\$30.41	\$28.17
Total Exp. / Eligible Passenger	\$30.41	\$28.17
Transportation Exp. / Passenger		
Dedicated Service	\$30.41	\$28.17
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$53.52	\$51.03

#### OPERATING

Registrants / Capita		
Passengers / Capita	1.1154	1.1482
Passengers / Registrant		
Passengers / Hour (Dedicated Service)	1.76	1.81
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

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

#### PASSENGER DATA

Ambulatory  
 Wheelchair/Scooter Users  
 Attendants  
 Companions  
 Other (specified)

Ded. Service

Non-Ded. Service

2,379

**TOTAL**

**2,379**

#### VEHICLE DATA

Non-Accessible Cars  
 Accessible Vans / Minivans  
 Small Buses  
 Other

Number

Veh.  
Peak

Avg. Capacity per Veh.  
Wheelchair  
N/A

Ambulatory

**TOTAL DED. VEHICLES**

1

1

N/A

N/A

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



# Chatham

## CK Transit Chatham Accessible Service

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

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

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	538	538
Ambulatory:	488	488
Attendants:	490	490
Companions:		
Other:		
<b>Total:</b>	<b>1,516</b>	<b>1,516</b>

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

Eligibility Criteria: ☒ Unable to Board

☒ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☐

☒ Unable to Use

☐ Private Non-Profit Org.

☐ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	135,435	
Tot. Veh. Km. - Dedicated Service	135,435	
Rev. Veh. Hrs. - Dedicated Service	3,704	3,711
Tot. Veh. Hrs. - Dedicated Service	3,704	3,711
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

	2012	2013
Dedicated Service	26,260	26,997
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>26,260</b>	<b>26,997</b>
Subscription / Pre-booked	0%	0%
Reservation	100%	100%
On-Demand / Day of trip	0%	0%
Cancelled in advance	8	185
No-shows / Cancelled at door	35	60
Unaccommodated trips		
Number of complaints		

### OPERATING EXPENSES

	2012	2013
Administration	\$10,855	\$11,009
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$492,934	\$432,786
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel	\$22,040	\$21,582
<b>TOTAL OPERATING EXPENSES</b>	<b>\$525,829</b>	<b>\$465,377</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2012	2013
Passenger Revenue	\$60,388	\$53,461
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$60,388</b>	<b>\$53,461</b>
Federal Contributions		
Provincial Contributions		\$144,975
Municipal Contributions	\$465,441	\$266,941
Other / Donations		
<b>TOTAL</b>	<b>\$525,829</b>	<b>\$465,377</b>

### CAPITAL EXPENSES

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

### CAPITAL FUNDING SOURCES

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

\*In 2013, the service provider was released from contract at their request. Statistical information for annual vehicle kilometres have been provided by the interm service provider for December 2013 only.

### SERVICE HOURS / SCHEDULING

Weekday:	0800 to 1800	Sunday:	0900 to 1700
Saturday:	0800 to 1800	Holiday:	to
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Manual		

### FARE STRUCTURE

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

### EMPLOYEE DATA

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

### TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

	2012	2013
<b>FINANCIAL</b>		
R/C Ratio	11%	11%
Net Operating Cost / Capita	\$10.34	\$9.15
Total Exp. / Passenger	\$20.02	\$17.24
Total Exp. / Eligible Passenger	\$24.18	\$20.26
Transportation Exp. / Passenger		
Dedicated Service	\$19.61	\$16.83
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$139.03	\$122.44
<b>OPERATING</b>		
Registrants / Capita	0.0378	0.0337
Passengers / Capita	0.5836	0.5999
Passengers / Registrant	15.42	17.81
Passengers / Hour (Dedicated Service)	7.09	7.27
Kms / Passenger (Dedicated Service)	5.16	
Average Speed (Dedicated Service)	36.56	

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	22,965	
Wheelchair/Scooter Users		
Attendants	4,032	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>26,997</b>	

### VEHICLE DATA

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

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

# Cobourg

## Wheels

Contact: David O'Neil  
 Title: Senior Financial Analyst  
 Telephone: 905-372-8944 x4210  
 Fax: 905-372-7421  
 Email: doneil@cobourg.ca

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

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	225	225
Ambulatory:	196	196
Attendants:	74	74
Companions:		
Other:	4	4
<b>Total:</b>	<b>499</b>	<b>499</b>

Dedicated Serv. Operated by: ☒ Transit System/Municipality

Non-Dedicated Service: ☒ Contractors: 1

Eligibility Criteria: ☒ Unable to Board

☒ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☐

☒ Unable to Use

☐ Private Non-Profit Org.

☐ Other Criteria

## VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	30,328	29,393
Tot. Veh. Km. - Dedicated Service	30,328	29,393
Rev. Veh. Hrs. - Dedicated Service	1,913	1,914
Tot. Veh. Hrs. - Dedicated Service	1,913	1,914
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

## PASSENGER DATA

Dedicated Service	4,830	4,972
Non-Dedicated Service	4,099	4,829
<b>TOTAL PASSENGERS</b>	<b>8,929</b>	<b>9,801</b>
Subscription / Pre-booked	0%	15%
Reservation	0%	5%
On-Demand / Day of trip	0%	80%
Cancelled in advance	585	1,053
No-shows / Cancelled at door	376	426
Unaccommodated trips	274	337
Number of complaints	121	115

## OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$91,615	\$92,564
Contract - Non-Dedicated Service	\$48,431	\$57,844
Contract - Taxi Scrip		\$31
Maintenance (Vehicles & Facilities)		
Fuel		
<b>TOTAL OPERATING EXPENSES</b>	<b>\$140,045</b>	<b>\$150,439</b>

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$17,858	\$14,288
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$17,858</b>	<b>\$14,288</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$122,187	\$136,151
Other / Donations		
<b>TOTAL</b>	<b>\$140,045</b>	<b>\$150,439</b>

## CAPITAL EXPENSES

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

## CAPITAL FUNDING SOURCES

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

\* receive more applications and requests for the service in 2013.

## SERVICE HOURS / SCHEDULING

Weekday:	0615 to 1945	Sunday:	0845 to 1600
Saturday:	0815 to 1845	Holiday:	1115 to 1715

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

## FARE STRUCTURE

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

## EMPLOYEE DATA

Operators  
 Other Operations  
 Vehicle Mechanics  
 General and Administration  
 Other

Full-time

Part-time

## TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	13%	9%
Net Operating Cost / Capita	\$6.79	\$7.35
Total Exp. / Passenger	\$15.68	\$15.35
Total Exp. / Eligible Passenger	\$15.68	\$15.35
Transportation Exp. / Passenger		
Dedicated Service	\$18.97	\$18.62
Non-Dedicated Service	\$11.82	\$11.98
Transportation Exp. / Hour (Dedicated Service)	\$47.88	\$48.36
<b>OPERATING</b>		
Registrants / Capita	0.0347	0.0270
Passengers / Capita	0.4961	0.5292
Passengers / Registrant	14.31	19.64
Passengers / Hour (Dedicated Service)	2.52	2.60
Kms / Passenger (Dedicated Service)	6.28	5.91
Average Speed (Dedicated Service)	15.85	15.36

## PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	4,972	4,829
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
<b>TOTAL</b>	<b>4,972</b>	<b>4,829</b>

## VEHICLE DATA

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

Vehicle ownership: Mun. Transit System; Van - Private Contractor  
 Vehicle maintenance responsibility: Contracted Operator  
 Accessible taxis: 1

# Cochrane

## Accessible Transit

Contact: Jeannine Morrison  
 Title: Reception Clerk  
 Telephone: 705-272-4361 x221  
 Fax: 705-272-6068  
 Email: jeannine.morrison@cochrane.ontario.com

Population served: 5,340  
 Service area (km²): 539.0  
 Communities served: 1  
 Service began: 01/01/1993  
 Advisory Committee members: 10  
 Eligibility Committee members: 10

**REGISTRANTS**  
 Wheelchair/Scooter Users: 39  
 Ambulatory: 78  
 Attendants:  
 Companions:  
 Other:  
**Total:** 117

**Active**  
 39  
 78  
 117

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☒ Contractors: 1

**Eligibility Criteria:** ☐ Unable to Board

☐ Private Contractor(s), number:

Taxi Scrip Program Available: ☐

☐ Unable to Use

☐ Private Non-Profit Org.

☒ Other Criteria

## VEHICLE KILOMETRES & HOURS

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

2012

2013

## SERVICE HOURS / SCHEDULING

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

## PASSENGER DATA

Dedicated Service  
 Non-Dedicated Service 3,415 3,721  
**TOTAL PASSENGERS 3,415 3,721**  
 Subscription / Pre-booked 0% 0%  
 Reservation 0% 0%  
 On-Demand / Day of trip 100% 100%

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

## OPERATING EXPENSES

Administration \$7,359 \$9,600  
 Operations:  
 Internal - Dedicated Service  
 Contract - Dedicated Service  
 Contract - Non-Dedicated Service \$31,832 \$28,744  
 Contract - Taxi Scrip  
 Maintenance (Vehicles & Facilities)  
 Fuel  
**TOTAL OPERATING EXPENSES \$39,191 \$38,344**

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue \$19,401 \$21,017  
 Other Operating Revenue  
**Total Operating Revenue \$19,401 \$21,017**  
 Federal Contributions  
 Provincial Contributions \$14,843 \$12,995  
 Municipal Contributions \$4,947 \$4,332  
 Other / Donations  
**TOTAL \$39,191 \$38,344**

## CAPITAL EXPENSES

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

## CAPITAL FUNDING SOURCES

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

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

## FARE STRUCTURE

Effective Date: 01/01/2013  
**Cash**  
 Adult \$5.50 \$5.50  
 Child \$5.50 \$5.50  
 Student \$5.50 \$5.50  
 Senior \$5.50 \$5.50  
 Attendant  
 Companion  
 Other

## EMPLOYEE DATA

Operators  
 Other Operations  
 Vehicle Mechanics  
 General and Administration  
 Other  
**TOTAL NUMBER OF EMPLOYEES**

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

**FINANCIAL**  
 R/C Ratio 50% 55%  
 Net Operating Cost / Capita \$4.19 \$3.24  
 Total Exp. / Passenger \$11.48 \$10.30  
 Total Exp. / Eligible Passenger \$11.48 \$10.30  
 Transportation Exp. / Passenger  
 Dedicated Service  
 Non-Dedicated Service \$9.32 \$7.72  
 Transportation Exp. / Hour (Dedicated Service)  
**OPERATING**  
 Registrants / Capita 0.0241 0.0219  
 Passengers / Capita 0.7232 0.6968  
 Passengers / Registrant 29.96 31.80  
 Passengers / Hour (Dedicated Service)  
 Kms / Passenger (Dedicated Service)  
 Average Speed (Dedicated Service)

## PASSENGER DATA

**Ded. Service Non-Ded. Service**  
 Ambulatory 3,721  
 Wheelchair/Scooter Users  
 Attendants  
 Companions  
 Other (specified)  
**TOTAL 3,721**

## VEHICLE DATA

**Number Veh. Peak Avg. Capacity per Veh.**  
 Non-Accessible Cars  
 Accessible Vans / Minivans  
 Small Buses  
 Other  
**TOTAL DED. VEHICLES**

Vehicle ownership:  
 Vehicle maintenance responsibility:  
 Accessible taxis:

# Collingwood

## Canadian Red Cross Contract Town of Collingwood

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

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

**REGISTRANTS**  
 Wheelchair/Scooter Users: 80  
 Ambulatory: 242  
 Attendants:  
 Companions:  
 Other:  
**Total: 322 322**

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

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

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

### VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	42,923	40,979
Tot. Veh. Km. - Dedicated Service	44,768	44,064
Rev. Veh. Hrs. - Dedicated Service	4,192	4,420
Tot. Veh. Hrs. - Dedicated Service	4,276	4,420
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

	2012	2013
Dedicated Service	9,052	10,497
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>9,052</b>	<b>10,497</b>
Subscription / Pre-booked	97%	95%
Reservation	0%	0%
On-Demand / Day of trip	3%	5%
Cancelled in advance	2,150	2,414
No-shows / Cancelled at door	50	68
Unaccommodated trips	65	21
Number of complaints	10	14

### OPERATING EXPENSES

	2012	2013
Administration	\$30,994	\$16,265
Operations:		
Internal - Dedicated Service	\$84,106	\$103,143
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$11,103	\$13,398
Fuel	\$12,304	\$15,697
<b>TOTAL OPERATING EXPENSES</b>	<b>\$138,507</b>	<b>\$148,503</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2012	2013
Passenger Revenue	\$31,682	\$36,740
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$31,682</b>	<b>\$36,740</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$50,000	\$113,967
Other / Donations		
<b>TOTAL</b>	<b>\$81,682</b>	<b>\$150,707</b>

### CAPITAL EXPENSES

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

### CAPITAL FUNDING SOURCES

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

\*other Eligibility Criteria: seniors and people with physical disabilities.

### SERVICE HOURS / SCHEDULING

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

### FARE STRUCTURE

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

### EMPLOYEE DATA

	Full-time	Part-time
Operators		6
Other Operations		
Vehicle Mechanics		
General and Administration	2	1
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>2</b>	<b>7</b>

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

Top Operator Wage Rate: \$14.87  
 Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

	2012	2013
<b>FINANCIAL</b>		
R/C Ratio	23%	25%
Net Operating Cost / Capita	\$5.09	\$5.32
Total Exp. / Passenger	\$15.30	\$14.15
Total Exp. / Eligible Passenger	\$15.30	\$14.15
Transportation Exp. / Passenger		
Dedicated Service	\$11.88	\$12.60
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$25.14	\$29.92
<b>OPERATING</b>		
Registrants / Capita	0.0213	0.0153
Passengers / Capita	0.4311	0.4999
Passengers / Registrant	20.21	32.60
Passengers / Hour (Dedicated Service)	2.16	2.37
Kms / Passenger (Dedicated Service)	4.74	3.90
Average Speed (Dedicated Service)	10.24	9.27

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	6,509	
Wheelchair/Scooter Users	3,988	
Attendants		
Companions		
Other (specified)		
<b>TOTAL</b>	<b>10,497</b>	

### VEHICLE DATA

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

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

# Cornwall

## Cornwall Transit

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

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

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	554	554
Ambulatory:	927	927
Attendants:	69	69
Companions:		
Other:		
<b>Total:</b>	<b>1,550</b>	<b>1,550</b>

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

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

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

### VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	250,029	220,590
Tot. Veh. Km. - Dedicated Service	250,029	220,590
Rev. Veh. Hrs. - Dedicated Service	12,777	12,982
Tot. Veh. Hrs. - Dedicated Service	12,777	12,982
Non-Dedicated Service - Veh. Km.	13,931	10,611
Non-Dedicated Service - Veh. Hrs.	901	1,515

### PASSENGER DATA

Dedicated Service	36,234	35,433
Non-Dedicated Service	4,838	4,081
<b>TOTAL PASSENGERS</b>	<b>41,072</b>	<b>39,514</b>
Subscription / Pre-booked	42%	40%
Reservation	0%	0%
On-Demand / Day of trip	58%	60%
Cancelled in advance	9,098	8,022
No-shows / Cancelled at door	342	347
Unaccommodated trips	550	
Number of complaints		

### OPERATING EXPENSES

Administration	\$191,406	\$249,385
Operations:		
Internal - Dedicated Service	\$610,918	\$606,892
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$34,714	\$31,019
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$158,076	\$193,232
Fuel	\$76,801	\$77,015
<b>TOTAL OPERATING EXPENSES</b>	<b>\$1,071,915</b>	<b>\$1,157,543</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$78,511	\$99,626
Other Operating Revenue		\$8,793
<b>Total Operating Revenue</b>	<b>\$78,511</b>	<b>\$108,419</b>
Federal Contributions		
Provincial Contributions	\$185,900	\$200,400
Municipal Contributions	\$807,504	\$848,724
Other / Donations		
<b>TOTAL</b>	<b>\$1,071,915</b>	<b>\$1,157,543</b>

### CAPITAL EXPENSES

Vehicles Purchased	\$76,320	
Debt Servicing		
Other Capital Expenses		\$5,750
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$76,320</b>	<b>\$5,750</b>

### CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$76,320	\$5,750
Municipal Contributions		
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$76,320</b>	<b>\$5,750</b>

\* Other Eligibility Criteria - Visual, Cognitive. \* Ridership decline might be induced by a shift of riders into Long Term Care facilities.

### SERVICE HOURS / SCHEDULING

Weekday:	0600 to 2345	Sunday:	to
Saturday:	0630 to 2345	Holiday:	to
Advanced booking notice:	14 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

### FARE STRUCTURE

Effective Date:	06/05/2013	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$2.75	\$2.20		<input type="checkbox"/>
Child	\$2.50			<input type="checkbox"/>
Student	\$2.75	\$2.00		<input type="checkbox"/>
Senior	\$2.75	\$2.00		<input type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion	\$2.75	\$2.20		<input type="checkbox"/>
Other	low income 25 for \$40.00			

### EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$22.13  
 Top Mechanic Wage Rate: \$24.12

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	7%	9%
Net Operating Cost / Capita	\$21.44	\$22.82
Total Exp. / Passenger	\$26.10	\$29.29
Total Exp. / Eligible Passenger	\$29.83	\$32.90
Transportation Exp. / Passenger		
Dedicated Service	\$23.34	\$24.75
Non-Dedicated Service	\$7.18	\$7.60
Transportation Exp. / Hour (Dedicated Service)	\$66.20	\$67.57
<b>OPERATING</b>		
Registrants / Capita	0.0314	0.0337
Passengers / Capita	0.8863	0.8597
Passengers / Registrant	28.27	25.49
Passengers / Hour (Dedicated Service)	2.84	2.73
Kms / Passenger (Dedicated Service)	6.90	6.23
Average Speed (Dedicated Service)	19.57	16.99

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	20,242	3,694
Wheelchair/Scooter Users	11,253	
Attendants	3,938	387
Companions		
Other (specified)		
<b>TOTAL</b>	<b>35,433</b>	<b>4,081</b>

### VEHICLE DATA

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

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

# Cramahe

## Community Care Northumberland Rural Transportation

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

Population served: 24,632  
 Service area (km²): 1,030.4  
 Communities served: 2  
 Service began: 08/11/2008  
 Advisory Committee members: 10  
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	3	3
Ambulatory:	149	149
Attendants:		
Companions:		
Other:		
<b>Total:</b>	<b>152</b>	<b>152</b>

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

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

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

### VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	89,631	83,089
Tot. Veh. Km. - Dedicated Service	127,651	116,876
Rev. Veh. Hrs. - Dedicated Service	1,865	1,821
Tot. Veh. Hrs. - Dedicated Service	2,717	2,569
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

	2012	2013
Dedicated Service	3,051	3,307
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>3,051</b>	<b>3,307</b>
Subscription / Pre-booked	50%	60%
Reservation	15%	10%
On-Demand / Day of trip	35%	30%
Cancelled in advance	1,377	1,139
No-shows / Cancelled at door	82	23
Unaccommodated trips	238	50
Number of complaints		

### OPERATING EXPENSES

	2012	2013
Administration	\$9,917	\$15,816
Operations:		
Internal - Dedicated Service	\$71,598	\$75,915
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$8,110	\$17,177
Fuel	\$14,937	\$13,339
<b>TOTAL OPERATING EXPENSES</b>	<b>\$104,562</b>	<b>\$122,247</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2012	2013
Passenger Revenue	\$14,419	\$15,352
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$14,419</b>	<b>\$15,352</b>
Federal Contributions		
Provincial Contributions	\$42,542	\$75,520
Municipal Contributions	\$12,025	\$12,500
Other / Donations	\$35,576	\$18,875
<b>TOTAL</b>	<b>\$104,562</b>	<b>\$122,247</b>

### CAPITAL EXPENSES

	2012	2013
Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>		

### CAPITAL FUNDING SOURCES

	2012	2013
Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>		

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

### SERVICE HOURS / SCHEDULING

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

### FARE STRUCTURE

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

### EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$14.58

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	14%	13%
Net Operating Cost / Capita	\$3.66	\$4.34
Total Exp. / Passenger	\$34.27	\$36.97
Total Exp. / Eligible Passenger	\$34.27	\$36.97
Transportation Exp. / Passenger		
Dedicated Service	\$31.02	\$32.18
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$34.83	\$41.43
<b>OPERATING</b>		
Registrants / Capita	0.0057	0.0062
Passengers / Capita	0.1239	0.1343
Passengers / Registrant	21.79	21.76
Passengers / Hour (Dedicated Service)	1.64	1.82
Kms / Passenger (Dedicated Service)	29.38	25.13
Average Speed (Dedicated Service)	48.06	45.63

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	3,283	
Wheelchair/Scooter Users	24	
Attendants		
Companions		
Other (specified)		
<b>TOTAL</b>	<b>3,307</b>	

### VEHICLE DATA

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

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

# Dryden

## Dryden Handi Transit

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

Population served: 6,267  
 Service area (km²): 65.2  
 Communities served: 1  
 Service began: 01/06/1976  
 Advisory Committee members: 4  
 Eligibility Committee members: 4

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

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

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

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

### VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	17,239	15,214
Tot. Veh. Km. - Dedicated Service	17,333	15,308
Rev. Veh. Hrs. - Dedicated Service	1,604	1,485
Tot. Veh. Hrs. - Dedicated Service	2,795	2,664
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

	2012	2013
Dedicated Service	5,475	5,094
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>5,475</b>	<b>5,094</b>
Subscription / Pre-booked	80%	80%
Reservation	15%	15%
On-Demand / Day of trip	5%	5%
Cancelled in advance	68	71
No-shows / Cancelled at door	9	28
Unaccommodated trips		
Number of complaints		

### OPERATING EXPENSES

	2012	2013
Administration	\$10,353	\$10,560
Operations:		
Internal - Dedicated Service	\$51,032	\$50,320
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$9,943	\$14,496
Fuel	\$10,320	\$9,264
<b>TOTAL OPERATING EXPENSES</b>	<b>\$81,648</b>	<b>\$84,640</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2012	2013
Passenger Revenue	\$2,688	\$1,112
Other Operating Revenue	\$217	\$125
<b>Total Operating Revenue</b>	<b>\$2,905</b>	<b>\$1,237</b>
Federal Contributions		
Provincial Contributions	\$18,155	\$17,000
Municipal Contributions	\$58,900	\$59,000
Other / Donations	\$1,688	\$1,784
<b>TOTAL</b>	<b>\$81,648</b>	<b>\$79,021</b>

### CAPITAL EXPENSES

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

### CAPITAL FUNDING SOURCES

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

### SERVICE HOURS / SCHEDULING

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

### FARE STRUCTURE

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

### EMPLOYEE DATA

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

Union Affiliations: Operators:  
 Mechanics:  
 Other (specify):  
 Top Operator Wage Rate: \$19.00  
 Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	4%	1%
Net Operating Cost / Capita	\$12.56	\$13.31
Total Exp. / Passenger	\$14.91	\$16.62
Total Exp. / Eligible Passenger	\$15.16	\$16.82
Transportation Exp. / Passenger		
Dedicated Service	\$13.02	\$14.54
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$25.51	\$27.81
<b>OPERATING</b>		
Registrants / Capita	0.0423	0.0423
Passengers / Capita	0.8736	0.8128
Passengers / Registrant	20.66	19.22
Passengers / Hour (Dedicated Service)	3.41	3.43
Kms / Passenger (Dedicated Service)	3.15	2.99
Average Speed (Dedicated Service)	10.75	10.25

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	4,514	
Wheelchair/Scooter Users	519	
Attendants	61	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>5,094</b>	

### VEHICLE DATA

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

# Durham Region

## Durham Region Transit

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

Population served: 651,600  
 Service area (km²): 2,537.0  
 Communities served: 8  
 Service began: 01/01/2006  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

### REGISTRANTS

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

### Active

### Total

**Total:** 3,877 3,877

Dedicated Serv. Operated by: ☒ Transit System/Municipality

Non-Dedicated Service: ☒ Contractors: 4

**Eligibility Criteria:** ☐ Unable to Board

☐ Private Contractor(s), number:

Taxi Scrip Program Available: ☐

☐ Unable to Use

☐ Private Non-Profit Org.

☒ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	1,073,388	1,115,012
Tot. Veh. Km. - Dedicated Service	1,073,388	1,115,012
Rev. Veh. Hrs. - Dedicated Service	40,063	40,063
Tot. Veh. Hrs. - Dedicated Service	44,055	44,055
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	110,669	112,532
Non-Dedicated Service	57,800	67,014
<b>TOTAL PASSENGERS</b>	<b>168,469</b>	<b>179,546</b>
Subscription / Pre-booked	62%	62%
Reservation	35%	35%
On-Demand / Day of trip	3%	3%
Cancelled in advance	26,996	30,704
No-shows / Cancelled at door	1,156	1,540
Unaccommodated trips	1,764	2,446
Number of complaints	11	4

### OPERATING EXPENSES

Administration	\$887,121	\$838,147
Operations:		
Internal - Dedicated Service	\$2,766,685	\$3,063,549
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$962,179	\$1,059,390
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$840,444	\$828,710
Fuel	\$331,121	\$314,380
<b>TOTAL OPERATING EXPENSES</b>	<b>\$5,787,550</b>	<b>\$6,104,176</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$351,101	\$274,504
Other Operating Revenue	\$9,918	\$7,985
<b>Total Operating Revenue</b>	<b>\$361,019</b>	<b>\$282,490</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$5,426,531	\$5,821,686
Other / Donations		
<b>TOTAL</b>	<b>\$5,787,550</b>	<b>\$6,104,176</b>

### CAPITAL EXPENSES

Vehicles Purchased	\$712,642	\$777,552
Debt Servicing		
Other Capital Expenses		\$57,049
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$712,642</b>	<b>\$834,601</b>

### CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$534,562	\$834,601
Municipal Contributions	\$178,080	
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$712,642</b>	<b>\$834,601</b>

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

### SERVICE HOURS / SCHEDULING

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

Advanced booking notice: 7 day(s)  
 Minimum notice for reservation: 15.0 hour(s)  
 Reservations / Scheduling: Fully Computerized

### FARE STRUCTURE

Effective Date:	01/12/2013	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$3.10	\$2.78	\$103.00	<input type="checkbox"/>
Child	\$2.00	\$1.90	\$61.25	<input type="checkbox"/>
Student	\$3.10	\$2.58	\$86.50	<input type="checkbox"/>
Senior	\$2.00	\$1.90	\$41.50	<input type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion				<input type="checkbox"/>
Other	ODSP \$41.50			

### EMPLOYEE DATA

	Full-time	Part-time
Operators	19	11
Other Operations	2	6
Vehicle Mechanics		
General and Administration	4	1
Other		

### TOTAL NUMBER OF EMPLOYEES

25

18

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

Top Operator Wage Rate: \$29.41

Top Mechanic Wage Rate: \$35.95

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	6%	5%
Net Operating Cost / Capita	\$8.41	\$8.93
Total Exp. / Passenger	\$34.35	\$34.00
Total Exp. / Eligible Passenger	\$34.35	\$34.00
Transportation Exp. / Passenger		
Dedicated Service	\$35.59	\$37.38
Non-Dedicated Service	\$16.65	\$15.81
Transportation Exp. / Hour (Dedicated Service)	\$89.39	\$95.49
<b>OPERATING</b>		
Registrants / Capita	0.0047	0.0060
Passengers / Capita	0.2612	0.2756
Passengers / Registrant	55.99	46.31
Passengers / Hour (Dedicated Service)	2.76	2.81
Kms / Passenger (Dedicated Service)	9.70	9.91
Average Speed (Dedicated Service)	26.79	27.83

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	75,800	45,139
Wheelchair/Scooter Users	36,732	21,875
Attendants		
Companions		
Other (specified)		
<b>TOTAL</b>	<b>112,532</b>	<b>67,014</b>

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			Wheelchair
Accessible Vans / Minivans			N/A
Small Buses	30	24	4
Other			6
<b>TOTAL DED. VEHICLES</b>	<b>30</b>	<b>24</b>	N/A

Vehicle ownership: Regional Municipality

Vehicle maintenance responsibility: Regional Municipality

Accessible taxis:



# Dysart et Al

## Dysart Special Transit Service

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

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

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

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

Eligibility Criteria: ☐ Unable to Board

☒ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☐

☐ Unable to Use

☐ Private Non-Profit Org.

☒ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	5,185	4,778
Tot. Veh. Km. - Dedicated Service	6,913	6,370
Rev. Veh. Hrs. - Dedicated Service	317	423
Tot. Veh. Hrs. - Dedicated Service	473	564
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

	2012	2013
Dedicated Service	1,550	1,444
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>1,550</b>	<b>1,444</b>
Subscription / Pre-booked	75%	75%
Reservation	23%	23%
On-Demand / Day of trip	2%	2%

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

### OPERATING EXPENSES

	2012	2013
Administration	\$6,809	\$6,831
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$8,668	\$9,917
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$634	\$2,793
Fuel	\$2,240	\$2,612
<b>TOTAL OPERATING EXPENSES</b>	<b>\$18,351</b>	<b>\$22,153</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2012	2013
Passenger Revenue	\$7,200	\$7,429
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$7,200</b>	<b>\$7,429</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$11,151	\$14,724
Other / Donations		
<b>TOTAL</b>	<b>\$18,351</b>	<b>\$22,153</b>

### CAPITAL EXPENSES

	2012	2013
Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>		

### CAPITAL FUNDING SOURCES

	2012	2013
Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		

### TOTAL CAPITAL FUNDING

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

### SERVICE HOURS / SCHEDULING

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

### FARE STRUCTURE

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

### EMPLOYEE DATA

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

### TOTAL NUMBER OF EMPLOYEES

5

Union Affiliations: Operators: CUPE 2142 - Full Time Municipal Employee  
 Mechanics:  
 Other (specify):

Top Operator Wage Rate: \$18.00

Top Mechanic Wage Rate: \$23.15

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	39%	34%
Net Operating Cost / Capita	\$1.72	\$2.27
Total Exp. / Passenger	\$11.84	\$15.34
Total Exp. / Eligible Passenger	\$14.34	\$18.68
Transportation Exp. / Passenger		
Dedicated Service	\$7.45	\$10.61
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$24.40	\$27.17
<b>OPERATING</b>		
Registrants / Capita	0.0212	0.0215
Passengers / Capita	0.2385	0.2222
Passengers / Registrant	11.23	10.31
Passengers / Hour (Dedicated Service)	4.89	3.41
Kms / Passenger (Dedicated Service)	3.35	3.31
Average Speed (Dedicated Service)	16.36	11.30

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	694	
Wheelchair/Scooter Users	492	
Attendants	258	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>1,444</b>	

### VEHICLE DATA

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

# Elliot Lake

## Elliot Lake Handi - Lift Bus

Contact: Norman Mann  
 Title: Community Services Coordinator  
 Telephone: 705-848-2019 x233  
 Fax: 705-848-1306  
 Email: norman.mann@huronlodge.ca

Population served: 11,500  
 Service area (km²): 16.0  
 Communities served: 1  
 Service began: 01/01/1998  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	103	103
Ambulatory:	127	127
Attendants:		
Companions:		
Other:		
<b>Total:</b>	<b>230</b>	<b>230</b>

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

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

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

### VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	20,494	36,984
Tot. Veh. Km. - Dedicated Service	20,494	36,984
Rev. Veh. Hrs. - Dedicated Service	1,950	3,785
Tot. Veh. Hrs. - Dedicated Service	1,950	3,785
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

	2012	2013
Dedicated Service	5,269	8,153
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>5,269</b>	<b>8,153</b>
Subscription / Pre-booked	65%	65%
Reservation	25%	25%
On-Demand / Day of trip	10%	10%
Cancelled in advance	90	224
No-shows / Cancelled at door	90	224
Unaccommodated trips	135	373
Number of complaints		

### OPERATING EXPENSES

	2012	2013
Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$52,059	\$93,420
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$18,871	\$18,227
Fuel	\$6,748	\$12,451
<b>TOTAL OPERATING EXPENSES</b>	<b>\$77,678</b>	<b>\$124,098</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2012	2013
Passenger Revenue	\$9,004	\$16,769
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$9,004</b>	<b>\$16,769</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$68,674	\$54,676
Other / Donations		
<b>TOTAL</b>	<b>\$77,678</b>	<b>\$71,445</b>

### CAPITAL EXPENSES

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

### CAPITAL FUNDING SOURCES

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

\* To conform with accessibility requirements, the operation was changed to mirror the conventional transit service hours of operation. This resulted in a significant ridership growth.

### SERVICE HOURS / SCHEDULING

	Weekday:	0700 to 1830	Sunday:	to
Saturday:	0700 to 1830	Holiday:	to	
Advanced booking notice:	21 day(s)			
Minimum notice for reservation:	24.0 hour(s)			
Reservations / Scheduling:	Manual			

### FARE STRUCTURE

Effective Date:	01/01/2013	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$2.25			<input type="checkbox"/>
Child	\$2.25			<input type="checkbox"/>
Student	\$2.25			<input type="checkbox"/>
Senior	\$2.25			<input type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion				<input checked="" type="checkbox"/>
Other				

### EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$16.42  
 Top Mechanic Wage Rate: \$27.64

### PERFORMANCE INDICATORS

	2012	2013
<b>FINANCIAL</b>		
R/C Ratio	12%	14%
Net Operating Cost / Capita	\$5.97	\$9.33
Total Exp. / Passenger	\$14.74	\$15.22
Total Exp. / Eligible Passenger	\$17.25	\$16.65
Transportation Exp. / Passenger		
Dedicated Service	\$14.74	\$15.22
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$39.83	\$32.79
<b>OPERATING</b>		
Registrants / Capita	0.0174	0.0200
Passengers / Capita	0.4582	0.7090
Passengers / Registrant	26.35	35.45
Passengers / Hour (Dedicated Service)	2.70	2.15
Kms / Passenger (Dedicated Service)	3.89	4.54
Average Speed (Dedicated Service)	10.51	9.77

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	5,441	
Wheelchair/Scooter Users	2,012	
Attendants		
Companions	700	
Other (specified)		
<b>TOTAL</b>	<b>8,153</b>	

### VEHICLE DATA

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

# Espanola

## Espanola Care Van

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

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

**REGISTRANTS**  
 Wheelchair/Scooter Users: 22  
 Ambulatory: 158  
 Attendants:  
 Companions:  
 Other:  
**Total: 180**

**Active**  
 22  
 158  
 180

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

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

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

### VEHICLE KILOMETRES & HOURS

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

2012

2013

### SERVICE HOURS / SCHEDULING

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

### PASSENGER DATA

Dedicated Service  
 Non-Dedicated Service

5,480

5,858

### TOTAL PASSENGERS

5,480

5,858

Subscription / Pre-booked 95%  
 Reservation 0%  
 On-Demand / Day of trip 5%

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

### OPERATING EXPENSES

Administration \$1,663  
 Operations:  
 Internal - Dedicated Service \$49,891  
 Contract - Dedicated Service  
 Contract - Non-Dedicated Service  
 Contract - Taxi Scrip

\$1,663

\$997

\$49,891

\$42,083

Maintenance (Vehicles & Facilities) \$2,157  
 Fuel \$7,212

\$2,157

\$1,116

\$7,212

\$7,167

### TOTAL OPERATING EXPENSES

\$60,923

\$51,363

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue \$13,700  
 Other Operating Revenue

\$13,700

\$14,644

### Total Operating Revenue

\$13,700

\$14,644

Federal Contributions  
 Provincial Contributions  
 Municipal Contributions \$47,223  
 Other / Donations

\$47,223

\$36,719

### TOTAL

\$60,923

\$51,363

### CAPITAL EXPENSES

Vehicles Purchased  
 Debt Servicing  
 Other Capital Expenses

### TOTAL CAPITAL EXPENSES

### CAPITAL FUNDING SOURCES

Transit System  
 Federal Contributions  
 Provincial Contributions  
 Municipal Contributions  
 Other / Donations

### TOTAL CAPITAL FUNDING

### FARE STRUCTURE

Effective Date: 01/07/2004

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

### EMPLOYEE DATA

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

**Union Affiliations:** Operators:  
 Mechanics: CUPE Local 534  
 Other (specify):

Top Operator Wage Rate: \$16.79  
 Top Mechanic Wage Rate: \$31.33

### PERFORMANCE INDICATORS

	2012	2013
<b>FINANCIAL</b>		
R/C Ratio	22%	29%
Net Operating Cost / Capita	\$9.30	\$6.43
Total Exp. / Passenger	\$11.12	\$8.77
Total Exp. / Eligible Passenger	\$11.35	\$8.77
Transportation Exp. / Passenger		
Dedicated Service	\$10.81	\$8.60
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		
<b>OPERATING</b>		
Registrants / Capita	0.0228	0.0315
Passengers / Capita	1.0790	1.0261
Passengers / Registrant	47.24	32.54
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	5,155	
Wheelchair/Scooter Users	703	
Attendants		
Companions		
Other (specified)		
<b>TOTAL</b>	<b>5,858</b>	

### VEHICLE DATA

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

# Fort Erie

## Fort Erie Accessible Specialized Transit (FAST)

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

Population served: 29,960  
 Service area (km<sup>2</sup>): 168.0  
 Communities served: 1  
 Service began: 03/07/2007  
 Advisory Committee members: 4  
 Eligibility Committee members: 1

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	49	162
Ambulatory:	254	661
Attendants:	9	29
Companions:	2	14
Other:		
<b>Total:</b>	<b>314</b>	<b>866</b>

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

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

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

### VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	83,800	91,211
Tot. Veh. Km. - Dedicated Service	83,800	91,211
Rev. Veh. Hrs. - Dedicated Service	3,500	6,130
Tot. Veh. Hrs. - Dedicated Service	3,500	6,130
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	10,642	9,716
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>10,642</b>	<b>9,716</b>
Subscription / Pre-booked	64%	56%
Reservation	35%	43%
On-Demand / Day of trip	1%	1%
Cancelled in advance	2,055	1,860
No-shows / Cancelled at door	26	15
Unaccommodated trips	109	78
Number of complaints		26

### OPERATING EXPENSES

Administration	\$7,851	\$8,558
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$149,412	\$222,946
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$12,650	\$20,924
Fuel		
<b>TOTAL OPERATING EXPENSES</b>	<b>\$169,913</b>	<b>\$252,428</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$9,281	\$11,575
Other Operating Revenue	\$386	
<b>Total Operating Revenue</b>	<b>\$9,667</b>	<b>\$11,575</b>
Federal Contributions		
Provincial Contributions	\$139,380	\$139,380
Municipal Contributions	\$20,866	\$101,473
Other / Donations		
<b>TOTAL</b>	<b>\$169,913</b>	<b>\$252,428</b>

### CAPITAL EXPENSES

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

### CAPITAL FUNDING SOURCES

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

### SERVICE HOURS / SCHEDULING

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

### FARE STRUCTURE

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

### EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$17.48

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	6%	5%
Net Operating Cost / Capita	\$5.35	\$8.04
Total Exp. / Passenger	\$15.97	\$25.98
Total Exp. / Eligible Passenger	\$16.47	\$27.35
Transportation Exp. / Passenger		
Dedicated Service	\$15.23	\$25.10
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$46.30	\$39.78
<b>OPERATING</b>		
Registrants / Capita	0.0174	0.0289
Passengers / Capita	0.3552	0.3243
Passengers / Registrant	20.39	11.22
Passengers / Hour (Dedicated Service)	3.04	1.58
Kms / Passenger (Dedicated Service)	7.87	9.39
Average Speed (Dedicated Service)	23.94	14.88

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	7,444	
Wheelchair/Scooter Users	1,784	
Attendants	393	
Companions	95	
Other (specified)		
<b>TOTAL</b>	<b>9,716</b>	

### VEHICLE DATA

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

Vehicle ownership: Municipality (2), Non-Profit Organization (1)  
 Vehicle maintenance responsibility: Municipality (2), Non-Profit Organization (1)  
 Accessible taxis:

# Fort Frances

## Fort Frances Handi-van

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

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

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

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

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

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

## VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	35,919	37,428
Tot. Veh. Km. - Dedicated Service	35,919	37,428
Rev. Veh. Hrs. - Dedicated Service		
Tot. Veh. Hrs. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

## PASSENGER DATA

	2012	2013
Dedicated Service	8,782	9,109
Non-Dedicated Service	12,929	11,637
<b>TOTAL PASSENGERS</b>	<b>21,711</b>	<b>20,746</b>
Subscription / Pre-booked	0%	44%
Reservation	40%	56%
On-Demand / Day of trip	60%	0%
Cancelled in advance	1,952	2,250
No-shows / Cancelled at door		6
Unaccommodated trips		
Number of complaints		1

## OPERATING EXPENSES

	2012	2013
Administration	\$10,502	\$10,538
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$140,760	\$135,117
Contract - Non-Dedicated Service	\$32,409	\$25,852
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$11,956	\$10,580
Fuel	\$11,552	\$11,786
<b>TOTAL OPERATING EXPENSES</b>	<b>\$207,179</b>	<b>\$193,873</b>

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2012	2013
Passenger Revenue	\$24,845	\$24,651
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$24,845</b>	<b>\$24,651</b>
Federal Contributions		
Provincial Contributions	\$74,281	\$73,763
Municipal Contributions	\$86,962	\$77,336
Other / Donations	\$21,091	\$18,123
<b>TOTAL</b>	<b>\$207,179</b>	<b>\$193,873</b>

## CAPITAL EXPENSES

	2012
Vehicles Purchased	\$68,200
Debt Servicing	
Other Capital Expenses	
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$68,200</b>

## CAPITAL FUNDING SOURCES

	2012
Transit System	
Federal Contributions	
Provincial Contributions	\$68,200
Municipal Contributions	
Other / Donations	
<b>TOTAL CAPITAL FUNDING</b>	<b>\$68,200</b>

## SERVICE HOURS / SCHEDULING

	Weekday	Sunday
0800 to 1700		0900 to 1300
Saturday: 0900 to 1300		Holiday: to
Advanced booking notice:	day(s)	
Minimum notice for reservation:	24.0 hour(s)	
Reservations / Scheduling:	Manual	

## FARE STRUCTURE

Effective Date: 01/01/2008	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$1.25			<input type="checkbox"/>
Child	\$1.25			<input type="checkbox"/>
Student	\$1.25			<input type="checkbox"/>
Senior	\$1.25			<input checked="" type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion				<input checked="" type="checkbox"/>
Other				

## EMPLOYEE DATA

	Full-time	Part-time
Operators	2	3
Other Operations		1
Vehicle Mechanics		
General and Administration		
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>2</b>	<b>4</b>

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

Top Operator Wage Rate:  
 Top Mechanic Wage Rate: \$29.75

## PERFORMANCE INDICATORS

	2012	2013
<b>FINANCIAL</b>		
R/C Ratio	12%	13%
Net Operating Cost / Capita	\$21.97	\$21.28
Total Exp. / Passenger	\$9.54	\$9.35
Total Exp. / Eligible Passenger	\$23.32	\$21.25
Transportation Exp. / Passenger		
Dedicated Service	\$18.71	\$17.29
Non-Dedicated Service	\$2.51	\$2.22
Transportation Exp. / Hour (Dedicated Service)		
<b>OPERATING</b>		
Registrants / Capita	0.0392	0.0409
Passengers / Capita	2.6155	2.6089
Passengers / Registrant	66.80	63.83
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)	4.09	4.11
Average Speed (Dedicated Service)		

## PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory		
Wheelchair/Scooter Users	9,101	24
Attendants	8	
Companions		
Other (specified)		11,613
<b>TOTAL</b>	<b>9,109</b>	<b>11,637</b>

## VEHICLE DATA

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

# Greater Sudbury

## Sudbury Handi Transit

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

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

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	985	1,901
Ambulatory:	1,169	2,759
Attendants:	215	710
Companions:	420	420
Other:		
<b>Total:</b>	<b>2,789</b>	<b>5,790</b>

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☒ Contractors: 1

Eligibility Criteria: ☐ Unable to Board

☒ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☐

☒ Unable to Use

☐ Private Non-Profit Org.

☒ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	1,196,000	1,144,528
Tot. Veh. Km. - Dedicated Service	1,196,000	1,144,528
Rev. Veh. Hrs. - Dedicated Service	48,451	51,839
Tot. Veh. Hrs. - Dedicated Service	48,451	51,839
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

	2012	2013
Dedicated Service	108,898	118,955
Non-Dedicated Service	14,050	14,178
<b>TOTAL PASSENGERS</b>	<b>122,948</b>	<b>133,133</b>
Subscription / Pre-booked	70%	70%
Reservation	25%	25%
On-Demand / Day of trip	5%	5%
Cancelled in advance	12,117	13,077
No-shows / Cancelled at door	3,345	5,256
Unaccommodated trips		
Number of complaints		

### OPERATING EXPENSES

	2012	2013
Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$2,667,833	\$2,830,128
Contract - Non-Dedicated Service	\$222,271	\$211,718
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
<b>TOTAL OPERATING EXPENSES</b>	<b>\$2,890,104</b>	<b>\$3,041,846</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2012	2013
Passenger Revenue	\$246,454	\$281,021
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$246,454</b>	<b>\$281,021</b>
Federal Contributions		
Provincial Contributions	\$140,819	\$140,393
Municipal Contributions	\$2,502,831	\$2,620,431
Other / Donations		
<b>TOTAL</b>	<b>\$2,890,104</b>	<b>\$3,041,845</b>

### CAPITAL EXPENSES

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

### CAPITAL FUNDING SOURCES

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

\* Other Eligibility Criteria: CNIB visually impaired. \* Employment statistics are in relation to the contractor providing the Specialized Transit service.

### SERVICE HOURS / SCHEDULING

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

### FARE STRUCTURE

Effective Date: 01/01/2013	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.20			<input type="checkbox"/>
Child	\$2.20			<input type="checkbox"/>
Student	\$2.20			<input type="checkbox"/>
Senior	\$2.20			<input checked="" type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion	\$2.20			
Other				

### EMPLOYEE DATA

	Full-time	Part-time
Operators	19	30
Other Operations	3	
Vehicle Mechanics	5	
General and Administration	1	
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>28</b>	<b>30</b>

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

Top Operator Wage Rate: \$19.49

Top Mechanic Wage Rate: \$32.21

### PERFORMANCE INDICATORS

	2012	2013
<b>FINANCIAL</b>		
R/C Ratio	9%	9%
Net Operating Cost / Capita	\$19.16	\$20.01
Total Exp. / Passenger	\$23.51	\$22.85
Total Exp. / Eligible Passenger	\$26.12	\$25.65
Transportation Exp. / Passenger		
Dedicated Service	\$24.50	\$23.79
Non-Dedicated Service	\$15.82	\$14.93
Transportation Exp. / Hour (Dedicated Service)	\$55.06	\$54.59
<b>OPERATING</b>		
Registrants / Capita	0.0379	0.0420
Passengers / Capita	0.8909	0.9647
Passengers / Registrant	23.54	22.99
Passengers / Hour (Dedicated Service)	2.25	2.29
Kms / Passenger (Dedicated Service)	10.98	9.62
Average Speed (Dedicated Service)	24.68	22.08

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	65,453	14,178
Wheelchair/Scooter Users	38,939	
Attendants	6,779	
Companions	5,823	
Other (specified)	1,961	
<b>TOTAL</b>	<b>118,955</b>	<b>14,178</b>

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	16	14	4	10
Other				1
<b>TOTAL DED. VEHICLES</b>	<b>16</b>	<b>14</b>	N/A	N/A

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

# Greenstone

## Municipality of Greenstone

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

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

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	14	14
Ambulatory:	49	49
Attendants:	120	120
Companions:	2	2
Other:		
<b>Total:</b>	<b>185</b>	<b>185</b>

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

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

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

### VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service		
Tot. Veh. Km. - Dedicated Service		
Rev. Veh. Hrs. - Dedicated Service	2,950	3,200
Tot. Veh. Hrs. - Dedicated Service	2,950	3,200
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	4,610	5,042
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>4,610</b>	<b>5,042</b>
Subscription / Pre-booked	80%	80%
Reservation	0%	0%
On-Demand / Day of trip	20%	20%

Cancelled in advance		
No-shows / Cancelled at door	2	
Unaccommodated trips		
Number of complaints		1

### OPERATING EXPENSES

Administration	\$11,142	\$10,867
Operations:		
Internal - Dedicated Service	\$28,427	\$37,812
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$11,869	\$9,476
Fuel	\$4,098	\$5,175
<b>TOTAL OPERATING EXPENSES</b>	<b>\$55,536</b>	<b>\$63,331</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,625	\$104
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$1,625</b>	<b>\$104</b>
Federal Contributions		
Provincial Contributions	\$53,424	\$55,548
Municipal Contributions	\$487	\$7,679
Other / Donations		
<b>TOTAL</b>	<b>\$55,536</b>	<b>\$63,331</b>

### CAPITAL EXPENSES

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

### CAPITAL FUNDING SOURCES

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

\* Other Eligibility Criteria: Paratransit vehicles are used to provide services for seniors which include grocery shopping, social activities, and medical appointments. \* At the end of 2012, the Medical clinic bought bus passes and distributed the passes to seniors. As a result, the ridership grew with less passenger revenues in 2013. Municipality of Greenstone also provides Aging at Home Van Program to transport medical appointments. This program is funded by Ministry of Health Local Health Integration Network.

### SERVICE HOURS / SCHEDULING

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

### FARE STRUCTURE

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

### EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$25.45

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	3%	0%
Net Operating Cost / Capita	\$11.23	\$13.17
Total Exp. / Passenger	\$12.05	\$12.56
Total Exp. / Eligible Passenger	\$12.05	\$12.56
Transportation Exp. / Passenger		
Dedicated Service	\$9.63	\$10.41
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$15.05	\$16.39
<b>OPERATING</b>		
Registrants / Capita	0.0340	0.0385
Passengers / Capita	0.9604	1.0504
Passengers / Registrant	28.28	27.25
Passengers / Hour (Dedicated Service)	1.56	1.58
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	5,034	
Wheelchair/Scooter Users	8	
Attendants		
Companions		
Other (specified)		
<b>TOTAL</b>	<b>5,042</b>	

### VEHICLE DATA

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

# Guelph

## Guelph Transit Mobility Services

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

Population served: 121,668  
 Service area (km²): 87.0  
 Communities served: 1  
 Service began: 01/03/1992  
 Advisory Committee members: 15  
 Eligibility Committee members: N/A

**REGISTRANTS**  
 Wheelchair/Scooter Users: 387  
 Ambulatory: 1,105  
 Attendants:  
 Companions:  
 Other:  
**Total: 1,492**

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

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

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

### VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	176,707	167,945
Tot. Veh. Km. - Dedicated Service	176,707	168,825
Rev. Veh. Hrs. - Dedicated Service	9,518	8,603
Tot. Veh. Hrs. - Dedicated Service	9,518	8,633
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	29,903	28,403
Non-Dedicated Service	19,734	24,165
<b>TOTAL PASSENGERS</b>	<b>49,637</b>	<b>52,568</b>
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance	4,861	7,134
No-shows / Cancelled at door	375	335
Unaccommodated trips		
Number of complaints		

### OPERATING EXPENSES

Administration	\$171,506	\$5,573
Operations:		
Internal - Dedicated Service	\$588,595	\$775,715
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$177,488	\$202,094
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$354,451	\$238,684
Fuel	\$50,000	\$165,077
<b>TOTAL OPERATING EXPENSES</b>	<b>\$1,342,040</b>	<b>\$1,387,143</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$47,625	\$50,112
Other Operating Revenue	\$16,760	
<b>Total Operating Revenue</b>	<b>\$64,385</b>	<b>\$50,112</b>
Federal Contributions		
Provincial Contributions	\$12,000	\$12,000
Municipal Contributions	\$1,265,655	\$1,325,031
Other / Donations		
<b>TOTAL</b>	<b>\$1,342,040</b>	<b>\$1,387,143</b>

### CAPITAL EXPENSES

Vehicles Purchased	\$349,506	
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$349,506</b>	

### CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$160,300	
Other / Donations	\$189,206	
<b>TOTAL CAPITAL FUNDING</b>	<b>\$349,506</b>	

### SERVICE HOURS / SCHEDULING

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

### FARE STRUCTURE

Effective Date:	01/09/2013			
	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.00	\$2.40	\$75.00	<input checked="" type="checkbox"/>
Child				<input type="checkbox"/>
Student	\$3.00	\$1.90	\$64.00	<input type="checkbox"/>
Senior	\$3.00	\$2.00	\$62.00	<input type="checkbox"/>
Attendant	\$3.00			<input type="checkbox"/>
Companion	\$3.00			<input type="checkbox"/>
Other				<input type="checkbox"/>

### EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$26.49

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

	2012	2013
<b>FINANCIAL</b>		
R/C Ratio	5%	4%
Net Operating Cost / Capita	\$10.50	\$10.99
Total Exp. / Passenger	\$27.04	\$26.39
Total Exp. / Eligible Passenger	\$28.46	\$27.97
Transportation Exp. / Passenger		
Dedicated Service	\$33.21	\$41.53
Non-Dedicated Service	\$8.99	\$8.36
Transportation Exp. / Hour (Dedicated Service)	\$104.33	\$136.62
<b>OPERATING</b>		
Registrants / Capita	0.0117	0.0123
Passengers / Capita	0.4079	0.4321
Passengers / Registrant	34.88	35.23
Passengers / Hour (Dedicated Service)	3.14	3.30
Kms / Passenger (Dedicated Service)	5.91	5.91
Average Speed (Dedicated Service)	18.57	19.52

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	16,617	19,058
Wheelchair/Scooter Users	9,799	4,126
Attendants		
Companions	1,987	981
Other (specified)		
<b>TOTAL</b>	<b>28,403</b>	<b>24,165</b>

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	10	8	5	4
Other				
<b>TOTAL DED. VEHICLES</b>	<b>10</b>	<b>8</b>	N/A	N/A

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



# Halton Hills

## Halton Hills

Contact: Debra Wagstaffe  
 Title: ActiVan Coordinator  
 Telephone: 905-873-2601 x2617  
 Fax: 905-8763-8192  
 Email: debraw@sympatico.ca

Population served: 59,008  
 Service area (km²): 280.0  
 Communities served: 1  
 Service began: 01/01/1981  
 Advisory Committee members: 13  
 Eligibility Committee members: 4

**REGISTRANTS**  
 Wheelchair/Scooter Users: 204  
 Ambulatory: 1,697  
 Attendants:  
 Companions:  
 Other:  
**Total: 1,901**

**Active**  
 204  
 1,697  
 1,901

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

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

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

### VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	122,348	122,348
Tot. Veh. Km. - Dedicated Service	122,348	122,348
Rev. Veh. Hrs. - Dedicated Service	7,042	7,042
Tot. Veh. Hrs. - Dedicated Service	7,042	7,042
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	17,966	19,653
Non-Dedicated Service	22,949	25,250
<b>TOTAL PASSENGERS</b>	<b>40,915</b>	<b>44,903</b>
Subscription / Pre-booked	20%	20%
Reservation	78%	78%
On-Demand / Day of trip	2%	2%
Cancelled in advance	493	468
No-shows / Cancelled at door	39	42
Unaccommodated trips	24	
Number of complaints	1	3

### OPERATING EXPENSES

Administration	\$212,422	\$121,043
Operations:		
Internal - Dedicated Service	\$63,600	\$63,600
Contract - Dedicated Service	\$249,637	\$232,881
Contract - Non-Dedicated Service	\$176,778	\$199,779
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$67,100	\$67,100
Fuel		
<b>TOTAL OPERATING EXPENSES</b>	<b>\$769,537</b>	<b>\$684,403</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$117,580	\$128,218
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$117,580</b>	<b>\$128,218</b>
Federal Contributions		
Provincial Contributions	\$315,135	\$312,143
Municipal Contributions	\$336,822	\$244,042
Other / Donations		
<b>TOTAL</b>	<b>\$769,537</b>	<b>\$684,403</b>

### CAPITAL EXPENSES

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

### CAPITAL FUNDING SOURCES

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

ActiVan is a public transportation service operated by the Town of Halton Hills for both persons with disabilities and seniors. Any person with a physical, medical or cognitive disability and everyone aged 65 or older may apply. Halton Hills does not have conventional transit. "Please note the ridership growth is due to the aging population, as our service provides rides to anyone 65 years and older."

### SERVICE HOURS / SCHEDULING

Weekday:	0730 to 2300	Sunday:	0730 to 2300
Saturday:	0730 to 2300	Holiday:	to
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	36.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

### FARE STRUCTURE

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

### EMPLOYEE DATA

	Full-time	Part-time
Operators	3	2
Other Operations		
Vehicle Mechanics		1
General and Administration	1	2
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>4</b>	<b>5</b>

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

Top Operator Wage Rate:  
 Top Mechanic Wage Rate: \$29.40

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	15%	19%
Net Operating Cost / Capita	\$11.05	\$9.43
Total Exp. / Passenger	\$18.81	\$15.24
Total Exp. / Eligible Passenger	\$42.83	\$34.82
Transportation Exp. / Passenger		
Dedicated Service	\$21.17	\$18.50
Non-Dedicated Service	\$7.70	\$7.91
Transportation Exp. / Hour (Dedicated Service)	\$54.01	\$51.63
<b>OPERATING</b>		
Registrants / Capita	0.0276	0.0322
Passengers / Capita	0.6934	0.7610
Passengers / Registrant	25.13	23.62
Passengers / Hour (Dedicated Service)	2.55	2.79
Kms / Passenger (Dedicated Service)	6.81	6.23
Average Speed (Dedicated Service)	17.37	17.37

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	17,131	
Wheelchair/Scooter Users	2,522	
Attendants		
Companions		
Other (specified)		25,250
<b>TOTAL</b>	<b>19,653</b>	<b>25,250</b>

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	2	2	N/A	
Small Buses	1	1	1	3
Other			3	18
<b>TOTAL DED. VEHICLES</b>	<b>3</b>	<b>3</b>	N/A	N/A
Vehicle ownership:		Municipality		
Vehicle maintenance responsibility:		Municipality		
Accessible taxis:	1			

# Hamilton

## Accessible Transportation Services

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

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

**REGISTRANTS**  
 Wheelchair/Scooter Users: 7,762  
 Ambulatory: 1,633  
 Attendants:  
 Companions:  
 Other: 2,451  
**Total: 11,846**

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

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

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

## VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	4,482,899	4,680,409
Tot. Veh. Km. - Dedicated Service	4,482,899	4,680,409
Rev. Veh. Hrs. - Dedicated Service	191,114	207,545
Tot. Veh. Hrs. - Dedicated Service	191,114	207,545
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

## PASSENGER DATA

Dedicated Service	436,419	480,715
Non-Dedicated Service	140,900	126,778
<b>TOTAL PASSENGERS</b>	<b>577,319</b>	<b>607,493</b>
Subscription / Pre-booked	46%	46%
Reservation	26%	29%
On-Demand / Day of trip	28%	25%
Cancelled in advance	85,029	95,925
No-shows / Cancelled at door	15,024	16,506
Unaccommodated trips	13,662	9,472
Number of complaints	1,481	1,898

## OPERATING EXPENSES

Administration	\$3,471,224	\$2,355,449
Operations:		
Internal - Dedicated Service	\$7,201,081	\$8,789,032
Contract - Dedicated Service	\$1,902,933	\$2,163,008
Contract - Non-Dedicated Service		\$46,418
Contract - Taxi Scrip	\$1,185,940	\$1,096,501
Maintenance (Vehicles & Facilities)	\$1,268,072	\$708,300
Fuel	\$805,101	\$861,210
<b>TOTAL OPERATING EXPENSES</b>	<b>\$15,834,351</b>	<b>\$16,019,918</b>

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,737,544	\$1,570,964
Other Operating Revenue	\$9,563	\$9,274
<b>Total Operating Revenue</b>	<b>\$1,747,107</b>	<b>\$1,580,238</b>
Federal Contributions		
Provincial Contributions	\$790,775	\$1,036,441
Municipal Contributions	\$13,296,438	\$13,402,983
Other / Donations	\$31	\$256
<b>TOTAL</b>	<b>\$15,834,351</b>	<b>\$16,019,918</b>

## CAPITAL EXPENSES

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

## CAPITAL FUNDING SOURCES

Transit System		\$4,417,213
Federal Contributions		
Provincial Contributions		\$63,998
Municipal Contributions		
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>		<b>\$4,481,211</b>

\* Other Eligibility Criteria: Accessible Transportation Services (ATS) are available to persons with disabilities who are unable to access conventional transit service.

## SERVICE HOURS / SCHEDULING

Weekday:	0500 to 0200	Sunday:	0630 to 0030
Saturday:	0600 to 0200	Holiday:	0630 to 0030

Advanced booking notice: 7 day(s)  
 Minimum notice for reservation: 1.0 hour(s)  
 Reservations / Scheduling: Fully Computerized

## FARE STRUCTURE

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

## EMPLOYEE DATA

	Full-time	Part-time
Operators	128	
Other Operations	12	10
Vehicle Mechanics	6	
General and Administration	29	
Other	5	3
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>180</b>	<b>13</b>

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

Top Operator Wage Rate: \$23.70

Top Mechanic Wage Rate: \$27.46

## PERFORMANCE INDICATORS

	2012	2013
<b>FINANCIAL</b>		
R/C Ratio	11%	10%
Net Operating Cost / Capita	\$27.09	\$26.74
Total Exp. / Passenger	\$27.43	\$26.37
Total Exp. / Eligible Passenger	\$29.89	\$28.83
Transportation Exp. / Passenger		
Dedicated Service	\$25.61	\$26.05
Non-Dedicated Service	\$28.42	\$29.02
Transportation Exp. / Hour (Dedicated Service)	\$58.48	\$60.33
<b>OPERATING</b>		
Registrants / Capita	0.0232	0.0219
Passengers / Capita	1.1103	1.1250
Passengers / Registrant	47.96	51.28
Passengers / Hour (Dedicated Service)	2.28	2.32
Kms / Passenger (Dedicated Service)	10.27	9.74
Average Speed (Dedicated Service)	23.46	22.55

## PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	160,987	121,306
Wheelchair/Scooter Users	267,952	5,472
Attendants	39,268	
Companions	12,508	
Other (specified)		
<b>TOTAL</b>	<b>480,715</b>	<b>126,778</b>

## VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars	30	27	Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	6
Small Buses	75	54	4	6
Other				
<b>TOTAL DED. VEHICLES</b>	<b>105</b>	<b>81</b>	N/A	N/A

Vehicle ownership: Buses - Mun Transit Sys; Cars - Priv Contractor  
 Vehicle maintenance responsibility: Buses - Non-Profit; Cars - Private Contractor  
 Accessible taxis:

# Hanover

## Saugeen Mobility and Regional Transit

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

Population served: 70,323  
 Service area (km²): 3,704.6  
 Communities served: 8  
 Service began: 01/01/1979  
 Advisory Committee members: 8  
 Eligibility Committee members: N/A

### REGISTRANTS

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

Active

Total

**Total:** **603** **771**

Dedicated Serv. Operated by: ☒ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

**Eligibility Criteria:** ☐ Unable to Board

☐ Private Contractor(s), number:

Taxi Scrip Program Available: ☐

☐ Unable to Use

☐ Private Non-Profit Org.

☒ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	188,819	181,142
Tot. Veh. Km. - Dedicated Service	432,324	493,586
Rev. Veh. Hrs. - Dedicated Service		
Tot. Veh. Hrs. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	22,300	21,052
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>22,300</b>	<b>21,052</b>
Subscription / Pre-booked	30%	30%
Reservation	62%	62%
On-Demand / Day of trip	8%	8%

Cancelled in advance		
No-shows / Cancelled at door	146	138
Unaccommodated trips		
Number of complaints	11	8

### OPERATING EXPENSES

Administration	\$161,212	\$253,204
Operations:		
Internal - Dedicated Service	\$392,584	\$432,442
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$35,920	\$35,854
Fuel	\$78,933	\$97,612
<b>TOTAL OPERATING EXPENSES</b>	<b>\$668,649</b>	<b>\$819,112</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$132,871	\$112,657
Other Operating Revenue	\$60,632	\$74,606
<b>Total Operating Revenue</b>	<b>\$193,503</b>	<b>\$187,263</b>
Federal Contributions		
Provincial Contributions	\$122,017	\$253,169
Municipal Contributions	\$350,254	\$375,000
Other / Donations	\$2,875	\$3,680
<b>TOTAL</b>	<b>\$668,649</b>	<b>\$819,112</b>

### CAPITAL EXPENSES

Vehicles Purchased	\$101,474	\$340,731
Debt Servicing		
Other Capital Expenses		\$2,463
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$101,474</b>	<b>\$343,194</b>

### CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$101,474	\$336,260
Municipal Contributions		
Other / Donations		\$6,934
<b>TOTAL CAPITAL FUNDING</b>	<b>\$101,474</b>	<b>\$343,194</b>

\* Began providing service to Saugeen Shores on April 1, 2012 and to Huron-Kinloss on May 1, 2012. \* Other Eligibility Criteria: Mentally and Physically Challenged.  
 \* Ridership dropped in 2013 because of a more accurate counting of the group excursion rides.

### SERVICE HOURS / SCHEDULING

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

Advanced booking notice: day(s)  
 Minimum notice for reservation: 48.0 hour(s)  
 Reservations / Scheduling: Manual

### FARE STRUCTURE

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

### EMPLOYEE DATA

	Full-time	Part-time
Operators	14	3
Other Operations	1	1
Vehicle Mechanics		
General and Administration	1	
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>16</b>	<b>4</b>

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

Top Operator Wage Rate: \$15.30

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	29%	23%
Net Operating Cost / Capita	\$6.75	\$8.98
Total Exp. / Passenger	\$29.98	\$38.91
Total Exp. / Eligible Passenger	\$31.27	\$45.00
Transportation Exp. / Passenger		
Dedicated Service	\$22.76	\$26.88
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		
<b>OPERATING</b>		
Registrants / Capita	0.0096	0.0110
Passengers / Capita	0.3168	0.2994
Passengers / Registrant	32.89	27.30
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)	8.47	8.60
Average Speed (Dedicated Service)		

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	7,078	
Wheelchair/Scooter Users	11,123	
Attendants	2,851	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>21,052</b>	

### VEHICLE DATA

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

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

# Hearst

## Hearst Community Transportation Association

Contact: Claude Laflamme  
 Title: Secretary/Treasurer  
 Telephone: 705-372-2817  
 Fax: 705-362-5902  
 Email: claflamme@hearst.ca

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

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

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

Eligibility Criteria: ☐ Unable to Board

☒ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☐

☐ Unable to Use

☒ Private Non-Profit Org.

☒ Other Criteria

### VEHICLE KILOMETRES & HOURS

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

2012

2013

### PASSENGER DATA

Dedicated Service  
 Non-Dedicated Service

13,012

12,009

### TOTAL PASSENGERS

13,012

12,009

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

5%

5%

0%

0%

95%

95%

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

### OPERATING EXPENSES

Administration

\$12,315

\$13,452

Operations:

Internal - Dedicated Service

Contract - Dedicated Service

\$123,152

\$134,524

Contract - Non-Dedicated Service

Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)

Fuel

**TOTAL OPERATING EXPENSES**

**\$135,467**

**\$147,976**

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue

\$32,530

\$30,023

Other Operating Revenue

**Total Operating Revenue**

**\$32,530**

**\$30,023**

Federal Contributions

Provincial Contributions

\$60,045

\$60,874

Municipal Contributions

\$36,392

\$51,579

Other / Donations

\$6,500

\$5,500

**TOTAL**

**\$135,467**

**\$147,976**

### CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

**TOTAL CAPITAL EXPENSES**

### CAPITAL FUNDING SOURCES

Transit System

Federal Contributions

Provincial Contributions

Municipal Contributions

Other / Donations

**TOTAL CAPITAL FUNDING**

The number of return trips taken in 2013 declined by approximately 8% from the number taken in 2012 due to the implementation of a Red Cross volunteer service that returns shoppers to their homes from the grocery store. Increased demand for the specialized transit service also caused clients to find other means of transportation for returning to their domiciles, rather than waiting until the specialized transit service was available to pick them up.

### SERVICE HOURS / SCHEDULING

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

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

### FARE STRUCTURE

Effective Date: 01/01/2006

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

### EMPLOYEE DATA

Operators

Full-time  
2

Part-time  
1

Other Operations

Vehicle Mechanics

3

General and Administration

Other

**TOTAL NUMBER OF EMPLOYEES**

**2**

**4**

Union Affiliations: Operators:

Mechanics:

Other (specify):

Top Operator Wage Rate: \$14.00

Top Mechanic Wage Rate: \$29.00

### PERFORMANCE INDICATORS

#### FINANCIAL

	2012	2013
R/C Ratio	24%	20%
Net Operating Cost / Capita	\$20.22	\$23.17
Total Exp. / Passenger	\$10.41	\$12.32
Total Exp. / Eligible Passenger	\$10.52	\$12.45
Transportation Exp. / Passenger		
Dedicated Service	\$9.46	\$11.20
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		

#### OPERATING

Registrants / Capita	0.0859	0.0851
Passengers / Capita	2.5564	2.3593
Passengers / Registrant	29.78	27.73
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

#### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	10,088	
Wheelchair/Scooter Users	1,800	
Attendants	121	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>12,009</b>	

#### VEHICLE DATA

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

Vehicle ownership: Contracted Operator

Vehicle maintenance responsibility: Contracted Operator

Accessible taxis:

# Ingersoll

## Ingersoll Paratransit Service

Contact: Jim Brown  
 Title: Treasurer  
 Telephone: 519-485-0120  
 Fax: 519-485-3543  
 Email: jim.brown@ingersoll.ca

Population served: 12,146  
 Service area (km<sup>2</sup>): 10.0  
 Communities served: 1  
 Service began: 04/01/1992  
 Advisory Committee members: 5  
 Eligibility Committee members: 3

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	32	69
Ambulatory:	54	224
Attendants:	31	35
Companions:		
Other:		2
<b>Total:</b>	<b>117</b>	<b>330</b>

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

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

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

### VEHICLE KILOMETRES & HOURS

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

2012 2013

### PASSENGER DATA

Dedicated Service  
 Non-Dedicated Service

4,708 4,766

### TOTAL PASSENGERS

4,708 4,766

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

2% 0%  
 90% 100%  
 8% 0%

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

1,315 1  
 1 1  
 1 1  
 1 1

### OPERATING EXPENSES

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

\$47,930 \$44,839

Contract - Non-Dedicated Service

\$48,251 \$44,976

Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)

Fuel

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue  
 Other Operating Revenue

\$13,635 \$14,235

### Total Operating Revenue

\$13,635 \$14,235

Federal Contributions  
 Provincial Contributions  
 Municipal Contributions  
 Other / Donations

\$12,311 \$4,268  
 \$70,235 \$71,312

### TOTAL

\$96,181 \$89,815

### CAPITAL EXPENSES

Vehicles Purchased  
 Debt Servicing  
 Other Capital Expenses

### TOTAL CAPITAL EXPENSES

### CAPITAL FUNDING SOURCES

Transit System  
 Federal Contributions  
 Provincial Contributions  
 Municipal Contributions  
 Other / Donations

### TOTAL CAPITAL FUNDING

\* Service hours: Fridays 0800-2200 hrs.

### SERVICE HOURS / SCHEDULING

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

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

### FARE STRUCTURE

Effective Date: 14/04/2009

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

### EMPLOYEE DATA

Operators  
 Other Operations  
 Vehicle Mechanics  
 General and Administration  
 Other

Full-time Part-time

### TOTAL NUMBER OF EMPLOYEES

1

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

#### FINANCIAL

	2012	2013
R/C Ratio	14%	16%
Net Operating Cost / Capita	\$6.80	\$6.22
Total Exp. / Passenger	\$20.43	\$18.84
Total Exp. / Eligible Passenger	\$20.43	\$18.84
Transportation Exp. / Passenger		
Dedicated Service		
Non-Dedicated Service	\$10.25	\$9.44
Transportation Exp. / Hour (Dedicated Service)		

#### OPERATING

Registrants / Capita	0.0272	0.0272
Passengers / Capita	0.3876	0.3924
Passengers / Registrant	14.27	14.44
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

### PASSENGER DATA

Ded. Service Non-Ded. Service  
 Ambulatory  
 Wheelchair/Scooter Users  
 Attendants  
 Companions  
 Other (specified)  
**TOTAL**

4,020  
 746  
 31  
 2  
 0  
**4,766**

### VEHICLE DATA

Non-Accessible Cars  
 Accessible Vans / Minivans  
 Small Buses  
 Other

Number

Veh.  
Peak

Avg. Capacity per Veh.  
Wheelchair Ambulatory

N/A

N/A

### TOTAL DED. VEHICLES

N/A

N/A

Vehicle ownership:  
 Vehicle maintenance responsibility:  
 Accessible taxis: 7

# Kapuskasing

## KAP Accessible Bus Service

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

Population served: 8,500  
 Service area (km²): 84.0  
 Communities served: 1  
 Service began: 01/01/1990  
 Advisory Committee members: 6  
 Eligibility Committee members: 6

### REGISTRANTS

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

Active

Total

**Total:** **614** **614**

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

**Eligibility Criteria:** ☒ Unable to Board

☒ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☐

☒ Unable to Use

☐ Private Non-Profit Org.

☐ Other Criteria

### VEHICLE KILOMETRES & HOURS

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

2012

2013

### SERVICE HOURS / SCHEDULING

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

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

### PASSENGER DATA

Dedicated Service  
 Non-Dedicated Service

15,216

14,489

### TOTAL PASSENGERS

15,216

14,489

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

0%

0%

0%

0%

0%

0%

Cancelled in advance

No-shows / Cancelled at door

175

213

Unaccommodated trips

109

175

Number of complaints

### OPERATING EXPENSES

Administration

\$7,688

\$8,323

Operations:

Internal - Dedicated Service

Contract - Dedicated Service

\$124,698

\$127,384

Contract - Non-Dedicated Service

Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)

\$1,770

\$2,402

Fuel

**TOTAL OPERATING EXPENSES**

**\$134,156****\$138,109**

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue

\$17,214

\$15,722

Other Operating Revenue

**Total Operating Revenue**

**\$17,214****\$15,722**

Federal Contributions

Provincial Contributions

\$45,955

\$58,007

Municipal Contributions

\$59,496

\$64,380

Other / Donations

\$11,491

**TOTAL**

**\$134,156****\$138,109**

### CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

**TOTAL CAPITAL EXPENSES**

### CAPITAL FUNDING SOURCES

Transit System

Federal Contributions

Provincial Contributions

Municipal Contributions

Other / Donations

**TOTAL CAPITAL FUNDING**

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

### FARE STRUCTURE

Effective Date: 01/01/2012

**Tickets/Cards**  
**(unit price)**

Monthly Pass

Free

**Cash**

Adult \$2.00

\$16.66

Child \$2.00

\$16.66

Student \$2.00

\$16.66

Senior \$2.00

\$16.66

Attendant

☒

Companion \$2.00

\$16.66

Other

☐

### EMPLOYEE DATA

Operators

Other Operations

Vehicle Mechanics

General and Administration

Other

Full-time

Part-time

### TOTAL NUMBER OF EMPLOYEES

**Union Affiliations:** Operators:

Mechanics:

Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

#### FINANCIAL

2012

2013

R/C Ratio

13%

11%

Net Operating Cost / Capita

\$15.20

\$14.40

Total Exp. / Passenger

\$8.82

\$9.53

Total Exp. / Eligible Passenger

\$9.13

\$9.86

Transportation Exp. / Passenger

Dedicated Service

\$8.31

\$8.96

Non-Dedicated Service

Transportation Exp. / Hour (Dedicated Service)

#### OPERATING

Registrants / Capita

0.0722

Passengers / Capita

1.9771

1.7046

Passengers / Registrant

23.60

Passengers / Hour (Dedicated Service)

Kms / Passenger (Dedicated Service)

Average Speed (Dedicated Service)

#### PASSENGER DATA

Ded. Service

Non-Ded. Service

Ambulatory

12,233

Wheelchair/Scooter Users

1,781

Attendants

475

Companions

Other (specified)

**TOTAL**

**14,489**

#### VEHICLE DATA

Number

Veh.  
PeakAvg. Capacity per Veh.  
Wheelchair Ambulatory

Non-Accessible Cars

N/A

Accessible Vans / Minivans

Small Buses

2

2

3

9

Other

**TOTAL DED. VEHICLES**

**2****2**

N/A

N/A

Vehicle ownership:

Municipality (1); Contracted Operator (1)

Vehicle maintenance responsibility:

Municipality

Accessible taxis:

# Kawartha Lakes

## LIMO

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

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

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	42	128
Ambulatory:	83	254
Attendants:	32	102
Companions:		
Other:		
<b>Total:</b>	<b>157</b>	<b>484</b>

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

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

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

## VEHICLE KILOMETRES & HOURS

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

2012

2013

## PASSENGER DATA

Dedicated Service  
 Non-Dedicated Service

7,541

11,253

## TOTAL PASSENGERS

7,541

11,253

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

85%

70%

10%

25%

5%

5%

Cancelled in advance

1,118

496

No-shows / Cancelled at door

18

28

Unaccommodated trips

Number of complaints

3

4

## OPERATING EXPENSES

Administration

Operations:

Internal - Dedicated Service

Contract - Dedicated Service

Contract - Non-Dedicated Service

Contract - Taxi Scrip

Maintenance (Vehicles &amp; Facilities)

Fuel

## TOTAL OPERATING EXPENSES

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue

Other Operating Revenue

## Total Operating Revenue

Federal Contributions

Provincial Contributions

Municipal Contributions

Other / Donations

## TOTAL

## CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

## TOTAL CAPITAL EXPENSES

## CAPITAL FUNDING SOURCES

Transit System

Federal Contributions

Provincial Contributions

Municipal Contributions

Other / Donations

## TOTAL CAPITAL FUNDING

\* Specialized Transit Financial Data (Revenue and Expense) has been consolidated with the 2013 Urban Transit Statistics report.

## SERVICE HOURS / SCHEDULING

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

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

## FARE STRUCTURE

Effective Date: 07/09/2010

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

## EMPLOYEE DATA

Operators

Other Operations

Vehicle Mechanics

General and Administration

Other

## TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate: \$20.65

Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

### FINANCIAL

	2012	2013
R/C Ratio		
Net Operating Cost / Capita		
Total Exp. / Passenger	\$0.00	
Total Exp. / Eligible Passenger		
Transportation Exp. / Passenger		
Dedicated Service		
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		

### OPERATING

Registrants / Capita	0.0310	0.0238
Passengers / Capita	0.3705	0.5529
Passengers / Registrant	11.95	23.25
Passengers / Hour (Dedicated Service)	4.71	
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	2,927	
Wheelchair/Scooter Users	5,851	
Attendants	2,475	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>11,253</b>	

### VEHICLE DATA

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

Vehicle ownership:  
 Vehicle maintenance responsibility:  
 Accessible taxis:

# Kenora

## Handi Transit

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

Population served: 16,000  
 Service area (km²): 75.1  
 Communities served: 1  
 Service began: 16/06/1980  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	76	76
Ambulatory:	75	75
Attendants:	63	63
Companions:		
Other:		
<b>Total:</b>	<b>214</b>	<b>214</b>

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

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

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

### VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	44,302	44,120
Tot. Veh. Km. - Dedicated Service	45,193	45,014
Rev. Veh. Hrs. - Dedicated Service	3,033	2,777
Tot. Veh. Hrs. - Dedicated Service	3,182	2,926
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	6,989	7,429
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>6,989</b>	<b>7,429</b>
Subscription / Pre-booked	90%	52%
Reservation	6%	44%
On-Demand / Day of trip	4%	4%
Cancelled in advance	25	34
No-shows / Cancelled at door	10	8
Unaccommodated trips	12	14
Number of complaints	2	2

### OPERATING EXPENSES

Administration	\$24,379	\$25,007
Operations:		
Internal - Dedicated Service	\$58,860	\$59,468
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$13,918	\$11,182
Fuel	\$12,886	\$13,708
<b>TOTAL OPERATING EXPENSES</b>	<b>\$110,043</b>	<b>\$109,365</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$36,100	\$37,879
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$36,100</b>	<b>\$37,879</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$81,803	\$81,803
Other / Donations	\$19,540	\$14,275
<b>TOTAL</b>	<b>\$137,443</b>	<b>\$133,957</b>

### CAPITAL EXPENSES

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

### CAPITAL FUNDING SOURCES

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

### SERVICE HOURS / SCHEDULING

Weekday:	0700 to 1700	Sunday:	to
Saturday:	0700 to 1400	Holiday:	to
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

### FARE STRUCTURE

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

### EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$15.20

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	33%	35%
Net Operating Cost / Capita	\$4.62	\$4.47
Total Exp. / Passenger	\$15.75	\$14.72
Total Exp. / Eligible Passenger	\$17.30	\$15.92
Transportation Exp. / Passenger		
Dedicated Service	\$12.26	\$11.36
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$26.92	\$28.83
<b>OPERATING</b>		
Registrants / Capita	0.0136	0.0134
Passengers / Capita	0.4368	0.4643
Passengers / Registrant	32.21	34.71
Passengers / Hour (Dedicated Service)	2.30	2.68
Kms / Passenger (Dedicated Service)	6.34	5.94
Average Speed (Dedicated Service)	14.61	15.89

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	2,060	
Wheelchair/Scooter Users	4,808	
Attendants	561	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>7,429</b>	

### VEHICLE DATA

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

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



# Kingston

## Kingston Access Services

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

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

**REGISTRANTS**  
 Wheelchair/Scooter Users: 1,406  
 Ambulatory: 937  
 Attendants:  
 Companions:  
 Other:  
**Total: 2,343**

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

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

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

## VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	554,010	593,310
Tot. Veh. Km. - Dedicated Service	554,010	593,310
Rev. Veh. Hrs. - Dedicated Service	26,627	27,955
Tot. Veh. Hrs. - Dedicated Service	29,709	31,101
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

## PASSENGER DATA

	2012	2013
Dedicated Service	70,017	73,830
Non-Dedicated Service	2,093	2,142
<b>TOTAL PASSENGERS</b>	<b>72,110</b>	<b>75,972</b>
Subscription / Pre-booked	54%	52%
Reservation	46%	48%
On-Demand / Day of trip	0%	0%
Cancelled in advance	14,130	17,253
No-shows / Cancelled at door	1,401	1,381
Unaccommodated trips	1,632	1,996
Number of complaints		

## OPERATING EXPENSES

	2012	2013
Administration	\$284,713	\$337,931
Operations:		
Internal - Dedicated Service	\$1,268,990	\$1,336,432
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$19,216	\$20,357
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$232,160	\$220,406
Fuel	\$175,853	\$206,210
<b>TOTAL OPERATING EXPENSES</b>	<b>\$1,980,932</b>	<b>\$2,121,336</b>

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2012	2013
Passenger Revenue	\$176,691	\$199,042
Other Operating Revenue	\$45,047	\$9,272
<b>Total Operating Revenue</b>	<b>\$221,738</b>	<b>\$208,314</b>
Federal Contributions		\$61,072
Provincial Contributions		\$1,811,488
Municipal Contributions	\$1,832,637	\$250
Other / Donations	\$190	
<b>TOTAL</b>	<b>\$2,054,565</b>	<b>\$2,081,124</b>

## CAPITAL EXPENSES

	2012	2013
Vehicles Purchased	\$294,885	\$291,932
Debt Servicing		
Other Capital Expenses	\$13,000	
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$307,885</b>	<b>\$291,932</b>

## CAPITAL FUNDING SOURCES

	2012	2013
Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$307,885	\$291,932
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$307,885</b>	<b>\$291,932</b>

## SERVICE HOURS / SCHEDULING

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

## FARE STRUCTURE

Effective Date: 01/07/2011	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.50			
Child	\$2.50			
Student	\$2.50			
Senior	\$2.50			
Attendant	\$2.50			
Companion	\$2.50			
Other				

## EMPLOYEE DATA

	Full-time	Part-time
Operators	14	8
Other Operations	4	
Vehicle Mechanics		
General and Administration	4	
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>22</b>	<b>8</b>

**Union Affiliations:** Operators: Unifor 4244

Mechanics:  
 Other (specify):

Top Operator Wage Rate: \$20.19

Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2012	2013
<b>FINANCIAL</b>		
R/C Ratio	11%	10%
Net Operating Cost / Capita	\$14.26	\$15.51
Total Exp. / Passenger	\$27.47	\$27.92
Total Exp. / Eligible Passenger	\$31.53	\$32.22
Transportation Exp. / Passenger		
Dedicated Service	\$23.95	\$23.88
Non-Dedicated Service	\$9.18	\$9.50
Transportation Exp. / Hour (Dedicated Service)	\$56.45	\$56.69
<b>OPERATING</b>		
Registrants / Capita	0.0230	0.0190
Passengers / Capita	0.5845	0.6158
Passengers / Registrant	25.39	32.43
Passengers / Hour (Dedicated Service)	2.63	2.64
Kms / Passenger (Dedicated Service)	7.91	8.04
Average Speed (Dedicated Service)	20.81	21.22

## PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	30,113	2,142
Wheelchair/Scooter Users	33,574	
Attendants		
Companions	10,143	
Other (specified)		
<b>TOTAL</b>	<b>73,830</b>	<b>2,142</b>

## VEHICLE DATA

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

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

# Lanark County

## Lanark Transportation Association

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

Population served: 74,645  
 Service area (km<sup>2</sup>): 3,043.4  
 Communities served: 9  
 Service began: 01/01/1991  
 Advisory Committee members: 4  
 Eligibility Committee members: N/A

**REGISTRANTS**  
 Wheelchair/Scooter Users: 188  
 Ambulatory: 1,003  
 Attendants:  
 Companions:  
 Other:  
**Total: 1,191**

**Active**  
 411  
 4,450  
**4,861**

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

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

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

### VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	508,463	504,656
Tot. Veh. Km. - Dedicated Service	511,463	507,656
Rev. Veh. Hrs. - Dedicated Service	14,978	13,306
Tot. Veh. Hrs. - Dedicated Service	15,303	13,631
Non-Dedicated Service - Veh. Km.	840	690
Non-Dedicated Service - Veh. Hrs.	17	16

### PASSENGER DATA

Dedicated Service	14,174	13,540
Non-Dedicated Service	80	22
<b>TOTAL PASSENGERS</b>	<b>14,254</b>	<b>13,562</b>
Subscription / Pre-booked	5%	5%
Reservation	90%	90%
On-Demand / Day of trip	5%	5%
Cancelled in advance	2,372	2,608
No-shows / Cancelled at door	254	242
Unaccommodated trips	66	32
Number of complaints	6	4

### OPERATING EXPENSES

Administration	\$167,799	\$173,410
Operations:		
Internal - Dedicated Service	\$419,947	\$419,346
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$1,749	\$349
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$34,696	\$33,550
Fuel	\$56,164	\$58,016
<b>TOTAL OPERATING EXPENSES</b>	<b>\$680,355</b>	<b>\$684,671</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$411,653	\$351,706
Other Operating Revenue	\$4,440	\$2,786
<b>Total Operating Revenue</b>	<b>\$416,093</b>	<b>\$354,492</b>
Federal Contributions		
Provincial Contributions	\$122,471	\$182,430
Municipal Contributions	\$83,500	\$76,800
Other / Donations		
<b>TOTAL</b>	<b>\$622,064</b>	<b>\$613,722</b>

### CAPITAL EXPENSES

Vehicles Purchased	\$43,820	\$44,923
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$43,820</b>	<b>\$44,923</b>

### CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$36,334	\$37,570
Municipal Contributions		
Other / Donations	\$7,486	\$7,353
<b>TOTAL CAPITAL FUNDING</b>	<b>\$43,820</b>	<b>\$44,923</b>

### SERVICE HOURS / SCHEDULING

Weekday:	0500 to 2300	Sunday:	to
Saturday:	0800 to 2000	Holiday:	to
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	1.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

### FARE STRUCTURE

Effective Date: 01/01/2011	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult				<input type="checkbox"/>
Child				<input type="checkbox"/>
Student				<input type="checkbox"/>
Senior				<input checked="" type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion				<input type="checkbox"/>
Other	\$15 in town, max \$70 Ottawa/Kingston			

### EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$16.10

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	61%	52%
Net Operating Cost / Capita	\$3.67	\$4.42
Total Exp. / Passenger	\$47.73	\$50.48
Total Exp. / Eligible Passenger	\$49.08	\$51.67
Transportation Exp. / Passenger		
Dedicated Service	\$36.04	\$37.73
Non-Dedicated Service	\$21.86	\$15.86
Transportation Exp. / Hour (Dedicated Service)	\$33.38	\$37.48
<b>OPERATING</b>		
Registrants / Capita	0.0611	0.0651
Passengers / Capita	0.1980	0.1817
Passengers / Registrant	3.24	2.79
Passengers / Hour (Dedicated Service)	0.95	1.02
Kms / Passenger (Dedicated Service)	35.87	37.27
Average Speed (Dedicated Service)	33.95	37.93

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	12,574	22
Wheelchair/Scooter Users	654	
Attendants	312	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>13,540</b>	<b>22</b>

### VEHICLE DATA

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

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

# Leamington

## Erie Shore Community Transit

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

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

**REGISTRANTS**  
 Wheelchair/Scooter Users: 165  
 Ambulatory: 337  
 Attendants:  
 Companions:  
 Other:  
**Total: 502**

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

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

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

### VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	115,730	97,254
Tot. Veh. Km. - Dedicated Service	115,730	97,254
Rev. Veh. Hrs. - Dedicated Service	6,435	5,200
Tot. Veh. Hrs. - Dedicated Service	6,435	5,200
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	9,078	6,803
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>9,078</b>	<b>6,803</b>
Subscription / Pre-booked	24%	20%
Reservation	70%	75%
On-Demand / Day of trip	6%	5%
Cancelled in advance	366	375
No-shows / Cancelled at door	589	677
Unaccommodated trips	144	30
Number of complaints		1

### OPERATING EXPENSES

Administration	\$13,032	\$12,558
Operations:		
Internal - Dedicated Service	\$196,200	\$202,810
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$19,089	\$24,614
Fuel	\$27,611	\$28,866
<b>TOTAL OPERATING EXPENSES</b>	<b>\$255,932</b>	<b>\$268,848</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$76,748	\$59,997
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$76,748</b>	<b>\$59,997</b>
Federal Contributions		
Provincial Contributions	\$158,172	\$187,839
Municipal Contributions	\$21,012	\$21,012
Other / Donations		
<b>TOTAL</b>	<b>\$255,932</b>	<b>\$268,848</b>

### CAPITAL EXPENSES

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

### CAPITAL FUNDING SOURCES

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

Other eligibility criteria: other disabilities and/or health conditions that do not permit the user to access other transportation services or requires the use of an accessible service.  
 Capital Funding Sources note: Municipal Capital Reserve Contributions contains:  
 Leamington \$5,000, Kingsville \$5,000, Wheatley \$5,000 - municipalities are asked to reserve the funds annually until such time they are needed; however, these were not required for the vehicle purchase made in 2013.

### SERVICE HOURS / SCHEDULING

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

### FARE STRUCTURE

Effective Date:	01/05/2012	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$6.00			<input type="checkbox"/>
Child	\$6.00			<input type="checkbox"/>
Student	\$6.00			<input type="checkbox"/>
Senior	\$6.00			<input type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion				<input type="checkbox"/>
Other	Windsor/Essex County \$12.50; after hrs charge Cost Recovery Fee			

### EMPLOYEE DATA

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

**Union Affiliations:** Operators: CUPE Local 4523  
 Mechanics:  
 Other (specify): (Admin/Other Operations) CUPE Local 4523

Top Operator Wage Rate: \$16.75

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	30%	22%
Net Operating Cost / Capita	\$3.23	\$3.76
Total Exp. / Passenger	\$28.19	\$39.52
Total Exp. / Eligible Passenger	\$30.04	\$41.99
Transportation Exp. / Passenger		
Dedicated Service	\$26.76	\$37.67
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$37.75	\$49.29
<b>OPERATING</b>		
Registrants / Capita	0.0087	0.0090
Passengers / Capita	0.1635	0.1225
Passengers / Registrant	18.76	13.55
Passengers / Hour (Dedicated Service)	1.41	1.31
Kms / Passenger (Dedicated Service)	12.75	14.30
Average Speed (Dedicated Service)	17.98	18.70

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	5,110	
Wheelchair/Scooter Users	1,293	
Attendants	400	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>6,803</b>	

### VEHICLE DATA

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

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

# London

## London Community Transportation Brokerage

Contact: Kelly Paleczny  
 Title: Director of Finance  
 Telephone: 519-451-1340 x366  
 Fax: 519-451-0153  
 Email: kpaleczn@london.ca

Population served: 373,700  
 Service area (km²): 166.0  
 Communities served: 1  
 Service began: 01/10/1997  
 Advisory Committee members: 9  
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	2,036	2,036
Ambulatory:	3,466	3,466
Attendants:		
Companions:		
Other:		
<b>Total:</b>	<b>5,502</b>	<b>5,502</b>

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

Eligibility Criteria: ☐ Unable to Board

☒ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☐

☐ Unable to Use

☐ Private Non-Profit Org.

☒ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service		
Tot. Veh. Km. - Dedicated Service		
Rev. Veh. Hrs. - Dedicated Service	94,930	103,374
Tot. Veh. Hrs. - Dedicated Service	94,930	103,374
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.	10,327	

### PASSENGER DATA

	2012	2013
Dedicated Service	239,104	255,280
Non-Dedicated Service	28,086	
<b>TOTAL PASSENGERS</b>	<b>267,190</b>	<b>255,280</b>
Subscription / Pre-booked	29%	29%
Reservation	62%	62%
On-Demand / Day of trip	9%	9%
Cancelled in advance	36,795	39,228
No-shows / Cancelled at door	4,874	4,993
Unaccommodated trips	10,580	15,929
Number of complaints	115	120

### OPERATING EXPENSES

	2012	2013
Administration	\$98,197	\$103,742
Operations:		
Internal - Dedicated Service	\$667,412	\$814,164
Contract - Dedicated Service	\$3,205,269	\$3,823,747
Contract - Non-Dedicated Service	\$357,949	
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
<b>TOTAL OPERATING EXPENSES</b>	<b>\$4,328,827</b>	<b>\$4,741,653</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2012	2013
Passenger Revenue	\$482,863	\$460,986
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$482,863</b>	<b>\$460,986</b>
Federal Contributions		
Provincial Contributions	\$457,964	\$650,169
Municipal Contributions	\$3,388,000	\$3,630,498
Other / Donations		
<b>TOTAL</b>	<b>\$4,328,827</b>	<b>\$4,741,653</b>

### CAPITAL EXPENSES

	2012	2013
Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>		

### CAPITAL FUNDING SOURCES

	2012	2013
Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		

### TOTAL CAPITAL FUNDING

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

### SERVICE HOURS / SCHEDULING

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

### FARE STRUCTURE

Effective Date:	01/12/2008	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.75	\$1.90	\$81.00	<input type="checkbox"/>
Child	\$1.35	\$1.10		<input type="checkbox"/>
Student	\$2.75	\$1.54		<input type="checkbox"/>
Senior	\$2.75	\$1.43	\$57.50	<input type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion	\$2.75			<input type="checkbox"/>
Other				

### EMPLOYEE DATA

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

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

	2012	2013
<b>FINANCIAL</b>		
R/C Ratio	11%	10%
Net Operating Cost / Capita	\$10.53	\$11.45
Total Exp. / Passenger	\$16.20	\$18.57
Total Exp. / Eligible Passenger	\$18.06	\$20.67
Transportation Exp. / Passenger		
Dedicated Service	\$16.20	\$18.17
Non-Dedicated Service	\$12.74	
Transportation Exp. / Hour (Dedicated Service)	\$40.80	\$44.87
<b>OPERATING</b>		
Registrants / Capita	0.0131	0.0147
Passengers / Capita	0.7316	0.6831
Passengers / Registrant	55.83	46.40
Passengers / Hour (Dedicated Service)	2.52	2.47
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	144,546	
Wheelchair/Scooter Users	84,892	
Attendants	25,842	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>255,280</b>	

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	30	30	6	10
Other	2	2		12
<b>TOTAL DED. VEHICLES</b>	<b>32</b>	<b>32</b>	N/A	N/A

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

# Machin

## Municipality of Machin

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

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

**REGISTRANTS**  
 Wheelchair/Scooter Users: 2  
 Ambulatory: 90  
 Attendants: 1  
 Companions: 0  
 Other: 0  
**Total:** 92

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

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

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

## VEHICLE KILOMETRES & HOURS

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

2012

2013

## SERVICE HOURS / SCHEDULING

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

## PASSENGER DATA

Dedicated Service 1,388  
 Non-Dedicated Service  
**TOTAL PASSENGERS 1,388**  
 Subscription / Pre-booked 0%  
 Reservation 0%  
 On-Demand / Day of trip 0%

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

## OPERATING EXPENSES

Administration  
 Operations:  
 Internal - Dedicated Service \$12,398  
 Contract - Dedicated Service \$1,800  
 Contract - Non-Dedicated Service  
 Contract - Taxi Scrip  
 Maintenance (Vehicles & Facilities) \$6,263  
 Fuel \$7,100  
**TOTAL OPERATING EXPENSES \$27,561**

2

## FARE STRUCTURE

Effective Date: 01/01/2012  
**Cash**  
 Adult \$5.00  
 Child  
 Student  
 Senior \$5.00  
 Attendant  
 Companion \$5.00  
 Other

**Tickets/Cards**  
 (unit price)

Monthly Pass

Free

## EMPLOYEE DATA

Operators  
 Other Operations  
 Vehicle Mechanics  
 General and Administration  
 Other

Full-time

Part-time

2

## TOTAL NUMBER OF EMPLOYEES

2

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

Top Operator Wage Rate: \$16.00

Top Mechanic Wage Rate:

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue \$9,429  
 Other Operating Revenue  
**Total Operating Revenue \$9,429**  
 Federal Contributions  
 Provincial Contributions \$17,823  
 Municipal Contributions \$309  
 Other / Donations  
**TOTAL \$27,561**

\$9,379

\$9,379

\$18,601

\$500

\$28,480

## CAPITAL EXPENSES

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

## CAPITAL FUNDING SOURCES

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

## PERFORMANCE INDICATORS

### FINANCIAL

R/C Ratio 34% 33%  
 Net Operating Cost / Capita \$18.73 \$20.85  
 Total Exp. / Passenger \$19.86 \$21.41  
 Total Exp. / Eligible Passenger \$19.86 \$21.41  
 Transportation Exp. / Passenger  
 Dedicated Service \$19.86 \$19.53  
 Non-Dedicated Service  
 Transportation Exp. / Hour (Dedicated Service)

### OPERATING

Registrants / Capita 0.0950 0.1004  
 Passengers / Capita 1.4339 1.4520  
 Passengers / Registrant 15.09 14.46  
 Passengers / Hour (Dedicated Service)  
 Kms / Passenger (Dedicated Service)  
 Average Speed (Dedicated Service)

### PASSENGER DATA

Ded. Service 1,330 Non-Ded. Service  
 Ambulatory  
 Wheelchair/Scooter Users  
 Attendants  
 Companions  
 Other (specified)  
**TOTAL 1,330**

### VEHICLE DATA

Number Veh. Peak Avg. Capacity per Veh.  
 Wheelchair Ambulatory  
 Non-Accessible Cars N/A  
 Accessible Vans / Minivans  
 Small Buses 1 1 2 20  
 Other  
**TOTAL DED. VEHICLES 1 1 N/A N/A**

Vehicle ownership:  
 Vehicle maintenance responsibility:  
 Accessible taxis:

# Meaford

## Georgian HandiVan

Contact: Phillip Taylor  
 Title: Superintendent, Transportation Services  
 Telephone: 519-538-1060 x1309  
 Fax: 519-538-5599  
 Email: ptaylor@meaford.ca

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

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	10	20
Ambulatory:	68	272
Attendants:	4	4
Companions:	1	1
Other:	11	11
<b>Total:</b>	<b>94</b>	<b>308</b>

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

Eligibility Criteria: ☒ Unable to Board

☒ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☐

☐ Unable to Use

☐ Private Non-Profit Org.

☐ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	30,300	24,634
Tot. Veh. Km. - Dedicated Service	30,300	24,634
Rev. Veh. Hrs. - Dedicated Service	1,583	1,450
Tot. Veh. Hrs. - Dedicated Service	2,075	2,005
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	5,040	4,515
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>5,040</b>	<b>4,515</b>
Subscription / Pre-booked	0%	50%
Reservation	0%	40%
On-Demand / Day of trip	0%	10%

Cancelled in advance

No-shows / Cancelled at door

Unaccommodated trips

Number of complaints

### OPERATING EXPENSES

Administration

Operations:

Internal - Dedicated Service		
Contract - Dedicated Service	\$58,783	\$63,733
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$12,683	\$14,150
Fuel	\$7,955	
<b>TOTAL OPERATING EXPENSES</b>	<b>\$79,421</b>	<b>\$77,883</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$6,006	\$5,155
Other Operating Revenue	\$20,231	\$20,349
<b>Total Operating Revenue</b>	<b>\$26,237</b>	<b>\$25,504</b>
Federal Contributions		
Provincial Contributions	\$17,378	
Municipal Contributions	\$35,806	\$52,379
Other / Donations		
<b>TOTAL</b>	<b>\$79,421</b>	<b>\$77,883</b>

### CAPITAL EXPENSES

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

### CAPITAL FUNDING SOURCES

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

### SERVICE HOURS / SCHEDULING

Weekday:	0800 to 1500	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	14 day(s)		
Minimum notice for reservation:	8.0 hour(s)		
Reservations / Scheduling:	Manual		

### FARE STRUCTURE

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

### EMPLOYEE DATA

Operators

Other Operations

Vehicle Mechanics

General and Administration

Other

Full-time

Part-time

### TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators:

Mechanics:

Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	33%	33%
Net Operating Cost / Capita	\$5.32	\$4.72
Total Exp. / Passenger	\$15.76	\$17.25
Total Exp. / Eligible Passenger	\$28.70	\$34.91
Transportation Exp. / Passenger		
Dedicated Service	\$15.76	\$17.25
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$38.28	\$38.84
<b>OPERATING</b>		
Registrants / Capita	0.0175	0.0278
Passengers / Capita	0.5040	0.4068
Passengers / Registrant	28.80	14.66
Passengers / Hour (Dedicated Service)	3.18	3.11
Kms / Passenger (Dedicated Service)	6.01	5.46
Average Speed (Dedicated Service)	19.14	16.99

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	2,112	
Wheelchair/Scooter Users	119	
Attendants	37	
Companions		
Other (specified)	2,247	
<b>TOTAL</b>	<b>4,515</b>	

### VEHICLE DATA

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

Vehicle ownership:

Municipality

Vehicle maintenance responsibility:

Contracted Operator

Accessible taxis:

# Midland

## Midland Accessible Transit

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

Population served: 16,700  
 Service area (km<sup>2</sup>): 100.0  
 Communities served: 1  
 Service began: 15/12/2005  
 Advisory Committee members: N/A  
 Eligibility Committee members: 3

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	68	104
Ambulatory:	198	242
Attendants:	7	12
Companions:	10	10
Other:		
<b>Total:</b>	<b>283</b>	<b>368</b>

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

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

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

## VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	37,668	41,330
Tot. Veh. Km. - Dedicated Service	37,668	45,830
Rev. Veh. Hrs. - Dedicated Service		3,744
Tot. Veh. Hrs. - Dedicated Service		4,212
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

## PASSENGER DATA

Dedicated Service	4,455	5,183
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>4,455</b>	<b>5,183</b>
Subscription / Pre-booked	0%	32%
Reservation	0%	50%
On-Demand / Day of trip	0%	18%
Cancelled in advance	370	561
No-shows / Cancelled at door	25	14
Unaccommodated trips	9	
Number of complaints		

## OPERATING EXPENSES

Administration	\$7,850	\$7,395
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$75,072	\$88,355
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$3,403	\$1,695
Fuel	\$7,226	\$8,114
<b>TOTAL OPERATING EXPENSES</b>	<b>\$93,551</b>	<b>\$105,559</b>

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$9,610	\$10,949
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$9,610</b>	<b>\$10,949</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$83,941	\$94,610
Other / Donations		
<b>TOTAL</b>	<b>\$93,551</b>	<b>\$105,559</b>

## CAPITAL EXPENSES

Vehicles Purchased	\$47,992	
Debt Servicing		
Other Capital Expenses		\$13,339
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$47,992</b>	<b>\$13,339</b>

## CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$39,492	
Municipal Contributions		\$17,500
Other / Donations	\$8,500	\$2,815
<b>TOTAL CAPITAL FUNDING</b>	<b>\$47,992</b>	<b>\$20,315</b>

\* Other Eligibility Criteria: use assistive device.

## SERVICE HOURS / SCHEDULING

Weekday:	0800 to 1700	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	30 day(s)		
Minimum notice for reservation:	1.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

## FARE STRUCTURE

Effective Date: 15/12/2005	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.50	\$2.50		<input checked="" type="checkbox"/>
Child				<input type="checkbox"/>
Student	\$2.50	\$2.50		<input type="checkbox"/>
Senior	\$2.50	\$2.50		<input type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion	\$2.50	\$2.50		<input type="checkbox"/>
Other				

## EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$15.30

Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	10%	10%
Net Operating Cost / Capita	\$6.72	\$5.67
Total Exp. / Passenger	\$21.00	\$20.37
Total Exp. / Eligible Passenger	\$21.78	\$21.13
Transportation Exp. / Passenger		
Dedicated Service	\$19.24	\$18.94
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		\$23.31
<b>OPERATING</b>		
Registrants / Capita	0.0288	0.0220
Passengers / Capita	0.3564	0.3104
Passengers / Registrant	12.38	14.08
Passengers / Hour (Dedicated Service)		1.38
Kms / Passenger (Dedicated Service)	8.46	7.97
Average Speed (Dedicated Service)		11.04

## PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	3,293	
Wheelchair/Scooter Users	1,702	
Attendants	173	
Companions	15	
Other (specified)		
<b>TOTAL</b>	<b>5,183</b>	

## VEHICLE DATA

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

# Milton

## Milton Paratransit Service

Contact: Tony D'Alessandro  
 Title: Coordinator, Transit  
 Telephone: 905-878-7252 x2548  
 Fax: 905-876-5029  
 Email: tony.dalessandro@milton.ca

Population served: 100,000  
 Service area (km²): 380.0  
 Communities served: 1  
 Service began:  
 Advisory Committee members: 7  
 Eligibility Committee members: N/A

**REGISTRANTS**  
 Wheelchair/Scooter Users: 71  
 Ambulatory: 395  
 Attendants: 119  
 Companions:  
 Other:  
**Total: 585**

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

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

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

### VEHICLE KILOMETRES & HOURS

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

2012 2013

### PASSENGER DATA

Dedicated Service  
 Non-Dedicated Service 11,669 22,816  
**TOTAL PASSENGERS 11,669 22,816**  
 Subscription / Pre-booked 0% 0%  
 Reservation 5% 5%  
 On-Demand / Day of trip 95% 95%

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

### OPERATING EXPENSES

Administration  
 Operations:  
 Internal - Dedicated Service  
 Contract - Dedicated Service  
 Contract - Non-Dedicated Service \$160,936 \$366,553  
 Contract - Taxi Scrip  
 Maintenance (Vehicles & Facilities)  
 Fuel  
**TOTAL OPERATING EXPENSES \$160,936 \$366,553**

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue \$22,933 \$42,335  
 Other Operating Revenue  
**Total Operating Revenue \$22,933 \$42,335**  
 Federal Contributions  
 Provincial Contributions  
 Municipal Contributions \$138,003 \$324,218  
 Other / Donations  
**TOTAL \$160,936 \$366,553**

### CAPITAL EXPENSES

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

### CAPITAL FUNDING SOURCES

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

\* Additional service hours added on Saturdays, effective September 2013. \* Higher demand for service in 2013.

### SERVICE HOURS / SCHEDULING

Weekday: 0530 to 2030 Sunday: to  
 Saturday: 0700 to 2000 Holiday: to  
 Advanced booking notice: 7 day(s)  
 Minimum notice for reservation: 0.0 hour(s)  
 Reservations / Scheduling: Manual

### FARE STRUCTURE

Effective Date: 01/01/2012  

	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.00	\$2.40	\$64.00	<input checked="" type="checkbox"/>
Child				<input type="checkbox"/>
Student	\$3.00	\$1.70	\$45.00	<input type="checkbox"/>
Senior	\$3.00	\$1.70	\$45.00	<input type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion	\$3.00	\$2.40	\$64.00	<input type="checkbox"/>
Other	Companions pay fare according to user status (adult, student, senior)			

### EMPLOYEE DATA

Operators  
 Other Operations  
 Vehicle Mechanics  
 General and Administration  
 Other

Full-time Part-time

### TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

	2012	2013
<b>FINANCIAL</b>		
R/C Ratio	14%	12%
Net Operating Cost / Capita	\$1.38	\$3.24
Total Exp. / Passenger	\$13.79	\$16.07
Total Exp. / Eligible Passenger	\$13.79	\$16.07
Transportation Exp. / Passenger		
Dedicated Service		
Non-Dedicated Service	\$13.79	\$16.07
Transportation Exp. / Hour (Dedicated Service)		
<b>OPERATING</b>		
Registrants / Capita	0.0062	0.0059
Passengers / Capita	0.1167	0.2282
Passengers / Registrant	18.85	39.00
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory		22,816
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
<b>TOTAL</b>		<b>22,816</b>

### VEHICLE DATA

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

Vehicle ownership:  
 Vehicle maintenance responsibility:  
 Accessible taxis: 1



# Niagara Falls

## Niagara Chair-A-Van

Contact: Jackie Zufelt  
 Title: Dispatcher/Supervisor  
 Telephone: 905-357-0122  
 Fax: 905-357-7199  
 Email: ncav@cogeco.net

Population served: 83,000  
 Service area (km²): 212.0  
 Communities served: 1  
 Service began: 30/06/1977  
 Advisory Committee members: 6  
 Eligibility Committee members: N/A

### REGISTRANTS

Wheelchair/Scooter Users:  
 Ambulatory:  
 Attendants:  
 Companions:  
 Other:  
**Total:** 1,382 1,382

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

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

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

### VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	217,328	217,328
Tot. Veh. Km. - Dedicated Service	217,328	217,328
Rev. Veh. Hrs. - Dedicated Service	9,740	10,276
Tot. Veh. Hrs. - Dedicated Service	9,740	10,276
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	28,735	29,688
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>28,735</b>	<b>29,688</b>
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance	3,447	
No-shows / Cancelled at door	203	212
Unaccommodated trips	460	349
Number of complaints		

### OPERATING EXPENSES

Administration		\$29,346
Operations:		
Internal - Dedicated Service	\$413,348	\$390,754
Contract - Dedicated Service		
Contract - Non-Dedicated Service		\$907
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$103,500	\$1,149
Fuel		
<b>TOTAL OPERATING EXPENSES</b>	<b>\$516,848</b>	<b>\$422,156</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$47,000	\$42,821
Other Operating Revenue	\$56,127	\$20,514
<b>Total Operating Revenue</b>	<b>\$103,127</b>	<b>\$63,335</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$398,428	\$398,428
Other / Donations		
<b>TOTAL</b>	<b>\$501,555</b>	<b>\$461,763</b>

### CAPITAL EXPENSES

Vehicles Purchased	\$85,000	
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$85,000</b>	

### CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$85,000	
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$85,000</b>	

### SERVICE HOURS / SCHEDULING

Weekday:	0750 to 2300	Sunday:	0800 to 2300
Saturday:	0900 to 2300	Holiday:	to
Advanced booking notice:	30 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Manual		

### FARE STRUCTURE

Effective Date:	01/07/2011	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$2.50	\$2.30		<input type="checkbox"/>
Child	\$2.50	\$2.30		<input type="checkbox"/>
Student	\$2.50	\$2.30		<input type="checkbox"/>
Senior	\$2.50	\$2.30		<input type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion	\$2.50	\$2.30		<input type="checkbox"/>
Other				

### EMPLOYEE DATA

	Full-time	Part-time
Operators	4	9
Other Operations	1	1
Vehicle Mechanics		
General and Administration		1
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>5</b>	<b>11</b>

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

Top Operator Wage Rate: \$22.49  
 Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	20%	15%
Net Operating Cost / Capita	\$4.98	\$4.32
Total Exp. / Passenger	\$17.99	\$14.22
Total Exp. / Eligible Passenger	\$18.44	\$14.22
Transportation Exp. / Passenger		
Dedicated Service	\$17.99	\$13.20
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$53.06	\$38.14
<b>OPERATING</b>		
Registrants / Capita	0.0169	0.0167
Passengers / Capita	0.3462	0.3577
Passengers / Registrant	20.50	21.48
Passengers / Hour (Dedicated Service)	2.95	2.89
Kms / Passenger (Dedicated Service)	7.56	7.32
Average Speed (Dedicated Service)	22.31	21.15

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	29,688	
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
<b>TOTAL</b>	<b>29,688</b>	

### VEHICLE DATA

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

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

# Niagara Region, ON

## Niagara Specialized Transit

Contact: Kim Koz  
 Title: Associate Director, Fleet & Specialized Transit  
 Telephone: 905-984-3621  
 Fax: 905-685-0013  
 Email: kim.koz@niagararegion.ca

Population served: 435,300  
 Service area (km²): 1,850.9  
 Communities served: 12  
 Service began: 06/11/2006  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	246	524
Ambulatory:	218	416
Attendants:	164	249
Companions:	32	46
Other:		
<b>Total:</b>	<b>660</b>	<b>1,235</b>

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

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

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

### VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service		447,584
Tot. Veh. Km. - Dedicated Service		447,584
Rev. Veh. Hrs. - Dedicated Service	12,465	12,364
Tot. Veh. Hrs. - Dedicated Service	12,465	12,364
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

	2012	2013
Dedicated Service	17,331	14,629
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>17,331</b>	<b>14,629</b>
Subscription / Pre-booked	71%	63%
Reservation	28%	36%
On-Demand / Day of trip	1%	1%
Cancelled in advance	1,698	1,988
No-shows / Cancelled at door	103	12
Unaccommodated trips	61	53
Number of complaints	15	22

### OPERATING EXPENSES

	2012	2013
Administration	\$103,149	
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$532,589	\$514,501
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$39,290	\$68,033
Fuel	\$98,895	\$105,948
<b>TOTAL OPERATING EXPENSES</b>	<b>\$773,923</b>	<b>\$688,482</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2012	2013
Passenger Revenue	\$99,416	\$106,968
Other Operating Revenue	-\$11,672	
<b>Total Operating Revenue</b>	<b>\$87,744</b>	<b>\$106,968</b>
Federal Contributions		
Provincial Contributions	\$233,221	\$258,203
Municipal Contributions	\$452,958	\$323,311
Other / Donations		
<b>TOTAL</b>	<b>\$773,923</b>	<b>\$688,482</b>

### CAPITAL EXPENSES

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

### CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	
Other / Donations	

### TOTAL CAPITAL FUNDING

\* With a centralized hospital and additional dialysis location in 2013, our clients are travelling further for their trips.

### SERVICE HOURS / SCHEDULING

Weekday:	0700 to 2200	Sunday:	to
Saturday:	0800 to 1600	Holiday:	to
Advanced booking notice:	day(s)		
Minimum notice for reservation:	48.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

### FARE STRUCTURE

Effective Date: 06/11/2006	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult		\$7.50		<input type="checkbox"/>
Child		\$7.50		<input type="checkbox"/>
Student		\$7.50		<input type="checkbox"/>
Senior		\$7.50		<input checked="" type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion		\$7.50		<input type="checkbox"/>
Other				

### EMPLOYEE DATA

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

### TOTAL NUMBER OF EMPLOYEES

Union Affiliations:	
Operators:	
Mechanics:	CUPE Local 1287
Other (specify):	

Top Operator Wage Rate: \$17.48

Top Mechanic Wage Rate: \$32.07

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	11%	16%
Net Operating Cost / Capita	\$1.58	\$1.34
Total Exp. / Passenger	\$44.66	\$47.06
Total Exp. / Eligible Passenger	\$51.45	\$52.96
Transportation Exp. / Passenger		
Dedicated Service	\$38.70	\$47.06
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$53.81	\$55.68
<b>OPERATING</b>		
Registrants / Capita	0.0024	0.0028
Passengers / Capita	0.0398	0.0336
Passengers / Registrant	16.43	11.85
Passengers / Hour (Dedicated Service)	1.39	1.18
Kms / Passenger (Dedicated Service)		30.60
Average Speed (Dedicated Service)		36.20

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	5,344	
Wheelchair/Scooter Users	7,657	
Attendants	1,519	
Companions	109	
Other (specified)		
<b>TOTAL</b>	<b>14,629</b>	

### VEHICLE DATA

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

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

# North Bay

## North Bay Para Bus

Contact: Alice Radley  
 Title: Executive Director  
 Telephone: 705-476-0733  
 Fax: 705-476-9287  
 Email: aradley@phara.org

Population served: 56,000  
 Service area (km²): 87.0  
 Communities served: 1  
 Service began: 01/06/1982  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

**REGISTRANTS**  
 Wheelchair/Scooter Users: 1,006  
 Ambulatory: 936  
 Attendants:  
 Companions:  
 Other:  
**Total: 1,942**

**Active**  
 1,006  
 936  
 1,942

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

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

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

### VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	182,593	177,655
Tot. Veh. Km. - Dedicated Service	182,593	177,655
Rev. Veh. Hrs. - Dedicated Service	11,561	10,610
Tot. Veh. Hrs. - Dedicated Service	11,561	10,610
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	29,196	28,250
Non-Dedicated Service	9,391	10,620
<b>TOTAL PASSENGERS</b>	<b>38,587</b>	<b>38,870</b>
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance	8,471	14,966
No-shows / Cancelled at door	358	337
Unaccommodated trips	500	429
Number of complaints	6	9

### OPERATING EXPENSES

Administration	\$18,582	\$18,582
Operations:		
Internal - Dedicated Service	\$2,079	
Contract - Dedicated Service	\$386,052	\$396,744
Contract - Non-Dedicated Service	\$95,626	\$111,392
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$95,706	\$97,530
Fuel	\$72,023	\$75,655
<b>TOTAL OPERATING EXPENSES</b>	<b>\$670,068</b>	<b>\$699,903</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$92,806	\$100,600
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$92,806</b>	<b>\$100,600</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$577,262	\$599,303
Other / Donations		
<b>TOTAL</b>	<b>\$670,068</b>	<b>\$699,903</b>

### CAPITAL EXPENSES

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

### CAPITAL FUNDING SOURCES

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

### SERVICE HOURS / SCHEDULING

Weekday:	0730 to 2300	Sunday:	0900 to 1800
Saturday:	0830 to 2300	Holiday:	to
Advanced booking notice:	2 day(s)		
Minimum notice for reservation:	48.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

### FARE STRUCTURE

Effective Date:	01/07/2013	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$2.75	\$2.48		<input type="checkbox"/>
Child	\$2.75	\$2.48		<input type="checkbox"/>
Student	\$2.75	\$2.48		<input type="checkbox"/>
Senior	\$2.75	\$2.48		<input type="checkbox"/>
Attendant	\$2.75	\$2.48		<input type="checkbox"/>
Companion	\$2.75	\$2.48		<input type="checkbox"/>
Other				<input type="checkbox"/>

### EMPLOYEE DATA

	Full-time	Part-time
Operators	3	6
Other Operations	1	4
Vehicle Mechanics		
General and Administration		
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>4</b>	<b>10</b>

**Union Affiliations:** Operators: Teamsters Local 230  
 Mechanics:  
 Other (specify):

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

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	14%	14%
Net Operating Cost / Capita	\$10.31	\$10.70
Total Exp. / Passenger	\$17.37	\$18.01
Total Exp. / Eligible Passenger	\$19.82	\$20.47
Transportation Exp. / Passenger		
Dedicated Service	\$19.04	\$20.17
Non-Dedicated Service	\$10.18	\$10.49
Transportation Exp. / Hour (Dedicated Service)	\$48.08	\$53.72
<b>OPERATING</b>		
Registrants / Capita	0.0335	0.0347
Passengers / Capita	0.6891	0.6941
Passengers / Registrant	20.55	20.02
Passengers / Hour (Dedicated Service)	2.53	2.66
Kms / Passenger (Dedicated Service)	6.25	6.29
Average Speed (Dedicated Service)	15.79	16.74

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	11,161	8,840
Wheelchair/Scooter Users	13,173	1,014
Attendants	3,916	766
Companions		
Other (specified)		
<b>TOTAL</b>	<b>28,250</b>	<b>10,620</b>

### VEHICLE DATA

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

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

# North Perth

## Victorian Order of Nurses, Ontario Branch (VON)

Contact: Jennifer O'Grady  
 Title: Coordinator of Client Services  
 Telephone: 519-291-5898  
 Fax: 519-291-3141  
 Email: Jennifer.OGrady@von.ca

Population served: 12,631  
 Service area (km²): 493.2  
 Communities served: 1  
 Service began: 01/06/1998  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	60	60
Ambulatory:	217	217
Attendants:	52	52
Companions:		
Other:		
<b>Total:</b>	<b>329</b>	<b>329</b>

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

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

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

### VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	32,609	24,717
Tot. Veh. Km. - Dedicated Service	32,609	24,717
Rev. Veh. Hrs. - Dedicated Service	2,209	2,084
Tot. Veh. Hrs. - Dedicated Service	2,306	2,084
Non-Dedicated Service - Veh. Km.	40,768	52,467
Non-Dedicated Service - Veh. Hrs.	1,263	1,490

### PASSENGER DATA

Dedicated Service	6,372	6,633
Non-Dedicated Service	1,284	1,482
<b>TOTAL PASSENGERS</b>	<b>7,656</b>	<b>8,115</b>
Subscription / Pre-booked	70%	65%
Reservation	26%	30%
On-Demand / Day of trip	4%	5%
Cancelled in advance	1,092	1,169
No-shows / Cancelled at door	203	179
Unaccommodated trips	213	43
Number of complaints	2	1

### OPERATING EXPENSES

Administration	\$54,976	\$51,391
Operations:		
Internal - Dedicated Service	\$67,775	\$91,577
Contract - Dedicated Service	\$4,748	\$5,133
Contract - Non-Dedicated Service	\$14,549	\$18,639
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$14,657	\$18,760
Fuel	\$8,408	\$10,889
<b>TOTAL OPERATING EXPENSES</b>	<b>\$165,113</b>	<b>\$196,389</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$64,058	\$69,197
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$64,058</b>	<b>\$69,197</b>
Federal Contributions		
Provincial Contributions	\$94,703	\$120,724
Municipal Contributions	\$6,352	\$6,468
Other / Donations		
<b>TOTAL</b>	<b>\$165,113</b>	<b>\$196,389</b>

### CAPITAL EXPENSES

Vehicles Purchased	\$99,823
Debt Servicing	
Other Capital Expenses	
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$99,823</b>

### CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	\$99,823
Municipal Contributions	
Other / Donations	
<b>TOTAL CAPITAL FUNDING</b>	<b>\$99,823</b>

\* Other Eligibility Criteria: Seniors and persons with disabilities. \* Non-dedicated service is provided by VON Volunteers; Volunteer Transportation rates are based upon a mileage rate of \$.37/km or \$4.00 for in-town trips. \* Fare Structure shows in-town one-way fare; other fares are as follows: within North Perth \$8.00 one-way; \$.80/km for out-of-town travel plus wait time of \$15.00/hour; charter rates \$35.00/hour driving time & \$22.00/hour waiting time. \* VON Perth-Huron is part of EasyRide, an integrated transportation system for Perth & Huron counties, all bookings are taken by the centralized EasyRide office located in Stratford and utilizes web-based scheduling software from Trapeze Novus.

### SERVICE HOURS / SCHEDULING

Weekday:	0800 to 1800	Sunday:	0900 to 1300
Saturday:	to	Holiday:	to
Advanced booking notice:	day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

### FARE STRUCTURE

Effective Date:	01/09/2010	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$4.00			<input type="checkbox"/>
Child				<input type="checkbox"/>
Student	\$4.00			<input type="checkbox"/>
Senior	\$4.00			<input type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion	\$4.00			<input type="checkbox"/>
Other	Fares vary by distance			

### EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$11.50  
 Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	39%	35%
Net Operating Cost / Capita	\$8.25	\$10.07
Total Exp. / Passenger	\$21.57	\$24.20
Total Exp. / Eligible Passenger	\$23.72	\$26.54
Transportation Exp. / Passenger		
Dedicated Service	\$15.00	\$19.05
Non-Dedicated Service	\$11.33	\$12.58
Transportation Exp. / Hour (Dedicated Service)	\$41.45	\$60.63
<b>OPERATING</b>		
Registrants / Capita	0.0257	0.0261
Passengers / Capita	0.6248	0.6425
Passengers / Registrant	24.30	24.67
Passengers / Hour (Dedicated Service)	2.88	3.18
Kms / Passenger (Dedicated Service)	5.12	3.73
Average Speed (Dedicated Service)	14.76	11.86

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	5,142	1,334
Wheelchair/Scooter Users	923	
Attendants	561	148
Companions	7	
Other (specified)		
<b>TOTAL</b>	<b>6,633</b>	<b>1,482</b>

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	1	1	N/A	3
Small Buses	1	1	4	14
Other				
<b>TOTAL DED. VEHICLES</b>	<b>2</b>	<b>2</b>	N/A	N/A

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

# Oakville

## Oakville Transit

Contact: Ragini Govender  
 Title: Transit Analyst  
 Telephone: 905-845-6601 x3937  
 Fax: 905-338-4703  
 Email: rgovender@oakville.ca

Population served: 188,000  
 Service area (km²): 103.5  
 Communities served: 1  
 Service began: 01/04/1980  
 Advisory Committee members: 7  
 Eligibility Committee members: 2

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	197	360
Ambulatory:	907	1,655
Attendants:	85	155
Companions:		
Other:		
<b>Total:</b>	<b>1,189</b>	<b>2,170</b>

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

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

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

### VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	255,842	298,707
Tot. Veh. Km. - Dedicated Service	255,842	298,707
Rev. Veh. Hrs. - Dedicated Service	14,199	16,124
Tot. Veh. Hrs. - Dedicated Service	14,199	16,124
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	32,797	37,778
Non-Dedicated Service	30,370	34,137
<b>TOTAL PASSENGERS</b>	<b>63,167</b>	<b>71,915</b>
Subscription / Pre-booked	43%	32%
Reservation	57%	67%
On-Demand / Day of trip	1%	1%
Cancelled in advance	4,715	4,128
No-shows / Cancelled at door	797	550
Unaccommodated trips		
Number of complaints		

### OPERATING EXPENSES

Administration	\$147,434	\$168,136
Operations:		
Internal - Dedicated Service	\$631,731	\$679,372
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$459,953	\$502,234
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$49,111	\$59,625
Fuel	\$74,195	\$81,849
<b>TOTAL OPERATING EXPENSES</b>	<b>\$1,362,424</b>	<b>\$1,491,216</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$79,772	\$133,237
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$79,772</b>	<b>\$133,237</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$1,282,652	\$1,357,979
Other / Donations		
<b>TOTAL</b>	<b>\$1,362,424</b>	<b>\$1,491,216</b>

### CAPITAL EXPENSES

Vehicles Purchased	\$198,633	\$587,712
Debt Servicing		
Other Capital Expenses		\$25,032
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$198,633</b>	<b>\$612,744</b>

### CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$3,374	\$425,612
Municipal Contributions	\$188,331	\$177,531
Other / Donations	\$6,928	\$9,601
<b>TOTAL CAPITAL FUNDING</b>	<b>\$198,633</b>	<b>\$612,744</b>

\* Other Eligibility Criteria: as per Town's definition. \* In 2013, seniors ride free on Mondays; decommissioned adult and student tickets to move towards use of Presto Fare Card System; purchased 2 Spirit of Mobility - Arboc for expansion. \* Visitors from other municipalities are eligible only if they register with Oakville Transit's Care-A-Van service.

### SERVICE HOURS / SCHEDULING

Weekday:	0600 to 2400	Sunday:	0800 to 2000
Saturday:	0700 to 2400	Holiday:	0800 to 2000

Advanced booking notice: 10 day(s)  
 Minimum notice for reservation: 48.0 hour(s)  
 Reservations / Scheduling: Fully Computerized

### FARE STRUCTURE

Effective Date:	01/01/2013	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$3.25	\$1.75	\$99.00	<input checked="" type="checkbox"/>
Child				<input type="checkbox"/>
Student	\$3.25	\$1.75	\$65.00	<input type="checkbox"/>
Senior	\$3.25	\$1.75	\$50.00	<input type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion	\$3.25	\$1.75		<input type="checkbox"/>
Other	GO Riders - 70 cents, Student Freedom Monthly Pass \$15			

### EMPLOYEE DATA

	Full-time	Part-time
Operators	7	
Other Operations	3	1
Vehicle Mechanics		
General and Administration	1	
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>11</b>	<b>1</b>

Union Affiliations: Operators: CAW 1256  
 Mechanics: CAW 1256  
 Other (specify): (Administration) CUPE 1329

Top Operator Wage Rate: \$27.80  
 Top Mechanic Wage Rate: \$33.15

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	6%	9%
Net Operating Cost / Capita	\$7.03	\$7.22
Total Exp. / Passenger	\$21.57	\$20.74
Total Exp. / Eligible Passenger	\$23.05	\$22.41
Transportation Exp. / Passenger		
Dedicated Service	\$23.02	\$21.73
Non-Dedicated Service	\$15.14	\$14.71
Transportation Exp. / Hour (Dedicated Service)	\$53.18	\$50.91
<b>OPERATING</b>		
Registrants / Capita	0.0116	0.0115
Passengers / Capita	0.3461	0.3825
Passengers / Registrant	29.95	33.14
Passengers / Hour (Dedicated Service)	2.31	2.34
Kms / Passenger (Dedicated Service)	7.80	7.91
Average Speed (Dedicated Service)	18.02	18.53

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	26,030	28,641
Wheelchair/Scooter Users	8,287	3,597
Attendants	3,223	1,897
Companions	238	2
Other (specified)		
<b>TOTAL</b>	<b>37,778</b>	<b>34,137</b>

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	10	6	5	5
Other				
<b>TOTAL DED. VEHICLES</b>	<b>10</b>	<b>6</b>	N/A	N/A
Vehicle ownership:	Municipal Transit System			
Vehicle maintenance responsibility:	Municipal Transit System			
Accessible taxis:				

# Orillia

## Orillia Wheelchair Limousine Service

Contact: Jack Green  
 Title: Manager of Transportation  
 Telephone: 705-329-7255  
 Fax:  
 Email: jgreen@orillia.ca

Population served: 31,564  
 Service area (km²): 28.8  
 Communities served: 1  
 Service began: 15/06/1987  
 Advisory Committee members: 9  
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	508	508
Ambulatory:		
Attendants:	38	38
Companions:		
Other:		
<b>Total:</b>	<b>546</b>	<b>546</b>

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

Eligibility Criteria: ☒ Unable to Board

☒ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☐

☒ Unable to Use

☐ Private Non-Profit Org.

☐ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	29,784	45,081
Tot. Veh. Km. - Dedicated Service	29,784	45,081
Rev. Veh. Hrs. - Dedicated Service	3,022	5,092
Tot. Veh. Hrs. - Dedicated Service	3,022	5,092
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	5,489	8,264
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>5,489</b>	<b>8,264</b>
Subscription / Pre-booked	90%	5%
Reservation	5%	90%
On-Demand / Day of trip	5%	5%
Cancelled in advance	66	132
No-shows / Cancelled at door	67	78
Unaccommodated trips	170	247
Number of complaints	4	5

### OPERATING EXPENSES

Administration

Operations:

Internal - Dedicated Service		
Contract - Dedicated Service	\$132,486	\$216,592
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		

Maintenance (Vehicles & Facilities)

Fuel

**TOTAL OPERATING EXPENSES** **\$132,486** **\$216,592**

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$12,774	\$15,029
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$12,774</b>	<b>\$15,029</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$119,712	\$201,063
Other / Donations	\$500	\$500
<b>TOTAL</b>	<b>\$132,986</b>	<b>\$216,592</b>

### CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

**TOTAL CAPITAL EXPENSES**

### CAPITAL FUNDING SOURCES

Transit System

Federal Contributions

Provincial Contributions

Municipal Contributions

Other / Donations

**TOTAL CAPITAL FUNDING**

\* Implementation of new fare structure on September 2, 2012 (lowered cash fares from \$2.75 to \$2.00 per ride and implement monthly bus pass for riders). \* Using AODA criteria, City of Orillia extended its specialized transit service hours.

### SERVICE HOURS / SCHEDULING

Weekday:	0630 to 2230	Sunday:	0900 to 1630
Saturday:	0900 to 1800	Holiday:	to
Advanced booking notice:	day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

### FARE STRUCTURE

Effective Date:	02/09/2012	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$2.00	\$1.84	\$46.00	<input type="checkbox"/>
Child	\$2.00	\$1.84	\$46.00	<input type="checkbox"/>
Student	\$2.00	\$1.84	\$46.00	<input type="checkbox"/>
Senior	\$2.00	\$1.84	\$46.00	<input checked="" type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion				<input type="checkbox"/>
Other				<input type="checkbox"/>

### EMPLOYEE DATA

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

### TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators:

Mechanics:

Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	10%	7%
Net Operating Cost / Capita	\$3.90	\$6.39
Total Exp. / Passenger	\$24.14	\$26.21
Total Exp. / Eligible Passenger	\$26.25	\$28.14
Transportation Exp. / Passenger		
Dedicated Service	\$24.14	\$26.21
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$43.84	\$42.54
<b>OPERATING</b>		
Registrants / Capita	0.0153	0.0173
Passengers / Capita	0.1790	0.2618
Passengers / Registrant	11.73	15.14
Passengers / Hour (Dedicated Service)	1.82	1.62
Kms / Passenger (Dedicated Service)	5.43	5.46
Average Speed (Dedicated Service)	9.86	8.85

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	7,697	
Wheelchair/Scooter Users		
Attendants	567	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>8,264</b>	

### VEHICLE DATA

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

Vehicle ownership: Municipal Transit System

Vehicle maintenance responsibility: Contracted Operator

Accessible taxis:

# Ottawa

## Para Transpo

Contact: Ken Gordon  
 Title: Section Manager, Booking, Scheduling & CS  
 Telephone: 613-842-3636 x2593  
 Fax: 613-244-4329  
 Email: Ken.Gordon @ottawa.ca

Population served: 943,260  
 Service area (km²): 2,778.0  
 Communities served: 1  
 Service began: 01/01/1974  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

**REGISTRANTS**  
 Wheelchair/Scooter Users: 3,840  
 Ambulatory: 9,231  
 Attendants:  
 Companions:  
 Other:  
**Total: 13,071**

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

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

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

## VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	5,537,142	5,072,509
Tot. Veh. Km. - Dedicated Service	6,340,414	5,791,310
Rev. Veh. Hrs. - Dedicated Service	248,152	228,392
Tot. Veh. Hrs. - Dedicated Service	248,152	228,392
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

## PASSENGER DATA

Dedicated Service	548,928	528,992
Non-Dedicated Service	327,178	342,598
<b>TOTAL PASSENGERS</b>	<b>876,106</b>	<b>871,590</b>
Subscription / Pre-booked	57%	61%
Reservation	38%	36%
On-Demand / Day of trip	5%	3%
Cancelled in advance	163,946	149,746
No-shows / Cancelled at door	24,850	23,921
Unaccommodated trips	85,918	69,064
Number of complaints	653	634

## OPERATING EXPENSES

Administration	\$2,142,114	\$2,441,538
Operations:		
Internal - Dedicated Service	\$14,009,151	\$13,798,052
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$8,571,302	\$9,014,899
Contract - Taxi Scrip	\$259,504	\$299,672
Maintenance (Vehicles & Facilities)	\$2,729,480	\$2,990,283
Fuel	\$1,648,123	\$1,538,081
<b>TOTAL OPERATING EXPENSES</b>	<b>\$29,359,674</b>	<b>\$30,082,525</b>

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$2,291,390	\$2,100,809
Other Operating Revenue	\$16,156	\$15,274
<b>Total Operating Revenue</b>	<b>\$2,307,546</b>	<b>\$2,116,083</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$27,052,128	\$27,966,442
Other / Donations		
<b>TOTAL</b>	<b>\$29,359,674</b>	<b>\$30,082,525</b>

## CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses	\$468,966	\$19,744
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$468,966</b>	<b>\$19,744</b>

## CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$468,966	\$19,744
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$468,966</b>	<b>\$19,744</b>

## SERVICE HOURS / SCHEDULING

Weekday:	0600 to 0100	Sunday:	0630 to 0100
Saturday:	0630 to 0100	Holiday:	0630 to 0100
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	0.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

## FARE STRUCTURE

Effective Date:	01/07/2013			
	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.70	\$1.50	\$98.75	<input checked="" type="checkbox"/>
Child	\$1.50	\$1.50		<input type="checkbox"/>
Student	\$2.70	\$1.50	\$78.75	<input type="checkbox"/>
Senior	\$2.70	\$1.50	\$40.00	<input type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion	\$2.70	\$1.50		<input type="checkbox"/>
Other	Community pass \$35.00; child under 6 free			

## EMPLOYEE DATA

	Full-time	Part-time
Operators	168	1
Other Operations	25	6
Vehicle Mechanics	14	
General and Administration	15	
Other	8	
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>230</b>	<b>7</b>

**Union Affiliations:** Operators: ATU Local 279  
 Mechanics: ATU Local 279  
 Other (specify): (Administration) ATU Local 1760

Top Operator Wage Rate: \$25.10  
 Top Mechanic Wage Rate: \$32.03

## PERFORMANCE INDICATORS

	2012	2013
<b>FINANCIAL</b>		
R/C Ratio	8%	7%
Net Operating Cost / Capita	\$28.93	\$29.65
Total Exp. / Passenger	\$33.51	\$34.51
Total Exp. / Eligible Passenger	\$37.62	\$39.36
Transportation Exp. / Passenger		
Dedicated Service	\$33.50	\$34.64
Non-Dedicated Service	\$26.99	\$27.19
Transportation Exp. / Hour (Dedicated Service)	\$74.09	\$80.24
<b>OPERATING</b>		
Registrants / Capita	0.0137	0.0139
Passengers / Capita	0.9369	0.9240
Passengers / Registrant	68.37	66.68
Passengers / Hour (Dedicated Service)	2.21	2.32
Kms / Passenger (Dedicated Service)	10.09	9.59
Average Speed (Dedicated Service)	22.31	22.21

## PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	273,362	250,966
Wheelchair/Scooter Users	177,191	62,708
Attendants	26,175	14,627
Companions	45,044	14,297
Other (specified)	7,220	
<b>TOTAL</b>	<b>528,992</b>	<b>342,598</b>

## VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	89	89	3	4
Other				
<b>TOTAL DED. VEHICLES</b>	<b>89</b>	<b>89</b>	N/A	N/A

Vehicle ownership: Municipal Transit System  
 Vehicle maintenance responsibility: Municipal Transit System  
 Accessible taxis: 80

# Owen Sound

## Owen Sound Transit

Contact: Sharon Edwards  
 Title: Executive Assistant  
 Telephone: 519-376-4440 x1211  
 Fax: 519-376-3579  
 Email: sedwards@owensound.ca

Population served: 22,000  
 Service area (km²): 23.7  
 Communities served: 1  
 Service began: 06/01/1989  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	113	113
Ambulatory:	109	109
Attendants:	99	99
Companions:		
Other:		
<b>Total:</b>	<b>321</b>	<b>321</b>

Dedicated Serv. Operated by: ☒ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

Eligibility Criteria: ☒ Unable to Board

☒ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☐

☒ Unable to Use

☐ Private Non-Profit Org.

☐ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	24,180	33,945
Tot. Veh. Km. - Dedicated Service	24,859	35,913
Rev. Veh. Hrs. - Dedicated Service	2,268	3,359
Tot. Veh. Hrs. - Dedicated Service	2,337	3,476
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

	2012	2013
Dedicated Service	4,762	5,789
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>4,762</b>	<b>5,789</b>
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance	497	514
No-shows / Cancelled at door	71	78
Unaccommodated trips	11	14
Number of complaints	18	2

### OPERATING EXPENSES

	2012	2013
Administration	\$17,688	\$18,648
Operations:		
Internal - Dedicated Service	\$91	\$105
Contract - Dedicated Service	\$118,712	\$159,435
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel	\$8,444	\$10,021
<b>TOTAL OPERATING EXPENSES</b>	<b>\$144,935</b>	<b>\$188,209</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2012	2013
Passenger Revenue	\$13,864	\$11,386
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$13,864</b>	<b>\$11,386</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$131,071	\$176,823
Other / Donations		
<b>TOTAL</b>	<b>\$144,935</b>	<b>\$188,209</b>

### CAPITAL EXPENSES

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

### CAPITAL FUNDING SOURCES

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

The Terminal Manager handed out applications at a blitz and the office approved 100 clients in 2013. In addition, Owen Sound Transit started offering Saturday service in October 2013.

### SERVICE HOURS / SCHEDULING

Weekday:	0630 to 1830	Sunday:	to
Saturday:	0900 to 1630	Holiday:	to
Advanced booking notice:	3 day(s)		
Minimum notice for reservation:	1.0 hour(s)		
Reservations / Scheduling:	Manual		

### FARE STRUCTURE

Effective Date:	01/09/2013	Tickets/Cards (unit price)	Monthly Pass	Free
Cash			\$60.00	<input checked="" type="checkbox"/>
Adult	\$2.50			<input type="checkbox"/>
Child				<input type="checkbox"/>
Student	\$2.00		\$35.00	<input type="checkbox"/>
Senior	\$2.50		\$45.00	<input type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion	\$2.50		\$60.00	<input type="checkbox"/>
Other				

### EMPLOYEE DATA

	Full-time	Part-time
Operators	9	1
Other Operations	1	1
Vehicle Mechanics	1	
General and Administration		
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>11</b>	<b>2</b>

Union Affiliations: Operators: Unifor Local 4268

Mechanics:

Other (specify):

Top Operator Wage Rate: \$16.50

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	10%	6%
Net Operating Cost / Capita	\$5.96	\$8.04
Total Exp. / Passenger	\$30.44	\$32.51
Total Exp. / Eligible Passenger	\$31.90	\$34.41
Transportation Exp. / Passenger		
Dedicated Service	\$26.72	\$29.29
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$54.45	\$48.78
<b>OPERATING</b>		
Registrants / Capita	0.0229	0.0146
Passengers / Capita	0.2165	0.2631
Passengers / Registrant	9.45	18.03
Passengers / Hour (Dedicated Service)	2.10	1.72
Kms / Passenger (Dedicated Service)	5.08	5.86
Average Speed (Dedicated Service)	10.66	10.11

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	2,984	
Wheelchair/Scooter Users	2,485	
Attendants	320	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>5,789</b>	

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	1	1	2	8
Other				
<b>TOTAL DED. VEHICLES</b>	<b>1</b>	<b>1</b>	<b>N/A</b>	<b>N/A</b>
Vehicle ownership:	Municipality			
Vehicle maintenance responsibility:	Contracted Operator			
Accessible taxis:				



# Parry Sound

## Parry Sound Specialized Transit

Contact: Martha Vincent  
 Title: Administrative Assistant  
 Telephone: 705-746-2101 x236  
 Fax: 705-746-2506  
 Email: mvincent@townofparrysound.com

Population served: 6,191  
 Service area (km²): 13.3  
 Communities served: 1  
 Service began: 01/06/2008  
 Advisory Committee members: 8  
 Eligibility Committee members: 8

**REGISTRANTS**  
 Wheelchair/Scooter Users: 13  
 Ambulatory: 13  
 Attendants: 13  
 Companions: 13  
 Other: 13  
**Total: 13**

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

**Eligibility Criteria:** ☒ Unable to Board

☒ Private Contractor(s), number: 2

Taxi Scrip Program Available: ☐

☐ Unable to Use

☐ Private Non-Profit Org.

☐ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	4,950	3,120
Tot. Veh. Km. - Dedicated Service	4,950	3,120
Rev. Veh. Hrs. - Dedicated Service	315	379
Tot. Veh. Hrs. - Dedicated Service	315	379
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	688	793
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>688</b>	<b>793</b>
Subscription / Pre-booked	0%	0%
Reservation	100%	100%
On-Demand / Day of trip	0%	0%
Cancelled in advance		
No-shows / Cancelled at door	323	325
Unaccommodated trips		
Number of complaints		

### OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$33,209	\$34,459
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
<b>TOTAL OPERATING EXPENSES</b>	<b>\$33,209</b>	<b>\$34,459</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$2,064	\$2,269
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$2,064</b>	<b>\$2,269</b>
Federal Contributions		
Provincial Contributions	\$19,431	\$19,431
Municipal Contributions	\$11,714	\$12,759
Other / Donations		
<b>TOTAL</b>	<b>\$33,209</b>	<b>\$34,459</b>

### CAPITAL EXPENSES

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

### CAPITAL FUNDING SOURCES

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

### SERVICE HOURS / SCHEDULING

Weekday:	0930 to 1430	Sunday:	to
Saturday:	0900 to 1630	Holiday:	to
Advanced booking notice:	day(s)		
Minimum notice for reservation:	72.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

### FARE STRUCTURE

Effective Date:	01/07/2011	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$3.00	\$2.75		<input type="checkbox"/>
Child	\$3.00	\$2.75		<input type="checkbox"/>
Student	\$3.00	\$2.75		<input type="checkbox"/>
Senior	\$3.00	\$2.75		<input checked="" type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion				<input checked="" type="checkbox"/>
Other				

### EMPLOYEE DATA

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

### TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	6%	7%
Net Operating Cost / Capita	\$5.03	\$5.20
Total Exp. / Passenger	\$48.27	\$43.45
Total Exp. / Eligible Passenger	\$48.27	\$43.45
Transportation Exp. / Passenger		
Dedicated Service	\$48.27	\$43.45
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$105.43	\$90.92
<b>OPERATING</b>		
Registrants / Capita	0.0021	0.0021
Passengers / Capita	0.1111	0.1281
Passengers / Registrant	52.92	61.00
Passengers / Hour (Dedicated Service)	2.18	2.09
Kms / Passenger (Dedicated Service)	7.19	3.93
Average Speed (Dedicated Service)	15.71	8.23

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory		
Wheelchair/Scooter Users	793	
Attendants		
Companions		
Other (specified)		
<b>TOTAL</b>	<b>793</b>	

### VEHICLE DATA

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

# Peel Region

## TransHelp

Contact: Maarit Varga  
 Title: Supervisor, Client & Administrative Services  
 Telephone: 905-791-1015 x6856  
 Fax: 905-277-5864  
 Email: maarit.varga@peelregion.ca

Population served: 1,296,814  
 Service area (km²): 1,253.0  
 Communities served: 3  
 Service began: 01/06/1981  
 Advisory Committee members: 9  
 Eligibility Committee members: 9

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	4,962	4,962
Ambulatory:	7,443	7,443
Attendants:		
Companions:		
Other:	1,669	1,669
<b>Total:</b>	<b>14,074</b>	<b>14,074</b>

Dedicated Serv. Operated by: ☒ Transit System/Municipality

Non-Dedicated Service: ☒ Contractors: 2

Eligibility Criteria: ☒ Unable to Board

☒ Private Contractor(s), number: 4

Taxi Scrip Program Available: ☒

☒ Unable to Use

☒ Private Non-Profit Org.

☒ Other Criteria

## VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	4,640,944	4,867,216
Tot. Veh. Km. - Dedicated Service	5,189,547	5,436,962
Rev. Veh. Hrs. - Dedicated Service	221,309	227,696
Tot. Veh. Hrs. - Dedicated Service	239,282	245,365
Non-Dedicated Service - Veh. Km.	109,148	111,432
Non-Dedicated Service - Veh. Hrs.	10,803	11,121

## PASSENGER DATA

Dedicated Service	480,238	502,328
Non-Dedicated Service	54,471	62,290
<b>TOTAL PASSENGERS</b>	<b>534,709</b>	<b>564,618</b>
Subscription / Pre-booked	40%	40%
Reservation	55%	55%
On-Demand / Day of trip	5%	5%
Cancelled in advance	40,050	46,344
No-shows / Cancelled at door	9,324	9,651
Unaccommodated trips	3,395	3,010
Number of complaints	1,260	1,726

## OPERATING EXPENSES

Administration	\$3,559,119	\$3,362,793
Operations:		
Internal - Dedicated Service	\$4,831,395	\$5,344,929
Contract - Dedicated Service	\$5,816,152	\$3,860,734
Contract - Non-Dedicated Service	\$2,068,878	\$3,566,480
Contract - Taxi Scrip	\$151,849	\$174,863
Maintenance (Vehicles & Facilities)	\$1,000,029	\$1,177,901
Fuel	\$359,933	\$460,493
<b>TOTAL OPERATING EXPENSES</b>	<b>\$17,787,355</b>	<b>\$17,948,193</b>

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,282,337	\$1,455,035
Other Operating Revenue	\$98,569	\$105,066
<b>Total Operating Revenue</b>	<b>\$1,380,906</b>	<b>\$1,560,101</b>
Federal Contributions		
Provincial Contributions	\$670,398	\$691,866
Municipal Contributions	\$15,736,051	\$15,696,227
Other / Donations		
<b>TOTAL</b>	<b>\$17,787,355</b>	<b>\$17,948,194</b>

## CAPITAL EXPENSES

Vehicles Purchased		\$1,037,011
Debt Servicing		
Other Capital Expenses	\$2,138,006	\$654,943
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$2,138,006</b>	<b>\$1,691,954</b>

## CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions	\$2,176,698	\$1,357,760
Provincial Contributions	\$7,955	\$110,634
Municipal Contributions	\$42,777	\$223,563
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$2,227,430</b>	<b>\$1,691,957</b>

Other criteria - cognitive & behavioural disabilities

## SERVICE HOURS / SCHEDULING

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

Advanced booking notice: 7 day(s)  
 Minimum notice for reservation: 24.0 hour(s)  
 Reservations / Scheduling: Fully Computerized

## FARE STRUCTURE

Effective Date: 01/03/2012	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.25		\$108.00	<input type="checkbox"/>
Child	\$3.25		\$108.00	<input type="checkbox"/>
Student	\$3.25		\$108.00	<input type="checkbox"/>
Senior	\$3.25		\$108.00	<input type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion	\$3.25			<input type="checkbox"/>
Other				

## EMPLOYEE DATA

	Full-time	Part-time
Operators	52	21
Other Operations	8	
Vehicle Mechanics	2	
General and Administration	14	
Other	5	3
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>81</b>	<b>24</b>

Union Affiliations: Operators: CUPE Local 966  
 Mechanics: CUPE Local 966  
 Other (specify):

Top Operator Wage Rate: \$25.88

Top Mechanic Wage Rate: \$31.94

## PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	8%	9%
Net Operating Cost / Capita	\$12.65	\$12.64
Total Exp. / Passenger	\$33.27	\$31.79
Total Exp. / Eligible Passenger	\$46.11	\$44.22
Transportation Exp. / Passenger		
Dedicated Service	\$25.00	\$21.59
Non-Dedicated Service	\$40.77	\$60.06
Transportation Exp. / Hour (Dedicated Service)	\$50.18	\$44.20
<b>OPERATING</b>		
Registrants / Capita	0.0094	0.0109
Passengers / Capita	0.4123	0.4354
Passengers / Registrant	43.98	40.12
Passengers / Hour (Dedicated Service)	2.17	2.21
Kms / Passenger (Dedicated Service)	9.66	9.69
Average Speed (Dedicated Service)	20.97	21.38

## PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	223,262	40,592
Wheelchair/Scooter Users	142,074	
Attendants	59,586	4,486
Companions	13,310	3,328
Other (specified)	64,096	13,884
<b>TOTAL</b>	<b>502,328</b>	<b>62,290</b>

## VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars	70	60	Wheelchair	Ambulatory
Accessible Vans / Minivans	26	25	N/A	4
Small Buses	66	50	1	4
Other	29	29	4	6
<b>TOTAL DED. VEHICLES</b>	<b>191</b>	<b>164</b>	N/A	N/A

Vehicle ownership: Peel Region/Non Profit  
 Vehicle maintenance responsibility: Peel Region/Private Operation  
 Accessible taxis: 26

# Pembroke

## Pembroke Handi Bus

Contact: Dan Callaghan  
 Title: Manager  
 Telephone: 613-735-6998  
 Fax: 613-735-8632  
 Email: pembrokehandibus@bellnet.ca

Population served: 20,000  
 Service area (km²): 91.2  
 Communities served: 4  
 Service began: 01/08/1989  
 Advisory Committee members: 7  
 Eligibility Committee members: 2

**REGISTRANTS**  
 Wheelchair/Scooter Users: 170  
 Ambulatory: 298  
 Attendants:  
 Companions:  
 Other:  
**Total: 468**

**Active**  
 170  
 298  
 468

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

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

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

### VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	82,645	90,705
Tot. Veh. Km. - Dedicated Service	82,645	90,705
Rev. Veh. Hrs. - Dedicated Service		
Tot. Veh. Hrs. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

	2012	2013
Dedicated Service	14,756	14,406
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>14,756</b>	<b>14,406</b>
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance	243	255
No-shows / Cancelled at door	94	76
Unaccommodated trips		
Number of complaints	1	1

### OPERATING EXPENSES

	2012	2013
Administration	\$88,438	\$90,692
Operations:		
Internal - Dedicated Service	\$105,255	\$110,243
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$22,689	\$26,850
Fuel	\$19,863	\$22,435
<b>TOTAL OPERATING EXPENSES</b>	<b>\$236,245</b>	<b>\$250,220</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2012	2013
Passenger Revenue	\$65,178	\$64,917
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$65,178</b>	<b>\$64,917</b>
Federal Contributions		
Provincial Contributions	\$100,000	\$110,000
Municipal Contributions	\$37,500	\$38,000
Other / Donations	\$41,627	\$32,461
<b>TOTAL</b>	<b>\$244,305</b>	<b>\$245,378</b>

### CAPITAL EXPENSES

	2012	2013
Vehicles Purchased		\$72,978
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>		<b>\$72,978</b>

### CAPITAL FUNDING SOURCES

	2012	2013
Transit System		
Federal Contributions		
Provincial Contributions		\$72,978
Municipal Contributions		
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>		<b>\$72,978</b>

### SERVICE HOURS / SCHEDULING

	Weekday	Sunday
0700 to 1700		to
Saturday: 1000 to 1600		Holiday: to
Advanced booking notice:	1 day(s)	
Minimum notice for reservation:	1.0 hour(s)	
Reservations / Scheduling:	Manual	

### FARE STRUCTURE

	Effective Date: 01/02/2010	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$5.00	\$5.00		<input type="checkbox"/>
Child	\$5.00	\$5.00		<input type="checkbox"/>
Student	\$5.00	\$5.00		<input type="checkbox"/>
Senior	\$5.00	\$5.00		<input checked="" type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion				<input checked="" type="checkbox"/>
Other	service animals free			

### EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$16.20

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

	2012	2013
<b>FINANCIAL</b>		
R/C Ratio	28%	26%
Net Operating Cost / Capita	\$8.55	\$9.27
Total Exp. / Passenger	\$16.01	\$17.37
Total Exp. / Eligible Passenger	\$19.28	\$20.26
Transportation Exp. / Passenger		
Dedicated Service	\$10.02	\$11.07
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		
<b>OPERATING</b>		
Registrants / Capita	0.0221	0.0234
Passengers / Capita	0.7378	0.7203
Passengers / Registrant	33.46	30.78
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)	5.60	6.30
Average Speed (Dedicated Service)		

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	9,123	
Wheelchair/Scooter Users	3,229	
Attendants	2,054	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>14,406</b>	

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	2	1	2	4
Small Buses	3	3	4	14
Other				
<b>TOTAL DED. VEHICLES</b>	<b>5</b>	<b>4</b>	N/A	N/A

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

# Perth East

## Perth East Transportation

Contact: Darlene Raycraft  
 Title: Finance & Business Manager  
 Telephone: 519-595-8121 x101  
 Fax: 519-595-8199  
 Email: dmraycraft@knollcrestlodge.com

Population served: 12,000  
 Service area (km²): 171.0  
 Communities served: 1  
 Service began: 07/01/1999  
 Advisory Committee members: 14  
 Eligibility Committee members: 14

**REGISTRANTS**  
 Wheelchair/Scooter Users: 79  
 Ambulatory: 854  
 Attendants:  
 Companions:  
 Other:  
**Total: 933**

**Active**  
 79  
 854  
 933

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

**Eligibility Criteria:** ☒ Unable to Board

☒ Private Contractor(s), number: 2

Taxi Scrip Program Available: ☐

☒ Unable to Use

☒ Private Non-Profit Org.

☒ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	99,789	95,703
Tot. Veh. Km. - Dedicated Service	100,089	96,003
Rev. Veh. Hrs. - Dedicated Service		
Tot. Veh. Hrs. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

	2012	2013
Dedicated Service	11,608	12,121
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>11,608</b>	<b>12,121</b>
Subscription / Pre-booked	8%	9%
Reservation	72%	70%
On-Demand / Day of trip	20%	21%
Cancelled in advance	1,086	1,545
No-shows / Cancelled at door	27	21
Unaccommodated trips	117	146
Number of complaints	2	2

### OPERATING EXPENSES

	2012	2013
Administration	\$8,179	\$8,298
Operations:		
Internal - Dedicated Service	\$99,275	\$118,491
Contract - Dedicated Service	\$16,822	\$12,019
Contract - Non-Dedicated Service	\$26,858	\$19,620
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$11,138	\$10,761
Fuel	\$25,038	\$30,573
<b>TOTAL OPERATING EXPENSES</b>	<b>\$187,310</b>	<b>\$199,762</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2012	2013
Passenger Revenue	\$89,550	\$75,580
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$89,550</b>	<b>\$75,580</b>
Federal Contributions		
Provincial Contributions	\$80,015	\$104,961
Municipal Contributions	\$7,500	\$7,500
Other / Donations	\$10,245	\$11,721
<b>TOTAL</b>	<b>\$187,310</b>	<b>\$199,762</b>

### CAPITAL EXPENSES

	2012	2013
Vehicles Purchased		\$71,165
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>		<b>\$71,165</b>

### CAPITAL FUNDING SOURCES

	2012	2013
Transit System		
Federal Contributions		
Provincial Contributions		\$71,165
Municipal Contributions		
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>		<b>\$71,165</b>

\* Other Eligibility Criteria: frail, cognitive impairment, seniors, disabled (physically/mental).

### SERVICE HOURS / SCHEDULING

	2012	2013
Weekday: 0830 to 1600		
Sunday: to		
Saturday: to		
Holiday: to		
Advanced booking notice: 1 day(s)		
Minimum notice for reservation: 24.0 hour(s)		
Reservations / Scheduling: Fully Computerized		

### FARE STRUCTURE

	2012	2013
Effective Date: 01/09/2013		
<b>Cash</b>		
Adult	\$5.00	
Child	\$0.50	
Student	\$5.00	
Senior	\$5.00	
Attendant		
Companion		
Other		

### EMPLOYEE DATA

	2012	2013
Operators	1	7
Other Operations		
Vehicle Mechanics		
General and Administration		1
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>1</b>	<b>8</b>

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

Top Operator Wage Rate: \$16.25

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

	2012	2013
<b>FINANCIAL</b>		
R/C Ratio	48%	38%
Net Operating Cost / Capita	\$8.15	\$10.35
Total Exp. / Passenger	\$16.14	\$16.48
Total Exp. / Eligible Passenger	\$17.05	\$17.52
Transportation Exp. / Passenger		
Dedicated Service	\$13.12	\$14.18
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		
<b>OPERATING</b>		
Registrants / Capita	0.0733	0.0778
Passengers / Capita	0.9673	1.0101
Passengers / Registrant	13.19	12.99
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)	8.60	7.90
Average Speed (Dedicated Service)		

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	10,556	
Wheelchair/Scooter Users	844	
Attendants		
Companions	721	
Other (specified)		
<b>TOTAL</b>	<b>12,121</b>	

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	1	1	2	4
Small Buses	2	2	1	14
Other				
<b>TOTAL DED. VEHICLES</b>	<b>3</b>	<b>3</b>	N/A	N/A

Vehicle ownership: Non-Profit Organization

Vehicle maintenance responsibility: Non-Profit Organization

Accessible taxis:

# Peterborough

## Peterborough Transit

Contact: Andrew Burdett  
 Title: Operations Supervisor  
 Telephone: 705-742-7777 x2889  
 Fax: 705-742-3741  
 Email: aburdett@peterborough.ca

Population served: 80,000  
 Service area (km²): 66.9  
 Communities served: 1  
 Service began: 01/09/1976  
 Advisory Committee members: 11  
 Eligibility Committee members: 3

**REGISTRANTS**  
 Wheelchair/Scooter Users: 723  
 Ambulatory: 789  
 Attendants:  
 Companions:  
 Other:  
**Total: 1,512**

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

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

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

### VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	253,400	253,546
Tot. Veh. Km. - Dedicated Service	253,400	253,546
Rev. Veh. Hrs. - Dedicated Service	14,200	14,832
Tot. Veh. Hrs. - Dedicated Service	14,200	14,832
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	36,300	35,900
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>36,300</b>	<b>35,900</b>
Subscription / Pre-booked	38%	37%
Reservation	61%	62%
On-Demand / Day of trip	1%	1%
Cancelled in advance	9,400	9,500
No-shows / Cancelled at door	700	600
Unaccommodated trips	350	300
Number of complaints	4	3

### OPERATING EXPENSES

Administration	\$122,100	\$126,000
Operations:		
Internal - Dedicated Service	\$559,400	\$561,000
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$100	\$200
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$169,100	\$162,500
Fuel	\$78,900	\$81,600
<b>TOTAL OPERATING EXPENSES</b>	<b>\$929,600</b>	<b>\$931,300</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$76,400	\$77,200
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$76,400</b>	<b>\$77,200</b>
Federal Contributions		
Provincial Contributions	\$169,400	\$169,400
Municipal Contributions	\$683,800	\$684,700
Other / Donations		
<b>TOTAL</b>	<b>\$929,600</b>	<b>\$931,300</b>

### CAPITAL EXPENSES

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

### CAPITAL FUNDING SOURCES

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

### SERVICE HOURS / SCHEDULING

Weekday:	0600 to 2300	Sunday:	0800 to 1900
Saturday:	0630 to 2300	Holiday:	to
Advanced booking notice:	14 day(s)		
Minimum notice for reservation:	1.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

### FARE STRUCTURE

Effective Date:	02/01/2013	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$2.50	\$2.20	\$60.00	<input type="checkbox"/>
Child	\$2.50	\$2.20	\$40.00	<input type="checkbox"/>
Student	\$2.50	\$2.20	\$55.00	<input type="checkbox"/>
Senior	\$2.50	\$2.20	\$40.00	<input type="checkbox"/>
Attendant	\$2.50	\$2.20	\$60.00	<input type="checkbox"/>
Companion	\$2.50	\$2.20	\$60.00	<input type="checkbox"/>
Other	CNIB users and Veterans ride free			

### EMPLOYEE DATA

	Full-time	Part-time
Operators	8	4
Other Operations		1
Vehicle Mechanics		2
General and Administration	1	2
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>9</b>	<b>9</b>

**Union Affiliations:** Operators: ATU Local 1320  
 Mechanics: CUPE Local 504  
 Other (specify): (Administration) CUPE Local 126

Top Operator Wage Rate: \$25.94  
 Top Mechanic Wage Rate: \$29.62

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	8%	8%
Net Operating Cost / Capita	\$10.67	\$10.68
Total Exp. / Passenger	\$25.61	\$25.94
Total Exp. / Eligible Passenger	\$26.79	\$27.07
Transportation Exp. / Passenger		
Dedicated Service	\$22.24	\$22.43
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$56.86	\$54.28
<b>OPERATING</b>		
Registrants / Capita	0.0185	0.0189
Passengers / Capita	0.4538	0.4488
Passengers / Registrant	24.51	23.74
Passengers / Hour (Dedicated Service)	2.56	2.42
Kms / Passenger (Dedicated Service)	6.98	7.06
Average Speed (Dedicated Service)	17.85	17.09

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	19,600	
Wheelchair/Scooter Users	14,800	
Attendants	1,500	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>35,900</b>	

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	11	7	N/A	4
Small Buses			4	
Other				
<b>TOTAL DED. VEHICLES</b>	<b>11</b>	<b>7</b>	N/A	N/A
Vehicle ownership:	Municipality			
Vehicle maintenance responsibility:	Municipality			
Accessible taxis:				

# Peterborough County

## Caremobile

Contact: Jane Pickard  
 Title: Driver/Co-ordinator  
 Telephone: 705-749-0036  
 Fax: 705-745-6011  
 Email: jane@commcareptbo.org

Population served: 60,289  
 Service area (km²): 3,877.2  
 Communities served: 8  
 Service began: 18/01/1992  
 Advisory Committee members: 6  
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	45	128
Ambulatory:	28	75
Attendants:		
Companions:		
Other:		
<b>Total:</b>	<b>73</b>	<b>203</b>

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

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

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

## VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	49,029	40,366
Tot. Veh. Km. - Dedicated Service	98,058	80,732
Rev. Veh. Hrs. - Dedicated Service	1,500	1,500
Tot. Veh. Hrs. - Dedicated Service	3,000	3,000
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

## PASSENGER DATA

	2012	2013
Dedicated Service	2,658	2,496
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>2,658</b>	<b>2,496</b>
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance	63	79
No-shows / Cancelled at door	6	6
Unaccommodated trips	39	
Number of complaints		

## OPERATING EXPENSES

	2012	2013
Administration	\$17,280	\$15,341
Operations:		
Internal - Dedicated Service	\$90,631	\$86,782
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$6,793	\$7,554
Fuel	\$21,662	\$20,709
<b>TOTAL OPERATING EXPENSES</b>	<b>\$136,366</b>	<b>\$130,386</b>

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2012	2013
Passenger Revenue	\$17,536	\$16,234
Other Operating Revenue	\$2,231	
<b>Total Operating Revenue</b>	<b>\$19,767</b>	<b>\$16,234</b>
Federal Contributions		
Provincial Contributions	\$63,832	\$52,556
Municipal Contributions	\$27,501	\$29,664
Other / Donations	\$25,266	\$31,932
<b>TOTAL</b>	<b>\$136,366</b>	<b>\$130,386</b>

## CAPITAL EXPENSES

	2012
Vehicles Purchased	\$153,445
Debt Servicing	
Other Capital Expenses	\$7,440
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$160,885</b>

## CAPITAL FUNDING SOURCES

	2012
Transit System	
Federal Contributions	
Provincial Contributions	\$76,722
Municipal Contributions	\$38,361
Other / Donations	\$45,801
<b>TOTAL CAPITAL FUNDING</b>	<b>\$160,884</b>

## SERVICE HOURS / SCHEDULING

Weekday:	0630 to 1800	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	60 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Manual		

## FARE STRUCTURE

Effective Date: 01/04/2011	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult				<input type="checkbox"/>
Child				<input type="checkbox"/>
Student				<input type="checkbox"/>
Senior				<input checked="" type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion				<input checked="" type="checkbox"/>
Other	\$15.00 to \$30.00 depending on distance			

## EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$23.45

Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	14%	12%
Net Operating Cost / Capita	\$1.93	\$1.89
Total Exp. / Passenger	\$51.30	\$52.24
Total Exp. / Eligible Passenger	\$61.48	\$62.66
Transportation Exp. / Passenger		
Dedicated Service	\$44.80	\$46.09
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$39.70	\$38.35
<b>OPERATING</b>		
Registrants / Capita	0.0030	0.0034
Passengers / Capita	0.0441	0.0414
Passengers / Registrant	14.85	12.30
Passengers / Hour (Dedicated Service)	1.77	1.66
Kms / Passenger (Dedicated Service)	18.45	16.17
Average Speed (Dedicated Service)	32.69	26.91

## PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	939	
Wheelchair/Scooter Users	1,142	
Attendants	415	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>2,496</b>	

## VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	2	2	3	8
Other				
<b>TOTAL DED. VEHICLES</b>	<b>2</b>	<b>2</b>	N/A	N/A
Vehicle ownership:	Municipality			
Vehicle maintenance responsibility:	Non Profit Organization			
Accessible taxis:				

# Port Hope

## Port Hope Specialized Transit Service

Contact: Jeanette Davidson  
 Title: Engineering Services Technician  
 Telephone: 905-885-2431  
 Fax: 905-885-0507  
 Email: jdavidson@porthope.ca

Population served: 13,750  
 Service area (km²): 13.1  
 Communities served: 1  
 Service began: 14/04/1969  
 Advisory Committee members: 13  
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	73	73
Ambulatory:	144	144
Attendants:		
Companions:	59	59
Other:		
<b>Total:</b>	<b>276</b>	<b>276</b>

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

Eligibility Criteria: ☒ Unable to Board

☒ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☐

☒ Unable to Use

☐ Private Non-Profit Org.

☐ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	17,978	
Tot. Veh. Km. - Dedicated Service	17,978	
Rev. Veh. Hrs. - Dedicated Service	3,916	3,733
Tot. Veh. Hrs. - Dedicated Service	3,916	3,733
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

	2012	2013
Dedicated Service	8,137	5,547
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>8,137</b>	<b>5,547</b>
Subscription / Pre-booked	0%	0%
Reservation	100%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance		440
No-shows / Cancelled at door		286
Unaccommodated trips		
Number of complaints		

### OPERATING EXPENSES

	2012	2013
Administration	\$7,167	\$7,000
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$115,762	\$108,868
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
<b>TOTAL OPERATING EXPENSES</b>	<b>\$122,929</b>	<b>\$115,868</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2012	2013
Passenger Revenue	\$5,129	\$5,299
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$5,129</b>	<b>\$5,299</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$117,800	\$110,569
Other / Donations		
<b>TOTAL</b>	<b>\$122,929</b>	<b>\$115,868</b>

### CAPITAL EXPENSES

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

### CAPITAL FUNDING SOURCES

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

\* Town of Port Hope switched its service provider in August 2013 and reduced its service hours in May 2013.

### SERVICE HOURS / SCHEDULING

Weekday:	0700 to 2000	Sunday:	to
Saturday:	0900 to 1600	Holiday:	to
Advanced booking notice:	day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

### FARE STRUCTURE

Effective Date:	01/01/2008	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.00		\$50.00	<input checked="" type="checkbox"/>
Child				<input type="checkbox"/>
Student	\$1.50		\$30.00	<input type="checkbox"/>
Senior	\$1.50		\$30.00	<input type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion				<input checked="" type="checkbox"/>
Other				<input type="checkbox"/>

### EMPLOYEE DATA

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

### TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

	2012	2013
<b>FINANCIAL</b>		
R/C Ratio	4%	5%
Net Operating Cost / Capita	\$8.57	\$8.04
Total Exp. / Passenger	\$15.11	\$20.89
Total Exp. / Eligible Passenger	\$15.11	\$20.89
Transportation Exp. / Passenger		
Dedicated Service	\$14.23	\$19.63
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$29.56	\$29.16
<b>OPERATING</b>		
Registrants / Capita	0.0239	0.0201
Passengers / Capita	0.5918	0.4034
Passengers / Registrant	24.81	20.10
Passengers / Hour (Dedicated Service)	2.08	1.49
Kms / Passenger (Dedicated Service)	2.21	
Average Speed (Dedicated Service)	4.59	

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	5,547	
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
<b>TOTAL</b>	<b>5,547</b>	

### VEHICLE DATA

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

# Prince Edward County

## Prince Edward County

Contact: Shelly Ackers  
 Title: Administrator Internal Operations  
 Telephone: 613-392-9664  
 Fax: 613-392-3872  
 Email: sackers@bellnet.ca

Population served: 25,490  
 Service area (km²): 1,048.3  
 Communities served: 1  
 Service began: 05/06/2007  
 Advisory Committee members: N/A  
 Eligibility Committee members: 2

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	259	312
Ambulatory:	273	358
Attendants:	26	26
Companions:		
Other:		
<b>Total:</b>	<b>558</b>	<b>696</b>

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

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

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

### VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	102,272	82,738
Tot. Veh. Km. - Dedicated Service	110,016	87,629
Rev. Veh. Hrs. - Dedicated Service	2,470	2,325
Tot. Veh. Hrs. - Dedicated Service	2,784	2,614
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

	2012	2013
Dedicated Service	6,900	6,777
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>6,900</b>	<b>6,777</b>
Subscription / Pre-booked	40%	40%
Reservation	58%	58%
On-Demand / Day of trip	2%	2%
Cancelled in advance	489	1,115
No-shows / Cancelled at door	132	20
Unaccommodated trips	10	2
Number of complaints		

### OPERATING EXPENSES

	2012	2013
Administration	\$7,990	\$13,176
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$123,477	\$124,046
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
<b>TOTAL OPERATING EXPENSES</b>	<b>\$131,467</b>	<b>\$137,222</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2012	2013
Passenger Revenue	\$46,218	\$45,742
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$46,218</b>	<b>\$45,742</b>
Federal Contributions		
Provincial Contributions	\$74,399	\$63,993
Municipal Contributions	\$5,850	\$22,487
Other / Donations	\$5,000	\$5,000
<b>TOTAL</b>	<b>\$131,467</b>	<b>\$137,222</b>

### CAPITAL EXPENSES

	2012	2013
Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>		

### CAPITAL FUNDING SOURCES

	2012	2013
Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>		

### SERVICE HOURS / SCHEDULING

Weekday:	0800 to 1630	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

### FARE STRUCTURE

Effective Date:	01/01/2013	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$5.00			<input type="checkbox"/>
Child	\$5.00			<input type="checkbox"/>
Student	\$5.00			<input type="checkbox"/>
Senior	\$5.00			<input checked="" type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion				<input checked="" type="checkbox"/>
Other				

Zone fares: \$5 one way trip within Picton, Wellington, Bloomfield, etc

### EMPLOYEE DATA

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

### TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	35%	33%
Net Operating Cost / Capita	\$3.34	\$3.59
Total Exp. / Passenger	\$19.05	\$20.25
Total Exp. / Eligible Passenger	\$20.59	\$22.60
Transportation Exp. / Passenger		
Dedicated Service	\$17.90	\$18.30
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$44.35	\$47.45
<b>OPERATING</b>		
Registrants / Capita	0.0175	0.0273
Passengers / Capita	0.2707	0.2659
Passengers / Registrant	15.47	9.74
Passengers / Hour (Dedicated Service)	2.79	2.91
Kms / Passenger (Dedicated Service)	14.82	12.21
Average Speed (Dedicated Service)	41.41	35.59

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	4,973	
Wheelchair/Scooter Users	1,099	
Attendants	705	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>6,777</b>	

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	1	1	N/A	3
Small Buses	1	1	5	16
Other				
<b>TOTAL DED. VEHICLES</b>	<b>2</b>	<b>2</b>	N/A	N/A

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



# Quinte West

## Quinte Access Transportation

Contact: Shelly Ackers  
 Title: Administrator  
 Telephone: 613-392-9640  
 Fax: 613-392-3872  
 Email: sackers@bellnet.ca

Population served: 52,920  
 Service area (km²): 722.0  
 Communities served: 2  
 Service began: 17/01/1994  
 Advisory Committee members: 8  
 Eligibility Committee members: 2

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	508	531
Ambulatory:	931	1,048
Attendants:	90	90
Companions:		
Other:		
<b>Total:</b>	<b>1,529</b>	<b>1,669</b>

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

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

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

## VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	345,758	373,817
Tot. Veh. Km. - Dedicated Service	361,249	391,703
Rev. Veh. Hrs. - Dedicated Service	10,289	11,402
Tot. Veh. Hrs. - Dedicated Service	12,233	13,354
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

## PASSENGER DATA

	2012	2013
Dedicated Service	24,005	26,693
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>24,005</b>	<b>26,693</b>
Subscription / Pre-booked	65%	65%
Reservation	33%	33%
On-Demand / Day of trip	2%	2%
Cancelled in advance	2,662	4,194
No-shows / Cancelled at door	1,302	74
Unaccommodated trips	55	60
Number of complaints		

## OPERATING EXPENSES

	2012	2013
Administration	\$124,047	\$144,350
Operations:		
Internal - Dedicated Service	\$292,635	\$315,328
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$70,090	\$73,352
Fuel	\$73,902	\$79,648
<b>TOTAL OPERATING EXPENSES</b>	<b>\$560,674</b>	<b>\$612,679</b>

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2012	2013
Passenger Revenue	\$154,258	\$162,575
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$154,258</b>	<b>\$162,575</b>
Federal Contributions		
Provincial Contributions	\$129,781	\$163,360
Municipal Contributions	\$184,457	\$192,800
Other / Donations	\$92,178	\$93,944
<b>TOTAL</b>	<b>\$560,674</b>	<b>\$612,679</b>

## CAPITAL EXPENSES

	2012	2013
Vehicles Purchased	\$56,500	\$43,733
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$56,500</b>	<b>\$43,733</b>

## CAPITAL FUNDING SOURCES

	2012	2013
Transit System		\$3,300
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$56,500	\$40,433
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$56,500</b>	<b>\$43,733</b>

## SERVICE HOURS / SCHEDULING

	Weekday	Sunday
0600 to 1930	0700 to 0000	
Saturday: 0900 to 1630	Holiday: 0700 to 0000	
Advanced booking notice:	day(s)	
Minimum notice for reservation:	24.0 hour(s)	
Reservations / Scheduling:	Fully Computerized	

## FARE STRUCTURE

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

Zone fares: \$2 one way trip within Trenton Ward

## EMPLOYEE DATA

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

## TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate: \$16.08

Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2012	2013
<b>FINANCIAL</b>		
R/C Ratio	28%	27%
Net Operating Cost / Capita	\$7.68	\$8.51
Total Exp. / Passenger	\$23.36	\$22.95
Total Exp. / Eligible Passenger	\$25.12	\$25.11
Transportation Exp. / Passenger		
Dedicated Service	\$18.19	\$17.54
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$35.69	\$35.07
<b>OPERATING</b>		
Registrants / Capita	0.0247	0.0315
Passengers / Capita	0.4536	0.5044
Passengers / Registrant	18.35	15.99
Passengers / Hour (Dedicated Service)	2.33	2.34
Kms / Passenger (Dedicated Service)	14.40	14.00
Average Speed (Dedicated Service)	33.60	32.79

## PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	17,460	
Wheelchair/Scooter Users	6,939	
Attendants	2,294	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>26,693</b>	

## VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	3	3	1	3
Small Buses	4	3	5	16
Other				
<b>TOTAL DED. VEHICLES</b>	<b>7</b>	<b>6</b>	N/A	N/A

Vehicle ownership: Municipality  
 Vehicle maintenance responsibility: Non-Profit Organizaton  
 Accessible taxis:

# Renfrew

## Sunshine Coach Service

Contact: Neil Virgin  
 Title: Operations Manager  
 Telephone: 613-432-2134  
 Fax: 613-432-0957  
 Email: sunshinecoach@sunshinecoach.ca

Population served: 26,950  
 Service area (km<sup>2</sup>): 2,861.4  
 Communities served: 6  
 Service began: 01/03/1985  
 Advisory Committee members: 8  
 Eligibility Committee members: 8

<b>REGISTRANTS</b>	<b>Active</b>	<b>Total</b>
Wheelchair/Scooter Users:	300	300
Ambulatory:	450	450
Attendants:		
Companions:		
Other:		
<b>Total:</b>	<b>750</b>	<b>750</b>

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

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

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

### VEHICLE KILOMETRES & HOURS

	<b>2012</b>	<b>2013</b>
Rev. Veh. Km. - Dedicated Service	270,552	275,100
Tot. Veh. Km. - Dedicated Service	416,234	423,230
Rev. Veh. Hrs. - Dedicated Service	10,388	11,165
Tot. Veh. Hrs. - Dedicated Service	15,982	17,177
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	26,974	32,372
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>26,974</b>	<b>32,372</b>
Subscription / Pre-booked	65%	65%
Reservation	25%	25%
On-Demand / Day of trip	10%	10%

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

### OPERATING EXPENSES

Administration	\$124,378	\$135,086
Operations:		
Internal - Dedicated Service	\$440,271	\$524,072
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$36,548	\$59,269
Fuel	\$65,498	\$83,249
<b>TOTAL OPERATING EXPENSES</b>	<b>\$666,694</b>	<b>\$801,675</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$364,482	\$397,663
Other Operating Revenue	\$2,155	\$29,829
<b>Total Operating Revenue</b>	<b>\$366,637</b>	<b>\$427,493</b>
Federal Contributions		
Provincial Contributions	\$132,828	\$140,876
Municipal Contributions	\$17,000	\$16,800
Other / Donations	\$150,229	\$216,507
<b>TOTAL</b>	<b>\$666,694</b>	<b>\$801,675</b>

### CAPITAL EXPENSES

Vehicles Purchased	\$73,067	\$48,452
Debt Servicing		
Other Capital Expenses	\$1,286	\$6,319
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$74,353</b>	<b>\$54,771</b>

### CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$74,353	\$54,771
Municipal Contributions		
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$74,353</b>	<b>\$54,771</b>

\* Number of Registrants : Based on estimates only due to no automated system for tracking. \* Operating Statistics-Revenue Vehicle hours & kilometres vs deadheading ratio has been estimated to be 65% / 35%. \* Growth in age 65+ demographic in the service area; awareness of the service; increased emphasis on integration of special needs students into mainstream education system; awareness of broader definition of what constitutes disability under the AODA.

### SERVICE HOURS / SCHEDULING

Weekday:	0730 to 1630	Sunday:	0900 to 2200
Saturday:	1000 to 2200	Holiday:	to
Advanced booking notice:	90 day(s)		
Minimum notice for reservation:	0.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

### FARE STRUCTURE

Effective Date: 01/07/2008	<b>Tickets/Cards</b>	<b>Monthly Pass</b>	<b>Free</b>
<b>Cash</b>	<b>(unit price)</b>		
Adult	\$5.00	\$5.00	<input type="checkbox"/>
Child	\$5.00	\$5.00	<input type="checkbox"/>
Student	\$5.00	\$5.00	<input type="checkbox"/>
Senior	\$5.00	\$5.00	<input type="checkbox"/>
Attendant			<input checked="" type="checkbox"/>
Companion			<input checked="" type="checkbox"/>
Other			<input type="checkbox"/>

### EMPLOYEE DATA

Operators	<b>Full-time</b>	<b>Part-time</b>
Other Operations	3	10
Vehicle Mechanics		
General and Administration	2	1
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>5</b>	<b>11</b>

Union Affiliations: Operators:  
 Mechanics:  
 Other (specify):  
 Top Operator Wage Rate: \$20.94  
 Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

<b>FINANCIAL</b>	<b>2012</b>	<b>2013</b>
R/C Ratio	55%	53%
Net Operating Cost / Capita	\$11.13	\$13.88
Total Exp. / Passenger	\$24.72	\$24.76
Total Exp. / Eligible Passenger	\$28.03	\$28.27
Transportation Exp. / Passenger		
Dedicated Service	\$20.11	\$20.59
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$33.93	\$38.81
<b>OPERATING</b>		
Registrants / Capita	0.0278	0.0278
Passengers / Capita	1.0009	1.2012
Passengers / Registrant	35.97	43.16
Passengers / Hour (Dedicated Service)	2.60	2.90
Kms / Passenger (Dedicated Service)	10.03	8.50
Average Speed (Dedicated Service)	26.04	24.64

### PASSENGER DATA

	<b>Ded. Service</b>	<b>Non-Ded. Service</b>
Ambulatory	19,211	
Wheelchair/Scooter Users	9,146	
Attendants	3,857	
Companions		
Other (specified)	158	
<b>TOTAL</b>	<b>32,372</b>	

### VEHICLE DATA

	<b>Number</b>	<b>Veh. Peak</b>	<b>Avg. Capacity per Veh.</b>	
Non-Accessible Cars			<b>Wheelchair</b>	<b>Ambulatory</b>
Accessible Vans / Minivans	8	8	N/A	
Small Buses	1	1	2	4
Other	1	1	4	10
<b>TOTAL DED. VEHICLES</b>	<b>10</b>	<b>10</b>	2	7
			N/A	N/A

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

# Sarnia

## Sarnia Care-A-Van

Contact: Jim Stevens  
 Title: Director of Transit  
 Telephone: 519-336-3271  
 Fax: 519-336-3361  
 Email: jim.stevens@sarnia.ca

Population served: 71,420  
 Service area (km²): 167.3  
 Communities served: 2  
 Service began: 01/04/1981  
 Advisory Committee members: 12  
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	1,002	1,002
Ambulatory:	1,013	1,013
Attendants:		
Companions:		
Other:	31	31
<b>Total:</b>	<b>2,046</b>	<b>2,046</b>

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

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

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

### VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	220,401	209,531
Tot. Veh. Km. - Dedicated Service	220,401	209,531
Rev. Veh. Hrs. - Dedicated Service	12,952	14,415
Tot. Veh. Hrs. - Dedicated Service	12,952	14,415
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	35,647	32,294
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>35,647</b>	<b>32,294</b>
Subscription / Pre-booked	50%	50%
Reservation	48%	48%
On-Demand / Day of trip	2%	2%
Cancelled in advance	4,446	4,194
No-shows / Cancelled at door	360	400
Unaccommodated trips	335	430
Number of complaints		

### OPERATING EXPENSES

Administration	\$87,723	\$86,885
Operations:		
Internal - Dedicated Service	\$532,800	\$569,864
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$86,768	\$84,612
Fuel	\$66,081	\$67,199
<b>TOTAL OPERATING EXPENSES</b>	<b>\$773,372</b>	<b>\$808,560</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$63,115	\$61,549
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$63,115</b>	<b>\$61,549</b>
Federal Contributions		
Provincial Contributions	\$100,000	\$24,114
Municipal Contributions	\$610,257	\$722,897
Other / Donations		
<b>TOTAL</b>	<b>\$773,372</b>	<b>\$808,560</b>

### CAPITAL EXPENSES

Vehicles Purchased	\$69,321	
Debt Servicing	\$10,234	\$7,418
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$79,555</b>	<b>\$7,418</b>

### CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$39,821	
Municipal Contributions	\$39,734	\$7,418
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$79,555</b>	<b>\$7,418</b>

\* 2013 Point Edward contract data: passenger revenue \$2,623; contract revenue \$25,839; total passenger trips 1,360, and number of registrants 44.

### SERVICE HOURS / SCHEDULING

Weekday:	0630 to 2230	Sunday:	0900 to 1830
Saturday:	0800 to 2230	Holiday:	to
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

### FARE STRUCTURE

Effective Date:	01/01/2013	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$2.50	\$2.20	\$66.00	<input checked="" type="checkbox"/>
Child				<input type="checkbox"/>
Student	\$2.50	\$2.20	\$66.00	<input type="checkbox"/>
Senior	\$2.50	\$2.20	\$66.00	<input type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion	\$2.50	\$2.20	\$66.00	<input type="checkbox"/>
Other	College \$165/4mth & Elem/Sec \$148.50/5-mth; Child<5 free			

### EMPLOYEE DATA

	Full-time	Part-time
Operators	6	
Other Operations	1	
Vehicle Mechanics		1
General and Administration		1
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>7</b>	<b>2</b>

**Union Affiliations:** Operators: Unifor Local 127  
 Mechanics: Unifor Local 127  
 Other (specify): (Office) CUPE Local 3690

Top Operator Wage Rate: \$24.56  
 Top Mechanic Wage Rate: \$28.63

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	8%	8%
Net Operating Cost / Capita	\$9.94	\$10.46
Total Exp. / Passenger	\$21.70	\$25.04
Total Exp. / Eligible Passenger	\$22.54	\$26.12
Transportation Exp. / Passenger		
Dedicated Service	\$19.23	\$22.35
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$52.94	\$50.06
<b>OPERATING</b>		
Registrants / Capita	0.0253	0.0287
Passengers / Capita	0.4991	0.4522
Passengers / Registrant	19.77	15.78
Passengers / Hour (Dedicated Service)	2.75	2.24
Kms / Passenger (Dedicated Service)	6.18	6.49
Average Speed (Dedicated Service)	17.02	14.54

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	22,535	
Wheelchair/Scooter Users	8,419	
Attendants	1,121	
Companions	219	
Other (specified)		
<b>TOTAL</b>	<b>32,294</b>	

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			Wheelchair
Accessible Vans / Minivans	6	6	N/A
Small Buses			3
Other			8
<b>TOTAL DED. VEHICLES</b>	<b>6</b>	<b>6</b>	N/A

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

# Sault Ste Marie

## Sault Ste Marie Transit Parabus Services

Contact: Sam Piraino  
 Title: Area Coordinator of Transit and Parking  
 Telephone: 705-759-5434  
 Fax: 705-759-5834  
 Email: s.piraino@cityssm.on.ca

Population served: 69,900  
 Service area (km²): 223.5  
 Communities served: 1  
 Service began: 01/01/1975  
 Advisory Committee members: 12  
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	1,789	1,789
Ambulatory:	1,167	1,167
Attendants:		
Companions:		
Other:		
<b>Total:</b>	<b>2,956</b>	<b>2,956</b>

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

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

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

### VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	255,944	262,723
Tot. Veh. Km. - Dedicated Service	255,944	262,723
Rev. Veh. Hrs. - Dedicated Service	17,194	17,071
Tot. Veh. Hrs. - Dedicated Service	17,194	17,071
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	37,395	36,344
Non-Dedicated Service	12,685	10,914
<b>TOTAL PASSENGERS</b>	<b>50,080</b>	<b>47,258</b>
Subscription / Pre-booked	40%	40%
Reservation	59%	58%
On-Demand / Day of trip	1%	2%
Cancelled in advance	2,668	2,616
No-shows / Cancelled at door	544	603
Unaccommodated trips	648	633
Number of complaints	15	20

### OPERATING EXPENSES

Administration	\$2,748	\$304
Operations:		
Internal - Dedicated Service	\$637,990	\$636,853
Contract - Dedicated Service	\$148,532	\$156,131
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$82,044	\$81,992
Fuel	\$92,132	\$94,968
<b>TOTAL OPERATING EXPENSES</b>	<b>\$963,446</b>	<b>\$970,248</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$71,879	\$74,620
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$71,879</b>	<b>\$74,620</b>
Federal Contributions		
Provincial Contributions	\$323,474	\$323,474
Municipal Contributions	\$568,093	\$572,154
Other / Donations		
<b>TOTAL</b>	<b>\$963,446</b>	<b>\$970,248</b>

### CAPITAL EXPENSES

Vehicles Purchased	\$68,342	\$66,691
Debt Servicing		
Other Capital Expenses	\$37,806	
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$106,148</b>	<b>\$66,691</b>

### CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$106,148	\$66,691
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$106,148</b>	<b>\$66,691</b>

### SERVICE HOURS / SCHEDULING

Weekday:	0600 to 2330	Sunday:	0600 to 2330
Saturday:	0600 to 2330	Holiday:	0600 to 2330

Advanced booking notice: 7 day(s)  
 Minimum notice for reservation: 24.0 hour(s)  
 Reservations / Scheduling: Fully Computerized

### FARE STRUCTURE

Effective Date:	01/02/2012	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$2.50	\$1.75	\$60.00	<input type="checkbox"/>
Child	\$2.50	\$1.75		<input type="checkbox"/>
Student	\$2.50	\$1.75	\$60.00	<input type="checkbox"/>
Senior	\$2.50	\$1.30	\$46.00	<input type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion	\$2.50			<input type="checkbox"/>
Other				

### EMPLOYEE DATA

	Full-time	Part-time
Operators	6	6
Other Operations	1	2
Vehicle Mechanics	1	
General and Administration	1	
Other		

### TOTAL NUMBER OF EMPLOYEES

9 8

Union Affiliations: Operators: ATU Local 1767  
 Mechanics: USWA Local 2251  
 Other (specify): CUPE (Admin) Local 67

Top Operator Wage Rate: \$24.49

Top Mechanic Wage Rate: \$27.35

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	7%	8%
Net Operating Cost / Capita	\$12.75	\$12.81
Total Exp. / Passenger	\$19.24	\$20.53
Total Exp. / Eligible Passenger	\$21.71	\$23.05
Transportation Exp. / Passenger		
Dedicated Service	\$25.69	\$26.69
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$55.87	\$56.82
<b>OPERATING</b>		
Registrants / Capita	0.0361	0.0423
Passengers / Capita	0.7165	0.6761
Passengers / Registrant	19.83	15.99
Passengers / Hour (Dedicated Service)	2.17	2.13
Kms / Passenger (Dedicated Service)	6.84	7.23
Average Speed (Dedicated Service)	14.89	15.39

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	12,109	10,914
Wheelchair/Scooter Users	19,067	
Attendants	5,168	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>36,344</b>	<b>10,914</b>

### VEHICLE DATA

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

Vehicle ownership: Municipal Transit System

Vehicle maintenance responsibility: Municipal Transit System

Accessible taxis:

# Schreiber

## Schreiber Terrace Bay Handi Transit

Contact: Don McArthur  
 Title: CAO/Clerk  
 Telephone: 807-824-2711 x225  
 Fax: 807-824-3231  
 Email: cao@schreiber.ca

Population served: 2,526  
 Service area (km²): 187.8  
 Communities served: 2  
 Service began: 01/01/1986  
 Advisory Committee members: 7  
 Eligibility Committee members: 3

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	16	16
Ambulatory:	87	87
Attendants:		
Companions:	9	9
Other:		
<b>Total:</b>	<b>112</b>	<b>112</b>

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

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

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

### VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	21,711	12,479
Tot. Veh. Km. - Dedicated Service	34,957	19,345
Rev. Veh. Hrs. - Dedicated Service	443	329
Tot. Veh. Hrs. - Dedicated Service	666	464
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

	2012	2013
Dedicated Service	2,413	1,735
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>2,413</b>	<b>1,735</b>
Subscription / Pre-booked	0%	0%
Reservation	100%	100%
On-Demand / Day of trip	0%	0%

Cancelled in advance		
No-shows / Cancelled at door	13	6
Unaccommodated trips		
Number of complaints	1	1

### OPERATING EXPENSES

Administration	\$52,258	\$46,002
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$4,673	\$924
Fuel	\$8,779	\$5,391
<b>TOTAL OPERATING EXPENSES</b>	<b>\$65,710</b>	<b>\$52,317</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$7,965	\$6,193
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$7,965</b>	<b>\$6,193</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$57,745	\$46,124
Other / Donations		
<b>TOTAL</b>	<b>\$65,710</b>	<b>\$52,317</b>

### CAPITAL EXPENSES

Vehicles Purchased	\$67,776
Debt Servicing	
Other Capital Expenses	
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$67,776</b>

### CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	\$67,776
Municipal Contributions	
Other / Donations	
<b>TOTAL CAPITAL FUNDING</b>	<b>\$67,776</b>

\* Other Eligibility Criteria: elderly, visually impaired, cognitively disabled, epilepsy if coupled with physical mobility prevents those from using conventional transit. \* Van out of service for maintenance Jan 20 Van out of service for training Jan 28 Fare increase in July 2012 may have had a negative impact on ridership.

### SERVICE HOURS / SCHEDULING

Weekday:	0700 to 2300	Sunday:	1000 to 2300
Saturday:	1000 to 2300	Holiday:	1000 to 2300
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Manual		

### FARE STRUCTURE

Effective Date:	08/07/2012	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$3.00			<input type="checkbox"/>
Child	\$3.00			<input type="checkbox"/>
Student	\$3.00			<input type="checkbox"/>
Senior	\$3.00			<input checked="" type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion	\$3.00			
Other	\$5.00 out of town			

### EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$23.80  
 Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

	2012	2013
<b>FINANCIAL</b>		
R/C Ratio	12%	12%
Net Operating Cost / Capita	\$22.86	\$18.26
Total Exp. / Passenger	\$27.23	\$30.15
Total Exp. / Eligible Passenger	\$27.78	\$30.61
Transportation Exp. / Passenger		
Dedicated Service	\$5.57	\$3.64
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$20.20	\$13.61
<b>OPERATING</b>		
Registrants / Capita	0.0562	0.0443
Passengers / Capita	0.9553	0.6869
Passengers / Registrant	16.99	15.49
Passengers / Hour (Dedicated Service)	5.45	5.27
Kms / Passenger (Dedicated Service)	9.00	7.19
Average Speed (Dedicated Service)	49.01	37.93

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	1,217	
Wheelchair/Scooter Users	492	
Attendants		
Companions	26	
Other (specified)		
<b>TOTAL</b>	<b>1,735</b>	

### VEHICLE DATA

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

# St. Catharines

## Paratransit System of St. Catharines

Contact: Debbie Grandbois  
 Title: Paratransit Supervisor  
 Telephone: 905-685-4228 x250  
 Fax: 905-685-4050  
 Email: dgrandbois@yourbus.com

Population served: 131,400  
 Service area (km²): 97.0  
 Communities served: 2  
 Service began: 06/01/1979  
 Advisory Committee members: 7  
 Eligibility Committee members: 2

**REGISTRANTS**  
 Wheelchair/Scooter Users: 363  
 Ambulatory: 430  
 Attendants: 2  
 Companions: 7  
 Other: 2  
**Total: 793**

**Active**  
 811  
 676  
**1,487**

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

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

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

### VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	290,433	294,828
Tot. Veh. Km. - Dedicated Service	313,208	294,828
Rev. Veh. Hrs. - Dedicated Service	15,241	15,227
Tot. Veh. Hrs. - Dedicated Service	16,891	15,227
Non-Dedicated Service - Veh. Km.	22,775	24,616
Non-Dedicated Service - Veh. Hrs.	1,650	1,734

### PASSENGER DATA

Dedicated Service	30,871	31,102
Non-Dedicated Service	6,643	6,515
<b>TOTAL PASSENGERS</b>	<b>37,514</b>	<b>37,617</b>
Subscription / Pre-booked	15%	10%
Reservation	80%	85%
On-Demand / Day of trip	5%	5%
Cancelled in advance	979	989
No-shows / Cancelled at door	263	256
Unaccommodated trips	772	832
Number of complaints	10	13

### OPERATING EXPENSES

Administration	\$143,686	\$156,493
Operations:		
Internal - Dedicated Service	\$719,796	\$730,738
Contract - Dedicated Service	\$75,237	\$88,892
Contract - Non-Dedicated Service	\$73,072	\$72,749
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$204,354	\$209,032
Fuel	\$66,671	\$71,799
<b>TOTAL OPERATING EXPENSES</b>	<b>\$1,282,816</b>	<b>\$1,329,703</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$102,068	\$93,867
Other Operating Revenue		\$373
<b>Total Operating Revenue</b>	<b>\$102,068</b>	<b>\$94,240</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$1,180,748	\$1,221,563
Other / Donations		\$13,900
<b>TOTAL</b>	<b>\$1,282,816</b>	<b>\$1,329,703</b>

### CAPITAL EXPENSES

Vehicles Purchased	\$45,509	\$282,548
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$45,509</b>	<b>\$282,548</b>

### CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$45,509	\$282,548
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$45,509</b>	<b>\$282,548</b>

St. Catharines Transit provided taxi service for Thorold contract service. The 2013 Thorold data: 63 registrants, 2,902 total passenger trips, contract revenue \$70,779, and passenger revenue \$8,231.

### SERVICE HOURS / SCHEDULING

Weekday:	0730 to 2300	Sunday:	0900 to 2000
Saturday:	0900 to 2300	Holiday:	1030 to 1800
Advanced booking notice:	14 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

### FARE STRUCTURE

Effective Date:	02/01/2013			
	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.75	\$2.60	\$90.00	<input type="checkbox"/>
Child	\$2.75			<input type="checkbox"/>
Student	\$2.75	\$2.25	\$60.00	<input type="checkbox"/>
Senior	\$2.75	\$2.00	\$55.00	<input type="checkbox"/>
Attendant	\$2.75			<input type="checkbox"/>
Companion	\$2.75			<input type="checkbox"/>
Other	child 5 and under is free			

### EMPLOYEE DATA

	Full-time	Part-time
Operators	8	
Other Operations		
Vehicle Mechanics	1	
General and Administration	1	2
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>10</b>	<b>2</b>

**Union Affiliations:** Operators: ATU Local 846  
 Mechanics: ATU Local 846  
 Other (specify):

Top Operator Wage Rate: \$27.09  
 Top Mechanic Wage Rate: \$32.44

### PERFORMANCE INDICATORS

	2012	2013
<b>FINANCIAL</b>		
R/C Ratio	8%	7%
Net Operating Cost / Capita	\$8.99	\$9.40
Total Exp. / Passenger	\$34.20	\$35.35
Total Exp. / Eligible Passenger	\$35.86	\$37.39
Transportation Exp. / Passenger		
Dedicated Service	\$34.53	\$35.38
Non-Dedicated Service	\$11.00	\$11.17
Transportation Exp. / Hour (Dedicated Service)	\$63.11	\$72.27
<b>OPERATING</b>		
Registrants / Capita	0.0106	0.0113
Passengers / Capita	0.2855	0.2863
Passengers / Registrant	26.91	25.30
Passengers / Hour (Dedicated Service)	2.03	2.04
Kms / Passenger (Dedicated Service)	9.41	9.48
Average Speed (Dedicated Service)	19.06	19.36

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	18,586	3,950
Wheelchair/Scooter Users	10,609	2,418
Attendants	827	43
Companions	1,080	104
Other (specified)		
<b>TOTAL</b>	<b>31,102</b>	<b>6,515</b>

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	3	2	N/A	3
Small Buses	8	6	5	5
Other				
<b>TOTAL DED. VEHICLES</b>	<b>11</b>	<b>8</b>	N/A	N/A

Vehicle ownership: Transit Commission  
 Vehicle maintenance responsibility: Transit Commission  
 Accessible taxis: 1

# St. Marys

## St. Marys & Area Mobility Service

Contact: Kerri McIntosh  
 Title: Manager  
 Telephone: 519-284-4010  
 Fax: 519-284-0261  
 Email: mobility@town.stmarys.on.ca

Population served: 10,749  
 Service area (km²): 530.2  
 Communities served: 3  
 Service began: 01/01/1991  
 Advisory Committee members: 7  
 Eligibility Committee members: N/A

**REGISTRANTS**  
 Wheelchair/Scooter Users: 58  
 Ambulatory: 517  
 Attendants:  
 Companions:  
 Other:  
**Total: 575**

**Active**  
 58  
 517  
 575

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☒ Contractors: 2

**Eligibility Criteria:** ☒ Unable to Board

☒ Private Contractor(s), number: 15 Taxi Scrip Program Available: ☐

☒ Unable to Use

☒ Private Non-Profit Org.

☒ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	51,663	51,730
Tot. Veh. Km. - Dedicated Service	51,663	51,730
Rev. Veh. Hrs. - Dedicated Service		
Tot. Veh. Hrs. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

	2012	2013
Dedicated Service	13,078	11,982
Non-Dedicated Service		461
<b>TOTAL PASSENGERS</b>	<b>13,078</b>	<b>12,443</b>
Subscription / Pre-booked	30%	30%
Reservation	69%	69%
On-Demand / Day of trip	1%	1%
Cancelled in advance	1,725	1,799
No-shows / Cancelled at door	173	71
Unaccommodated trips		
Number of complaints		

### OPERATING EXPENSES

	2012	2013
Administration	\$52,362	\$47,761
Operations:		
Internal - Dedicated Service	\$159,573	\$152,625
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$12,743	\$41,742
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$10,267	\$12,410
Fuel	\$11,327	\$11,033
<b>TOTAL OPERATING EXPENSES</b>	<b>\$246,272</b>	<b>\$265,571</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2012	2013
Passenger Revenue	\$120,703	\$139,241
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$120,703</b>	<b>\$139,241</b>
Federal Contributions		
Provincial Contributions	\$100,444	\$73,747
Municipal Contributions	\$18,482	\$18,600
Other / Donations	\$15,685	\$16,146
<b>TOTAL</b>	<b>\$255,314</b>	<b>\$247,734</b>

### CAPITAL EXPENSES

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

### CAPITAL FUNDING SOURCES

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

### SERVICE HOURS / SCHEDULING

	2012	2013
Weekday: 0000 to 2400		
Sunday: 0000 to 2400		
Saturday: 0000 to 2400		
Holiday: 0000 to 2400		
Advanced booking notice: 30 day(s)		
Minimum notice for reservation: 1.0 hour(s)		
Reservations / Scheduling: Fully Computerized		

### FARE STRUCTURE

Effective Date: 01/08/2011	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$4.75			<input type="checkbox"/>
Child	\$4.75			<input type="checkbox"/>
Student	\$4.75			<input type="checkbox"/>
Senior	\$4.75			<input type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion				<input checked="" type="checkbox"/>
Other				

### EMPLOYEE DATA

	Full-time	Part-time
Operators	1	4
Other Operations		
Vehicle Mechanics		
General and Administration		2
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>1</b>	<b>6</b>

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

Top Operator Wage Rate: \$17.42

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

	2012	2013
<b>FINANCIAL</b>		
R/C Ratio	49%	52%
Net Operating Cost / Capita	\$11.68	\$11.75
Total Exp. / Passenger	\$18.83	\$21.34
Total Exp. / Eligible Passenger	\$18.83	\$21.34
Transportation Exp. / Passenger		
Dedicated Service	\$13.85	\$14.69
Non-Dedicated Service		\$90.55
Transportation Exp. / Hour (Dedicated Service)		
<b>OPERATING</b>		
Registrants / Capita	0.0531	0.0535
Passengers / Capita	1.2167	1.1576
Passengers / Registrant	22.90	21.64
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)	3.95	4.32
Average Speed (Dedicated Service)		

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	9,586	461
Wheelchair/Scooter Users	2,396	
Attendants		
Companions		
Other (specified)		
<b>TOTAL</b>	<b>11,982</b>	<b>461</b>

### VEHICLE DATA

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

Vehicle ownership: Non-Profit Organization

Vehicle maintenance responsibility: Non-Profit Organization

Accessible taxis:

# St. Thomas

## St. Thomas Parallel Transit

Contact: Dave White  
 Title: Supervisor of Roads and Transportation  
 Telephone: 519-631-0368 x5130  
 Fax: 519-631-5542  
 Email: dwhite@stthomas.ca

Population served: 36,000  
 Service area (km²): 35.7  
 Communities served: 1  
 Service began:  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

**REGISTRANTS**  
 Wheelchair/Scooter Users: 100  
 Ambulatory: 600  
 Attendants:  
 Companions:  
 Other:  
**Total: 700**

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

**Eligibility Criteria:** ☒ Unable to Board

☒ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☐

☐ Unable to Use

☐ Private Non-Profit Org.

☐ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service		
Tot. Veh. Km. - Dedicated Service		
Rev. Veh. Hrs. - Dedicated Service	6,260	6,313
Tot. Veh. Hrs. - Dedicated Service	6,260	6,313
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	19,966	17,520
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>19,966</b>	<b>17,520</b>
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance	3,347	2,011
No-shows / Cancelled at door	244	119
Unaccommodated trips	535	164
Number of complaints		

### OPERATING EXPENSES

Administration	\$16,932	\$20,542
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$281,607	\$285,229
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$46,510	\$47,314
Fuel		
<b>TOTAL OPERATING EXPENSES</b>	<b>\$345,049</b>	<b>\$353,085</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$23,275	\$26,831
Other Operating Revenue	\$1,646	\$1,379
<b>Total Operating Revenue</b>	<b>\$24,921</b>	<b>\$28,210</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$320,128	\$324,875
Other / Donations		
<b>TOTAL</b>	<b>\$345,049</b>	<b>\$353,085</b>

### CAPITAL EXPENSES

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

### CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	
Other / Donations	

### TOTAL CAPITAL FUNDING

\* Other Eligibility Criteria: for persons with a disability who are unable to use St. Thomas Transit conventional fixed-route bus service.

### SERVICE HOURS / SCHEDULING

Weekday:	0715 to 1845	Sunday:	to
Saturday:	0915 to 1845	Holiday:	to
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	0.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

### FARE STRUCTURE

Effective Date:	01/07/2007	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$2.50	\$2.00	\$60.00	<input type="checkbox"/>
Child	\$2.50	\$1.50	\$50.00	<input type="checkbox"/>
Student	\$2.50	\$1.50	\$50.00	<input type="checkbox"/>
Senior	\$2.50	\$1.50	\$50.00	<input checked="" type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion				<input checked="" type="checkbox"/>
Other	Child under 5 rides free with parent			

### EMPLOYEE DATA

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

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

	2012	2013
<b>FINANCIAL</b>		
R/C Ratio	7%	8%
Net Operating Cost / Capita	\$8.89	\$9.02
Total Exp. / Passenger	\$17.28	\$20.15
Total Exp. / Eligible Passenger	\$17.76	\$21.08
Transportation Exp. / Passenger		
Dedicated Service	\$16.43	\$18.98
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$52.41	\$52.68
<b>OPERATING</b>		
Registrants / Capita	0.0194	0.0194
Passengers / Capita	0.5546	0.4867
Passengers / Registrant	28.52	25.03
Passengers / Hour (Dedicated Service)	3.19	2.78
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	11,841	
Wheelchair/Scooter Users	4,910	
Attendants	769	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>17,520</b>	

### VEHICLE DATA

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

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



# Stratford

## Stratford Mobility Bus

Contact: Jim Bryson  
 Title: Acting Transit Manager  
 Telephone: 519-271-0250 x347  
 Fax: 519-271-6029  
 Email: jrbryson@stratfordcanada.ca

Population served: 32,000  
 Service area (km²): .0  
 Communities served: 1  
 Service began:  
 Advisory Committee members: 1  
 Eligibility Committee members: N/A

**REGISTRANTS**  
 Wheelchair/Scooter Users: 86  
 Ambulatory: 86  
 Attendants:  
 Companions:  
 Other:  
**Total: 172**

**Active**  
 331  
 380  
 711

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

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

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

### VEHICLE KILOMETRES & HOURS

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

**2012**  
 80,208  
 80,208  
 6,910  
 6,910

**2013**  
 79,596  
 79,596  
 6,910  
 6,910

### PASSENGER DATA

Dedicated Service  
 Non-Dedicated Service

17,530  
 19,206

### TOTAL PASSENGERS

**17,530**  
**19,206**

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

0%  
 0%  
 0%

75%  
 22%  
 3%

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

1,050  
 100  
 170  
 2

1,234  
 100  
 170  
 2

### OPERATING EXPENSES

Administration  
 Operations:

\$48,094

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

\$234,110  
 \$291,199

Maintenance (Vehicles & Facilities)  
 Fuel

\$9,753  
 \$17,816

\$9,614

### TOTAL OPERATING EXPENSES

**\$261,679**  
**\$348,907**

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue  
 Other Operating Revenue

\$52,650  
 \$48,770

### Total Operating Revenue

**\$52,650**  
**\$48,770**

Federal Contributions  
 Provincial Contributions  
 Municipal Contributions  
 Other / Donations

\$38,339  
 \$261,798

### TOTAL

**\$261,679**  
**\$348,907**

### CAPITAL EXPENSES

Vehicles Purchased  
 Debt Servicing  
 Other Capital Expenses

\$69,031

### TOTAL CAPITAL EXPENSES

**\$69,031**

### CAPITAL FUNDING SOURCES

Transit System  
 Federal Contributions  
 Provincial Contributions  
 Municipal Contributions  
 Other / Donations

\$69,031

### TOTAL CAPITAL FUNDING

**\$69,031**

Mechanic is under Regular Transit. \* Friday service hours: 0820 - 1220 hrs.

### SERVICE HOURS / SCHEDULING

Weekday: 0820 to 1640 Sunday: 0900 to 1600  
 Saturday: 0900 to 1600 Holiday: to

Advanced booking notice: 10 day(s)  
 Minimum notice for reservation: 2.0 hour(s)  
 Reservations / Scheduling: Manual

### FARE STRUCTURE

Effective Date: 01/06/2012

	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.75	\$2.50	\$57.00	<input checked="" type="checkbox"/>
Child				<input type="checkbox"/>
Student	\$2.75	\$2.50	\$47.00	<input type="checkbox"/>
Senior	\$2.75	\$2.50	\$47.00	<input type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion				<input type="checkbox"/>
Other	child < 5 yrs free			

### EMPLOYEE DATA

Operators: 2 Full-time 5 Part-time  
 Other Operations: 1

Vehicle Mechanics  
 General and Administration  
 Other

### TOTAL NUMBER OF EMPLOYEES

3 5

**Union Affiliations:** Operators: IBEW 636  
 Mechanics: IBEW 636  
 Other (specify):

Top Operator Wage Rate: \$19.88  
 Top Mechanic Wage Rate: \$29.03

### PERFORMANCE INDICATORS

	2012	2013
<b>FINANCIAL</b>		
R/C Ratio	20%	14%
Net Operating Cost / Capita	\$6.53	\$9.38
Total Exp. / Passenger	\$14.93	\$18.17
Total Exp. / Eligible Passenger	\$14.93	\$18.17
Transportation Exp. / Passenger		
Dedicated Service	\$14.93	\$15.66
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		\$43.53
<b>OPERATING</b>		
Registrants / Capita	0.0203	0.0222
Passengers / Capita	0.5478	0.6002
Passengers / Registrant	27.05	27.01
Passengers / Hour (Dedicated Service)		2.78
Kms / Passenger (Dedicated Service)	4.58	4.14
Average Speed (Dedicated Service)		11.52

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	10,986	
Wheelchair/Scooter Users	8,220	
Attendants		
Companions		
Other (specified)		
<b>TOTAL</b>	<b>19,206</b>	

### VEHICLE DATA

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

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

# Thunder Bay

## Hagi Community Services for Independence

Contact: Catherine Aubut  
 Title: Operations Supervisor - Thunder Bay Transit  
 Telephone: 807-684-2188  
 Fax: 807-345-5744  
 Email: caubut@thunderbay.ca

Population served: 109,000  
 Service area (km²): 256.0  
 Communities served: 1  
 Service began: 01/01/1975  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

**REGISTRANTS**  
 Wheelchair/Scooter Users:  
 Ambulatory:  
 Attendants:  
 Companions:  
 Other:  
**Total:** 1,109 6,559

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

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

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

### VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	628,728	572,277
Tot. Veh. Km. - Dedicated Service	628,728	572,277
Rev. Veh. Hrs. - Dedicated Service	31,017	31,726
Tot. Veh. Hrs. - Dedicated Service	31,017	31,726
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	75,059	73,406
Non-Dedicated Service	10,009	1,417
<b>TOTAL PASSENGERS</b>	<b>85,068</b>	<b>74,823</b>
Subscription / Pre-booked	55%	0%
Reservation	43%	0%
On-Demand / Day of trip	2%	0%
Cancelled in advance	14,964	14,989
No-shows / Cancelled at door	998	815
Unaccommodated trips	4,070	2,352
Number of complaints	104	

### OPERATING EXPENSES

Administration	\$249,720	
Operations:		
Internal - Dedicated Service	\$1,311,062	
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip	\$170,318	
Maintenance (Vehicles & Facilities)	\$215,618	
Fuel	\$188,810	
<b>TOTAL OPERATING EXPENSES</b>	<b>\$2,135,528</b>	<b>\$2,284,998</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$452,440	\$361,707
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$452,440</b>	<b>\$361,707</b>
Federal Contributions		
Provincial Contributions	\$130,210	
Municipal Contributions	\$1,624,928	\$1,791,200
Other / Donations	\$5,000	\$138,840
<b>TOTAL</b>	<b>\$2,212,578</b>	<b>\$2,291,747</b>

### CAPITAL EXPENSES

Vehicles Purchased	\$202,031	
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$202,031</b>	

### CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$202,031	
Municipal Contributions		
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$202,031</b>	

This service was operated by a sub-contractor up until December 31, 2013. As of January 1, 2014, the service is being operated by Thunder Bay Transit under the brand Lift+ Specialized Transit. Much of the details requested are not available or are suspect; totals only have been included in those areas. More detailed information will be available for the 2014 annual report.

### SERVICE HOURS / SCHEDULING

Weekday:	0600 to 0030	Sunday:	0900 to 2300
Saturday:	0600 to 0030	Holiday:	0900 to 2300

Advanced booking notice: 7 day(s)  
 Minimum notice for reservation: 24.0 hour(s)  
 Reservations / Scheduling: Fully Computerized

### FARE STRUCTURE

Effective Date:	01/04/2013	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$2.65	\$2.40	\$74.00	<input type="checkbox"/>
Child				<input type="checkbox"/>
Student	\$2.65	\$2.40	\$53.00	<input type="checkbox"/>
Senior	\$2.65	\$2.40	\$53.00	<input type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion	\$2.65	\$2.40	\$74.00	<input type="checkbox"/>
Other	20 ride punch pass \$40; Annual Senior Pass \$477			

### EMPLOYEE DATA

	Full-time	Part-time
Operators	9	14
Other Operations	3	3
Vehicle Mechanics		
General and Administration	2	
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>14</b>	<b>17</b>

**Union Affiliations:** Operators: ATU Local 966  
 Mechanics:  
 Other (specify): (Dispatchers) ATU Local 966

Top Operator Wage Rate: \$21.05

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	21%	16%
Net Operating Cost / Capita	\$15.30	\$17.64
Total Exp. / Passenger	\$25.10	\$30.54
Total Exp. / Eligible Passenger	\$31.07	\$30.54
Transportation Exp. / Passenger		
Dedicated Service	\$22.86	
Non-Dedicated Service	\$17.02	
Transportation Exp. / Hour (Dedicated Service)	\$55.31	
<b>OPERATING</b>		
Registrants / Capita	0.0609	0.0602
Passengers / Capita	0.7734	0.6865
Passengers / Registrant	12.71	11.41
Passengers / Hour (Dedicated Service)	2.42	2.31
Kms / Passenger (Dedicated Service)	8.38	7.80
Average Speed (Dedicated Service)	20.27	18.04

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	73,406	1,417
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
<b>TOTAL</b>	<b>73,406</b>	<b>1,417</b>

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	26	11	N/A	
Small Buses			4	8
Other				
<b>TOTAL DED. VEHICLES</b>	<b>26</b>	<b>11</b>	N/A	N/A
Vehicle ownership:	Municipality			
Vehicle maintenance responsibility:	Private Operation			
Accessible taxis:				

# Timmins

## Timmins Handy Transit

Contact: Catherine Verreault  
 Title: Manager of Transit  
 Telephone: 705-360-2600 X3501  
 Fax: 705-360-2698  
 Email: catherine.verreault@timmins.ca

Population served: 38,622  
 Service area (km²): 24.0  
 Communities served: 1  
 Service began: 01/01/1985  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	452	452
Ambulatory:	152	152
Attendants:	6	6
Companions:		
Other:		
<b>Total:</b>	<b>610</b>	<b>610</b>

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

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

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

### VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	120,263	107,467
Tot. Veh. Km. - Dedicated Service	120,263	107,467
Rev. Veh. Hrs. - Dedicated Service	7,668	5,349
Tot. Veh. Hrs. - Dedicated Service	7,668	5,349
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	12,812	13,224
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>12,812</b>	<b>13,224</b>
Subscription / Pre-booked	77%	74%
Reservation	22%	25%
On-Demand / Day of trip	1%	1%
Cancelled in advance	1,297	2,493
No-shows / Cancelled at door	10	197
Unaccommodated trips	380	342
Number of complaints		

### OPERATING EXPENSES

Administration	\$77,257	\$61,894
Operations:		
Internal - Dedicated Service	\$247,777	\$250,230
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$237,930	\$175,563
Fuel	\$27,040	\$29,149
<b>TOTAL OPERATING EXPENSES</b>	<b>\$590,004</b>	<b>\$516,836</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$29,396	\$25,808
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$29,396</b>	<b>\$25,808</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$560,608	\$491,028
Other / Donations		
<b>TOTAL</b>	<b>\$590,004</b>	<b>\$516,836</b>

### CAPITAL EXPENSES

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

### CAPITAL FUNDING SOURCES

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

Dispatchers, mechanics, administration and maintenance staff are shared with the conventional bus service.

### SERVICE HOURS / SCHEDULING

Weekday:	0600 to 2330	Sunday:	0830 to 1830
Saturday:	0630 to 2330	Holiday:	to
Advanced booking notice:	28 day(s)		
Minimum notice for reservation:	1.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

### FARE STRUCTURE

Effective Date:	01/01/2013	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.50	\$2.50		<input checked="" type="checkbox"/>
Child				<input type="checkbox"/>
Student	\$2.00	\$2.00		<input type="checkbox"/>
Senior	\$2.00	\$2.00		<input type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion	\$2.50			<input type="checkbox"/>
Other	Children under 5 ride free			

### EMPLOYEE DATA

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

Union Affiliations: Operators: CUPE Local 1544  
 Mechanics: CUPE Local 1544  
 Other (specify):

Top Operator Wage Rate: \$23.92  
 Top Mechanic Wage Rate: \$29.25

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	5%	5%
Net Operating Cost / Capita	\$14.52	\$12.71
Total Exp. / Passenger	\$46.05	\$39.08
Total Exp. / Eligible Passenger	\$46.96	\$39.80
Transportation Exp. / Passenger		
Dedicated Service	\$40.02	\$34.40
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$66.87	\$85.05
<b>OPERATING</b>		
Registrants / Capita	0.0128	0.0158
Passengers / Capita	0.3317	0.3424
Passengers / Registrant	25.88	21.68
Passengers / Hour (Dedicated Service)	1.67	2.47
Kms / Passenger (Dedicated Service)	9.39	8.13
Average Speed (Dedicated Service)	15.68	20.09

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	12,985	
Wheelchair/Scooter Users		
Attendants	239	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>13,224</b>	

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	5	4	5	5
Other				
<b>TOTAL DED. VEHICLES</b>	<b>5</b>	<b>4</b>	N/A	N/A
Vehicle ownership:	Municipal Transit System			
Vehicle maintenance responsibility:	Municipal Transit System			
Accessible taxis:				

# Toronto

## Wheel-Trans

Contact: Margaret Gomes  
 Title: Budget & Research Analyst  
 Telephone: 416-393-4963  
 Fax: 416-338-0139  
 Email: margaret.gomes@ttc.ca

Population served: 2,791,100  
 Service area (km²): 630.0  
 Communities served: 1  
 Service began: 01/01/1975  
 Advisory Committee members: 15  
 Eligibility Committee members: 15

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	10,900	10,900
Ambulatory:	20,300	20,300
Attendants:		
Companions:		
Other:		
<b>Total:</b>	<b>31,200</b>	<b>31,200</b>

Dedicated Serv. Operated by: ☒ Transit System/Municipality

Non-Dedicated Service: ☒ Contractors: 2

Eligibility Criteria: ☐ Unable to Board

☒ Private Contractor(s), number: 3

Taxi Scrip Program Available: ☐

☐ Unable to Use

☐ Private Non-Profit Org.

☒ Other Criteria

## VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	15,351,707	15,096,706
Tot. Veh. Km. - Dedicated Service	19,189,607	18,870,906
Rev. Veh. Hrs. - Dedicated Service	729,322	737,760
Tot. Veh. Hrs. - Dedicated Service	911,622	914,860
Non-Dedicated Service - Veh. Km.	4,783,025	5,393,027
Non-Dedicated Service - Veh. Hrs.	154,428	172,685

## PASSENGER DATA

Dedicated Service	2,293,114	2,160,340
Non-Dedicated Service	652,603	735,164
<b>TOTAL PASSENGERS</b>	<b>2,945,717</b>	<b>2,895,504</b>
Subscription / Pre-booked	45%	45%
Reservation	54%	54%
On-Demand / Day of trip	1%	1%
Cancelled in advance	826,008	1,035,548
No-shows / Cancelled at door	88,300	90,127
Unaccommodated trips	61,330	83,023
Number of complaints	2,486	3,093

## OPERATING EXPENSES

Administration	\$13,891,996	\$12,543,852
Operations:		
Internal - Dedicated Service	\$34,791,386	\$35,476,441
Contract - Dedicated Service	\$20,103,165	\$19,859,035
Contract - Non-Dedicated Service	\$12,625,122	\$14,477,871
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$15,898,960	\$15,808,784
Fuel	\$3,713,887	\$3,697,841
<b>TOTAL OPERATING EXPENSES</b>	<b>\$101,024,516</b>	<b>\$101,863,824</b>

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$5,567,087	\$5,654,684
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$5,567,087</b>	<b>\$5,654,684</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$95,457,429	\$96,209,140
Other / Donations		
<b>TOTAL</b>	<b>\$101,024,516</b>	<b>\$101,863,824</b>

## CAPITAL EXPENSES

Vehicles Purchased	\$27,647,212	
Debt Servicing		
Other Capital Expenses	\$3,385,881	\$2,456,826
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$31,033,093</b>	<b>\$2,456,826</b>

## CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$31,033,093	\$2,456,826
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$31,033,093</b>	<b>\$2,456,826</b>

## SERVICE HOURS / SCHEDULING

Weekday:	0000 to 2400	Sunday:	0000 to 2400
Saturday:	0000 to 2400	Holiday:	0000 to 2400

Advanced booking notice: 7 day(s)  
 Minimum notice for reservation: 3.0 hour(s)  
 Reservations / Scheduling: Fully Computerized

## FARE STRUCTURE

Effective Date:	01/01/2013	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$3.00	\$2.65	\$128.50	<input type="checkbox"/>
Child	\$0.75	\$0.60		<input type="checkbox"/>
Student	\$2.00	\$1.80	\$106.00	<input type="checkbox"/>
Senior	\$2.00	\$1.80	\$106.00	<input type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion				<input type="checkbox"/>
Other				<input type="checkbox"/>

## EMPLOYEE DATA

	Full-time	Part-time
Operators	342	
Other Operations	77	
Vehicle Mechanics	86	
General and Administration	8	
Other		

## TOTAL NUMBER OF EMPLOYEES

513

Union Affiliations: Operators: ATU Local 113  
 Mechanics: ATU Local 113  
 Other (specify):

Top Operator Wage Rate: \$31.40

Top Mechanic Wage Rate: \$38.51

## PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	6%	6%
Net Operating Cost / Capita	\$34.20	\$34.47
Total Exp. / Passenger	\$34.30	\$35.18
Total Exp. / Eligible Passenger	\$34.30	\$35.18
Transportation Exp. / Passenger		
Dedicated Service	\$32.49	\$34.64
Non-Dedicated Service	\$19.35	\$19.69
Transportation Exp. / Hour (Dedicated Service)	\$81.73	\$81.81
<b>OPERATING</b>		
Registrants / Capita	0.0168	0.0112
Passengers / Capita	1.0554	1.0374
Passengers / Registrant	62.94	92.80
Passengers / Hour (Dedicated Service)	3.14	2.93
Kms / Passenger (Dedicated Service)	6.69	6.99
Average Speed (Dedicated Service)	21.05	20.46

## PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	1,490,097	729,433
Wheelchair/Scooter Users	670,243	5,731
Attendants		
Companions		
Other (specified)		
<b>TOTAL</b>	<b>2,160,340</b>	<b>735,164</b>

## VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars	130	90	N/A
Accessible Vans / Minivans	162	154	1
Small Buses	221	168	4
Other			
<b>TOTAL DED. VEHICLES</b>	<b>513</b>	<b>412</b>	N/A

Vehicle ownership: Transit Commission

Vehicle maintenance responsibility: Transit Commission

Accessible taxis: 173

# Trent Hills

## Venture Van

Contact: Charlotte Clay-Ireland  
 Title: Transportation Coordinator  
 Telephone: 905-885-0466  
 Fax: 905-885-1818  
 Email: c.clay-ireland@commcare.ca

Population served: 12,604  
 Service area (km²): 509.5  
 Communities served: 1  
 Service began: 06/05/1992  
 Advisory Committee members: 9  
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	219	219
Ambulatory:	454	454
Attendants:	146	146
Companions:		
Other:		
<b>Total:</b>	<b>819</b>	<b>819</b>

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

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

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

## VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	108,758	114,381
Tot. Veh. Km. - Dedicated Service	135,323	145,431
Rev. Veh. Hrs. - Dedicated Service	3,613	4,032
Tot. Veh. Hrs. - Dedicated Service	4,325	4,805
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

## PASSENGER DATA

	2012	2013
Dedicated Service	4,348	5,033
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>4,348</b>	<b>5,033</b>
Subscription / Pre-booked	50%	50%
Reservation	50%	50%
On-Demand / Day of trip	0%	0%
Cancelled in advance	314	641
No-shows / Cancelled at door	34	42
Unaccommodated trips	20	25
Number of complaints	5	5

## OPERATING EXPENSES

	2012	2013
Administration	\$48,159	\$45,910
Operations:		
Internal - Dedicated Service	\$130,196	\$146,952
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$7,475	\$31,880
Fuel	\$26,632	
<b>TOTAL OPERATING EXPENSES</b>	<b>\$212,462</b>	<b>\$224,742</b>

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2012	2013
Passenger Revenue	\$31,699	\$39,810
Other Operating Revenue	\$32,370	\$24,961
<b>Total Operating Revenue</b>	<b>\$64,069</b>	<b>\$64,771</b>
Federal Contributions		
Provincial Contributions	\$92,190	\$106,914
Municipal Contributions	\$38,500	\$51,750
Other / Donations	\$17,703	\$408
<b>TOTAL</b>	<b>\$212,462</b>	<b>\$223,843</b>

## CAPITAL EXPENSES

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

## CAPITAL FUNDING SOURCES

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

## SERVICE HOURS / SCHEDULING

Weekday:	0800 to 1700	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	48.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

## FARE STRUCTURE

Effective Date:	01/01/2012	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$4.00	\$3.33		<input type="checkbox"/>
Child	\$4.00	\$3.33		<input type="checkbox"/>
Student	\$4.00	\$3.33		<input type="checkbox"/>
Senior	\$4.00	\$3.33		<input checked="" type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion				
Other				

## EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$14.58

Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	30%	29%
Net Operating Cost / Capita	\$11.77	\$12.69
Total Exp. / Passenger	\$48.86	\$44.65
Total Exp. / Eligible Passenger	\$49.83	\$45.07
Transportation Exp. / Passenger		
Dedicated Service	\$37.79	\$35.53
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$37.99	\$37.22
<b>OPERATING</b>		
Registrants / Capita	0.0365	0.0650
Passengers / Capita	0.3450	0.3993
Passengers / Registrant	9.45	6.15
Passengers / Hour (Dedicated Service)	1.20	1.25
Kms / Passenger (Dedicated Service)	25.01	22.73
Average Speed (Dedicated Service)	30.10	28.37

## PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	2,033	
Wheelchair/Scooter Users	2,953	
Attendants	47	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>5,033</b>	

## VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	1	1	N/A	1
Small Buses	1	1	4	8
Other				
<b>TOTAL DED. VEHICLES</b>	<b>2</b>	<b>2</b>	N/A	N/A

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

# Wallaceburg

## CK Transit Wallaceburg Accessible Service

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

Population served: 11,000  
 Service area (km²): 10.7  
 Communities served: 1  
 Service began: 01/09/1991  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	129	129
Ambulatory:	335	335
Attendants:	134	134
Companions:		
Other:		
<b>Total:</b>	<b>598</b>	<b>598</b>

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

Eligibility Criteria: ☒ Unable to Board

☒ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☐

☒ Unable to Use

☐ Private Non-Profit Org.

☐ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	22,804	25,196
Tot. Veh. Km. - Dedicated Service	22,804	25,196
Rev. Veh. Hrs. - Dedicated Service	3,340	3,352
Tot. Veh. Hrs. - Dedicated Service	3,340	3,352
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	7,248	7,615
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>7,248</b>	<b>7,615</b>
Subscription / Pre-booked	0%	0%
Reservation	100%	100%
On-Demand / Day of trip	0%	0%
Cancelled in advance	601	625
No-shows / Cancelled at door		
Unaccommodated trips		
Number of complaints		

### OPERATING EXPENSES

Administration	\$10,857	\$10,857
Operations:		
Internal - Dedicated Service	\$4,352	\$4,330
Contract - Dedicated Service	\$135,785	\$141,287
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel	\$7,308	\$5,096
<b>TOTAL OPERATING EXPENSES</b>	<b>\$158,302</b>	<b>\$161,570</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$19,974	\$19,374
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$19,974</b>	<b>\$19,374</b>
Federal Contributions		
Provincial Contributions		\$8,840
Municipal Contributions	\$138,328	\$133,356
Other / Donations		
<b>TOTAL</b>	<b>\$158,302</b>	<b>\$161,570</b>

### CAPITAL EXPENSES

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

### CAPITAL FUNDING SOURCES

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

### SERVICE HOURS / SCHEDULING

Weekday:	0700 to 1700	Sunday:	0900 to 1700
Saturday:	0900 to 1700	Holiday:	to
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Manual		

### FARE STRUCTURE

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

### EMPLOYEE DATA

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

### TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	13%	12%
Net Operating Cost / Capita	\$12.58	\$12.93
Total Exp. / Passenger	\$21.84	\$21.22
Total Exp. / Eligible Passenger	\$22.60	\$21.92
Transportation Exp. / Passenger		
Dedicated Service	\$20.34	\$19.79
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$44.15	\$44.96
<b>OPERATING</b>		
Registrants / Capita	0.0596	0.0544
Passengers / Capita	0.6589	0.6923
Passengers / Registrant	11.07	12.73
Passengers / Hour (Dedicated Service)	2.17	2.27
Kms / Passenger (Dedicated Service)	3.15	3.31
Average Speed (Dedicated Service)	6.83	7.52

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	6,464	
Wheelchair/Scooter Users	906	
Attendants	245	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>7,615</b>	

### VEHICLE DATA

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

Vehicle ownership: Contracted Operator

Vehicle maintenance responsibility: Contracted Operator

Accessible taxis:

# Waterloo Region - Rural

## Woolwich Transit Inc. o/a Kiwanis Transit

Contact: Cheryl Fisher  
 Title: KT Transit Manager  
 Telephone: 519-669-4533 x223  
 Fax: 519-669-3124  
 Email: cheryl@k-transit.com

Population served: 55,000  
 Service area (km²): 843.0  
 Communities served: 3  
 Service began: 02/07/1992  
 Advisory Committee members: 13  
 Eligibility Committee members: N/A

<b>REGISTRANTS</b>	<b>Active</b>	<b>Total</b>
Wheelchair/Scooter Users:	553	553
Ambulatory:	902	902
Attendants:		
Companions:		
Other:		
<b>Total:</b>	<b>1,455</b>	<b>1,455</b>

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☒ Contractors: 3

**Eligibility Criteria:** ☐ Unable to Board

☐ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☐

☐ Unable to Use

☒ Private Non-Profit Org.

☒ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	444,108	511,135
Tot. Veh. Km. - Dedicated Service	444,108	511,135
Rev. Veh. Hrs. - Dedicated Service	11,733	14,774
Tot. Veh. Hrs. - Dedicated Service	11,733	14,774
Non-Dedicated Service - Veh. Km.	43,515	80,772
Non-Dedicated Service - Veh. Hrs.	655	1,176

### PASSENGER DATA

Dedicated Service	37,802	37,858
Non-Dedicated Service	3,658	5,432
<b>TOTAL PASSENGERS</b>	<b>41,460</b>	<b>43,290</b>
Subscription / Pre-booked	71%	69%
Reservation	28%	30%
On-Demand / Day of trip	1%	1%
Cancelled in advance	7,884	6,979
No-shows / Cancelled at door	198	257
Unaccommodated trips	520	624
Number of complaints		

### OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$965,042	\$1,111,755
Contract - Non-Dedicated Service	\$94,978	\$171,523
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
<b>TOTAL OPERATING EXPENSES</b>	<b>\$1,060,020</b>	<b>\$1,283,278</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$143,722	\$102,865
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$143,722</b>	<b>\$102,865</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$930,796	\$1,150,896
Other / Donations		
<b>TOTAL</b>	<b>\$1,074,518</b>	<b>\$1,253,761</b>

### CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	\$43,000
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$43,000</b>

### CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	
Other / Donations	\$43,000
<b>TOTAL CAPITAL FUNDING</b>	<b>\$43,000</b>

### SERVICE HOURS / SCHEDULING

Weekday:	0600 to 1800	Sunday:	to
Saturday:	0700 to 1700	Holiday:	to
Advanced booking notice:	30 day(s)		
Minimum notice for reservation:	48.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

### FARE STRUCTURE

Effective Date:	01/07/2013			
	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.00	\$2.30	\$72.00	<input type="checkbox"/>
Child	\$3.00	\$2.00	\$60.00	<input type="checkbox"/>
Student	\$3.00	\$2.00	\$60.00	<input type="checkbox"/>
Senior	\$3.00	\$2.00	\$60.00	<input type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion	\$3.00			<input type="checkbox"/>
Other				

### EMPLOYEE DATA

	Full-time	Part-time
Operators	5	5
Other Operations	2	1
Vehicle Mechanics		
General and Administration	1	
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>8</b>	<b>6</b>

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

Top Operator Wage Rate: \$21.58

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	14%	8%
Net Operating Cost / Capita	\$16.66	\$21.46
Total Exp. / Passenger	\$25.57	\$29.64
Total Exp. / Eligible Passenger	\$27.44	\$32.74
Transportation Exp. / Passenger		
Dedicated Service	\$25.53	\$29.37
Non-Dedicated Service	\$25.96	\$31.58
Transportation Exp. / Hour (Dedicated Service)	\$82.25	\$75.25
<b>OPERATING</b>		
Registrants / Capita	0.0248	0.0265
Passengers / Capita	0.7538	0.7871
Passengers / Registrant	30.44	29.75
Passengers / Hour (Dedicated Service)	3.22	2.56
Kms / Passenger (Dedicated Service)	11.75	13.50
Average Speed (Dedicated Service)	37.85	34.60

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	27,213	4,448
Wheelchair/Scooter Users	6,550	984
Attendants	4,095	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>37,858</b>	<b>5,432</b>

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	6	5	6	12
Other				
<b>TOTAL DED. VEHICLES</b>	<b>6</b>	<b>5</b>	N/A	N/A

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

# Waterloo Region - Urban

## Grand River Transit Mobility/PLUS (Urban Area)

Contact: Bonnie Liesemer  
 Title: Manager, Finance & Administration (GRT)  
 Telephone: 519-585-7597 x7218  
 Fax: 519-585-1060  
 Email: bliesemer@regionofwaterloo.ca

Population served: 497,500  
 Service area (km²): 315.8  
 Communities served: 4  
 Service began: 01/01/1973  
 Advisory Committee members: 12  
 Eligibility Committee members: 5

**REGISTRANTS**  
 Wheelchair/Scooter Users: 1,318  
 Ambulatory: 1,581  
 Attendants:  
 Companions:  
 Other:  
**Total: 2,899**

**Active**  
 1,318  
 1,581  
 7,627

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

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

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

### VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	1,336,422	1,168,465
Tot. Veh. Km. - Dedicated Service	1,363,696	1,192,311
Rev. Veh. Hrs. - Dedicated Service	58,752	57,044
Tot. Veh. Hrs. - Dedicated Service	64,627	58,208
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	143,972	145,085
Non-Dedicated Service	140,055	146,025
<b>TOTAL PASSENGERS</b>	<b>284,027</b>	<b>291,110</b>
Subscription / Pre-booked	55%	55%
Reservation	45%	45%
On-Demand / Day of trip	0%	0%
Cancelled in advance	21,510	43,547
No-shows / Cancelled at door	7,649	5,721
Unaccommodated trips	3,197	3,584
Number of complaints	305	317

### OPERATING EXPENSES

Administration	\$785,529	\$785,273
Operations:		
Internal - Dedicated Service	\$4,251,891	\$4,384,308
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$1,385,764	\$1,542,378
Contract - Taxi Scrip	\$669,294	\$687,052
Maintenance (Vehicles & Facilities)	\$696,412	\$835,588
Fuel	\$414,969	\$412,794
<b>TOTAL OPERATING EXPENSES</b>	<b>\$8,203,859</b>	<b>\$8,647,393</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$350,952	\$362,803
Other Operating Revenue	\$371,611	\$381,470
<b>Total Operating Revenue</b>	<b>\$722,563</b>	<b>\$744,273</b>
Federal Contributions		
Provincial Contributions	\$911,486	\$941,026
Municipal Contributions	\$6,569,810	\$6,962,094
Other / Donations		
<b>TOTAL</b>	<b>\$8,203,859</b>	<b>\$8,647,393</b>

### CAPITAL EXPENSES

Vehicles Purchased	\$184,019	\$569,223
Debt Servicing		
Other Capital Expenses	\$247,135	\$10,327
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$431,154</b>	<b>\$579,550</b>

### CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$431,154	\$579,550
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$431,154</b>	<b>\$579,550</b>

\* Other Eligibility Criteria: CNIB registrant. \* In June 2008 MobilityPLUS started a Commuter Service for persons with cognitive disabilities. In 2013, 9,041 passengers were carried. All MobilityPLUS registrants have access to TaxiSCRIP as well as complimentary rides on conventional GRT routes. There were approximately 143,943 rides provided on GRT conventional transit for registrants of MobilityPLUS. \* In 2013, MobilityPLUS also provided 2,182 rides for 77 registered clients in the Township of North Dumfries. This service is contracted to local taxi companies, with expenses of \$38,166 and revenues of \$2,628.

### SERVICE HOURS / SCHEDULING

Weekday:	0500 to 0130	Sunday:	0730 to 0130
Saturday:	0530 to 0130	Holiday:	0730 to 0130

Advanced booking notice: 7 day(s)  
 Minimum notice for reservation: 48.0 hour(s)  
 Reservations / Scheduling: Fully Computerized

### FARE STRUCTURE

Effective Date:	01/07/2013	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$3.00	\$2.30	\$68.00	<input checked="" type="checkbox"/>
Child	\$3.00	\$2.00	\$56.00	<input type="checkbox"/>
Student	\$3.00	\$2.00	\$56.00	<input type="checkbox"/>
Senior	\$3.00	\$2.00	\$56.00	<input type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion				<input type="checkbox"/>
Other	Children under 5 ride free			<input type="checkbox"/>

### EMPLOYEE DATA

	Full-time	Part-time
Operators	34	12
Other Operations	6	5
Vehicle Mechanics		
General and Administration	10	
Other		

**TOTAL NUMBER OF EMPLOYEES** 50 17

**Union Affiliations:** Operators: UNIFOR Local 4304  
 Mechanics: UNIFOR Local 4304  
 Other (specify): (Clerical Staff) CUPE Local 1883

Top Operator Wage Rate: \$27.85  
 Top Mechanic Wage Rate: \$31.60

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	9%	9%
Net Operating Cost / Capita	\$15.14	\$15.89
Total Exp. / Passenger	\$28.88	\$29.70
Total Exp. / Eligible Passenger	\$40.29	\$41.48
Transportation Exp. / Passenger		
Dedicated Service	\$37.25	\$38.82
Non-Dedicated Service	\$14.67	\$15.27
Transportation Exp. / Hour (Dedicated Service)	\$82.99	\$96.77
<b>OPERATING</b>		
Registrants / Capita	0.0149	0.0153
Passengers / Capita	0.5750	0.5852
Passengers / Registrant	38.61	38.17
Passengers / Hour (Dedicated Service)	2.45	2.54
Kms / Passenger (Dedicated Service)	9.28	8.05
Average Speed (Dedicated Service)	22.75	20.48

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	68,692	63,991
Wheelchair/Scooter Users	63,479	12,296
Attendants	12,914	
Companions		
Other (specified)		69,738
<b>TOTAL</b>	<b>145,085</b>	<b>146,025</b>

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			Wheelchair
Accessible Vans / Minivans	30	25	N/A
Small Buses			6
Other			7
<b>TOTAL DED. VEHICLES</b>	<b>30</b>	<b>25</b>	N/A
Vehicle ownership:	Regional Transit System		
Vehicle maintenance responsibility:	Regional Transit System		
Accessible taxis:	21		



# Welland

## WellTrans

Contact: Lorraine Denis  
 Title: WellTrans Co-ordinator  
 Telephone: 905-735-1700 x3102  
 Fax: 905-732-9422  
 Email: lorraine.denis@welland.ca

Population served: 50,331  
 Service area (km²): 86.0  
 Communities served: 1  
 Service began: 01/08/1981  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	823	823
Ambulatory:	844	844
Attendants:	250	250
Companions:		
Other:		
<b>Total:</b>	<b>1,917</b>	<b>1,917</b>

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

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

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

### VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	88,004	87,348
Tot. Veh. Km. - Dedicated Service	94,561	93,593
Rev. Veh. Hrs. - Dedicated Service	5,450	5,522
Tot. Veh. Hrs. - Dedicated Service	6,080	6,077
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	16,347	16,122
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>16,347</b>	<b>16,122</b>
Subscription / Pre-booked	56%	55%
Reservation	43%	44%
On-Demand / Day of trip	1%	1%
Cancelled in advance	2,934	2,744
No-shows / Cancelled at door	74	121
Unaccommodated trips	375	380
Number of complaints	10	12

### OPERATING EXPENSES

Administration	\$117,528	\$120,127
Operations:		
Internal - Dedicated Service	\$204,166	\$213,142
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$49,765	\$46,648
Fuel	\$30,536	\$34,426
<b>TOTAL OPERATING EXPENSES</b>	<b>\$401,995</b>	<b>\$414,343</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$40,867	\$36,390
Other Operating Revenue	\$828	\$770
<b>Total Operating Revenue</b>	<b>\$41,695</b>	<b>\$37,160</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$360,300	\$377,183
Other / Donations		
<b>TOTAL</b>	<b>\$401,995</b>	<b>\$414,343</b>

### CAPITAL EXPENSES

Vehicles Purchased	\$98,242	\$116,539
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$98,242</b>	<b>\$116,539</b>

### CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$98,242	\$116,539
Municipal Contributions		
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$98,242</b>	<b>\$116,539</b>

### SERVICE HOURS / SCHEDULING

Weekday:	0715 to 1845	Sunday:	to
Saturday:	0930 to 1815	Holiday:	to
Advanced booking notice:	14 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

### FARE STRUCTURE

Effective Date:	01/07/2013	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$2.75	\$2.20		<input type="checkbox"/>
Child	\$2.75	\$2.20		<input type="checkbox"/>
Student	\$2.75	\$2.20		<input type="checkbox"/>
Senior	\$2.75	\$2.20		<input type="checkbox"/>
Attendant	\$2.75	\$2.20		<input type="checkbox"/>
Companion	\$2.75	\$2.20		<input type="checkbox"/>
Other	free with CNIB card			

### EMPLOYEE DATA

	Full-time	Part-time
Operators	2	3
Other Operations		1
Vehicle Mechanics		1
General and Administration	1	2
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>3</b>	<b>7</b>

**Union Affiliations:** Operators: ATU Local 1633  
 Mechanics: ATU Local 1633  
 Other (specify):

Top Operator Wage Rate: \$26.48  
 Top Mechanic Wage Rate: \$32.58

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	10%	9%
Net Operating Cost / Capita	\$7.16	\$7.49
Total Exp. / Passenger	\$24.59	\$25.70
Total Exp. / Eligible Passenger	\$26.44	\$27.37
Transportation Exp. / Passenger		
Dedicated Service	\$17.40	\$18.25
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$46.79	\$48.41
<b>OPERATING</b>		
Registrants / Capita	0.0358	0.0381
Passengers / Capita	0.3248	0.3203
Passengers / Registrant	9.07	8.41
Passengers / Hour (Dedicated Service)	3.00	2.92
Kms / Passenger (Dedicated Service)	5.38	5.42
Average Speed (Dedicated Service)	16.15	15.82

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	9,200	
Wheelchair/Scooter Users	5,941	
Attendants	981	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>16,122</b>	

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	5	3	5	14
Other				
<b>TOTAL DED. VEHICLES</b>	<b>5</b>	<b>3</b>	N/A	N/A

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

# West Elgin

## Four Counties Transportation

Contact: Spencer Pray  
 Title: Financial Assistant  
 Telephone: 519-785-0560  
 Fax: 519-785-0644  
 Email: spray@westelgin.net

Population served: 22,955  
 Service area (km²): 1,555.0  
 Communities served: 4  
 Service began: 01/04/1994  
 Advisory Committee members: N/A  
 Eligibility Committee members: 6

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	16	16
Ambulatory:	82	82
Attendants:		
Companions:		
Other:		
<b>Total:</b>	<b>98</b>	<b>98</b>

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

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

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

## VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	66,528	69,103
Tot. Veh. Km. - Dedicated Service	66,528	69,103
Rev. Veh. Hrs. - Dedicated Service	1,780	1,828
Tot. Veh. Hrs. - Dedicated Service	1,780	1,828
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

## PASSENGER DATA

	2012	2013
Dedicated Service	2,882	3,116
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>2,882</b>	<b>3,116</b>
Subscription / Pre-booked	100%	100%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance	120	128
No-shows / Cancelled at door	5	4
Unaccommodated trips		
Number of complaints		

## OPERATING EXPENSES

	2012	2013
Administration	\$4,879	\$4,609
Operations:		
Internal - Dedicated Service	\$38,248	\$39,751
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$6,894	\$15,460
Fuel	\$14,905	\$10,055
<b>TOTAL OPERATING EXPENSES</b>	<b>\$64,926</b>	<b>\$69,874</b>

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2012	2013
Passenger Revenue	\$15,458	\$18,858
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$15,458</b>	<b>\$18,858</b>
Federal Contributions		
Provincial Contributions	\$21,472	\$22,955
Municipal Contributions	\$27,996	\$28,061
Other / Donations		
<b>TOTAL</b>	<b>\$64,926</b>	<b>\$69,874</b>

## CAPITAL EXPENSES

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

## CAPITAL FUNDING SOURCES

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

\*Other Eligibility Criteria includes persons with an application signed by a healthcare professional or doctor. \*Contributions by the Municipality of Chatham-Kent \$3405.45, Southwest Middlesex \$14610.05, West Elgin \$9781.62, and Newbury \$714.21.  
 \*Dedicated Gas Tax Funds for New Initiatives Program on Mondays and Tuesdays-Fridays. This program has been in place since 2007 and has been reported yearly on the Dedicated Gas Tax forms for Public Transportation.

## SERVICE HOURS / SCHEDULING

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

## FARE STRUCTURE

Effective Date:	01/07/2013	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$5.00			<input type="checkbox"/>
Child	\$5.00			<input type="checkbox"/>
Student	\$5.00			<input type="checkbox"/>
Senior	\$5.00			<input type="checkbox"/>
Attendant	\$5.00			<input type="checkbox"/>
Companion	\$5.00			<input type="checkbox"/>
Other	Out of Service Area and regular service hrs \$25.00/hr plus \$0.70/km			

## EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$20.55  
 Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	24%	27%
Net Operating Cost / Capita	\$2.81	\$2.22
Total Exp. / Passenger	\$22.53	\$22.42
Total Exp. / Eligible Passenger	\$27.68	\$25.77
Transportation Exp. / Passenger		
Dedicated Service	\$20.84	\$20.95
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$33.73	\$35.70
<b>OPERATING</b>		
Registrants / Capita	0.0043	0.0043
Passengers / Capita	0.1638	0.1357
Passengers / Registrant	38.43	31.80
Passengers / Hour (Dedicated Service)	1.62	1.70
Kms / Passenger (Dedicated Service)	23.08	22.18
Average Speed (Dedicated Service)	37.38	37.80

## PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	2,585	
Wheelchair/Scooter Users	126	
Attendants		
Companions		
Other (specified)	405	
<b>TOTAL</b>	<b>3,116</b>	

## VEHICLE DATA

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

# West Perth

## Mitchell & Area Mobility Bus

Contact: Vicky Wolfe Hinz  
 Title: Manager of Outreach Services  
 Telephone: 519-348-8612 x226  
 Fax: 519-348-4420  
 Email: maco@ritzlutheranvilla.com

Population served: 9,129  
 Service area (km²): 567.0  
 Communities served: 1  
 Service began: 01/09/1985  
 Advisory Committee members: 12  
 Eligibility Committee members: 1

**REGISTRANTS**  
 Wheelchair/Scooter Users: 87  
 Ambulatory: 267  
 Attendants: 33  
 Companions: 33  
 Other: 387  
**Total: 387**

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

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

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

### VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	27,858	26,009
Tot. Veh. Km. - Dedicated Service	28,983	26,844
Rev. Veh. Hrs. - Dedicated Service	2,295	2,123
Tot. Veh. Hrs. - Dedicated Service	2,468	2,253
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	4,513	4,145
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>4,513</b>	<b>4,145</b>
Subscription / Pre-booked	45%	45%
Reservation	50%	50%
On-Demand / Day of trip	5%	5%
Cancelled in advance	45	35
No-shows / Cancelled at door	5	8
Unaccommodated trips	2	4
Number of complaints	2	3

### OPERATING EXPENSES

Administration	\$23,269	\$26,314
Operations:		
Internal - Dedicated Service	\$42,487	\$53,483
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$3,130	\$3,600
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$6,102	\$6,115
Fuel	\$7,026	
<b>TOTAL OPERATING EXPENSES</b>	<b>\$82,014</b>	<b>\$89,512</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$15,900	\$12,907
Other Operating Revenue	\$16,054	\$13,805
<b>Total Operating Revenue</b>	<b>\$31,954</b>	<b>\$26,712</b>
Federal Contributions		
Provincial Contributions	\$57,371	\$53,046
Municipal Contributions	\$12,000	\$12,000
Other / Donations	\$9,235	\$13,926
<b>TOTAL</b>	<b>\$110,560</b>	<b>\$105,684</b>

### CAPITAL EXPENSES

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

### CAPITAL FUNDING SOURCES

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

\*Service hours: Mondays/Wednesdays 0900-1300hrs; Tuesdays 1000-1500hrs; Thursdays/Fridays 0900-1700hrs. General administration staff also acts as a spare driver when required.

### SERVICE HOURS / SCHEDULING

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

### FARE STRUCTURE

Effective Date: 01/08/2012	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.75			<input type="checkbox"/>
Child	\$3.75			<input type="checkbox"/>
Student	\$3.75			<input type="checkbox"/>
Senior	\$3.75			<input checked="" type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion				<input checked="" type="checkbox"/>
Other				

### EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$18.48

Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	39%	30%
Net Operating Cost / Capita	\$5.48	\$6.88
Total Exp. / Passenger	\$18.17	\$21.60
Total Exp. / Eligible Passenger	\$18.17	\$21.60
Transportation Exp. / Passenger		
Dedicated Service	\$12.32	\$14.38
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$22.53	\$26.45
<b>OPERATING</b>		
Registrants / Capita	0.0426	0.0424
Passengers / Capita	0.4944	0.4541
Passengers / Registrant	11.60	10.71
Passengers / Hour (Dedicated Service)	1.97	1.95
Kms / Passenger (Dedicated Service)	6.17	6.27
Average Speed (Dedicated Service)	12.14	12.25

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	4,145	
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
<b>TOTAL</b>	<b>4,145</b>	

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	1	1	N/A	4
Small Buses	1	1	5	12
Other				
<b>TOTAL DED. VEHICLES</b>	<b>2</b>	<b>2</b>	N/A	N/A

Vehicle ownership: Municipality  
 Vehicle maintenance responsibility: Non-Profit Organizaton  
 Accessible taxis:

# Windsor

## Handi-Transit Windsor

Contact: Lori Colennutt  
 Title: General Manager  
 Telephone: 519-966-0930  
 Fax: 519-966-1249  
 Email: handitransitwindsor@gmail.com

Population served: 233,687  
 Service area (km²): 195.6  
 Communities served: 2  
 Service began: 01/09/1978  
 Advisory Committee members: 11  
 Eligibility Committee members: 2

**REGISTRANTS**  
 Wheelchair/Scooter Users: 1,533  
 Ambulatory: 2,094  
 Attendants: 2,094  
 Companions: 2,094  
 Other: 2,094  
**Total:** 3,627

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

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

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

### VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	334,492	325,052
Tot. Veh. Km. - Dedicated Service	473,320	462,438
Rev. Veh. Hrs. - Dedicated Service	21,312	21,109
Tot. Veh. Hrs. - Dedicated Service	21,312	21,109
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	57,191	55,442
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>57,191</b>	<b>55,442</b>
Subscription / Pre-booked	50%	38%
Reservation	47%	59%
On-Demand / Day of trip	3%	4%
Cancelled in advance	20,784	20,824
No-shows / Cancelled at door	824	698
Unaccommodated trips	18	17
Number of complaints		4

### OPERATING EXPENSES

Administration	\$356,920	\$366,579
Operations:		
Internal - Dedicated Service	\$688,020	\$671,564
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$133,906	\$149,785
Fuel	\$136,874	\$139,393
<b>TOTAL OPERATING EXPENSES</b>	<b>\$1,315,720</b>	<b>\$1,327,321</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$254,101	\$271,971
Other Operating Revenue	\$18,162	\$145
<b>Total Operating Revenue</b>	<b>\$272,263</b>	<b>\$272,116</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$1,006,257	\$1,067,100
Other / Donations		
<b>TOTAL</b>	<b>\$1,278,520</b>	<b>\$1,339,216</b>

### CAPITAL EXPENSES

Vehicles Purchased	\$10,392	
Debt Servicing		
Other Capital Expenses	\$11,400	
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$21,792</b>	

### CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$21,792	
Other / Donations		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$21,792</b>	

The data for Windsor also includes the specialized transit service for the Town of LaSalle. In 2013, 126 registered clients took 3,956 trips. LaSalle service contract revenue for 2013 was \$73,977.20 and its passenger revenue was \$20,769.

### SERVICE HOURS / SCHEDULING

Weekday:	0630 to 0030	Sunday:	0800 to 2200
Saturday:	0800 to 0030	Holiday:	0800 to 2200

Advanced booking notice: 28 day(s)  
 Minimum notice for reservation: 2.0 hour(s)  
 Reservations / Scheduling: Partially Computerized

### FARE STRUCTURE

Effective Date:	01/04/2012	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$2.50	\$2.50		<input type="checkbox"/>
Child	\$2.50	\$2.50		<input type="checkbox"/>
Student	\$2.50	\$2.50		<input type="checkbox"/>
Senior	\$2.50	\$2.50		<input type="checkbox"/>
Attendant	\$2.50	\$2.50		<input type="checkbox"/>
Companion	\$2.50	\$2.50		<input type="checkbox"/>
Other	LaSalle \$5.25/trip			

### EMPLOYEE DATA

	Full-time	Part-time
Operators	5	12
Other Operations	3	1
Vehicle Mechanics		
General and Administration	2	
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>10</b>	<b>13</b>

**Union Affiliations:** Operators: Teamsters Local 879  
 Mechanics:  
 Other (specify):

Top Operator Wage Rate: \$21.05  
 Top Mechanic Wage Rate:

### PERFORMANCE INDICATORS

	2012	2013
<b>FINANCIAL</b>		
R/C Ratio	21%	21%
Net Operating Cost / Capita	\$4.47	\$4.52
Total Exp. / Passenger	\$23.01	\$23.94
Total Exp. / Eligible Passenger	\$24.09	\$24.98
Transportation Exp. / Passenger		
Dedicated Service	\$16.76	\$17.33
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$44.99	\$45.51
<b>OPERATING</b>		
Registrants / Capita	0.0156	0.0155
Passengers / Capita	0.2447	0.2373
Passengers / Registrant	15.71	15.29
Passengers / Hour (Dedicated Service)	2.68	2.63
Kms / Passenger (Dedicated Service)	5.85	5.86
Average Speed (Dedicated Service)	15.70	15.40

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	32,483	
Wheelchair/Scooter Users	20,655	
Attendants	2,304	
Companions		
Other (specified)		
<b>TOTAL</b>	<b>55,442</b>	

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			Wheelchair
Accessible Vans / Minivans			N/A
Small Buses	13	12	5
Other			6
<b>TOTAL DED. VEHICLES</b>	<b>13</b>	<b>12</b>	N/A

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

# Woodstock

## City of Woodstock

Contact: Alex Piggott  
 Title: Works Superintendent  
 Telephone: 519-539-2382 x3140  
 Fax: 519-537-6984  
 Email: apiggott@cityofwoodstock.ca

Population served: 38,000  
 Service area (km²): 52.0  
 Communities served: 1  
 Service began: 01/01/1979  
 Advisory Committee members: 10  
 Eligibility Committee members: 2

**REGISTRANTS**  
 Wheelchair/Scooter Users: 126  
 Ambulatory: 235  
 Attendants:  
 Companions:  
 Other:  
**Total: 361**

**Active**  
 126  
 235  
 361

Dedicated Serv. Operated by: ☒ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

**Eligibility Criteria:** ☐ Unable to Board

☒ Private Contractor(s), number: 2

Taxi Scrip Program Available: ☐

☒ Unable to Use

☒ Private Non-Profit Org.

☐ Other Criteria

### VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	13,562	45,991
Tot. Veh. Km. - Dedicated Service	13,562	85,128
Rev. Veh. Hrs. - Dedicated Service	1,560	1,464
Tot. Veh. Hrs. - Dedicated Service	1,560	8,884
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

### PASSENGER DATA

Dedicated Service	6,031	20,919
Non-Dedicated Service	28,335	
<b>TOTAL PASSENGERS</b>	<b>34,366</b>	<b>20,919</b>
Subscription / Pre-booked	5%	15%
Reservation	0%	75%
On-Demand / Day of trip	95%	10%
Cancelled in advance		3,338
No-shows / Cancelled at door	95	131
Unaccommodated trips		
Number of complaints		

### OPERATING EXPENSES

Administration	\$8,055	\$39,408
Operations:		
Internal - Dedicated Service	\$68,843	\$81,756
Contract - Dedicated Service		\$429,503
Contract - Non-Dedicated Service	\$271,949	
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$30,863	\$18,220
Fuel	\$9,983	\$17,446
<b>TOTAL OPERATING EXPENSES</b>	<b>\$389,693</b>	<b>\$586,333</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$9,556	\$36,833
Other Operating Revenue	\$51,596	\$4,000
<b>Total Operating Revenue</b>	<b>\$61,152</b>	<b>\$40,833</b>
Federal Contributions		
Provincial Contributions		\$100,000
Municipal Contributions	\$328,540	\$445,500
Other / Donations		
<b>TOTAL</b>	<b>\$389,692</b>	<b>\$586,333</b>

### CAPITAL EXPENSES

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

### CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	
Other / Donations	

### TOTAL CAPITAL FUNDING

2 buses are owned and operated by the City. Up to 4 buses are available for scheduling and are owned and operated by the service contractor. Dispatch service is provided by the Red Cross.

### SERVICE HOURS / SCHEDULING

Weekday:	0630 to 1830	Sunday:	to
Saturday:	0830 to 1830	Holiday:	to
Advanced booking notice:	365 day(s)		
Minimum notice for reservation:	1.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

### FARE STRUCTURE

Effective Date:	01/01/2013	Tickets/Cards (unit price)	Monthly Pass	Free
<b>Cash</b>				
Adult	\$2.00	\$1.66	\$50.00	<input type="checkbox"/>
Child				<input type="checkbox"/>
Student	\$2.00	\$1.66	\$40.00	<input type="checkbox"/>
Senior	\$2.00	\$1.66	\$40.00	<input type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion	\$2.00	\$1.66		<input type="checkbox"/>
Other				

### EMPLOYEE DATA

	Full-time	Part-time
Operators		6
Other Operations		
Vehicle Mechanics		
General and Administration		
Other		

### TOTAL NUMBER OF EMPLOYEES

6

**Union Affiliations:** Operators: CUPE Local 1146  
 Mechanics: CUPE Local 1146  
 Other (specify):

Top Operator Wage Rate: \$28.54

Top Mechanic Wage Rate: \$28.72

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	16%	7%
Net Operating Cost / Capita	\$8.65	\$14.36
Total Exp. / Passenger	\$11.34	\$28.03
Total Exp. / Eligible Passenger	\$11.34	\$29.85
Transportation Exp. / Passenger		
Dedicated Service	\$18.19	\$26.14
Non-Dedicated Service	\$9.60	
Transportation Exp. / Hour (Dedicated Service)	\$70.31	\$61.56
<b>OPERATING</b>		
Registrants / Capita	0.0156	0.0095
Passengers / Capita	0.9044	0.5505
Passengers / Registrant	58.05	57.95
Passengers / Hour (Dedicated Service)	3.87	14.29
Kms / Passenger (Dedicated Service)	2.25	2.20
Average Speed (Dedicated Service)	8.69	31.41

### PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	18,161	
Wheelchair/Scooter Users	1,484	
Attendants		
Companions	1,274	
Other (specified)		
<b>TOTAL</b>	<b>20,919</b>	

### VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	6	6	4	4
Other				
<b>TOTAL DED. VEHICLES</b>	<b>6</b>	<b>6</b>	N/A	N/A
Vehicle ownership:	Municipality			
Vehicle maintenance responsibility:	Municipality			
Accessible taxis:				

# York Region

## YRT- Mobility Plus

Contact: Steven Baldo  
 Title: Supervisor, Contract Administration  
 Telephone: 905-762-1282 x75629  
 Fax: 905-762-2110  
 Email: steven.baldo@york.ca

Population served: 1,130,400  
 Service area (km²): 1,775.0  
 Communities served: 9  
 Service began: 01/01/2001  
 Advisory Committee members: 13  
 Eligibility Committee members: 3

**REGISTRANTS**  
 Wheelchair/Scooter Users: 1,377  
 Ambulatory: 2,922  
 Attendants:  
 Companions:  
 Other:  
**Total: 4,299**

**Active**  
 1,377  
 2,922  
 11,169

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☒ Contractors: 1

**Eligibility Criteria:** ☒ Unable to Board

☒ Private Contractor(s), number: 4

Taxi Scrip Program Available: ☒

☒ Unable to Use

☐ Private Non-Profit Org.

☒ Other Criteria

## VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	2,738,201	2,615,572
Tot. Veh. Km. - Dedicated Service	2,738,201	2,615,572
Rev. Veh. Hrs. - Dedicated Service	182,766	180,155
Tot. Veh. Hrs. - Dedicated Service	212,364	205,560
Non-Dedicated Service - Veh. Km.	39,467	9,118
Non-Dedicated Service - Veh. Hrs.	4,892	2,796

## PASSENGER DATA

Dedicated Service	363,894	349,338
Non-Dedicated Service	5,255	5,684
<b>TOTAL PASSENGERS</b>	<b>369,149</b>	<b>355,022</b>
Subscription / Pre-booked	37%	33%
Reservation	63%	66%
On-Demand / Day of trip	0%	1%
Cancelled in advance	55,157	58,938
No-shows / Cancelled at door	4,882	5,727
Unaccommodated trips	4	2
Number of complaints	683	600

## OPERATING EXPENSES

Administration	\$1,356,893	\$1,374,224
Operations:		
Internal - Dedicated Service	\$2,898,823	\$3,514,017
Contract - Dedicated Service	\$9,388,747	\$8,825,048
Contract - Non-Dedicated Service	\$92,035	\$103,807
Contract - Taxi Scrip	\$28,928	\$25,378
Maintenance (Vehicles & Facilities)	\$1,464	\$1,303
Fuel	\$219,172	\$229,130
<b>TOTAL OPERATING EXPENSES</b>	<b>\$13,986,062</b>	<b>\$14,072,907</b>

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$805,550	\$764,332
Other Operating Revenue		
<b>Total Operating Revenue</b>	<b>\$805,550</b>	<b>\$764,332</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$13,142,220	\$13,285,208
Other / Donations	\$38,291	\$23,367
<b>TOTAL</b>	<b>\$13,986,061</b>	<b>\$14,072,907</b>

## CAPITAL EXPENSES

Vehicles Purchased	\$3,755,509
Debt Servicing	
Other Capital Expenses	
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$3,755,509</b>

## CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	\$367,917
Provincial Contributions	\$1,117,805
Municipal Contributions	\$2,269,788
Other / Donations	
<b>TOTAL CAPITAL FUNDING</b>	<b>\$3,755,510</b>

\* Eligibility Criteria - Other Criteria: Registrants have cognitive disabilities or been experiencing sensory motor area conditions, such as Parkinson's disease. \* Vehicle Ownership: Small Buses-Transit System, Accessible Mini-Vans & Sedans-Private Operation. \* Ridership decreased in 2013 due to December ice-storm and no 2 months of free fares offered in 2012 as a result of the YRT strike. \* New contract rate for Bus, Sedan & Minivan service in August 2013. \* Higher operating cost for Operations - Internal dedicated services in 2013 due to the assignment of a larger proportion of internal support program allocations to Mobility Plus.

## SERVICE HOURS / SCHEDULING

Weekday:	0500 to 0300	Sunday:	0500 to 0300
Saturday:	0500 to 0300	Holiday:	0500 to 0300

Advanced booking notice: 7 day(s)  
 Minimum notice for reservation: 18.0 hour(s)  
 Reservations / Scheduling: Fully Computerized

## FARE STRUCTURE

Effective Date:	01/01/2013			
	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.75	\$3.00	\$120.00	<input type="checkbox"/>
Child	\$3.75	\$1.85	\$55.00	<input type="checkbox"/>
Student	\$3.75	\$2.30	\$90.00	<input type="checkbox"/>
Senior	\$3.75	\$1.85	\$55.00	<input type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion	\$3.75	\$3.00	\$120.00	<input type="checkbox"/>
Other	Zone 2 = \$4.75, Zone 2 Monthly Pass = \$165.00			

## EMPLOYEE DATA

	Full-time	Part-time
Operators		
Other Operations	11	6
Vehicle Mechanics		
General and Administration	7	
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>18</b>	<b>6</b>

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	6%	5%
Net Operating Cost / Capita	\$11.89	\$11.77
Total Exp. / Passenger	\$37.89	\$39.64
Total Exp. / Eligible Passenger	\$43.98	\$45.87
Transportation Exp. / Passenger		
Dedicated Service	\$34.37	\$35.98
Non-Dedicated Service	\$23.02	\$22.73
Transportation Exp. / Hour (Dedicated Service)	\$58.90	\$61.15
<b>OPERATING</b>		
Registrants / Capita	0.0101	0.0099
Passengers / Capita	0.3330	0.3141
Passengers / Registrant	32.91	31.79
Passengers / Hour (Dedicated Service)	1.99	1.94
Kms / Passenger (Dedicated Service)	7.52	7.49
Average Speed (Dedicated Service)	14.98	14.52

## PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	237,260	5,114
Wheelchair/Scooter Users	64,358	69
Attendants	34,026	359
Companions	9,573	142
Other (specified)	4,121	
<b>TOTAL</b>	<b>349,338</b>	<b>5,684</b>

## VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars	49	36	N/A	3
Accessible Vans / Minivans	40	30	2	2
Small Buses	9	6	5	10
Other				
<b>TOTAL DED. VEHICLES</b>	<b>98</b>	<b>72</b>	N/A	N/A

Vehicle ownership: Transit System - bus; Priv Operation - car/van  
 Vehicle maintenance responsibility: Private Operation  
 Accessible taxis:

## **IV. APPENDIX - SPECIALIZED TRANSIT STATISTICS GLOSSARY**

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

## **GENERAL INFORMATION**

**Service Area Population:** Population served.

### **Advisory Committee**

Group of concerned citizens who assist in the development of policy.

### **Eligibility Committee**

Group usually separate from the Advisory Committee, responsible for reviewing applications and determining the eligibility of applicants for the service.

### **Eligibility Criteria:**

- **Unable to board:** persons physically unable to climb three steps to board a regular transit vehicle.
- **Unable to use:** persons physically unable to walk 175 metres.

### **Registrants**

Registrants are all persons who meet the eligibility criteria, including any attendants/companions who are required to register for the service, and have completed all requirements of the registration process. Includes wheelchair/scooter users, or ambulatory persons registered to use the service, as well as other eligible users, as locally defined, e.g. attendants/companions, and other registrants (which include persons with temporary disabilities).

## **FARE STRUCTURE**

Provides information about fares by type of passenger and type of fare media for the reporting year.

## **SERVICE**

Specialized transit service provides door to door demand response transit services to persons that meet eligibility criteria of specialized transit system.

### **Dedicated Service**

Service provided in vehicles exclusively dedicated to the transport of persons with disabilities (e.g. vans, small buses). This service can be provided internally or under contract.

### **Non-Dedicated Service (e.g. Taxis)**

Service available to persons with disabilities provided by non-exclusive vehicles, typically taxis under contract. The basis of payment for these taxi service contracts include: meter rate, hourly rate, flat trip rate, mileage rate, etc.

### **Taxi Scrip/User Subsidy Program**

Provides eligible users with coupons that are purchased at a discount and can be used on participating taxi services.

## **SERVICE HOURS / SCHEDULING**

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

### **Reservations/Scheduling**

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



## OPERATING STATISTICS

### Revenue Vehicles

Provides a breakdown, according to vehicle type, of the number of vehicles (total and in the peak) operating the dedicated service. Average wheelchair and ambulatory capacity per vehicle category are also indicated.

### Non-Accessible Cars

Unmodified cars, station wagons, and minivans used for carrying ambulatory passengers.

### Accessible Vans/Minivans

Regular production vans or minivans with a raised roof and/or lowered floor and a lift or ramp for wheelchair access.

### Small Buses

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

### Other

Excludes taxis.

### Total Revenue Vehicles

Total number of fully dedicated vehicles owned and/or leased for the provision of the services. Vehicles used by volunteer services should **NOT** be considered as revenue vehicles and must not be included in the revenue vehicle statistics.

### Revenue Vehicle Kilometres and Hours *(for dedicated service only)*

Excludes deadheading, maintenance, training, charter travel and non-dedicated services. Revenue Vehicle Kilometres is the total distance travelled during the year by fully dedicated vehicles while in revenue service, excluding deadheading (to make a return without a load) to and from garage, maintenance, and training. It excludes the travel distance by taxi or other vehicles not fully dedicated to the service. Revenue Vehicle Hours is the sum of all vehicle hours operated by fully dedicated vehicles in service, excluding deadheading to and from garage, maintenance, and training. It excludes the service hours by taxi or other vehicles not fully dedicated to the service.

## PASSENGER STATISTICS

### Annual Passengers

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

### Subscription/Pre-booked

Regular pre-scheduled trips with no call-in requirements for daily work-trips or regular pre-booked trips (e.g. regular medical trips).

### Reservations

Trips not taken regularly and requiring an advance call-in. Minimum and maximum early notice call-in times vary between municipalities, but minimum notice is typically 24 hours.

**On-Demand/Day of Trip**

trips requested the same day as the trip is made, and accommodated as feasible.

**Total Trips Requested**

The total trips requested includes all subscription / pre-booked, reservations, on-demand, unaccommodated, and no show/ cancelled trip requests. Total number of trips requested is not necessarily equal to the total number of passengers.

**Cancelled in Advance**

The annual number of scheduled passenger trips which were cancelled prior to the service being dispatched.

**Unaccommodated Trip Requests**

The annual number of trip requests that cannot be accommodated at the time requested or at a reasonable alternative time on the same day due to insufficient service.

**No-Shows/Trips Cancelled at Door**

The annual number of scheduled passenger trips which were dispatched but not used because of no shows or cancellations at the door.

**FINANCIAL STATISTICS**

Provides Operating Expenses, Operating Revenues and Other Funding Contributions, Capital Expenses, and Capital Funding Sources.

**Operating Expenses****Administration**

Salaries, wages and benefits for administrative and general management staff, as well as office supplies, telephone and fax, insurance other than fleet insurance, bank service charges, external travel costs, and other costs associated with the administering of specialized transit service, including contract administration.

**Operations – Internal – Dedicated Service**

Salaries, wages, and benefits for operators, dispatchers, schedulers, supervisors, and inspectors, as well as licenses, fleet insurance and other costs related to the scheduling, dispatching and provision of dedicated service by the transit system, municipality or a non-profit organization.

**Contract - Dedicated Service**

Cost of contract(s) for Dedicated Specialized Transit Service (please see definition) operated by companies under contract.

**Contract - Non-Dedicated Service**

Cost of contract(s) for Non-Dedicated Service (please see definition) operated by taxi companies under contract.

**Contract - Taxi Scrip**

Amount paid to taxi company under contract according to Taxi Scrip/User Subsidy Program (please see definition).

**Maintenance**

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

**Fuel**

The cost of fuel, fuel taxes and other expenses related to fuelling vehicles.

**Total Operating Expenses**

Includes administration expenses, internal operations expenses for dedicated services, contract expenses for dedicated services, contract expenses for non-dedicated/taxi services, expenses for the taxi scrip/fare reimbursement program, maintenance expenses, and fuel expenses.

**Operating Revenues and Other Funding Contributions****Passenger Revenue**

Fares received from dedicated and/or non-dedicated service.

**Other Operating Revenue**

Charters, bank interest, tax rebates, etc.

**Total Operating Revenues**

Passenger Revenue + Other Operating Revenue

**Donations/Other**

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

**Total Operating Revenues and Other Funding Contributions**

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

**Capital Expenses****Vehicles Purchased**

Capital expenditures for the reporting year that are funded through a capital funding program (e.g. subsidies, donations, etc.) without debt servicing by the reporting agency.

**Debt Service Payments**

Capital plus interest payments made in the current year for capital expenditures funded through debt serviced by the reporting agency.

**Other Capital Expenses**

Computers, equipment, etc. expensed in the reporting year.

**Capital Funding Sources**

The sources of capital funding reported should reflect the breakdown of money received either from the capital funding program or from the mix of revenue sources used to finance the servicing of the debt. Transit system funding represents monies received from either the transit system's operating or capital budgets.

**EMPLOYMENT STATISTICS****Full-time Employee**

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

**Part-time Employee**

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

**Wage Rates**

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

**PERFORMANCE INDICATORS**

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

**FINANCIAL PERFORMANCE INDICATORS**

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

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

**OPERATING PERFORMANCE INDICATORS**

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