

Ontario Specialized Transit Services Fact Book

2009 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 2008 and 2009, along with key performance indicators, for each of the Ontario specialized transit systems. It also provides a provincial summary, as well as a summary comparing the performance indicators by population group.

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| <p>Supplementary Notes</p> <p>Please contact CUTA's Technical Services Department for any corrections or comments.</p> <p>© 2010 Data is not to be reproduced without prior approval from the Canadian Urban Transit Association</p> | | |
| <p>Abstract</p> <p>The Ontario Specialized Transit Services Fact Book contains operating statistics collected from 78 Ontario specialized transit systems which provide transit services for persons with disabilities.</p> <p>The Fact Book provides detailed data for 2008 and 2009, along with key performance indicators, for each of the specialized transit systems. The report also provides summary information for the province and population groups.</p> | | |
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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 gas tax funding as part of the 2010 Dedicated Gas Tax allocation.

Withdrawal

Morris-Turnberry (formrely North Huron): service ceased in May 2010; insufficient funds to continue operations

Change of Service Name

Hanover (Saugeen Mobility and Regional Transit) – formerly named Bruce, Grey & Huron Disability

Strikes / Service Interruptions Information:

| Transit System | From | To | Days | Remarks |
|----------------------------|------------|------------|------|---------|
| For 2009 | | | | |
| Brantford (Operation Lift) | 01/01/2009 | 25/01/2009 | 25 | strike |
| Kingston (Access Bus) | 16/04/2009 | 21/06/2009 | 67 | strike |
| For 2008 | | | | |
| Brantford (Operation Lift) | 29/09/2008 | 31/12/2008 | 94 | strike |
| Kawartha Lakes (Urban) | 24/04/2008 | 24/03/2008 | 35 | strike |

I. 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

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

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

OPERATING PERFORMANCE INDICATORS

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

II. ONTARIO SUMMARY

Ontario Summary

| | | | | | | | |
|------------------------------|------------|-------------------------------------|----|-----|---------------------------|----------------|----------------|
| Number of Systems Reporting: | 78 | Systems with Dedicated Service: | 77 | 99% | REGISTRANTS | Active | Total |
| Population served: | 11,181,026 | Operated by: | | | Wheelchair/Scooter Users: | 49,084 | 76,023 |
| Service area (km²): | 50,535.6 | Transit System/Municipality: | 36 | 46% | Ambulatory: | 66,061 | 93,124 |
| Communities served: | 152 | Private Contractor: | 28 | 36% | Attendants: | 4,386 | 5,737 |
| Eligibility Criteria: | | Private Non-Profit Organization: | 32 | 41% | Companions: | 313 | 367 |
| Unable to Board: | 69% | Systems with Non-Dedicated Service: | 30 | 38% | Other: | 808 | 3,886 |
| Unable to Use: | 69% | Systems with a Taxi Scrip Program: | 10 | 13% | Total: | 133,053 | 182,297 |
| Other Criteria: | 51% | | | | | | |

OPERATING DATA

| | 2008 | 2009 |
|-------------------------------------|------------|------------|
| Number of transit systems reporting | 78 | 78 |
| Rev. Veh. Km. - Dedicated Service | 38,365,444 | 40,429,965 |
| Tot. Veh. Km. - Dedicated Service | 41,279,237 | 42,880,067 |
| Rev. Veh. Hrs. - Dedicated Service | 1,890,657 | 1,971,734 |
| Tot. Veh. Hrs. - Dedicated Service | 2,017,783 | 2,108,840 |
| Non-Dedicated Service - Veh. Km. | 2,959,194 | 3,615,667 |
| Non-Dedicated Service - Veh. Hrs. | 115,601 | 136,554 |

PASSENGER DATA

| | | |
|------------------------------|------------------|------------------|
| Dedicated Service | 4,980,884 | 5,222,794 |
| Non-Dedicated Service | 1,285,992 | 1,362,791 |
| TOTAL PASSENGERS | 6,266,876 | 6,585,585 |
| Subscription / Pre-booked | 43% | 43% |
| Reservation | 46% | 47% |
| On-Demand / Day of trip | 11% | 10% |
| Cancelled in advance | 849,759 | 894,111 |
| No-shows / Cancelled at door | 139,885 | 143,661 |
| Unaccommodated trips | 111,123 | 92,649 |
| Number of complaints | 4,241 | 4,997 |

OPERATING EXPENSES

| | | |
|-------------------------------------|----------------------|----------------------|
| Administration | \$25,103,758 | \$26,986,362 |
| Operations: | | |
| Internal - Dedicated Service | \$67,339,828 | \$68,215,482 |
| Contract - Dedicated Service | \$34,741,394 | \$40,504,160 |
| Contract - Non-Dedicated Service | \$17,877,556 | \$21,178,965 |
| Contract - Taxi Scrip | \$2,767,167 | \$2,863,983 |
| Maintenance (Vehicles & Facilities) | \$23,529,569 | \$22,960,932 |
| Fuel | \$8,653,088 | \$7,157,618 |
| TOTAL OPERATING EXPENSES | \$180,012,361 | \$189,867,502 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|--------------------------|----------------------|----------------------|
| Passenger Revenue | \$14,270,030 | \$15,085,948 |
| Other Operating Revenue | \$744,085 | \$959,503 |
| Total Operating Revenue | \$15,014,115 | \$16,045,451 |
| Federal Contributions | | |
| Provincial Contributions | \$25,275,520 | \$6,382,465 |
| Municipal Contributions | \$139,044,039 | \$167,243,861 |
| Other / Donations | \$569,456 | \$541,127 |
| TOTAL | \$179,903,130 | \$190,212,904 |

CAPITAL EXPENSES

| | | |
|-------------------------------|--------------------|---------------------|
| Vehicles Purchased | \$5,886,509 | \$13,784,526 |
| Debt Servicing | \$34,898 | \$35,508 |
| Other Capital Expenses | \$3,994,375 | \$4,371,384 |
| TOTAL CAPITAL EXPENSES | \$9,915,782 | \$18,191,418 |

CAPITAL FUNDING SOURCE

| | | |
|------------------------------|--------------------|---------------------|
| Transit System | \$33,460 | \$1,202,383 |
| Federal Contributions | \$1,086,470 | \$2,590,487 |
| Provincial Contributions | \$2,621,877 | \$2,554,062 |
| Municipal Contributions | \$5,998,882 | \$11,192,990 |
| Other / Donations | \$184,978 | \$674,450 |
| TOTAL CAPITAL FUNDING | \$9,925,667 | \$18,214,373 |

SCHEDULING

| | |
|---------------------------------|---------------|
| Advanced booking notice: | 16 day(s) |
| Minimum notice for reservation: | 21.58 hour(s) |

FARE STRUCTURE (Average)

| | Cash | Tickets/Cards (unit price) | Monthly Pass |
|-----------|--------|-------------------------------|--------------|
| Adult | \$2.88 | \$2.61 | \$72.59 |
| Child | \$2.73 | \$2.51 | \$58.49 |
| Student | \$2.84 | \$2.54 | \$61.65 |
| Senior | \$2.81 | \$2.49 | \$57.48 |
| Attendant | \$2.74 | \$2.43 | \$68.17 |
| Companion | \$2.82 | \$2.40 | \$72.70 |

EMPLOYEE DATA

| | Full-time | Part-time |
|----------------------------|-----------|-----------|
| Operators | 852 | 259 |
| Other Operations | 175 | 52 |
| Vehicle Mechanics | 116 | 11 |
| General and Administration | 130 | 33 |
| Other | 20 | 5 |

TOTAL NUMBER OF EMPLOYEES

* Contract employees are not necessarily included in the Employee Statistics

| | |
|---------------------------------|---------|
| Average Top Operator Wage Rate: | \$18.91 |
| Average Top Mechanic Wage Rate: | \$27.60 |

PERFORMANCE INDICATORS

| FINANCIAL | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 8% | 8% |
| Net Operating Cost / Capita | \$14.94 | \$15.57 |
| Total Exp. / Passenger | \$28.74 | \$28.86 |
| Total Exp. / Eligible Passenger | \$31.23 | \$30.83 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$26.98 | \$26.61 |
| Non-Dedicated Service | \$16.18 | \$17.85 |
| Transportation Exp. / Hour (Dedicated Service) | \$65.86 | \$65.11 |

OPERATING

| | | |
|---------------------------------------|--------|--------|
| Registrants / Capita | 0.0148 | 0.0163 |
| Passengers / Capita | 0.5666 | 0.5890 |
| Passengers / Registrant | 38.24 | 36.09 |
| Passengers / Hour (Dedicated Service) | 2.58 | 2.59 |
| Kms / Passenger (Dedicated Service) | 8.17 | 8.22 |
| Average Speed (Dedicated Service) | 21.09 | 21.34 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|------------------|------------------|
| Ambulatory | 3,113,104 | 1,145,057 |
| Wheelchair/Scooter Users | 1,810,158 | 95,234 |
| Attendants | 188,564 | 15,837 |
| Companions | 108,427 | 14,300 |
| Other (specified) | 2,541 | 92,363 |
| TOTAL | 5,222,794 | 1,362,791 |

VEHICLE DATA

| | Number | Veh. Peak | Avg. Capacity per Veh. | |
|----------------------------|--------------|--------------|------------------------|------------|
| Non-Accessible Cars | 210 | 186 | Wheelchair | Ambulatory |
| Accessible Vans / Minivans | 330 | 305 | N/A | 1 |
| Small Buses | 633 | 527 | 3 | 6 |
| Other | 23 | 21 | | |
| TOTAL DED. VEHICLES | 1,196 | 1,039 | N/A | N/A |
| Accessible taxis: | 195 | | | |

III. POPULATION GROUP SUMMARIES

Population Group 1 (> 150,000)

| | | | | | | | |
|------------------------------|-----------|-------------------------------------|----|------|---------------------------|---------------|----------------|
| Number of Systems Reporting: | 14 | Systems with Dedicated Service: | 14 | 100% | REGISTRANTS | Active | Total |
| Population served: | 8,848,216 | Operated by: | | | Wheelchair/Scooter Users: | 36,507 | 57,673 |
| Service area (km²): | 18,328.3 | Transit System/Municipality: | 8 | 57% | Ambulatory: | 47,592 | 65,943 |
| Communities served: | 46 | Private Contractor: | 7 | 50% | Attendants: | 2,815 | 2,940 |
| Eligibility Criteria: | | Private Non-Profit Organization: | 5 | 36% | Companions: | 62 | 101 |
| Unable to Board: | 71% | Systems with Non-Dedicated Service: | 12 | 86% | Other: | 420 | 3,476 |
| Unable to Use: | 71% | Systems with a Taxi Scrip Program: | 6 | 43% | Total: | 97,788 | 130,134 |
| Other Criteria: | 50% | | | | | | |

OPERATING DATA

| | 2008 | 2009 |
|-------------------------------------|------------|------------|
| Number of transit systems reporting | 14 | 14 |
| Rev. Veh. Km. - Dedicated Service | 32,040,619 | 33,737,052 |
| Tot. Veh. Km. - Dedicated Service | 34,681,710 | 35,932,894 |
| Rev. Veh. Hrs. - Dedicated Service | 1,564,820 | 1,634,128 |
| Tot. Veh. Hrs. - Dedicated Service | 1,677,538 | 1,758,458 |
| Non-Dedicated Service - Veh. Km. | 2,853,713 | 3,515,790 |
| Non-Dedicated Service - Veh. Hrs. | 110,590 | 132,270 |

PASSENGER DATA

| | | |
|------------------------------|------------------|------------------|
| Dedicated Service | 4,073,202 | 4,283,107 |
| Non-Dedicated Service | 1,140,458 | 1,214,805 |
| TOTAL PASSENGERS | 5,213,660 | 5,497,912 |
| Subscription / Pre-booked | 50% | 52% |
| Reservation | 45% | 44% |
| On-Demand / Day of trip | 5% | 5% |
| Cancelled in advance | 727,896 | 775,448 |
| No-shows / Cancelled at door | 131,885 | 133,106 |
| Unaccommodated trips | 101,570 | 83,774 |
| Number of complaints | 3,980 | 4,741 |

OPERATING EXPENSES

| | | |
|-------------------------------------|----------------------|----------------------|
| Administration | \$22,564,480 | \$24,080,390 |
| Operations: | | |
| Internal - Dedicated Service | \$58,430,444 | \$59,012,018 |
| Contract - Dedicated Service | \$30,630,866 | \$36,318,538 |
| Contract - Non-Dedicated Service | \$17,085,769 | \$20,415,310 |
| Contract - Taxi Scrip | \$2,201,140 | \$2,221,537 |
| Maintenance (Vehicles & Facilities) | \$21,472,297 | \$20,865,295 |
| Fuel | \$6,945,491 | \$5,855,595 |
| TOTAL OPERATING EXPENSES | \$159,330,487 | \$168,768,684 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|--------------------------|----------------------|----------------------|
| Passenger Revenue | \$10,691,493 | \$11,609,766 |
| Other Operating Revenue | \$612,653 | \$554,951 |
| Total Operating Revenue | \$11,304,146 | \$12,164,717 |
| Federal Contributions | | |
| Provincial Contributions | \$22,411,731 | \$3,357,872 |
| Municipal Contributions | \$125,492,256 | \$153,191,121 |
| Other / Donations | \$87,908 | \$51,102 |
| TOTAL | \$159,296,041 | \$168,764,813 |

CAPITAL EXPENSES

| | | |
|-------------------------------|--------------------|---------------------|
| Vehicles Purchased | \$3,375,835 | \$11,196,435 |
| Debt Servicing | | |
| Other Capital Expenses | \$3,952,878 | \$4,307,980 |
| TOTAL CAPITAL EXPENSES | \$7,328,713 | \$15,504,415 |

CAPITAL FUNDING SOURCE

| | | |
|------------------------------|--------------------|---------------------|
| Transit System | | \$1,202,383 |
| Federal Contributions | \$1,051,704 | \$2,580,362 |
| Provincial Contributions | \$879,642 | \$895,637 |
| Municipal Contributions | \$5,297,701 | \$10,330,181 |
| Other / Donations | \$99,667 | \$495,852 |
| TOTAL CAPITAL FUNDING | \$7,328,714 | \$15,504,416 |

SCHEDULING

| | |
|---------------------------------|---------------|
| Advanced booking notice: | 11 day(s) |
| Minimum notice for reservation: | 20.58 hour(s) |

FARE STRUCTURE (Average)

| | Cash | Tickets/Cards (unit price) | Monthly Pass |
|-----------|--------|-------------------------------|--------------|
| Adult | \$2.71 | \$2.83 | \$96.11 |
| Child | \$2.28 | \$2.60 | \$90.08 |
| Student | \$2.58 | \$2.69 | \$83.90 |
| Senior | \$2.58 | \$2.65 | \$72.58 |
| Attendant | \$2.54 | \$2.40 | \$97.00 |
| Companion | \$2.70 | \$2.41 | \$103.33 |

EMPLOYEE DATA

| | Full-time | Part-time |
|----------------------------|-----------|-----------|
| Operators | 720 | 95 |
| Other Operations | 150 | 31 |
| Vehicle Mechanics | 107 | 1 |
| General and Administration | 94 | 1 |
| Other | 17 | 4 |

TOTAL NUMBER OF EMPLOYEES

| | |
|--------------|------------|
| 1,088 | 132 |
|--------------|------------|

* Contract employees are not necessarily included in the Employee Statistics

Average Top Operator Wage Rate: \$22.53

Average Top Mechanic Wage Rate: \$29.95

PERFORMANCE INDICATORS

| FINANCIAL | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 7% | 7% |
| Net Operating Cost / Capita | \$16.92 | \$17.70 |
| Total Exp. / Passenger | \$30.56 | \$30.70 |
| Total Exp. / Eligible Passenger | \$33.22 | \$32.70 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$28.84 | \$28.50 |
| Non-Dedicated Service | \$17.07 | \$18.88 |
| Transportation Exp. / Hour (Dedicated Service) | \$70.03 | \$69.41 |
| OPERATING | | |
| Registrants / Capita | 0.0131 | 0.0147 |
| Passengers / Capita | 0.5960 | 0.6214 |
| Passengers / Registrant | 45.43 | 42.25 |
| Passengers / Hour (Dedicated Service) | 2.60 | 2.62 |
| Kms / Passenger (Dedicated Service) | 8.25 | 8.25 |
| Average Speed (Dedicated Service) | 21.50 | 21.70 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|------------------|------------------|
| Ambulatory | 2,530,624 | 1,027,847 |
| Wheelchair/Scooter Users | 1,517,578 | 85,408 |
| Attendants | 132,336 | 15,000 |
| Companions | 102,569 | 14,159 |
| Other (specified) | | 72,391 |
| TOTAL | 4,283,107 | 1,214,805 |

VEHICLE DATA

| | Number | Veh. Peak | Avg. Capacity per Veh. | |
|----------------------------|------------|--------------|------------------------|------------|
| Non-Accessible Cars | 192 | 176 | Wheelchair | Ambulatory |
| Accessible Vans / Minivans | 261 | 243 | N/A | 1 |
| Small Buses | 463 | 386 | 1 | 1 |
| Other | 19 | 17 | 3 | 5 |
| TOTAL DED. VEHICLES | 935 | 822 | | 1 |
| Accessible taxis: | 184 | | N/A | N/A |

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

| | | | | | | | |
|------------------------------|-----------|-------------------------------------|----|------|---------------------------|---------------|---------------|
| Number of Systems Reporting: | 19 | Systems with Dedicated Service: | 19 | 100% | REGISTRANTS | Active | Total |
| Population served: | 1,501,931 | Operated by: | | | Wheelchair/Scooter Users: | 7,539 | 12,348 |
| Service area (km²): | 14,064.0 | Transit System/Municipality: | 7 | 37% | Ambulatory: | 10,704 | 18,158 |
| Communities served: | 39 | Private Contractor: | 3 | 16% | Attendants: | 356 | 1,087 |
| Eligibility Criteria: | | Private Non-Profit Organization: | 10 | 53% | Companions: | 239 | 239 |
| Unable to Board: | 79% | Systems with Non-Dedicated Service: | 10 | 53% | Other: | 327 | 349 |
| Unable to Use: | 74% | Systems with a Taxi Scrip Program: | 3 | 16% | Total: | 19,165 | 32,181 |
| Other Criteria: | 37% | | | | | | |

OPERATING DATA

| | 2008 | 2009 |
|-------------------------------------|-----------|-----------|
| Number of transit systems reporting | 19 | 19 |
| Rev. Veh. Km. - Dedicated Service | 4,391,743 | 4,538,843 |
| Tot. Veh. Km. - Dedicated Service | 4,474,133 | 4,599,326 |
| Rev. Veh. Hrs. - Dedicated Service | 215,920 | 231,688 |
| Tot. Veh. Hrs. - Dedicated Service | 220,088 | 235,702 |
| Non-Dedicated Service - Veh. Km. | 53,624 | 54,148 |
| Non-Dedicated Service - Veh. Hrs. | 3,395 | 2,962 |

PASSENGER DATA

| | | |
|------------------------------|----------------|----------------|
| Dedicated Service | 501,615 | 524,146 |
| Non-Dedicated Service | 59,158 | 58,580 |
| TOTAL PASSENGERS | 560,773 | 582,726 |
| Subscription / Pre-booked | 36% | 36% |
| Reservation | 55% | 56% |
| On-Demand / Day of trip | 9% | 8% |
| Cancelled in advance | 93,481 | 84,297 |
| No-shows / Cancelled at door | 5,469 | 8,283 |
| Unaccommodated trips | 8,015 | 7,769 |
| Number of complaints | 151 | 114 |

OPERATING EXPENSES

| | | |
|-------------------------------------|---------------------|---------------------|
| Administration | \$1,504,156 | \$1,776,533 |
| Operations: | | |
| Internal - Dedicated Service | \$6,400,083 | \$6,486,757 |
| Contract - Dedicated Service | \$1,785,175 | \$1,800,199 |
| Contract - Non-Dedicated Service | \$564,363 | \$549,764 |
| Contract - Taxi Scrip | \$166,380 | \$185,911 |
| Maintenance (Vehicles & Facilities) | \$1,360,397 | \$1,431,222 |
| Fuel | \$1,140,678 | \$867,202 |
| TOTAL OPERATING EXPENSES | \$12,921,232 | \$13,097,589 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|--------------------------|---------------------|---------------------|
| Passenger Revenue | \$2,034,201 | \$1,805,291 |
| Other Operating Revenue | \$89,476 | \$350,426 |
| Total Operating Revenue | \$2,123,677 | \$2,155,717 |
| Federal Contributions | | |
| Provincial Contributions | \$1,758,480 | \$1,595,585 |
| Municipal Contributions | \$8,760,648 | \$9,199,129 |
| Other / Donations | \$248,657 | \$267,875 |
| TOTAL | \$12,891,462 | \$13,218,305 |

CAPITAL EXPENSES

| | | |
|-------------------------------|--------------------|--------------------|
| Vehicles Purchased | \$1,222,460 | \$1,419,458 |
| Debt Servicing | \$17,560 | \$18,170 |
| Other Capital Expenses | \$28,856 | \$24,537 |
| TOTAL CAPITAL EXPENSES | \$1,268,876 | \$1,462,165 |

CAPITAL FUNDING SOURCE

| | | |
|------------------------------|--------------------|--------------------|
| Transit System | \$25,322 | |
| Federal Contributions | | |
| Provincial Contributions | \$744,824 | \$844,859 |
| Municipal Contributions | \$440,641 | \$575,282 |
| Other / Donations | \$67,974 | \$64,979 |
| TOTAL CAPITAL FUNDING | \$1,278,761 | \$1,485,120 |

SCHEDULING

| | |
|---------------------------------|---------------|
| Advanced booking notice: | 33 day(s) |
| Minimum notice for reservation: | 24.94 hour(s) |

FARE STRUCTURE (Average)

| | Cash | Tickets/Cards (unit price) | Monthly Pass |
|-----------|--------|-------------------------------|--------------|
| Adult | \$2.79 | \$2.23 | \$63.33 |
| Child | \$2.72 | \$2.23 | \$56.00 |
| Student | \$2.71 | \$2.23 | \$61.67 |
| Senior | \$2.79 | \$2.23 | \$56.00 |
| Attendant | \$2.41 | \$2.19 | \$63.33 |
| Companion | \$2.69 | \$2.31 | \$63.33 |

EMPLOYEE DATA

| | Full-time | Part-time |
|----------------------------|-----------|-----------|
| Operators | 96 | 89 |
| Other Operations | 19 | 10 |
| Vehicle Mechanics | 4 | 5 |
| General and Administration | 20 | 19 |
| Other | 1 | 1 |

TOTAL NUMBER OF EMPLOYEES

| | | |
|--|-----|-----|
| | 140 | 124 |
|--|-----|-----|

* Contract employees are not necessarily included in the Employee Statistics

Average Top Operator Wage Rate: \$19.44

Average Top Mechanic Wage Rate: \$27.31

PERFORMANCE INDICATORS

| FINANCIAL | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 16% | 16% |
| Net Operating Cost / Capita | \$7.28 | \$7.29 |
| Total Exp. / Passenger | \$23.04 | \$22.48 |
| Total Exp. / Eligible Passenger | \$24.73 | \$24.26 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$21.30 | \$20.20 |
| Non-Dedicated Service | \$12.15 | \$12.56 |
| Transportation Exp. / Hour (Dedicated Service) | \$47.97 | \$44.36 |
| OPERATING | | |
| Registrants / Capita | 0.0196 | 0.0214 |
| Passengers / Capita | 0.3783 | 0.3880 |
| Passengers / Registrant | 19.27 | 18.11 |
| Passengers / Hour (Dedicated Service) | 2.31 | 2.25 |
| Kms / Passenger (Dedicated Service) | 8.81 | 8.71 |
| Average Speed (Dedicated Service) | 20.34 | 19.59 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|----------------|------------------|
| Ambulatory | 285,650 | 44,097 |
| Wheelchair/Scooter Users | 200,402 | 9,802 |
| Attendants | 30,884 | 796 |
| Companions | 5,425 | 141 |
| Other (specified) | 1,785 | 3,744 |
| TOTAL | 524,146 | 58,580 |

VEHICLE DATA

| | Number | Veh. Peak | Avg. Capacity per Veh. | |
|----------------------------|------------|--------------|------------------------|------------|
| Non-Accessible Cars | 6 | 6 | Wheelchair | Ambulatory |
| Accessible Vans / Minivans | 34 | 30 | N/A | 1 |
| Small Buses | 103 | 82 | 3 | 6 |
| Other | 2 | 2 | | |
| TOTAL DED. VEHICLES | 145 | 120 | N/A | N/A |
| Accessible taxis: | 5 | | | |

Population Group 3 (<50,000)

| | | | | | | | |
|------------------------------|----------|-------------------------------------|----|-----|---------------------------|---------------|---------------|
| Number of Systems Reporting: | 45 | Systems with Dedicated Service: | 44 | 98% | REGISTRANTS | Active | Total |
| Population served: | 830,879 | Operated by: | | | Wheelchair/Scooter Users: | 5,038 | 6,002 |
| Service area (km²): | 18,143.2 | Transit System/Municipality: | 21 | 47% | Ambulatory: | 7,765 | 9,023 |
| Communities served: | 67 | Private Contractor: | 18 | 40% | Attendants: | 1,215 | 1,710 |
| Eligibility Criteria: | | Private Non-Profit Organization: | 17 | 38% | Companions: | 12 | 27 |
| Unable to Board: | 64% | Systems with Non-Dedicated Service: | 8 | 18% | Other: | 61 | 61 |
| Unable to Use: | 67% | Systems with a Taxi Scrip Program: | 1 | 2% | Total: | 16,100 | 19,982 |
| Other Criteria: | 58% | | | | | | |

OPERATING DATA

| | 2008 | 2009 |
|-------------------------------------|-----------|-----------|
| Number of transit systems reporting | 45 | 45 |
| Rev. Veh. Km. - Dedicated Service | 1,933,082 | 2,154,070 |
| Tot. Veh. Km. - Dedicated Service | 2,123,394 | 2,347,847 |
| Rev. Veh. Hrs. - Dedicated Service | 109,917 | 105,918 |
| Tot. Veh. Hrs. - Dedicated Service | 120,157 | 114,680 |
| Non-Dedicated Service - Veh. Km. | 51,857 | 45,729 |
| Non-Dedicated Service - Veh. Hrs. | 1,616 | 1,322 |

PASSENGER DATA

| | | |
|------------------------------|----------------|----------------|
| Dedicated Service | 406,067 | 415,541 |
| Non-Dedicated Service | 86,376 | 89,406 |
| TOTAL PASSENGERS | 492,443 | 504,947 |
| Subscription / Pre-booked | 44% | 43% |
| Reservation | 42% | 43% |
| On-Demand / Day of trip | 14% | 14% |
| Cancelled in advance | 28,382 | 34,366 |
| No-shows / Cancelled at door | 2,531 | 2,272 |
| Unaccommodated trips | 1,538 | 1,106 |
| Number of complaints | 110 | 142 |

OPERATING EXPENSES

| | | |
|-------------------------------------|--------------------|--------------------|
| Administration | \$1,035,122 | \$1,129,439 |
| Operations: | | |
| Internal - Dedicated Service | \$2,509,301 | \$2,716,706 |
| Contract - Dedicated Service | \$2,325,353 | \$2,385,423 |
| Contract - Non-Dedicated Service | \$227,425 | \$213,892 |
| Contract - Taxi Scrip | \$399,647 | \$456,535 |
| Maintenance (Vehicles & Facilities) | \$696,876 | \$664,415 |
| Fuel | \$566,919 | \$434,820 |
| TOTAL OPERATING EXPENSES | \$7,760,642 | \$8,001,230 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|--------------------------|--------------------|--------------------|
| Passenger Revenue | \$1,544,336 | \$1,670,890 |
| Other Operating Revenue | \$41,956 | \$54,126 |
| Total Operating Revenue | \$1,586,292 | \$1,725,017 |
| Federal Contributions | | |
| Provincial Contributions | \$1,105,309 | \$1,429,008 |
| Municipal Contributions | \$4,791,135 | \$4,853,611 |
| Other / Donations | \$232,891 | \$222,150 |
| TOTAL | \$7,715,627 | \$8,229,787 |

CAPITAL EXPENSES

| | | |
|-------------------------------|--------------------|--------------------|
| Vehicles Purchased | \$1,288,213 | \$1,168,632 |
| Debt Servicing | \$17,338 | \$17,338 |
| Other Capital Expenses | \$12,641 | \$38,867 |
| TOTAL CAPITAL EXPENSES | \$1,318,192 | \$1,224,837 |

CAPITAL FUNDING SOURCE

| | | |
|------------------------------|--------------------|--------------------|
| Transit System | \$8,138 | |
| Federal Contributions | \$34,766 | \$10,125 |
| Provincial Contributions | \$997,411 | \$813,566 |
| Municipal Contributions | \$260,540 | \$287,527 |
| Other / Donations | \$17,337 | \$113,619 |
| TOTAL CAPITAL FUNDING | \$1,318,192 | \$1,224,837 |

SCHEDULING

| | |
|---------------------------------|---------------|
| Advanced booking notice: | 10 day(s) |
| Minimum notice for reservation: | 20.42 hour(s) |

FARE STRUCTURE (Average)

| | Cash | Tickets/Cards (unit price) | Monthly Pass |
|-----------|--------|-------------------------------|--------------|
| Adult | \$2.97 | \$2.70 | \$49.78 |
| Child | \$2.86 | \$2.62 | \$36.67 |
| Student | \$2.96 | \$2.64 | \$43.11 |
| Senior | \$2.87 | \$2.56 | \$43.11 |
| Attendant | \$3.05 | \$2.70 | \$61.00 |
| Companion | \$2.94 | \$2.47 | \$56.75 |

EMPLOYEE DATA

| | Full-time | Part-time |
|----------------------------|-----------|-----------|
| Operators | 36 | 75 |
| Other Operations | 6 | 11 |
| Vehicle Mechanics | 5 | 5 |
| General and Administration | 16 | 13 |
| Other | 2 | |

TOTAL NUMBER OF EMPLOYEES

| | | |
|--|----|-----|
| | 65 | 104 |
| * Contract employees are not necessarily included in the Employee Statistics | | |

Average Top Operator Wage Rate: \$16.98

Average Top Mechanic Wage Rate: \$24.96

PERFORMANCE INDICATORS

| FINANCIAL | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 20% | 22% |
| Net Operating Cost / Capita | \$7.61 | \$7.73 |
| Total Exp. / Passenger | \$15.89 | \$16.02 |
| Total Exp. / Eligible Passenger | \$17.47 | \$17.52 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$15.17 | \$15.13 |
| Non-Dedicated Service | \$7.26 | \$7.50 |
| Transportation Exp. / Hour (Dedicated Service) | \$40.32 | \$41.93 |
| OPERATING | | |
| Registrants / Capita | 0.0250 | 0.0245 |
| Passengers / Capita | 0.5928 | 0.6077 |
| Passengers / Registrant | 24.61 | 24.97 |
| Passengers / Hour (Dedicated Service) | 2.71 | 2.77 |
| Kms / Passenger (Dedicated Service) | 6.19 | 7.00 |
| Average Speed (Dedicated Service) | 16.79 | 19.75 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|----------------|------------------|
| Ambulatory | 296,830 | 73,113 |
| Wheelchair/Scooter Users | 92,178 | 24 |
| Attendants | 25,344 | 41 |
| Companions | 433 | |
| Other (specified) | 756 | 16,228 |
| TOTAL | 415,541 | 89,406 |

VEHICLE DATA

| | Number | Veh. Peak | Avg. Capacity per Veh. | |
|----------------------------|------------|--------------|------------------------|------------|
| Non-Accessible Cars | 12 | 4 | Wheelchair | Ambulatory |
| Accessible Vans / Minivans | 35 | 32 | N/A | 1 |
| Small Buses | 67 | 59 | 3 | 7 |
| Other | 2 | 2 | | |
| TOTAL DED. VEHICLES | 116 | 97 | N/A | N/A |
| Accessible taxis: | 6 | | | |

IV. INDIVIDUAL TRANSIT SYSTEM DATA

Barrie

Barrie Accessible Community Transportation Service

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

Population served: 140,000
 Service area (km²): 78.0
 Communities served: 1
 Service began: 01/02/1980
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 1,413
 Ambulatory: 1,496
 Attendants:
 Companions:
 Other:
Total: 2,909

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

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

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

VEHICLE KILOMETRES & HOURS

| | 2008 | 2009 |
|------------------------------------|---------|---------|
| Rev. Veh. Km. - Dedicated Service | 312,761 | 327,324 |
| Tot. Veh. Km. - Dedicated Service | 312,761 | 327,324 |
| Rev. Veh. Hrs. - Dedicated Service | 20,260 | 21,427 |
| Tot. Veh. Hrs. - Dedicated Service | 20,260 | 21,427 |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | | |
|------------------------------|---------------|---------------|
| Dedicated Service | 37,478 | 41,949 |
| Non-Dedicated Service | 1,429 | 1,666 |
| TOTAL PASSENGERS | 38,907 | 43,615 |
| Subscription / Pre-booked | 30% | 28% |
| Reservation | 68% | 69% |
| On-Demand / Day of trip | 2% | 3% |
| Cancelled in advance | 7,523 | 8,962 |
| No-shows / Cancelled at door | 742 | 827 |
| Unaccommodated trips | 913 | 882 |
| Number of complaints | 25 | 15 |

OPERATING EXPENSES

| | | |
|-------------------------------------|--------------------|--------------------|
| Administration | \$17,911 | \$21,605 |
| Operations: | | |
| Internal - Dedicated Service | | |
| Contract - Dedicated Service | \$1,015,445 | \$1,053,874 |
| Contract - Non-Dedicated Service | \$19,859 | \$28,641 |
| Contract - Taxi Scrip | | |
| Maintenance (Vehicles & Facilities) | \$28,856 | \$24,252 |
| Fuel | \$41,981 | \$22,007 |
| TOTAL OPERATING EXPENSES | \$1,124,052 | \$1,150,378 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|--------------------------|--------------------|--------------------|
| Passenger Revenue | \$97,268 | \$109,038 |
| Other Operating Revenue | | |
| Total Operating Revenue | \$97,268 | \$109,038 |
| Federal Contributions | | |
| Provincial Contributions | \$225,000 | \$193,362 |
| Municipal Contributions | \$801,784 | \$847,978 |
| Other / Donations | | |
| TOTAL | \$1,124,052 | \$1,150,378 |

CAPITAL EXPENSES

| | | |
|-------------------------------|-----------------|-----------------|
| Vehicles Purchased | \$53,691 | \$47,640 |
| Debt Servicing | | |
| Other Capital Expenses | | |
| TOTAL CAPITAL EXPENSES | \$53,691 | \$47,640 |

CAPITAL FUNDING SOURCES

| | | |
|------------------------------|-----------------|-----------------|
| Transit System | | |
| Federal Contributions | | |
| Provincial Contributions | \$33,619 | \$25,145 |
| Municipal Contributions | \$20,072 | \$22,495 |
| Other / Donations | | |
| TOTAL CAPITAL FUNDING | \$53,691 | \$47,640 |

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 hour(s) | | |
| Reservations / Scheduling: | Fully Computerized | | |

FARE STRUCTURE

| Effective Date 01/01/2008 | 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 | \$2.50 | \$2.50 | | |
| Other | | | | |

EMPLOYEE DATA

| | Full-time | Part-time |
|----------------------------------|-----------|-----------|
| Operators | 12 | |
| Other Operations | 1 | 1 |
| Vehicle Mechanics | 2 | |
| General and Administration | 4 | |
| Other | | |
| TOTAL NUMBER OF EMPLOYEES | 19 | 1 |

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

Top Operator Wage Rate: \$19.50

Top Mechanic Wage Rate: \$26.47

PERFORMANCE INDICATORS

| FINANCIAL | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 9% | 9% |
| Net Operating Cost / Capita | \$7.61 | \$7.44 |
| Total Exp. / Passenger | \$28.89 | \$26.38 |
| Total Exp. / Eligible Passenger | \$33.54 | \$30.27 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$28.98 | \$26.23 |
| Non-Dedicated Service | \$13.90 | \$17.19 |
| Transportation Exp. / Hour (Dedicated Service) | \$53.62 | \$51.34 |
| OPERATING | | |
| Registrants / Capita | 0.0194 | 0.0208 |
| Passengers / Capita | 0.2882 | 0.3115 |
| Passengers / Registrant | 14.88 | 14.99 |
| Passengers / Hour (Dedicated Service) | 1.85 | 1.96 |
| Kms / Passenger (Dedicated Service) | 8.35 | 7.80 |
| Average Speed (Dedicated Service) | 15.44 | 15.28 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|---------------|------------------|
| Ambulatory | 21,069 | 1,418 |
| Wheelchair/Scooter Users | 15,391 | 124 |
| Attendants | 5,489 | 124 |
| Companions | | |
| Other (specified) | | |
| TOTAL | 41,949 | 1,666 |

VEHICLE DATA

| | Number | Veh. Peak | Avg. Capacity per Veh. |
|----------------------------|-----------|-----------|------------------------|
| Non-Accessible Cars | | | N/A |
| Accessible Vans / Minivans | 2 | 2 | 3 |
| Small Buses | 10 | 8 | 4 |
| Other | | | |
| TOTAL DED. VEHICLES | 12 | 10 | N/A |

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

Belleville

Belleville Mobility Bus

Contact: Peter K. Hodgson
 Title: Manager of Transit Services
 Telephone: 613-962-4344 x 2221
 Fax: 613-967-4721
 Email: phodgson@city.belleville.on.ca

Population served: 39,000
 Service area (km²): 36.0
 Communities served: 1
 Service began: 01/01/1989
 Advisory Committee members: 6
 Eligibility Committee members: 1

REGISTRANTS
 Wheelchair/Scooter Users: 248
 Ambulatory: 270
 Attendants:
 Companions:
 Other:
Total: 518

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

| | 2008 | 2009 |
|------------------------------------|--------|--------|
| Rev. Veh. Km. - Dedicated Service | 69,420 | 67,509 |
| Tot. Veh. Km. - Dedicated Service | 69,420 | 67,509 |
| Rev. Veh. Hrs. - Dedicated Service | 5,037 | 5,184 |
| Tot. Veh. Hrs. - Dedicated Service | 5,037 | 5,184 |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | | |
|---------------------------|---------------|---------------|
| Dedicated Service | 10,185 | 10,699 |
| Non-Dedicated Service | | |
| TOTAL PASSENGERS | 10,185 | 10,699 |
| Subscription / Pre-booked | 80% | 80% |
| Reservation | 20% | 20% |
| On-Demand / Day of trip | | |

Cancelled in advance

No-shows / Cancelled at door

Unaccommodated trips

Number of complaints 10 6

OPERATING EXPENSES

Administration

Operations:

Internal - Dedicated Service

Contract - Dedicated Service \$200,961 \$223,292

Contract - Non-Dedicated Service

Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)

Fuel

TOTAL OPERATING EXPENSES \$200,961 \$223,292

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|-------------------------|----------|----------|
| Passenger Revenue | \$15,548 | \$14,396 |
| Other Operating Revenue | | |

Total Operating Revenue \$15,548 \$14,396

Federal Contributions

Provincial Contributions

Municipal Contributions \$185,413 \$208,896

Other / Donations

TOTAL \$200,961 \$223,292

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: | 0740 to 1815 | Sunday: | to |
| Saturday: | 1000 to 1600 | Holiday: | to |
| Advanced booking notice: | 7 day(s) | | |
| Minimum notice for reservation: | 24 hour(s) | | |
| Reservations / Scheduling: | Manual | | |

FARE STRUCTURE

| Effective Date | 06/06/2009 | Tickets/Cards (unit price) | Monthly Pass | Free |
|----------------|------------|----------------------------|--------------|--------------------------|
| Cash | | | | |
| Adult | \$1.90 | \$1.73 | \$57.00 | <input type="checkbox"/> |
| Child | \$1.90 | \$1.73 | | <input type="checkbox"/> |
| Student | \$1.90 | \$1.73 | \$57.00 | <input type="checkbox"/> |
| Senior | \$1.90 | \$1.73 | \$57.00 | <input type="checkbox"/> |
| Attendant | \$2.25 | \$2.08 | \$72.00 | <input type="checkbox"/> |
| Companion | \$2.25 | \$2.08 | \$72.00 | <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 | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 8% | 6% |
| Net Operating Cost / Capita | \$4.75 | \$5.36 |
| Total Exp. / Passenger | \$19.73 | \$20.87 |
| Total Exp. / Eligible Passenger | \$20.58 | \$21.52 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$19.73 | \$20.87 |
| Non-Dedicated Service | | |
| Transportation Exp. / Hour (Dedicated Service) | \$39.90 | \$43.07 |
| OPERATING | | |
| Registrants / Capita | 0.0145 | 0.0133 |
| Passengers / Capita | 0.2612 | 0.2743 |
| Passengers / Registrant | 18.03 | 20.65 |
| Passengers / Hour (Dedicated Service) | 2.02 | 2.06 |
| Kms / Passenger (Dedicated Service) | 6.82 | 6.31 |
| Average Speed (Dedicated Service) | 13.78 | 13.02 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|---------------|------------------|
| Ambulatory | 10,374 | |
| Wheelchair/Scooter Users | | |
| Attendants | 325 | |
| Companions | | |
| Other (specified) | | |
| TOTAL | 10,699 | |

VEHICLE DATA

| | Number | Veh. Peak | Avg. Capacity per Veh. Wheelchair | Ambulatory |
|-------------------------------------|--------------------------------|-----------|-----------------------------------|------------|
| Non-Accessible Cars | | | N/A | |
| Accessible Vans / Minivans | | | | |
| Small Buses | 2 | 2 | 3 | 8 |
| Other | | | | |
| TOTAL DED. VEHICLES | 2 | 2 | N/A | N/A |
| Vehicle ownership: | Transit System 1, Contractor 1 | | | |
| Vehicle maintenance responsibility: | Contractor | | | |
| Accessible taxis: | | | | |

Blind River

Liberty Express Liberte

Contact: Ken Corbire
 Title: Clerk Administrator-Treasurer
 Telephone: 705-356-2251
 Fax: 705-356-7343
 Email: denisest@blindriver.ca

Population served: 3,650
 Service area (km²): 330.0
 Communities served: 1
 Service began: 01/01/1995
 Advisory Committee members: 2
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users:
 Ambulatory:
 Attendants:
 Companions:
 Other:
Total: 90

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 | | 2008 | 2009 | SERVICE HOURS / SCHEDULING | |
|--|-----------------|-----------------|----------------------------------|--|---------------------|
| Rev. Veh. Km. - Dedicated Service | 26,151 | 14,537 | Weekday: 0830 to 1600 | Sunday: | to |
| Tot. Veh. Km. - Dedicated Service | 26,151 | 14,537 | Saturday: | to | Holiday: to |
| Rev. Veh. Hrs. - Dedicated Service | | 2,252 | Advanced booking notice: | 1 day(s) | |
| Tot. Veh. Hrs. - Dedicated Service | | 2,252 | Minimum notice for reservation: | 0 hour(s) | |
| Non-Dedicated Service - Veh. Km. | | | Reservations / Scheduling: | Manual | |
| Non-Dedicated Service - Veh. Hrs. | | | | | |
| PASSENGER DATA | | | | FARE STRUCTURE | |
| Dedicated Service | 1,240 | 879 | Effective Date 01/01/2005 | Tickets/Cards | Monthly Pass |
| Non-Dedicated Service | | | Cash | (unit price) | Free |
| TOTAL PASSENGERS | 1,240 | 879 | Adult | \$2.50 | |
| Subscription / Pre-booked | | | Child | \$2.50 | |
| Reservation | | | Student | \$2.50 | |
| On-Demand / Day of trip | | | Senior | \$2.50 | |
| Cancelled in advance | | | Attendant | | |
| No-shows / Cancelled at door | | | Companion | | |
| Unaccommodated trips | | | Other | | |
| Number of complaints | | | | | |
| OPERATING EXPENSES | | | | EMPLOYEE DATA | |
| Administration | \$8,354 | \$9,852 | Operators | Full-time | Part-time |
| Operations: | | | Other Operations | | 1 |
| Internal - Dedicated Service | | | Vehicle Mechanics | | 1 |
| Contract - Dedicated Service | \$14,190 | \$17,063 | General and Administration | | |
| Contract - Non-Dedicated Service | | | Other | | |
| Contract - Taxi Scrip | | | TOTAL NUMBER OF EMPLOYEES | | 3 |
| Maintenance (Vehicles & Facilities) | \$608 | \$388 | Union Affiliations: | Operators: | |
| Fuel | \$7,234 | \$5,084 | | Mechanics: | |
| TOTAL OPERATING EXPENSES | \$30,386 | \$32,387 | | Other (specify): | |
| OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS | | | | Top Operator Wage Rate: \$17.61 | |
| Passenger Revenue | \$5,790 | \$3,520 | | Top Mechanic Wage Rate: \$22.41 | |
| Other Operating Revenue | | | | | |
| Total Operating Revenue | \$5,790 | \$3,520 | | | |
| Federal Contributions | | | | | |
| Provincial Contributions | \$3,450 | \$8,663 | | | |
| Municipal Contributions | \$23,480 | \$26,480 | | | |
| Other / Donations | | | | | |
| TOTAL | \$32,720 | \$38,663 | | | |
| CAPITAL EXPENSES | | | | PERFORMANCE INDICATORS | |
| Vehicles Purchased | | | | FINANCIAL | 2008 |
| Debt Servicing | | | | R/C Ratio | 19% |
| Other Capital Expenses | | | | Net Operating Cost / Capita | \$6.74 |
| TOTAL CAPITAL EXPENSES | | | | Total Exp. / Passenger | \$24.50 |
| CAPITAL FUNDING SOURCES | | | | Total Exp. / Eligible Passenger | \$26.45 |
| Transit System | | | | Transportation Exp. / Passenger | |
| Federal Contributions | | | | Dedicated Service | \$17.77 |
| Provincial Contributions | | | | Non-Dedicated Service | \$25.64 |
| Municipal Contributions | | | | Transportation Exp. / Hour (Dedicated Service) | \$10.01 |
| Other / Donations | | | | | |
| TOTAL CAPITAL FUNDING | | | | OPERATING | |
| | | | | Registrants / Capita | 0.0252 |
| | | | | Passengers / Capita | 0.3397 |
| | | | | Passengers / Registrant | 13.48 |
| | | | | Passengers / Hour (Dedicated Service) | 0.39 |
| | | | | Kms / Passenger (Dedicated Service) | 21.09 |
| | | | | Average Speed (Dedicated Service) | 6.46 |

| PASSENGER DATA | Ded. Service | Non-Ded. Service |
|--------------------------|--------------|------------------|
| Ambulatory | 688 | |
| Wheelchair/Scooter Users | 148 | |
| Attendants | 43 | |
| Companions | | |
| Other (specified) | | |
| TOTAL | 879 | |

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

Brantford

Operation Lift Inc.

Contact: Tina Topper
 Title: Finance/HR Manager
 Telephone: 519-756-2170 x117
 Fax: 519-756-2147
 Email: toppert@operationlift.com

Population served: 96,689
 Service area (km²): 71.6
 Communities served: 1
 Service began: 01/12/1975
 Advisory Committee members: 9
 Eligibility Committee members: 1

| REGISTRANTS | Active | Total |
|---------------------------|--------------|--------------|
| Wheelchair/Scooter Users: | 514 | 514 |
| Ambulatory: | 866 | 866 |
| Attendants: | 29 | 29 |
| Companions: | 59 | 59 |
| Other: | | |
| Total: | 1,468 | 1,468 |

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

| | 2008 | 2009 |
|------------------------------------|---------|---------|
| Rev. Veh. Km. - Dedicated Service | 271,300 | 272,989 |
| Tot. Veh. Km. - Dedicated Service | 271,300 | 272,989 |
| Rev. Veh. Hrs. - Dedicated Service | 17,074 | 20,037 |
| Tot. Veh. Hrs. - Dedicated Service | 17,074 | 20,037 |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | | |
|------------------------------|---------------|---------------|
| Dedicated Service | 47,264 | 57,034 |
| Non-Dedicated Service | | |
| TOTAL PASSENGERS | 47,264 | 57,034 |
| Subscription / Pre-booked | 46% | 46% |
| Reservation | 52% | 2% |
| On-Demand / Day of trip | 2% | 52% |
| Cancelled in advance | 20,087 | 14,282 |
| No-shows / Cancelled at door | 361 | 581 |
| Unaccommodated trips | 156 | |
| Number of complaints | | 17 |

OPERATING EXPENSES

| | | |
|-------------------------------------|--------------------|--------------------|
| Administration | \$309,358 | \$459,128 |
| Operations: | | |
| Internal - Dedicated Service | \$578,091 | \$617,640 |
| Contract - Dedicated Service | | |
| Contract - Non-Dedicated Service | | |
| Contract - Taxi Scrip | | |
| Maintenance (Vehicles & Facilities) | \$118,758 | \$153,255 |
| Fuel | \$94,787 | \$81,276 |
| TOTAL OPERATING EXPENSES | \$1,100,994 | \$1,311,299 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|-------------------------|-----------|-----------|
| Passenger Revenue | \$145,008 | \$180,170 |
| Other Operating Revenue | | |

| | | |
|--------------------------|--------------------|--------------------|
| Total Operating Revenue | \$145,008 | \$180,170 |
| Federal Contributions | | |
| Provincial Contributions | | |
| Municipal Contributions | \$904,869 | \$1,160,305 |
| Other / Donations | \$19,094 | \$67,403 |
| TOTAL | \$1,068,971 | \$1,407,878 |

CAPITAL EXPENSES

| | | |
|-------------------------------|------------------|------------------|
| Vehicles Purchased | \$276,420 | \$293,738 |
| Debt Servicing | | |
| Other Capital Expenses | \$4,856 | |
| TOTAL CAPITAL EXPENSES | \$281,276 | \$293,738 |

CAPITAL FUNDING SOURCES

| | | |
|------------------------------|------------------|------------------|
| Transit System | | |
| Federal Contributions | | |
| Provincial Contributions | \$270,305 | |
| Municipal Contributions | | \$293,738 |
| Other / Donations | \$4,856 | |
| TOTAL CAPITAL FUNDING | \$275,161 | \$293,738 |

ATU members were on strike from September 29, 2008 to January 25, 2009.

SERVICE HOURS / SCHEDULING

| | | | |
|---------------------------------|--------------------|----------|--------------|
| Weekday: | 0730 to 2300 | Sunday: | 0800 to 2000 |
| Saturday: | 0800 to 2300 | Holiday: | 0800 to 2000 |
| Advanced booking notice: | 7 day(s) | | |
| Minimum notice for reservation: | 18 hour(s) | | |
| Reservations / Scheduling: | Fully Computerized | | |

FARE STRUCTURE

| Effective Date 01/01/2008 | Cash | Tickets/Cards (unit price) | Monthly Pass | Free |
|---------------------------|--------------------------------------|----------------------------|--------------|------|
| Adult | \$3.00 | \$3.00 | | |
| Child | \$3.00 | \$3.00 | | |
| Student | \$3.00 | \$3.00 | | |
| Senior | \$3.00 | \$3.00 | | |
| Attendant | \$3.00 | \$3.00 | | |
| Companion | \$3.00 | \$3.00 | | |
| Other | Vets ride free, Same Day Service \$6 | | | |

EMPLOYEE DATA

| | Full-time | Part-time |
|----------------------------|-----------|-----------|
| Operators | 10 | 7 |
| Other Operations | 2 | 2 |
| Vehicle Mechanics | | |
| General and Administration | 3 | 2 |
| Other | | |

TOTAL NUMBER OF EMPLOYEES

| | |
|-----------|-----------|
| 15 | 11 |
|-----------|-----------|

Union Affiliations: Operators: ATU
 Mechanics:
 Other (specify): ATU (Dispatchers, Admin Asst)

Top Operator Wage Rate: \$18.08

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

| FINANCIAL | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 13% | 14% |
| Net Operating Cost / Capita | \$10.28 | \$11.70 |
| Total Exp. / Passenger | \$23.29 | \$22.99 |
| Total Exp. / Eligible Passenger | \$24.80 | \$24.46 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$16.75 | \$14.94 |
| Non-Dedicated Service | | |
| Transportation Exp. / Hour (Dedicated Service) | \$46.37 | \$42.53 |
| OPERATING | | |
| Registrants / Capita | 0.0143 | 0.0152 |
| Passengers / Capita | 0.5082 | 0.5899 |
| Passengers / Registrant | 35.56 | 38.85 |
| Passengers / Hour (Dedicated Service) | 2.77 | 2.85 |
| Kms / Passenger (Dedicated Service) | 5.74 | 4.79 |
| Average Speed (Dedicated Service) | 15.89 | 13.62 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|---------------|------------------|
| Ambulatory | 22,243 | |
| Wheelchair/Scooter Users | 31,369 | |
| Attendants | 1,141 | |
| Companions | 2,281 | |
| Other (specified) | | |
| TOTAL | 57,034 | |

VEHICLE DATA

| | Number | Veh. Peak | Avg. Capacity per Veh. Wheelchair | Ambulatory |
|----------------------------|-----------|-----------|-----------------------------------|------------|
| Non-Accessible Cars | | | N/A | |
| Accessible Vans / Minivans | | | | |
| Small Buses | 13 | 12 | 4 | 7 |
| Other | | | | |
| TOTAL DED. VEHICLES | 13 | 12 | N/A | N/A |

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

Brockville

Brockville Para Transit

Contact: Valerie Harvey
 Title: Supervisor of Transportation Services
 Telephone: 613-342-8772
 Fax: 613-342-5035
 Email: vharvey@brockville.com

Population served: 19,128
 Service area (km²): 20.3
 Communities served: 1
 Service began: 08/02/1988
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 291
 Ambulatory: 233
 Attendants: 230
 Companions:
 Other:
Total: 754

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

| | 2008 | 2009 |
|------------------------------------|---------|--------|
| Rev. Veh. Km. - Dedicated Service | 102,521 | 94,980 |
| Tot. Veh. Km. - Dedicated Service | 102,521 | 94,980 |
| Rev. Veh. Hrs. - Dedicated Service | 5,748 | 5,151 |
| Tot. Veh. Hrs. - Dedicated Service | 5,748 | 5,151 |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | | |
|-----------------------|--------|--------|
| Dedicated Service | 20,119 | 17,782 |
| Non-Dedicated Service | | |

TOTAL PASSENGERS

| | | |
|------------------------------|--------|--------|
| Subscription / Pre-booked | 20,119 | 17,782 |
| Reservation | | |
| On-Demand / Day of trip | | |
| Cancelled in advance | 1,417 | 1,527 |
| No-shows / Cancelled at door | 4 | 2 |
| Unaccommodated trips | | |
| Number of complaints | | |

OPERATING EXPENSES

| | | |
|-------------------------------------|------------------|------------------|
| Administration | \$10,905 | \$8,619 |
| Operations: | | |
| Internal - Dedicated Service | | |
| Contract - Dedicated Service | \$298,023 | \$305,153 |
| Contract - Non-Dedicated Service | | |
| Contract - Taxi Scrip | | |
| Maintenance (Vehicles & Facilities) | | |
| Fuel | \$17,342 | \$6,538 |
| TOTAL OPERATING EXPENSES | \$326,270 | \$320,310 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|--------------------------|------------------|------------------|
| Passenger Revenue | \$28,245 | \$25,118 |
| Other Operating Revenue | | |
| Total Operating Revenue | \$28,245 | \$25,118 |
| Federal Contributions | | |
| Provincial Contributions | \$14,758 | \$13,564 |
| Municipal Contributions | \$265,113 | \$259,168 |
| Other / Donations | \$18,154 | \$22,460 |
| TOTAL | \$326,270 | \$320,310 |

CAPITAL EXPENSES

| | | |
|-------------------------------|--|------------------|
| Vehicles Purchased | | \$271,533 |
| Debt Servicing | | |
| Other Capital Expenses | | |
| TOTAL CAPITAL EXPENSES | | \$271,533 |

CAPITAL FUNDING SOURCES

| | | |
|------------------------------|-----------|------------------|
| Transit System | | |
| Federal Contributions | \$8,811 | |
| Provincial Contributions | \$262,722 | |
| Municipal Contributions | | |
| Other / Donations | | |
| TOTAL CAPITAL FUNDING | | \$271,533 |

* Fare structure - there is also a fare category of \$55 for a 40 ride pass. * The system is contracted out and municipal staff that administer the contract are based on 10% of a Full Time Employee = 208 hours and 2% of a Full Time Employee = 36.4 hours for a total of 244.4 hours. * Provincial Capital Contributions: OBRP, \$31,710; Provincial Transit allocation for Capital \$103,488; Dedicated Provincial Gas Tax \$91,015; Provincial Public Funds \$36,509.

SERVICE HOURS / SCHEDULING

| | | | |
|---------------------------------|--------------|----------|----|
| Weekday: | 0645 to 1815 | Sunday: | to |
| Saturday: | 0845 to 1815 | Holiday: | to |
| Advanced booking notice: | 0 day(s) | | |
| Minimum notice for reservation: | 24 hour(s) | | |
| Reservations / Scheduling: | Manual | | |

FARE STRUCTURE

| Effective Date 01/04/2006 | Cash | Tickets/Cards (unit price) | Monthly Pass | Free |
|---------------------------|--------|----------------------------|--------------|-------------------------------------|
| Adult | \$2.00 | \$1.50 | \$55.00 | <input type="checkbox"/> |
| Child | \$2.00 | \$1.50 | \$55.00 | <input type="checkbox"/> |
| Student | \$2.00 | \$1.50 | \$55.00 | <input type="checkbox"/> |
| Senior | \$2.00 | \$1.50 | \$55.00 | <input checked="" type="checkbox"/> |
| Attendant | | | | <input type="checkbox"/> |
| Companion | \$2.00 | \$1.50 | \$55.00 | <input type="checkbox"/> |
| Other | | | | |

EMPLOYEE DATA

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

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

| FINANCIAL | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 9% | 8% |
| Net Operating Cost / Capita | \$15.58 | \$15.43 |
| Total Exp. / Passenger | \$16.22 | \$18.01 |
| Total Exp. / Eligible Passenger | \$19.20 | \$20.99 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$15.67 | \$17.53 |
| Non-Dedicated Service | | |
| Transportation Exp. / Hour (Dedicated Service) | \$54.87 | \$60.51 |
| OPERATING | | |
| Registrants / Capita | 0.0374 | 0.0394 |
| Passengers / Capita | 1.0518 | 0.9296 |
| Passengers / Registrant | 28.14 | 23.58 |
| Passengers / Hour (Dedicated Service) | 3.50 | 3.45 |
| Kms / Passenger (Dedicated Service) | 5.10 | 5.34 |
| Average Speed (Dedicated Service) | 17.84 | 18.44 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|---------------|------------------|
| Ambulatory | 8,910 | |
| Wheelchair/Scooter Users | 6,348 | |
| Attendants | 2,524 | |
| Companions | | |
| Other (specified) | | |
| TOTAL | 17,782 | |

VEHICLE DATA

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

Burlington

HandiVan

Contact: Kelly-Ann Nelson
 Title: Transit Business Process Coordinator
 Telephone: 905-335-7600 x7449
 Fax: 905-335-7878
 Email: nelsonk@burlington.ca

Population served: 165,435
 Service area (km²): 97.8
 Communities served: 1
 Service began: 01/01/1975
 Advisory Committee members: 11
 Eligibility Committee members: 6

| REGISTRANTS | Active | Total |
|---------------------------|--------------|--------------|
| Wheelchair/Scooter Users: | 932 | 932 |
| Ambulatory: | 1,732 | 1,732 |
| Attendants: | | |
| Companions: | | |
| Other: | | |
| Total: | 2,665 | 2,665 |

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

| | 2008 | 2009 |
|------------------------------------|---------|---------|
| Rev. Veh. Km. - Dedicated Service | 309,591 | 293,760 |
| Tot. Veh. Km. - Dedicated Service | 309,591 | 302,644 |
| Rev. Veh. Hrs. - Dedicated Service | 14,036 | 14,400 |
| Tot. Veh. Hrs. - Dedicated Service | 14,036 | 14,835 |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | | |
|------------------------------|---------------|---------------|
| Dedicated Service | 35,075 | 38,350 |
| Non-Dedicated Service | 13,632 | 16,511 |
| TOTAL PASSENGERS | 48,707 | 54,861 |
| Subscription / Pre-booked | 50% | 50% |
| Reservation | 49% | 49% |
| On-Demand / Day of trip | 1% | 1% |
| Cancelled in advance | 2,851 | 3,664 |
| No-shows / Cancelled at door | 235 | 266 |
| Unaccommodated trips | 210 | 640 |
| Number of complaints | 5 | 4 |

OPERATING EXPENSES

| | | |
|-------------------------------------|--------------------|--------------------|
| Administration | | |
| Operations: | | |
| Internal - Dedicated Service | \$659,620 | \$595,691 |
| Contract - Dedicated Service | | |
| Contract - Non-Dedicated Service | \$79,064 | \$104,887 |
| Contract - Taxi Scrip | \$62,887 | \$69,464 |
| Maintenance (Vehicles & Facilities) | \$189,453 | \$190,024 |
| Fuel | \$100,905 | \$70,644 |
| TOTAL OPERATING EXPENSES | \$1,091,929 | \$1,030,710 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|--------------------------|--------------------|--------------------|
| Passenger Revenue | \$87,367 | \$110,367 |
| Other Operating Revenue | \$39,345 | \$43,984 |
| Total Operating Revenue | \$126,712 | \$154,351 |
| Federal Contributions | | |
| Provincial Contributions | | |
| Municipal Contributions | \$965,217 | \$876,359 |
| Other / Donations | | |
| TOTAL | \$1,091,929 | \$1,030,710 |

CAPITAL EXPENSES

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

CAPITAL FUNDING SOURCES

| | | |
|--------------------------|--|--|
| Transit System | | |
| Federal Contributions | | |
| Provincial Contributions | | |
| Municipal Contributions | | |
| Other / Donations | | |

TOTAL CAPITAL FUNDING

* Other Eligibility Criteria: 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. * Maintenance expense also included 16.66% of facility costs of \$43,420 and \$35,658 in 2008 and 2009 respectively. * Employment Statistics - 1 part-time mechanics represent 0.5 FTE Mechanic, 0.25 FTE Mechanic's Helper, 0.2 FTE Supervisor full-time equivalent.

SERVICE HOURS / SCHEDULING

| | | | |
|---------------------------------|--------------------|----------|--------------|
| Weekday: | 0730 to 2300 | Sunday: | 0900 to 1730 |
| Saturday: | 0900 to 2300 | Holiday: | 0900 to 1730 |
| Advanced booking notice: | 30 day(s) | | |
| Minimum notice for reservation: | 24 hour(s) | | |
| Reservations / Scheduling: | Fully Computerized | | |

FARE STRUCTURE

| Effective Date 01/01/2009 | Cash | Tickets/Cards (unit price) | Monthly Pass | Free |
|---------------------------|--------|----------------------------|--------------|------|
| Adult | \$2.75 | \$2.75 | | |
| Child | \$2.75 | \$2.75 | | |
| Student | \$2.75 | \$2.75 | | |
| Senior | \$2.75 | \$2.75 | | |
| Attendant | \$2.75 | \$2.75 | | |
| Companion | \$2.75 | \$2.75 | | |
| Other | | | | |

EMPLOYEE DATA

| | Full-time | Part-time |
|----------------------------|-----------|-----------|
| Operators | 7 | 3 |
| Other Operations | 2 | |
| Vehicle Mechanics | | 1 |
| General and Administration | | |
| Other | | |

TOTAL NUMBER OF EMPLOYEES

| | |
|--------------------------------|-----------|
| Union Affiliations: Operators: | CUPE 2723 |
| Mechanics: | CUPE 2723 |
| Other (specify): | |

Top Operator Wage Rate: \$23.41

Top Mechanic Wage Rate: \$29.07

PERFORMANCE INDICATORS

FINANCIAL

| | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 12% | 15% |
| Net Operating Cost / Capita | \$5.89 | \$5.30 |
| Total Exp. / Passenger | \$22.42 | \$18.79 |
| Total Exp. / Eligible Passenger | \$25.97 | \$21.77 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$27.08 | \$22.33 |
| Non-Dedicated Service | \$10.41 | \$10.56 |
| Transportation Exp. / Hour (Dedicated Service) | \$67.68 | \$57.73 |

OPERATING

| | | |
|---------------------------------------|--------|--------|
| Registrants / Capita | 0.0147 | 0.0161 |
| Passengers / Capita | 0.2975 | 0.3316 |
| Passengers / Registrant | 20.26 | 20.59 |
| Passengers / Hour (Dedicated Service) | 2.50 | 2.66 |
| Kms / Passenger (Dedicated Service) | 8.83 | 7.66 |
| Average Speed (Dedicated Service) | 22.06 | 20.40 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|---------------|------------------|
| Ambulatory | 22,252 | 8,662 |
| Wheelchair/Scooter Users | 16,098 | 344 |
| Attendants | | |
| Companions | | |
| Other (specified) | | 7,505 |
| TOTAL | 38,350 | 16,511 |

VEHICLE DATA

| | Number | Veh. Peak | Avg. Capacity per Veh. | |
|----------------------------|----------|-----------|------------------------|------------|
| Non-Accessible Cars | | | Wheelchair | Ambulatory |
| Accessible Vans / Minivans | | | N/A | |
| Small Buses | 8 | 7 | 5 | 5 |
| Other | | | | |
| TOTAL DED. VEHICLES | 8 | 7 | 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: Coordinator Transportation
 Telephone: 905-951-2300 x204
 Fax: 905-951-2303
 Email: fdavy@ccs4u.org

Population served: 57,000
 Service area (km²): 647.0
 Communities served: 1
 Service began: 01/01/1988
 Advisory Committee members: 12
 Eligibility Committee members: 12

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

| | 2008 | 2009 |
|------------------------------------|---------|---------|
| Rev. Veh. Km. - Dedicated Service | 294,000 | 220,500 |
| Tot. Veh. Km. - Dedicated Service | 295,200 | 221,700 |
| Rev. Veh. Hrs. - Dedicated Service | 9,600 | 7,600 |
| Tot. Veh. Hrs. - Dedicated Service | 10,080 | 8,080 |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | | |
|------------------------------|---------------|---------------|
| Dedicated Service | 19,699 | 20,177 |
| Non-Dedicated Service | | |
| TOTAL PASSENGERS | 19,699 | 20,177 |
| Subscription / Pre-booked | 17% | 14% |
| Reservation | 83% | 85% |
| On-Demand / Day of trip | | 1% |
| Cancelled in advance | 720 | 757 |
| No-shows / Cancelled at door | 155 | 410 |
| Unaccommodated trips | | |
| Number of complaints | 3 | 6 |

OPERATING EXPENSES

| | | |
|-------------------------------------|------------------|------------------|
| Administration | \$72,507 | \$39,270 |
| Operations: | | |
| Internal - Dedicated Service | \$385,095 | \$376,589 |
| Contract - Dedicated Service | | |
| Contract - Non-Dedicated Service | | |
| Contract - Taxi Scrip | \$128 | \$200 |
| Maintenance (Vehicles & Facilities) | \$26,543 | \$24,694 |
| Fuel | \$36,202 | \$19,751 |
| TOTAL OPERATING EXPENSES | \$520,475 | \$460,504 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|--------------------------|------------------|------------------|
| Passenger Revenue | \$78,065 | \$93,379 |
| Other Operating Revenue | \$14 | \$16 |
| Total Operating Revenue | \$78,079 | \$93,395 |
| Federal Contributions | | |
| Provincial Contributions | \$295,681 | \$313,582 |
| Municipal Contributions | \$63,091 | \$53,527 |
| Other / Donations | \$83,624 | |
| TOTAL | \$520,475 | \$460,504 |

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

* Other Eligibility Criteria: 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, or Ontario Works clients and crisis clients. * 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 5 buses with ramps Two 450 Fords and Three Ford 350 One Savana Van with running board for easier access. We are running our program with 3 buses out daily. Due to medical demands more than 1 bus has been running between the hours of 6:00am to 6:00pm.

SERVICE HOURS / SCHEDULING

| | | | |
|---------------------------------|--------------------|----------|--------------|
| Weekday: | 0600 to 1800 | Sunday: | 0900 to 1400 |
| Saturday: | 0600 to 1800 | Holiday: | 0600 to 1800 |
| Advanced booking notice: | 7 day(s) | | |
| Minimum notice for reservation: | 48 hour(s) | | |
| Reservations / Scheduling: | Fully Computerized | | |

FARE STRUCTURE

| Effective Date | Cash | Tickets/Cards (unit price) | Monthly Pass | Free |
|----------------|-----------------------|----------------------------|--------------|--------------------------|
| Adult | \$4.00 | | | <input type="checkbox"/> |
| Child | | | | <input type="checkbox"/> |
| Student | | | | <input type="checkbox"/> |
| Senior | \$4.00 | | | <input type="checkbox"/> |
| Attendant | | | | <input type="checkbox"/> |
| Companion | \$4.00 | | | <input type="checkbox"/> |
| Other | \$4.00 Within Caledon | | | |

EMPLOYEE DATA

| | Full-time | Part-time |
|----------------------------------|-----------|-----------|
| Operators | 2 | 4 |
| Other Operations | 3 | |
| Vehicle Mechanics | | |
| General and Administration | | |
| Other | | |
| TOTAL NUMBER OF EMPLOYEES | 5 | 4 |

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

| FINANCIAL | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 15% | 20% |
| Net Operating Cost / Capita | \$7.76 | \$6.44 |
| Total Exp. / Passenger | \$26.42 | \$22.82 |
| Total Exp. / Eligible Passenger | \$26.42 | \$22.82 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$22.73 | \$20.87 |
| Non-Dedicated Service | | |
| Transportation Exp. / Hour (Dedicated Service) | \$44.43 | \$52.11 |
| OPERATING | | |
| Registrants / Capita | 0.0093 | 0.0057 |
| Passengers / Capita | 0.3456 | 0.3540 |
| Passengers / Registrant | 37.31 | 62.66 |
| Passengers / Hour (Dedicated Service) | 2.05 | 2.65 |
| Kms / Passenger (Dedicated Service) | 14.92 | 10.93 |
| Average Speed (Dedicated Service) | 30.63 | 29.01 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|---------------|------------------|
| Ambulatory | 20,177 | |
| Wheelchair/Scooter Users | | |
| Attendants | | |
| Companions | | |
| Other (specified) | | |
| TOTAL | 20,177 | |

VEHICLE DATA

| | Number | Veh. Peak | Avg. Capacity per Veh. |
|----------------------------|----------|-----------|------------------------|
| Non-Accessible Cars | | | Wheelchair |
| Accessible Vans / Minivans | | | N/A |
| Small Buses | 5 | 2 | 3 |
| Other | 1 | 1 | 10 |
| TOTAL DED. VEHICLES | 6 | 3 | 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@township.chapleau.on.ca

Population served: 2,354
 Service area (km²): 13.5
 Communities served: 1
 Service began: 01/01/1993
 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

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 | | 2008 | 2009 | SERVICE HOURS / SCHEDULING | |
|--|-----------------|------|-----------------|---|-----------------------------------|
| Rev. Veh. Km. - Dedicated Service | | | | Weekday: 0845 to 1445 | Sunday: to |
| Tot. Veh. Km. - Dedicated Service | | | | Saturday: to | Holiday: to |
| Rev. Veh. Hrs. - Dedicated Service | 1,313 | | 1,313 | Advanced booking notice: 1 day(s) | |
| Tot. Veh. Hrs. - Dedicated Service | 1,313 | | 1,313 | Minimum notice for reservation: 0 hour(s) | |
| Non-Dedicated Service - Veh. Km. | | | | Reservations / Scheduling: Manual | |
| Non-Dedicated Service - Veh. Hrs. | | | | | |
| PASSENGER DATA | | | | FARE STRUCTURE | |
| Dedicated Service | 2,075 | | 2,366 | Effective Date 01/01/2004 | |
| Non-Dedicated Service | | | | Cash | Tickets/Cards (unit price) |
| TOTAL PASSENGERS | 2,075 | | 2,366 | Adult \$3.50 | Monthly Pass |
| Subscription / Pre-booked | | | | Child \$1.00 | Free |
| Reservation | | | | Student \$3.50 | |
| On-Demand / Day of trip | | | | Senior \$2.50 | |
| Cancelled in advance | | | | Attendant \$3.50 | |
| No-shows / Cancelled at door | | | | Companion \$3.50 | |
| Unaccommodated trips | | | | Other Pass \$25.00 | |
| Number of complaints | | | | | |
| OPERATING EXPENSES | | | | EMPLOYEE DATA | |
| Administration | | | | Operators | Full-time |
| Operations: | | | | Other Operations | Part-time |
| Internal - Dedicated Service | | | | Vehicle Mechanics | |
| Contract - Dedicated Service | \$30,071 | | \$30,109 | General and Administration | |
| Contract - Non-Dedicated Service | | | | Other | |
| Contract - Taxi Scrip | | | | TOTAL NUMBER OF EMPLOYEES | |
| Maintenance (Vehicles & Facilities) | \$36,523 | | \$36,327 | Union Affiliations: Operators: | |
| Fuel | | | | Mechanics: CUPE | |
| TOTAL OPERATING EXPENSES | \$66,594 | | \$66,436 | Other (specify): | |
| OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS | | | | Top Operator Wage Rate: | |
| Passenger Revenue | \$6,006 | | \$5,653 | Top Mechanic Wage Rate: \$27.97 | |
| Other Operating Revenue | | | | | |
| Total Operating Revenue | \$6,006 | | \$5,653 | | |
| Federal Contributions | | | | | |
| Provincial Contributions | \$27,430 | | \$23,278 | | |
| Municipal Contributions | \$33,158 | | \$37,505 | | |
| Other / Donations | | | | | |
| TOTAL | \$66,594 | | \$66,436 | | |
| CAPITAL EXPENSES | | | | | |
| Vehicles Purchased | | | | | |
| Debt Servicing | | | | | |
| Other Capital Expenses | | | \$342 | | |
| TOTAL CAPITAL EXPENSES | | | \$342 | | |
| CAPITAL FUNDING SOURCES | | | | | |
| Transit System | | | | | |
| Federal Contributions | | | \$342 | | |
| Provincial Contributions | | | | | |
| Municipal Contributions | | | | | |
| Other / Donations | | | | | |
| TOTAL CAPITAL FUNDING | | | \$342 | | |

* Other Eligibility Criteria: seniors and persons with disabilities.

| PASSENGER DATA | Ded. Service | Non-Ded. Service |
|--------------------------|--------------|------------------|
| Ambulatory | 2,366 | |
| Wheelchair/Scooter Users | | |
| Attendants | | |
| Companions | | |
| Other (specified) | | |
| TOTAL | 2,366 | |

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

Chatham

CK Transit Chatham Accessible Service

Contact: Jan Metcalfe
 Title: Engineering Technician
 Telephone: 519-360-1998 x3301
 Fax: 519-437-3240
 Email: janm@chatham-kent.ca

Population served: 44,000
 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: | 544 | 544 |
| Ambulatory: | 387 | 387 |
| Attendants: | 523 | 523 |
| Companions: | | |
| Other: | | |
| Total: | 1,454 | 1,454 |

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

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

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

VEHICLE KILOMETRES & HOURS

| | 2008 | 2009 |
|------------------------------------|--------|---------|
| Rev. Veh. Km. - Dedicated Service | 92,110 | 125,383 |
| Tot. Veh. Km. - Dedicated Service | 92,110 | 125,383 |
| Rev. Veh. Hrs. - Dedicated Service | 3,703 | 3,426 |
| Tot. Veh. Hrs. - Dedicated Service | 3,703 | 3,426 |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | | |
|------------------------------|---------------|---------------|
| Dedicated Service | 14,877 | 18,919 |
| Non-Dedicated Service | | |
| TOTAL PASSENGERS | 14,877 | 18,919 |
| Subscription / Pre-booked | | |
| Reservation | 100% | 100% |
| On-Demand / Day of trip | | |
| Cancelled in advance | 29 | 5 |
| No-shows / Cancelled at door | 138 | 40 |
| Unaccommodated trips | | |
| Number of complaints | | |

OPERATING EXPENSES

| | | |
|-------------------------------------|------------------|------------------|
| Administration | \$10,855 | \$10,855 |
| Operations: | | |
| Internal - Dedicated Service | | |
| Contract - Dedicated Service | \$239,907 | \$318,102 |
| Contract - Non-Dedicated Service | | |
| Contract - Taxi Scrip | | |
| Maintenance (Vehicles & Facilities) | | |
| Fuel | | |
| TOTAL OPERATING EXPENSES | \$250,762 | \$328,957 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|--------------------------|------------------|------------------|
| Passenger Revenue | \$40,827 | \$45,178 |
| Other Operating Revenue | | \$2,626 |
| Total Operating Revenue | \$40,827 | \$47,804 |
| Federal Contributions | | |
| Provincial Contributions | | |
| Municipal Contributions | \$209,935 | \$281,153 |
| Other / Donations | | |
| TOTAL | \$250,762 | \$328,957 |

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 1800 | Sunday: | 0900 to 1700 |
| Saturday: | 0800 to 1800 | Holiday: | to |
| Advanced booking notice: | 1 day(s) | | |
| Minimum notice for reservation: | 24 hour(s) | | |
| Reservations / Scheduling: | Manual | | |

FARE STRUCTURE

| Effective Date 01/01/2007 | 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

| | 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 | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 16% | 15% |
| Net Operating Cost / Capita | \$4.77 | \$6.39 |
| Total Exp. / Passenger | \$16.86 | \$17.39 |
| Total Exp. / Eligible Passenger | \$19.50 | \$21.92 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$16.13 | \$16.81 |
| Non-Dedicated Service | | |
| Transportation Exp. / Hour (Dedicated Service) | \$64.79 | \$92.85 |
| OPERATING | | |
| Registrants / Capita | 0.0318 | 0.0331 |
| Passengers / Capita | 0.3381 | 0.4300 |
| Passengers / Registrant | 10.64 | 13.01 |
| Passengers / Hour (Dedicated Service) | 4.02 | 5.52 |
| Kms / Passenger (Dedicated Service) | 6.19 | 6.63 |
| Average Speed (Dedicated Service) | 24.87 | 36.60 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|---------------|------------------|
| Ambulatory | 15,009 | |
| Wheelchair/Scooter Users | | |
| Attendants | 3,910 | |
| Companions | | |
| Other (specified) | | |
| TOTAL | 18,919 | |

VEHICLE DATA

| | Number | Veh. Peak | Avg. Capacity per Veh. | |
|-------------------------------------|---------------------|-----------|------------------------|------------|
| Non-Accessible Cars | | | Wheelchair | Ambulatory |
| Accessible Vans / Minivans | | | N/A | |
| Small Buses | 3 | 3 | 5 | 4 |
| Other | | | | |
| TOTAL DED. VEHICLES | 3 | 3 | N/A | N/A |
| Vehicle ownership: | contracted operator | | | |
| Vehicle maintenance responsibility: | contracted operator | | | |
| Accessible taxis: | | | | |

Cobourg

Wheels

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

Population served: 18,210
 Service area (km²): 13.0
 Communities served: 1
 Service began: 01/06/1984
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

| REGISTRANTS | Active | Total |
|---------------------------|------------|------------|
| Wheelchair/Scooter Users: | 199 | 199 |
| Ambulatory: | 107 | 107 |
| Attendants: | 102 | 102 |
| Companions: | | |
| Other: | 46 | 46 |
| Total: | 454 | 454 |

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

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

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

VEHICLE KILOMETRES & HOURS

| | 2008 | 2009 |
|------------------------------------|--------|--------|
| Rev. Veh. Km. - Dedicated Service | 28,428 | 28,845 |
| Tot. Veh. Km. - Dedicated Service | 28,428 | 28,845 |
| Rev. Veh. Hrs. - Dedicated Service | 1,875 | 1,882 |
| Tot. Veh. Hrs. - Dedicated Service | 1,875 | 1,882 |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | | |
|------------------------------|--------------|---------------|
| Dedicated Service | 9,270 | 9,580 |
| Non-Dedicated Service | 12 | 1,096 |
| TOTAL PASSENGERS | 9,282 | 10,676 |
| Subscription / Pre-booked | | |
| Reservation | 100% | |
| On-Demand / Day of trip | | |
| Cancelled in advance | 377 | 440 |
| No-shows / Cancelled at door | | 180 |
| Unaccommodated trips | 96 | 91 |
| Number of complaints | 30 | 36 |

OPERATING EXPENSES

| | | |
|-------------------------------------|----------|----------|
| Administration | | |
| Operations: | | |
| Internal - Dedicated Service | | |
| Contract - Dedicated Service | \$81,948 | \$82,250 |
| Contract - Non-Dedicated Service | | \$15,959 |
| Contract - Taxi Scrip | | |
| Maintenance (Vehicles & Facilities) | | |
| Fuel | | |

TOTAL OPERATING EXPENSES **\$81,948** **\$98,209**

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|-------------------------|----------|----------|
| Passenger Revenue | \$18,564 | \$21,352 |
| Other Operating Revenue | | |

Total Operating Revenue \$18,564 \$21,352

Federal Contributions

Provincial Contributions

Municipal Contributions \$63,384 \$76,857

Other / Donations

TOTAL **\$81,948** **\$98,209**

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

Other Eligibility Criteria: including elderly and blind persons.

SERVICE HOURS / SCHEDULING

| | | | |
|---------------------------------|--------------|----------|--------------|
| Weekday: | 0830 to 1530 | Sunday: | 0900 to 1500 |
| Saturday: | to | Holiday: | to |
| Advanced booking notice: | 0 day(s) | | |
| Minimum notice for reservation: | 24 hour(s) | | |
| Reservations / Scheduling: | Manual | | |

FARE STRUCTURE

| Effective Date 01/01/1984 | Cash | Tickets/Cards (unit price) | Monthly Pass | Free |
|---------------------------|--------|----------------------------|--------------|-------------------------------------|
| Adult | \$2.00 | \$1.60 | \$60.00 | <input type="checkbox"/> |
| Child | \$2.00 | \$1.60 | \$25.00 | <input type="checkbox"/> |
| Student | \$2.00 | \$1.60 | \$50.00 | <input type="checkbox"/> |
| Senior | \$2.00 | \$1.60 | \$50.00 | <input checked="" type="checkbox"/> |
| Attendant | | | | <input type="checkbox"/> |
| Companion | \$2.00 | \$1.60 | \$50.00 | <input type="checkbox"/> |
| Other | | | | |

EMPLOYEE DATA

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

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

| FINANCIAL | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 23% | 22% |
| Net Operating Cost / Capita | \$3.48 | \$4.22 |
| Total Exp. / Passenger | \$8.83 | \$9.20 |
| Total Exp. / Eligible Passenger | \$8.83 | \$9.20 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$8.84 | \$8.59 |
| Non-Dedicated Service | | \$14.56 |
| Transportation Exp. / Hour (Dedicated Service) | \$43.71 | \$43.70 |
| OPERATING | | |
| Registrants / Capita | 0.0362 | 0.0249 |
| Passengers / Capita | 0.5097 | 0.5863 |
| Passengers / Registrant | 14.08 | 23.52 |
| Passengers / Hour (Dedicated Service) | 4.94 | 5.09 |
| Kms / Passenger (Dedicated Service) | 3.07 | 3.01 |
| Average Speed (Dedicated Service) | 15.16 | 15.33 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|--------------|------------------|
| Ambulatory | 9,580 | 1,096 |
| Wheelchair/Scooter Users | | |
| Attendants | | |
| Companions | | |
| Other (specified) | | |
| TOTAL | 9,580 | 1,096 |

VEHICLE DATA

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

Vehicle ownership: Bus - Town; Van- Private Contractor
 Vehicle maintenance responsibility: Contractor
 Accessible taxis: 1

Cochrane

Accessibility Advisory Committee

Contact: Lorraine D. Groulx
 Title: POA Clerk
 Telephone: 705-272-4361
 Fax: 705-272-6068
 Email: lorraine.groulx@town.cochrane.on.ca

Population served: 5,457
 Service area (km²): 538.7
 Communities served: 1
 Service began: 01/01/1993
 Advisory Committee members: 7
 Eligibility Committee members: 7

REGISTRANTS

Active Total
 Wheelchair/Scooter Users: 35
 Ambulatory: 75
 Attendants:
 Companions:
 Other:
Total: 110

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

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.

2008

2009

SERVICE HOURS / SCHEDULING

Weekday: to Sunday: to
 Saturday: to Holiday: to
 Advanced booking notice: 0 day(s)
 Minimum notice for reservation: 0 hour(s)
 Reservations / Scheduling:

PASSENGER DATA

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

5,996

3,129

5,996

3,129

100%

100%

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

OPERATING EXPENSES

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

\$10,384

\$9,469

\$51,307

\$27,097

Maintenance (Vehicles & Facilities)
 Fuel

TOTAL OPERATING EXPENSES

\$61,691

\$36,566

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

\$22,891

\$16,007

Total Operating Revenue

\$22,891

\$16,007

Federal Contributions

Provincial Contributions

\$27,992

\$10,848

Municipal Contributions

\$10,808

\$9,711

Other / Donations

TOTAL

\$61,691

\$36,566

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 Town of Cochrane used one taxi contract in January until mid-February 2008 (1.5 months) and had a verbal agreement with 2 other taxi companies to provide the service to their clients for the rest of the year 2008. * Eligibility criteria: signed application by either a Medical Doctor or a Nurse Practitioner. The Accessibility Service also approves short-term applicants ie. evacuations that sometimes take place in the northern communities of James Bay in the fall and upon emergencies. * Fares increased in 2008.

FARE STRUCTURE

Effective Date 01/06/2008

| | Cash | Tickets/Cards (unit price) | Monthly Pass | Free |
|-----------|--------|----------------------------|--------------|--------------------------|
| Adult | \$5.00 | | | <input type="checkbox"/> |
| Child | \$5.00 | | | <input type="checkbox"/> |
| Student | \$5.00 | | | <input type="checkbox"/> |
| Senior | \$5.00 | | | <input type="checkbox"/> |
| Attendant | | | | <input type="checkbox"/> |
| Companion | | | | <input type="checkbox"/> |
| Other | | | | <input type="checkbox"/> |

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

| | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 37% | 44% |
| Net Operating Cost / Capita | \$7.11 | \$3.77 |
| Total Exp. / Passenger | \$10.29 | \$11.69 |
| Total Exp. / Eligible Passenger | \$10.29 | \$11.69 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | | |
| Non-Dedicated Service | \$8.56 | \$8.66 |
| Transportation Exp. / Hour (Dedicated Service) | | |

OPERATING

| | | |
|---------------------------------------|--------|--------|
| Registrants / Capita | 0.0198 | 0.0202 |
| Passengers / Capita | 1.0988 | 0.5734 |
| Passengers / Registrant | 55.52 | 28.45 |
| Passengers / Hour (Dedicated Service) | | |
| Kms / Passenger (Dedicated Service) | | |
| Average Speed (Dedicated Service) | | |

PASSENGER DATA

Ded. Service

Non-Ded. Service

| | | |
|--------------------------|--|--------------|
| Ambulatory | | 3,129 |
| Wheelchair/Scooter Users | | |
| Attendants | | |
| Companions | | |
| Other (specified) | | |
| TOTAL | | 3,129 |

VEHICLE DATA

Number

Veh.
PeakAvg. Capacity per Veh.
Wheelchair Ambulatory

Non-Accessible Cars
 Accessible Vans / Minivans
 Small Buses
 Other

TOTAL DED. VEHICLES

N/A

N/A

Vehicle ownership:
 Vehicle maintenance responsibility:
 Accessible taxis:

Collingwood

Canadian Red Cross

Contact: Dianne Tripp
 Title: Fleet Coordinator
 Telephone: 705-721-3313 x275
 Fax: 705-739-9916
 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: 138
 Ambulatory: 366
 Attendants:
 Companions:
 Other:
Total: 504

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

| | 2008 | 2009 |
|------------------------------------|--------|--------|
| Rev. Veh. Km. - Dedicated Service | 22,764 | 45,389 |
| Tot. Veh. Km. - Dedicated Service | 22,764 | 46,315 |
| Rev. Veh. Hrs. - Dedicated Service | 2,625 | 4,256 |
| Tot. Veh. Hrs. - Dedicated Service | 2,625 | 4,281 |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | 2008 | 2009 |
|---------------------------|---------------|---------------|
| Dedicated Service | 10,058 | 11,671 |
| Non-Dedicated Service | | |
| TOTAL PASSENGERS | 10,058 | 11,671 |
| Subscription / Pre-booked | 90% | 70% |
| Reservation | | 25% |
| On-Demand / Day of trip | 10% | 5% |

| | | |
|------------------------------|---|-------|
| Cancelled in advance | | 2,100 |
| No-shows / Cancelled at door | | |
| Unaccommodated trips | | |
| Number of complaints | 2 | 6 |

OPERATING EXPENSES

| | 2008 | 2009 |
|-------------------------------------|-----------------|-----------------|
| Administration | \$11,310 | \$11,970 |
| Operations: | | |
| Internal - Dedicated Service | | \$19,038 |
| Contract - Dedicated Service | \$57,898 | \$52,051 |
| Contract - Non-Dedicated Service | | |
| Contract - Taxi Scrip | | |
| Maintenance (Vehicles & Facilities) | | \$3,671 |
| Fuel | | \$10,858 |
| TOTAL OPERATING EXPENSES | \$69,208 | \$97,588 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | 2008 | 2009 |
|-------------------------|----------|----------|
| Passenger Revenue | \$23,436 | \$28,125 |
| Other Operating Revenue | | |

| | | |
|--------------------------|-----------------|-----------------|
| Total Operating Revenue | \$23,436 | \$28,125 |
| Federal Contributions | | |
| Provincial Contributions | | |
| Municipal Contributions | \$45,772 | \$50,000 |
| Other / Donations | | |
| TOTAL | \$69,208 | \$78,125 |

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

New Bus purchased by the Town of Collingwood. Delivered Feb. 2009. * Other Eligibility Criteria: seniors and people with physical disabilities.

SERVICE HOURS / SCHEDULING

| | Weekday: | 0700 to 1700 | Sunday: | to |
|---------------------------------|--------------------|--------------|----------|--------------|
| Saturday: | 0700 to 1700 | | Holiday: | 0700 to 1700 |
| Advanced booking notice: | 0 day(s) | | | |
| Minimum notice for reservation: | 24 hour(s) | | | |
| Reservations / Scheduling: | Fully Computerized | | | |

FARE STRUCTURE

| | Effective Date 01/04/2009 | Cash | Tickets/Cards (unit price) | Monthly Pass | Free |
|-----------|---------------------------|------|----------------------------|--------------|-------------------------------------|
| Adult | \$2.45 | | | | <input type="checkbox"/> |
| Child | | | | | <input type="checkbox"/> |
| Student | | | | | <input type="checkbox"/> |
| Senior | \$2.45 | | | | <input checked="" type="checkbox"/> |
| Attendant | | | | | <input checked="" type="checkbox"/> |
| Companion | | | | | <input checked="" type="checkbox"/> |
| Other | | | | | <input type="checkbox"/> |

EMPLOYEE DATA

| | Full-time | Part-time |
|----------------------------------|-----------|-----------|
| Operators | | 8 |
| Other Operations | | |
| Vehicle Mechanics | | |
| General and Administration | 3 | |
| Other | | |
| TOTAL NUMBER OF EMPLOYEES | 3 | 8 |

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

Top Operator Wage Rate: \$12.04

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

| | 2008 | 2009 |
|--|---------|---------|
| FINANCIAL | | |
| R/C Ratio | 34% | 29% |
| Net Operating Cost / Capita | \$2.18 | \$3.31 |
| Total Exp. / Passenger | \$6.88 | \$8.36 |
| Total Exp. / Eligible Passenger | \$6.88 | \$8.36 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$5.76 | \$7.34 |
| Non-Dedicated Service | | |
| Transportation Exp. / Hour (Dedicated Service) | \$22.06 | \$20.00 |
| OPERATING | | |
| Registrants / Capita | 0.0346 | 0.0240 |
| Passengers / Capita | 0.4790 | 0.5558 |
| Passengers / Registrant | 13.85 | 23.16 |
| Passengers / Hour (Dedicated Service) | 3.83 | 2.74 |
| Kms / Passenger (Dedicated Service) | 2.26 | 3.89 |
| Average Speed (Dedicated Service) | 8.67 | 10.66 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|---------------|------------------|
| Ambulatory | 11,671 | |
| Wheelchair/Scooter Users | | |
| Attendants | | |
| Companions | | |
| Other (specified) | | |
| TOTAL | 11,671 | |

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 | | | | |
| TOTAL DED. VEHICLES | 2 | 2 | N/A | N/A |

Vehicle ownership: Municipality of Collingwood
 Vehicle maintenance responsibility: Non-Profit Organization
 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: 46,000
 Service area (km²): 61.5
 Communities served: 1
 Service began: 07/07/1981
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 502
 Ambulatory: 879
 Attendants:
 Companions:
 Other:
Total: 1,381

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

| | 2008 | 2009 |
|------------------------------------|---------|---------|
| Rev. Veh. Km. - Dedicated Service | 135,379 | 210,488 |
| Tot. Veh. Km. - Dedicated Service | 135,379 | 210,488 |
| Rev. Veh. Hrs. - Dedicated Service | 13,374 | 12,826 |
| Tot. Veh. Hrs. - Dedicated Service | 13,374 | 12,826 |
| Non-Dedicated Service - Veh. Km. | 9,265 | 8,880 |
| Non-Dedicated Service - Veh. Hrs. | 946 | 751 |

PASSENGER DATA

| | | |
|---------------------------|---------------|---------------|
| Dedicated Service | 38,961 | 38,126 |
| Non-Dedicated Service | 3,062 | 2,859 |
| TOTAL PASSENGERS | 42,023 | 40,985 |
| Subscription / Pre-booked | 39% | 40% |
| Reservation | 61% | 60% |
| On-Demand / Day of trip | | |

| | | |
|------------------------------|-------|-------|
| Cancelled in advance | 8,889 | 8,580 |
| No-shows / Cancelled at door | 415 | 383 |
| Unaccommodated trips | | |
| Number of complaints | | |

OPERATING EXPENSES

| | | |
|-------------------------------------|--------------------|------------------|
| Administration | \$262,679 | \$245,334 |
| Operations: | | |
| Internal - Dedicated Service | \$412,815 | \$420,293 |
| Contract - Dedicated Service | | |
| Contract - Non-Dedicated Service | \$20,418 | \$21,745 |
| Contract - Taxi Scrip | | |
| Maintenance (Vehicles & Facilities) | \$274,840 | \$231,047 |
| Fuel | \$69,591 | \$53,825 |
| TOTAL OPERATING EXPENSES | \$1,040,343 | \$972,244 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|--------------------------|--------------------|------------------|
| Passenger Revenue | \$66,074 | \$77,197 |
| Other Operating Revenue | | |
| Total Operating Revenue | \$66,074 | \$77,197 |
| Federal Contributions | | |
| Provincial Contributions | \$164,000 | \$177,900 |
| Municipal Contributions | \$810,269 | \$717,147 |
| Other / Donations | | |
| TOTAL | \$1,040,343 | \$972,244 |

CAPITAL EXPENSES

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

CAPITAL FUNDING SOURCES

| | | |
|--------------------------|--|--|
| Transit System | | |
| Federal Contributions | | |
| Provincial Contributions | | |
| Municipal Contributions | | |
| Other / Donations | | |

TOTAL CAPITAL FUNDING

* Other Eligibility Criteria: visual and cognitive disabilities.

SERVICE HOURS / SCHEDULING

| | | | |
|---------------------------------|--------------------|----------|----|
| Weekday: | 0630 to 2345 | Sunday: | to |
| Saturday: | 0615 to 2345 | Holiday: | to |
| Advanced booking notice: | 14 day(s) | | |
| Minimum notice for reservation: | 24 hour(s) | | |
| Reservations / Scheduling: | Fully Computerized | | |

FARE STRUCTURE

| Effective Date 31/03/2008 | Cash | Tickets/Cards (unit price) | Monthly Pass | Free |
|---------------------------|--------|----------------------------|--------------|-------------------------------------|
| Adult | \$2.25 | \$1.80 | | <input type="checkbox"/> |
| Child | \$2.00 | \$1.40 | | <input type="checkbox"/> |
| Student | \$2.25 | \$1.80 | | <input type="checkbox"/> |
| Senior | \$2.25 | \$1.80 | | <input checked="" type="checkbox"/> |
| Attendant | | | | <input type="checkbox"/> |
| Companion | \$2.25 | \$1.80 | | <input type="checkbox"/> |
| Other | | | | |

EMPLOYEE DATA

| | Full-time | Part-time |
|----------------------------------|-----------|-----------|
| Operators | 6 | 2 |
| Other Operations | 1 | |
| Vehicle Mechanics | 1 | |
| General and Administration | 3 | |
| Other | 2 | |
| TOTAL NUMBER OF EMPLOYEES | 13 | 2 |

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

Top Operator Wage Rate: \$20.46
 Top Mechanic Wage Rate: \$22.73

PERFORMANCE INDICATORS

| FINANCIAL | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 6% | 8% |
| Net Operating Cost / Capita | \$21.18 | \$19.46 |
| Total Exp. / Passenger | \$24.76 | \$23.72 |
| Total Exp. / Eligible Passenger | \$27.85 | \$26.26 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$19.44 | \$18.50 |
| Non-Dedicated Service | \$6.67 | \$7.61 |
| Transportation Exp. / Hour (Dedicated Service) | \$56.62 | \$54.98 |
| OPERATING | | |
| Registrants / Capita | 0.0282 | 0.0300 |
| Passengers / Capita | 0.9135 | 0.8910 |
| Passengers / Registrant | 32.35 | 29.68 |
| Passengers / Hour (Dedicated Service) | 2.91 | 2.97 |
| Kms / Passenger (Dedicated Service) | 3.47 | 5.52 |
| Average Speed (Dedicated Service) | 10.12 | 16.41 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|---------------|------------------|
| Ambulatory | 22,550 | 2,818 |
| Wheelchair/Scooter Users | 11,649 | |
| Attendants | 3,927 | 41 |
| Companions | | |
| Other (specified) | | |
| TOTAL | 38,126 | 2,859 |

VEHICLE DATA

| | Number | Veh. Peak | Avg. Capacity per Veh. Wheelchair | Ambulatory |
|-------------------------------------|--------------|-----------|-----------------------------------|------------|
| Non-Accessible Cars | | | N/A | |
| Accessible Vans / Minivans | | | | |
| Small Buses | 8 | 5 | 3 | 20 |
| Other | | | | |
| TOTAL DED. VEHICLES | 8 | 5 | N/A | N/A |
| Vehicle ownership: | Municipality | | | |
| Vehicle maintenance responsibility: | Municipality | | | |
| Accessible taxis: | | | | |

Dryden

Dryden Handi Transit

Contact: Michelle Deschene
 Title: Payroll & Benefits Administrator
 Telephone: 807-223-1117
 Fax: 807-223-7149
 Email: mdeschene@dryden.ca

Population served: 8,195
 Service area (km²): 65.2
 Communities served: 1
 Service began: 01/06/1976
 Advisory Committee members: 5
 Eligibility Committee members: 5

| REGISTRANTS | | Active | Total |
|---------------------------|------------|--------|------------|
| Wheelchair/Scooter Users: | 45 | | 45 |
| Ambulatory: | 195 | | 195 |
| Attendants: | 25 | | 25 |
| Companions: | | | |
| Other: | | | |
| Total: | 265 | | 265 |

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

| | 2008 | 2009 |
|------------------------------------|--------|--------|
| Rev. Veh. Km. - Dedicated Service | 20,112 | 18,795 |
| Tot. Veh. Km. - Dedicated Service | 20,206 | 18,889 |
| Rev. Veh. Hrs. - Dedicated Service | 1,492 | 1,482 |
| Tot. Veh. Hrs. - Dedicated Service | 2,980 | 3,005 |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | | |
|------------------------------|--------------|--------------|
| Dedicated Service | 5,775 | 5,430 |
| Non-Dedicated Service | | |
| TOTAL PASSENGERS | 5,775 | 5,430 |
| Subscription / Pre-booked | 80% | 80% |
| Reservation | 15% | 15% |
| On-Demand / Day of trip | 5% | 5% |
| Cancelled in advance | 95 | 89 |
| No-shows / Cancelled at door | 11 | 31 |
| Unaccommodated trips | | |
| Number of complaints | | |

OPERATING EXPENSES

| | | |
|-------------------------------------|-----------------|-----------------|
| Administration | \$11,530 | \$11,009 |
| Operations: | | |
| Internal - Dedicated Service | \$55,273 | \$45,431 |
| Contract - Dedicated Service | | |
| Contract - Non-Dedicated Service | | |
| Contract - Taxi Scrip | | |
| Maintenance (Vehicles & Facilities) | \$5,431 | \$4,783 |
| Fuel | \$8,760 | \$8,240 |
| TOTAL OPERATING EXPENSES | \$80,994 | \$69,463 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|--------------------------|-----------------|-----------------|
| Passenger Revenue | \$3,579 | \$3,130 |
| Other Operating Revenue | \$703 | \$523 |
| Total Operating Revenue | \$4,282 | \$3,653 |
| Federal Contributions | | |
| Provincial Contributions | \$17,952 | \$6,765 |
| Municipal Contributions | \$58,660 | \$58,900 |
| Other / Donations | \$100 | \$145 |
| TOTAL | \$80,994 | \$69,463 |

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: | 7 day(s) | | |
| Minimum notice for reservation: | 24 hour(s) | | |
| Reservations / Scheduling: | Manual | | |

FARE STRUCTURE

| Effective Date 01/01/2009 | Cash | Tickets/Cards (unit price) | Monthly Pass | Free |
|---------------------------|--|----------------------------|--------------|--------------------------|
| Adult | \$3.00 | | | <input type="checkbox"/> |
| Child | | | | <input type="checkbox"/> |
| Student | | | | <input type="checkbox"/> |
| Senior | \$1.50 | | | <input type="checkbox"/> |
| Attendant | \$3.00 | | | <input type="checkbox"/> |
| Companion | \$3.00 | | | <input type="checkbox"/> |
| Other | Home Support Service \$1.50 and School Board \$4.00/km | | | |

EMPLOYEE DATA

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

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate: \$18.00

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

| FINANCIAL | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 5% | 5% |
| Net Operating Cost / Capita | \$9.36 | \$8.03 |
| Total Exp. / Passenger | \$14.02 | \$12.79 |
| Total Exp. / Eligible Passenger | \$14.19 | \$13.01 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$12.03 | \$10.76 |
| Non-Dedicated Service | | |
| Transportation Exp. / Hour (Dedicated Service) | \$23.31 | \$19.45 |
| OPERATING | | |
| Registrants / Capita | 0.0323 | 0.0323 |
| Passengers / Capita | 0.7044 | 0.6626 |
| Passengers / Registrant | 21.79 | 20.49 |
| Passengers / Hour (Dedicated Service) | 3.87 | 3.66 |
| Kms / Passenger (Dedicated Service) | 3.48 | 3.46 |
| Average Speed (Dedicated Service) | 13.48 | 12.68 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|--------------|------------------|
| Ambulatory | 4,903 | |
| Wheelchair/Scooter Users | 436 | |
| Attendants | 91 | |
| Companions | | |
| Other (specified) | | |
| TOTAL | 5,430 | |

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 | | | | |
| TOTAL DED. VEHICLES | 1 | 1 | N/A | N/A |
| Vehicle ownership: | City of Dryden | | | |
| Vehicle maintenance responsibility: | Dryden Handicapped Association | | | |
| 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: 616,780
 Service area (km²): 2,590.0
 Communities served: 8
 Service began: 01/01/2006
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 1,209
 Ambulatory: 1,842
 Attendants:
 Companions:
 Other:
Total: 3,051

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

Non-Dedicated Service: ☒ Contractors: 5
 Taxi Scrip Program Available: ☐

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

VEHICLE KILOMETRES & HOURS

| | 2008 | 2009 |
|------------------------------------|---------|---------|
| Rev. Veh. Km. - Dedicated Service | 933,872 | 941,679 |
| Tot. Veh. Km. - Dedicated Service | 983,023 | 941,679 |
| Rev. Veh. Hrs. - Dedicated Service | 45,754 | 47,892 |
| Tot. Veh. Hrs. - Dedicated Service | 48,230 | 47,892 |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | | |
|------------------------------|----------------|----------------|
| Dedicated Service | 100,544 | 103,569 |
| Non-Dedicated Service | 32,311 | 39,592 |
| TOTAL PASSENGERS | 132,855 | 143,161 |
| Subscription / Pre-booked | 60% | 60% |
| Reservation | 35% | 35% |
| On-Demand / Day of trip | 5% | 5% |
| Cancelled in advance | 25,183 | 23,859 |
| No-shows / Cancelled at door | 828 | 826 |
| Unaccommodated trips | 3,085 | 1,896 |
| Number of complaints | 13 | 23 |

OPERATING EXPENSES

| | | |
|-------------------------------------|--------------------|--------------------|
| Administration | \$790,290 | \$723,845 |
| Operations: | | |
| Internal - Dedicated Service | \$2,365,199 | \$2,512,724 |
| Contract - Dedicated Service | | |
| Contract - Non-Dedicated Service | \$475,222 | \$660,738 |
| Contract - Taxi Scrip | | |
| Maintenance (Vehicles & Facilities) | \$533,150 | \$592,999 |
| Fuel | \$308,285 | \$237,731 |
| TOTAL OPERATING EXPENSES | \$4,472,146 | \$4,728,038 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|--------------------------|--------------------|--------------------|
| Passenger Revenue | \$321,824 | \$349,765 |
| Other Operating Revenue | \$21,903 | \$9,072 |
| Total Operating Revenue | \$343,727 | \$358,837 |
| Federal Contributions | | |
| Provincial Contributions | | |
| Municipal Contributions | \$4,128,419 | \$4,369,201 |
| Other / Donations | | |
| TOTAL | \$4,472,146 | \$4,728,038 |

CAPITAL EXPENSES

| | | |
|-------------------------------|-----------------|------------------|
| Vehicles Purchased | | \$251,431 |
| Debt Servicing | | |
| Other Capital Expenses | \$30,013 | \$19,844 |
| TOTAL CAPITAL EXPENSES | \$30,013 | \$271,275 |

CAPITAL FUNDING SOURCES

| | | |
|------------------------------|-----------------|------------------|
| Transit System | | |
| Federal Contributions | | |
| Provincial Contributions | | \$83,510 |
| Municipal Contributions | \$30,013 | \$187,765 |
| Other / Donations | | |
| TOTAL CAPITAL FUNDING | \$30,013 | \$271,275 |

SERVICE HOURS / SCHEDULING

| | | | |
|---------------------------------|--------------------|----------|--------------|
| Weekday: | 0600 to 0000 | Sunday: | 0600 to 0000 |
| Saturday: | 0600 to 0000 | Holiday: | 0600 to 0000 |
| Advanced booking notice: | 14 day(s) | | |
| Minimum notice for reservation: | 1 hour(s) | | |
| Reservations / Scheduling: | Fully Computerized | | |

FARE STRUCTURE

| Effective Date 01/07/2009 | Cash | Tickets/Cards (unit price) | Monthly Pass | Free |
|---------------------------|--------|----------------------------|--------------|------|
| Adult | \$2.90 | | \$97.00 | |
| Child | \$2.90 | | \$97.00 | |
| Student | \$2.90 | | \$97.00 | |
| Senior | \$2.90 | | \$97.00 | |
| Attendant | \$2.90 | | \$97.00 | |
| Companion | \$2.90 | | \$97.00 | |
| Other | | | | |

EMPLOYEE DATA

| | Full-time | Part-time |
|----------------------------------|-----------|-----------|
| Operators | 20 | 8 |
| Other Operations | 2 | 1 |
| Vehicle Mechanics | | |
| General and Administration | 3 | |
| Other | | |
| TOTAL NUMBER OF EMPLOYEES | 25 | 9 |

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

Top Operator Wage Rate: \$27.02

Top Mechanic Wage Rate: \$32.33

PERFORMANCE INDICATORS

| FINANCIAL | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 8% | 8% |
| Net Operating Cost / Capita | \$6.75 | \$7.08 |
| Total Exp. / Passenger | \$33.66 | \$33.03 |
| Total Exp. / Eligible Passenger | \$33.66 | \$33.03 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$31.89 | \$32.28 |
| Non-Dedicated Service | \$14.71 | \$16.69 |
| Transportation Exp. / Hour (Dedicated Service) | \$66.49 | \$69.81 |
| OPERATING | | |
| Registrants / Capita | 0.0048 | 0.0050 |
| Passengers / Capita | 0.2171 | 0.2321 |
| Passengers / Registrant | 45.07 | 46.92 |
| Passengers / Hour (Dedicated Service) | 2.20 | 2.16 |
| Kms / Passenger (Dedicated Service) | 9.29 | 9.09 |
| Average Speed (Dedicated Service) | 20.41 | 19.66 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|----------------|------------------|
| Ambulatory | 62,720 | 23,977 |
| Wheelchair/Scooter Users | 40,849 | 15,615 |
| Attendants | | |
| Companions | | |
| Other (specified) | | |
| TOTAL | 103,569 | 39,592 |

VEHICLE DATA

| | Number | Veh. Peak | Avg. Capacity per Veh. |
|----------------------------|-----------|-----------|------------------------|
| Non-Accessible Cars | | | Wheelchair |
| Accessible Vans / Minivans | 30 | 23 | N/A |
| Small Buses | | | 4 |
| Other | | | |
| TOTAL DED. VEHICLES | 30 | 23 | N/A |

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

Dysart et Al

Dysart Special Transit Service

Contact: Brooke Irvine
 Title: Treasurer
 Telephone: 705-457-1740 x23
 Fax: 705-457-1964
 Email: birvine@dysartet.al.ca

Population served: 6,500
 Service area (km²): 1,506.0
 Communities served: 1
 Service began: 01/12/1989
 Advisory Committee members: 5
 Eligibility Committee members: N/A

| REGISTRANTS | Active | Total |
|---------------------------|------------|------------|
| Wheelchair/Scooter Users: | 48 | 48 |
| Ambulatory: | 70 | 70 |
| Attendants: | 16 | 16 |
| Companions: | | |
| Other: | | |
| Total: | 134 | 134 |

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

| | 2008 | 2009 |
|------------------------------------|-------|-------|
| Rev. Veh. Km. - Dedicated Service | 6,524 | 3,849 |
| Tot. Veh. Km. - Dedicated Service | 8,698 | 5,132 |
| Rev. Veh. Hrs. - Dedicated Service | 432 | 263 |
| Tot. Veh. Hrs. - Dedicated Service | 576 | 351 |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | | |
|------------------------------|--------------|------------|
| Dedicated Service | 1,320 | 777 |
| Non-Dedicated Service | | |
| TOTAL PASSENGERS | 1,320 | 777 |
| Subscription / Pre-booked | 29% | 31% |
| Reservation | 64% | 64% |
| On-Demand / Day of trip | 7% | 5% |
| Cancelled in advance | 4 | |
| No-shows / Cancelled at door | 4 | |
| Unaccommodated trips | 2 | |
| Number of complaints | | |

OPERATING EXPENSES

| | | |
|-------------------------------------|-----------------|-----------------|
| Administration | \$1,888 | \$6,811 |
| Operations: | | |
| Internal - Dedicated Service | | |
| Contract - Dedicated Service | \$10,128 | \$10,177 |
| Contract - Non-Dedicated Service | | |
| Contract - Taxi Scrip | | |
| Maintenance (Vehicles & Facilities) | \$4,296 | \$679 |
| Fuel | \$2,621 | \$717 |
| TOTAL OPERATING EXPENSES | \$18,933 | \$18,384 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|--------------------------|-----------------|-----------------|
| Passenger Revenue | \$8,871 | \$5,079 |
| Other Operating Revenue | | |
| Total Operating Revenue | \$8,871 | \$5,079 |
| Federal Contributions | | |
| Provincial Contributions | \$4,047 | |
| Municipal Contributions | \$6,015 | \$13,305 |
| Other / Donations | | |
| TOTAL | \$18,933 | \$18,384 |

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: 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. * Employment Statistics: wages paid to mechanics are effect as per the collective agreement, and decided as per CUPE 2142. *Mechanical issues with the vehicle (only one vehicle in the fleet) lead to a decrease in trips due to limitations in the distance and availability that could be travelled.

SERVICE HOURS / SCHEDULING

| | | | |
|---------------------------------|--------------|----------|----|
| Weekday: | 0900 to 1500 | Sunday: | to |
| Saturday: | to | Holiday: | to |
| Advanced booking notice: | 3 day(s) | | |
| Minimum notice for reservation: | 24 hour(s) | | |
| Reservations / Scheduling: | Manual | | |

FARE STRUCTURE

| Effective Date | 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 | | | | <input type="checkbox"/> |

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:

PERFORMANCE INDICATORS

| FINANCIAL | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 47% | 28% |
| Net Operating Cost / Capita | \$1.55 | \$2.05 |
| Total Exp. / Passenger | \$14.34 | \$23.66 |
| Total Exp. / Eligible Passenger | \$16.55 | \$26.38 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$12.91 | \$14.89 |
| Non-Dedicated Service | | |
| Transportation Exp. / Hour (Dedicated Service) | \$29.59 | \$32.97 |
| OPERATING | | |
| Registrants / Capita | 0.0206 | 0.0206 |
| Passengers / Capita | 0.2031 | 0.1195 |
| Passengers / Registrant | 9.85 | 5.80 |
| Passengers / Hour (Dedicated Service) | 3.06 | 2.95 |
| Kms / Passenger (Dedicated Service) | 4.94 | 4.95 |
| Average Speed (Dedicated Service) | 15.10 | 14.63 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|--------------|------------------|
| Ambulatory | 511 | |
| Wheelchair/Scooter Users | 186 | |
| Attendants | 80 | |
| Companions | | |
| Other (specified) | | |
| TOTAL | 777 | |

VEHICLE DATA

| | Number | Veh. Peak | Avg. Capacity per Veh. |
|----------------------------|----------|-----------|------------------------|
| Non-Accessible Cars | | | N/A |
| Accessible Vans / Minivans | | | |
| Small Buses | 1 | 1 | 4 |
| Other | | | 8 |
| TOTAL DED. VEHICLES | 1 | 1 | N/A |

Vehicle ownership: Dysart et al Municipality

Vehicle maintenance responsibility: Dysart et al Municipality

Accessible taxis:

Elliot Lake

Elliot Lake Para-Transit

Contact: Norman Mann
 Title: Community Services Coordinator
 Telephone: 705-848-2019 x33
 Fax: 705-848-1306
 Email: norm@huronlodge.ca

Population served: 12,000
 Service area (km²): 16.0
 Communities served: 1
 Service began: 01/01/1988
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 116
 Ambulatory: 75
 Attendants:
 Companions:
 Other:
Total: 191

Active
 116
 75
 191

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

| | 2008 | 2009 |
|------------------------------------|--------|--------|
| Rev. Veh. Km. - Dedicated Service | 25,962 | 17,819 |
| Tot. Veh. Km. - Dedicated Service | 25,962 | 17,819 |
| Rev. Veh. Hrs. - Dedicated Service | 1,950 | 1,950 |
| Tot. Veh. Hrs. - Dedicated Service | 1,950 | 1,950 |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | | |
|------------------------------|--------------|--------------|
| Dedicated Service | 6,445 | 6,453 |
| Non-Dedicated Service | | |
| TOTAL PASSENGERS | 6,445 | 6,453 |
| Subscription / Pre-booked | 75% | 75% |
| Reservation | 24% | 24% |
| On-Demand / Day of trip | 1% | 1% |
| Cancelled in advance | 200 | 52 |
| No-shows / Cancelled at door | 160 | 105 |
| Unaccommodated trips | 180 | 157 |
| Number of complaints | | |

OPERATING EXPENSES

| | | |
|-------------------------------------|-----------------|-----------------|
| Administration | | |
| Operations: | | |
| Internal - Dedicated Service | | |
| Contract - Dedicated Service | \$60,263 | \$49,315 |
| Contract - Non-Dedicated Service | | |
| Contract - Taxi Scrip | | |
| Maintenance (Vehicles & Facilities) | \$8,383 | \$24,063 |
| Fuel | \$10,135 | \$6,976 |
| TOTAL OPERATING EXPENSES | \$78,781 | \$80,354 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|--------------------------|-----------------|-----------------|
| Passenger Revenue | \$10,398 | \$10,484 |
| Other Operating Revenue | | |
| Total Operating Revenue | \$10,398 | \$10,484 |
| Federal Contributions | | |
| Provincial Contributions | | |
| Municipal Contributions | \$68,383 | \$69,870 |
| Other / Donations | | |
| TOTAL | \$78,781 | \$80,354 |

CAPITAL EXPENSES

| | | |
|-------------------------------|------------------|--|
| Vehicles Purchased | \$162,462 | |
| Debt Servicing | | |
| Other Capital Expenses | | |
| TOTAL CAPITAL EXPENSES | \$162,462 | |

CAPITAL FUNDING SOURCES

| | | |
|------------------------------|------------------|--|
| Transit System | | |
| Federal Contributions | \$34,766 | |
| Provincial Contributions | \$127,696 | |
| Municipal Contributions | | |
| Other / Donations | | |
| TOTAL CAPITAL FUNDING | \$162,462 | |

SERVICE HOURS / SCHEDULING

| | | | |
|---------------------------------|--------------|----------|----|
| Weekday: | 0830 to 1600 | Sunday: | to |
| Saturday: | to | Holiday: | to |
| Advanced booking notice: | 21 day(s) | | |
| Minimum notice for reservation: | 24 hour(s) | | |
| Reservations / Scheduling: | Manual | | |

FARE STRUCTURE

| Effective Date 01/01/2007 | 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 | | | | |

EMPLOYEE DATA

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

TOTAL NUMBER OF EMPLOYEES

6

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

Top Operator Wage Rate: \$15.78

Top Mechanic Wage Rate: \$25.96

PERFORMANCE INDICATORS

| | 2008 | 2009 |
|--|---------|---------|
| FINANCIAL | | |
| R/C Ratio | 13% | 13% |
| Net Operating Cost / Capita | \$5.95 | \$5.82 |
| Total Exp. / Passenger | \$12.22 | \$12.45 |
| Total Exp. / Eligible Passenger | \$15.15 | \$15.33 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$12.22 | \$12.45 |
| Non-Dedicated Service | | |
| Transportation Exp. / Hour (Dedicated Service) | \$40.40 | \$41.21 |
| OPERATING | | |
| Registrants / Capita | 0.0184 | 0.0159 |
| Passengers / Capita | 0.5604 | 0.5378 |
| Passengers / Registrant | 30.55 | 33.79 |
| Passengers / Hour (Dedicated Service) | 3.31 | 3.31 |
| Kms / Passenger (Dedicated Service) | 4.03 | 2.76 |
| Average Speed (Dedicated Service) | 13.31 | 9.14 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|--------------|------------------|
| Ambulatory | 3,429 | |
| Wheelchair/Scooter Users | 1,813 | |
| Attendants | 1,211 | |
| Companions | | |
| Other (specified) | | |
| TOTAL | 6,453 | |

VEHICLE DATA

| | Number | Veh. Peak | Avg. Capacity per Veh. | |
|-------------------------------------|--------------|-----------|------------------------|------------|
| Non-Accessible Cars | | | Wheelchair | Ambulatory |
| Accessible Vans / Minivans | | | N/A | |
| Small Buses | 2 | 1 | 4 | 10 |
| Other | | | | |
| TOTAL DED. VEHICLES | 2 | 1 | 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 x2108
 Fax: 705-869-0083
 Email: ctessier@town.espanola.on.ca

Population served: 5,079
 Service area (km²): 17.8
 Communities served: 1
 Service began: 01/01/1986
 Advisory Committee members: 6
 Eligibility Committee members: 6

| REGISTRANTS | Active | Total |
|---------------------------|-----------|-----------|
| Wheelchair/Scooter Users: | 13 | 13 |
| Ambulatory: | 65 | 65 |
| Attendants: | | |
| Companions: | | |
| Other: | | |
| Total: | 78 | 78 |

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.

2008

2009

SERVICE HOURS / SCHEDULING

Weekday: 0930 to 1600 Sunday: to
 Saturday: to Holiday: to
 Advanced booking notice: 1 day(s)
 Minimum notice for reservation: 24 hour(s)
 Reservations / Scheduling: Manual

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

3,513

3,643

TOTAL PASSENGERS

3,513

3,643

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

90%

90%

10%

10%

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

OPERATING EXPENSES

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

\$924

\$1,353

\$32,622

\$33,847

Maintenance (Vehicles & Facilities)
 Fuel

\$2,246

\$2,773

\$3,539

\$3,313

TOTAL OPERATING EXPENSES

\$39,330

\$41,286

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

\$8,783

\$9,109

Total Operating Revenue

\$8,783

\$9,109

Federal Contributions

Provincial Contributions

\$13,497

\$32,178

Municipal Contributions

\$17,050

Other / Donations

TOTAL

\$39,330

\$41,286

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

EMPLOYEE DATA

| | Full-time | Part-time |
|----------------------------------|-----------|-----------|
| Operators | | 1 |
| Other Operations | | |
| Vehicle Mechanics | 1 | |
| General and Administration | | |
| Other | | |
| TOTAL NUMBER OF EMPLOYEES | 1 | 1 |

Union Affiliations: Operators:
 Mechanics: CUPE Local 435
 Other (specify):

Top Operator Wage Rate: \$15.79

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

| FINANCIAL | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 22% | 22% |
| Net Operating Cost / Capita | \$6.01 | \$6.34 |
| Total Exp. / Passenger | \$11.20 | \$11.33 |
| Total Exp. / Eligible Passenger | \$11.20 | \$11.33 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$10.93 | \$10.96 |
| Non-Dedicated Service | | |
| Transportation Exp. / Hour (Dedicated Service) | | |
| OPERATING | | |
| Registrants / Capita | 0.0163 | 0.0154 |
| Passengers / Capita | 0.6917 | 0.7173 |
| Passengers / Registrant | 42.33 | 46.71 |
| Passengers / Hour (Dedicated Service) | | |
| Kms / Passenger (Dedicated Service) | | |
| Average Speed (Dedicated Service) | | |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|--------------|------------------|
| Ambulatory | 3,643 | |
| Wheelchair/Scooter Users | | |
| Attendants | | |
| Companions | | |
| Other (specified) | | |
| TOTAL | 3,643 | |

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 | | | | |
| TOTAL DED. VEHICLES | 1 | 1 | N/A | N/A |
| Vehicle ownership: | Municipal Transit System | | | |
| Vehicle maintenance responsibility: | Municipal Transit System | | | |
| Accessible taxis: | | | | |

* Other Eligibility Criteria: seniors and mentally/physically challenged individuals.

Fort Erie

Fort Erie Accessible Specialized Transit (FAST)

Contact: Carla Stout
 Title: Administrative Supervisor - Infrastructure Serv.
 Telephone: 905-871-1600 x2401
 Fax: 905-871-6411
 Email: cstout@forterie.on.ca

Population served: 29,925
 Service area (km²): 168.0
 Communities served: 1
 Service began: 03/07/2007
 Advisory Committee members: 1
 Eligibility Committee members: 4

| REGISTRANTS | Active | Total |
|---------------------------|------------|------------|
| Wheelchair/Scooter Users: | 41 | 111 |
| Ambulatory: | 164 | 444 |
| Attendants: | 5 | 13 |
| Companions: | 4 | 11 |
| Other: | | |
| Total: | 214 | 579 |

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

| | 2008 | 2009 |
|------------------------------------|--------|--------|
| Rev. Veh. Km. - Dedicated Service | 35,470 | 70,737 |
| Tot. Veh. Km. - Dedicated Service | 35,470 | 70,737 |
| Rev. Veh. Hrs. - Dedicated Service | 3,479 | 3,528 |
| Tot. Veh. Hrs. - Dedicated Service | 3,479 | 3,528 |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | | |
|------------------------------|--------------|--------------|
| Dedicated Service | 9,532 | 9,266 |
| Non-Dedicated Service | | |
| TOTAL PASSENGERS | 9,532 | 9,266 |
| Subscription / Pre-booked | 53% | 58% |
| Reservation | 47% | 42% |
| On-Demand / Day of trip | | |
| Cancelled in advance | 1,680 | 2,399 |
| No-shows / Cancelled at door | 30 | 17 |
| Unaccommodated trips | 62 | 100 |
| Number of complaints | 4 | 5 |

OPERATING EXPENSES

| | | |
|-------------------------------------|------------------|------------------|
| Administration | \$4,954 | \$5,293 |
| Operations: | | |
| Internal - Dedicated Service | | |
| Contract - Dedicated Service | \$143,416 | \$99,380 |
| Contract - Non-Dedicated Service | | |
| Contract - Taxi Scrip | | |
| Maintenance (Vehicles & Facilities) | \$4,395 | \$13,449 |
| Fuel | \$15,500 | |
| TOTAL OPERATING EXPENSES | \$168,265 | \$118,122 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|--------------------------|------------------|------------------|
| Passenger Revenue | \$17,920 | \$24,339 |
| Other Operating Revenue | | \$2,479 |
| Total Operating Revenue | \$17,920 | \$26,818 |
| Federal Contributions | | |
| Provincial Contributions | \$57,569 | \$89,380 |
| Municipal Contributions | \$92,776 | \$1,924 |
| Other / Donations | | |
| TOTAL | \$168,265 | \$118,122 |

CAPITAL EXPENSES

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

CAPITAL FUNDING SOURCES

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

SERVICE HOURS / SCHEDULING

| | | | |
|---------------------------------|--------------------|----------|----|
| Weekday: | 0830 to 1630 | Sunday: | to |
| Saturday: | to | Holiday: | to |
| Advanced booking notice: | 2 day(s) | | |
| Minimum notice for reservation: | 48 hour(s) | | |
| Reservations / Scheduling: | Fully Computerized | | |

FARE STRUCTURE

| Effective Date 03/07/2007 | 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 | | | | |

EMPLOYEE DATA

| | Full-time | Part-time |
|----------------------------------|-----------|-----------|
| Operators | 2 | |
| Other Operations | 1 | |
| Vehicle Mechanics | | |
| General and Administration | 1 | |
| Other | | |
| TOTAL NUMBER OF EMPLOYEES | 4 | |

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

Top Operator Wage Rate: \$17.48

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

| FINANCIAL | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 11% | 23% |
| Net Operating Cost / Capita | \$5.02 | \$3.05 |
| Total Exp. / Passenger | \$17.65 | \$12.75 |
| Total Exp. / Eligible Passenger | \$17.65 | \$13.31 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$17.13 | \$12.18 |
| Non-Dedicated Service | | |
| Transportation Exp. / Hour (Dedicated Service) | \$46.94 | \$31.98 |
| OPERATING | | |
| Registrants / Capita | 0.0144 | 0.0194 |
| Passengers / Capita | 0.3185 | 0.3096 |
| Passengers / Registrant | 22.12 | 16.00 |
| Passengers / Hour (Dedicated Service) | 2.74 | 2.63 |
| Kms / Passenger (Dedicated Service) | 3.72 | 7.63 |
| Average Speed (Dedicated Service) | 10.20 | 20.05 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|--------------|------------------|
| Ambulatory | 7,098 | |
| Wheelchair/Scooter Users | 1,779 | |
| Attendants | 213 | |
| Companions | 176 | |
| Other (specified) | | |
| TOTAL | 9,266 | |

VEHICLE DATA

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

Fort Frances

Fort Frances Handi-capped Transit

Contact: George A. Bell
 Title: Manager of Community Services
 Telephone: 807-274-4561
 Fax: 807-274-3799
 Email: gbell@fort-frances.com

Population served: 8,103
 Service area (km²): 25.9
 Communities served: 1
 Service began:
 Advisory Committee members: 3
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users:
 Ambulatory:
 Attendants:
 Companions:
 Other:
Total: 248 248

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

| | 2008 | 2009 |
|------------------------------------|--------|--------|
| Rev. Veh. Km. - Dedicated Service | 38,769 | 36,663 |
| Tot. Veh. Km. - Dedicated Service | 38,769 | 36,663 |
| Rev. Veh. Hrs. - Dedicated Service | | |
| Tot. Veh. Hrs. - Dedicated Service | | |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | 2008 | 2009 |
|------------------------------|---------------|---------------|
| Dedicated Service | 10,952 | 10,240 |
| Non-Dedicated Service | 17,570 | 16,252 |
| TOTAL PASSENGERS | 28,522 | 26,492 |
| Subscription / Pre-booked | | |
| Reservation | | |
| On-Demand / Day of trip | | |
| Cancelled in advance | 1,712 | 2,309 |
| No-shows / Cancelled at door | | |
| Unaccommodated trips | | |
| Number of complaints | 2 | |

OPERATING EXPENSES

| | 2008 | 2009 |
|-------------------------------------|------------------|------------------|
| Administration | \$15,847 | \$16,298 |
| Operations: | | |
| Internal - Dedicated Service | | |
| Contract - Dedicated Service | \$121,676 | \$104,584 |
| Contract - Non-Dedicated Service | \$32,428 | \$30,376 |
| Contract - Taxi Scrip | | |
| Maintenance (Vehicles & Facilities) | \$5,222 | \$11,544 |
| Fuel | \$10,220 | \$7,770 |
| TOTAL OPERATING EXPENSES | \$185,393 | \$170,572 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | 2008 | 2009 |
|--------------------------|------------------|------------------|
| Passenger Revenue | \$17,495 | \$14,905 |
| Other Operating Revenue | | |
| Total Operating Revenue | \$17,495 | \$14,905 |
| Federal Contributions | | |
| Provincial Contributions | \$67,657 | \$55,300 |
| Municipal Contributions | \$84,487 | \$86,236 |
| Other / Donations | \$15,754 | \$14,131 |
| TOTAL | \$185,393 | \$170,572 |

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 Town of Fort Frances received a Provincial gas tax of \$78,588 of which \$23,228 was transferred to a dedicated reserve for the purchase of a new small bus in 2011 to replace the 1993 bus. * Passenger - Non-Dedicated Service includes 17,361 and 16,228 low income residents passenger trips in 2008 and 2009 respectively.

SERVICE HOURS / SCHEDULING

Weekday: 0800 to 1700 Sunday: to
 Saturday: to Holiday: to
 Advanced booking notice: 7 day(s)
 Minimum notice for reservation: 24 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 | | |
| Other Operations | | |
| Vehicle Mechanics | 2 | |
| General and Administration | | |
| Other | | |
| TOTAL NUMBER OF EMPLOYEES | 2 | |

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

Top Operator Wage Rate:
 Top Mechanic Wage Rate: \$27.88

PERFORMANCE INDICATORS

| | 2008 | 2009 |
|--|---------|---------|
| FINANCIAL | | |
| R/C Ratio | 9% | 9% |
| Net Operating Cost / Capita | \$20.64 | \$19.21 |
| Total Exp. / Passenger | \$6.50 | \$6.44 |
| Total Exp. / Eligible Passenger | \$16.95 | \$16.73 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$12.52 | \$12.10 |
| Non-Dedicated Service | \$1.85 | \$1.87 |
| Transportation Exp. / Hour (Dedicated Service) | | |
| OPERATING | | |
| Registrants / Capita | 0.0285 | 0.0306 |
| Passengers / Capita | 3.5061 | 3.2694 |
| Passengers / Registrant | 122.94 | 106.82 |
| Passengers / Hour (Dedicated Service) | | |
| Kms / Passenger (Dedicated Service) | 3.54 | 3.58 |
| Average Speed (Dedicated Service) | | |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|---------------|------------------|
| Ambulatory | | |
| Wheelchair/Scooter Users | 10,173 | 24 |
| Attendants | | |
| Companions | 67 | |
| Other (specified) | | 16,228 |
| TOTAL | 10,240 | 16,252 |

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 | | | | |
| TOTAL DED. VEHICLES | 2 | 2 | N/A | N/A |
| Vehicle ownership: | Municipality | | | |
| Vehicle maintenance responsibility: | Municipality | | | |
| Accessible taxis: | 1 | | | |

Greenstone

Greenstone

Contact: Barb Madder
 Title: Bookkeeper
 Telephone: 807-854-0636
 Fax: 807-854-1459
 Email: bmadder@astrocom-on.com

Population served: 5,600
 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: | 16 | 16 |
| Ambulatory: | 49 | 49 |
| Attendants: | 89 | 89 |
| Companions: | | |
| Other: | | |
| Total: | 154 | 154 |

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 | 2008 | 2009 | SERVICE HOURS / SCHEDULING | | |
|--|-----------------|-----------------|--|---------------|--------------|
| Rev. Veh. Km. - Dedicated Service | | | Weekday: 0900 to 1700 | Sunday: | to |
| Tot. Veh. Km. - Dedicated Service | | | Saturday: to | Holiday: | to |
| Rev. Veh. Hrs. - Dedicated Service | 1,088 | 1,088 | Advanced booking notice: | 0 day(s) | |
| Tot. Veh. Hrs. - Dedicated Service | 1,088 | 1,088 | Minimum notice for reservation: | 0 hour(s) | |
| Non-Dedicated Service - Veh. Km. | | | Reservations / Scheduling: | | |
| Non-Dedicated Service - Veh. Hrs. | | | | | |
| PASSENGER DATA | | | FARE STRUCTURE | | |
| Dedicated Service | 6,884 | 6,884 | Effective Date 31/12/2009 | Tickets/Cards | Monthly Pass |
| Non-Dedicated Service | | | Cash | (unit price) | Free |
| TOTAL PASSENGERS | 6,884 | 6,884 | Adult | | |
| Subscription / Pre-booked | | | Child | | |
| Reservation | | | Student | | |
| On-Demand / Day of trip | 100% | 100% | Senior | \$1.50 | \$1.50 |
| Cancelled in advance | | | Attendant | | |
| No-shows / Cancelled at door | | | Companion | | |
| Unaccommodated trips | | | Other | | |
| Number of complaints | | | | | |
| OPERATING EXPENSES | | | EMPLOYEE DATA | | |
| Administration | \$2,936 | \$5,448 | Operators | Full-time | Part-time |
| Operations: | | | Other Operations | | 2 |
| Internal - Dedicated Service | \$24,249 | \$29,693 | Vehicle Mechanics | | |
| Contract - Dedicated Service | | | General and Administration | 1 | |
| Contract - Non-Dedicated Service | | | Other | | |
| Contract - Taxi Scrip | | | TOTAL NUMBER OF EMPLOYEES | 1 | 2 |
| Maintenance (Vehicles & Facilities) | \$9,398 | \$12,164 | Union Affiliations: Operators: | CUPE 3045 | |
| Fuel | \$3,883 | \$7,380 | Mechanics: | | |
| TOTAL OPERATING EXPENSES | \$40,466 | \$54,685 | Other (specify): | | |
| OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS | | | Top Operator Wage Rate: \$24.11 | | |
| Passenger Revenue | \$2,080 | \$1,580 | Top Mechanic Wage Rate: | | |
| Other Operating Revenue | | | | | |
| Total Operating Revenue | \$2,080 | \$1,580 | | | |
| Federal Contributions | | | | | |
| Provincial Contributions | \$27,604 | \$36,129 | | | |
| Municipal Contributions | \$10,782 | \$16,976 | | | |
| Other / Donations | | | | | |
| TOTAL | \$40,466 | \$54,685 | | | |
| CAPITAL EXPENSES | | | PERFORMANCE INDICATORS | | |
| Vehicles Purchased | | | FINANCIAL | | |
| Debt Servicing | | | R/C Ratio | 2008 | 2009 |
| Other Capital Expenses | | | Net Operating Cost / Capita | 5% | 3% |
| TOTAL CAPITAL EXPENSES | | | Total Exp. / Passenger | \$6.85 | \$9.48 |
| CAPITAL FUNDING SOURCES | | | Total Exp. / Eligible Passenger | \$5.88 | \$7.94 |
| Transit System | | | Transportation Exp. / Passenger | \$5.88 | \$7.94 |
| Federal Contributions | | | Dedicated Service | \$5.45 | \$7.15 |
| Provincial Contributions | | | Non-Dedicated Service | | |
| Municipal Contributions | | | Transportation Exp. / Hour (Dedicated Service) | \$34.49 | \$45.25 |
| Other / Donations | | | | | |
| TOTAL CAPITAL FUNDING | | | OPERATING | | |
| | | | Registrants / Capita | 0.0275 | 0.0275 |
| | | | Passengers / Capita | 1.2293 | 1.2293 |
| | | | Passengers / Registrant | 44.70 | 44.70 |
| | | | Passengers / Hour (Dedicated Service) | 6.33 | 6.33 |
| | | | Kms / Passenger (Dedicated Service) | | |
| | | | Average Speed (Dedicated Service) | | |

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

| PASSENGER DATA | Ded. Service | Non-Ded. Service |
|--------------------------|--------------|------------------|
| Ambulatory | 6,868 | |
| Wheelchair/Scooter Users | 16 | |
| Attendants | | |
| Companions | | |
| Other (specified) | | |
| TOTAL | 6,884 | |

| 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 | | | | |
| TOTAL DED. VEHICLES | 2 | 2 | N/A | N/A |
| Vehicle ownership: | Municipality of Greenstone | | | |
| Vehicle maintenance responsibility: | Municipality of Greenstone | | | |
| Accessible taxis: | | | | |

Guelph

Guelph Transit Mobility Service

Contact: Elaine Noël
 Title: Supervisor, Transit Business Services
 Telephone: 519-822-1260 x2624
 Fax: 519-822-1322
 Email: elaine.noel@guelph.ca

Population served: 120,000
 Service area (km²): 88.0
 Communities served: 1
 Service began: 15/08/1977
 Advisory Committee members: N/A
 Eligibility Committee members: 1

REGISTRANTS
 Wheelchair/Scooter Users: 385
 Ambulatory: 807
 Attendants:
 Companions:
 Other:
Total: 1,192 1,193

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

| | 2008 | 2009 |
|------------------------------------|---------|---------|
| Rev. Veh. Km. - Dedicated Service | 182,391 | 177,483 |
| Tot. Veh. Km. - Dedicated Service | 182,391 | 177,483 |
| Rev. Veh. Hrs. - Dedicated Service | 9,888 | 9,880 |
| Tot. Veh. Hrs. - Dedicated Service | 9,888 | 9,880 |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | | |
|------------------------------|---------------|---------------|
| Dedicated Service | 33,550 | 33,535 |
| Non-Dedicated Service | 16,679 | 14,761 |
| TOTAL PASSENGERS | 50,229 | 48,296 |
| Subscription / Pre-booked | 19% | 19% |
| Reservation | 80% | 80% |
| On-Demand / Day of trip | 1% | 1% |
| Cancelled in advance | 8,738 | 8,797 |
| No-shows / Cancelled at door | 348 | 343 |
| Unaccommodated trips | | |
| Number of complaints | | |

OPERATING EXPENSES

| | | |
|-------------------------------------|------------------|------------------|
| Administration | \$46,843 | \$33,451 |
| Operations: | | |
| Internal - Dedicated Service | \$521,795 | \$527,994 |
| Contract - Dedicated Service | | |
| Contract - Non-Dedicated Service | \$123,864 | \$133,656 |
| Contract - Taxi Scrip | \$29,264 | \$11,703 |
| Maintenance (Vehicles & Facilities) | | |
| Fuel | \$50,000 | \$57,650 |
| TOTAL OPERATING EXPENSES | \$771,766 | \$764,454 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|--------------------------|------------------|------------------|
| Passenger Revenue | \$103,769 | \$70,478 |
| Other Operating Revenue | | |
| Total Operating Revenue | \$103,769 | \$70,478 |
| Federal Contributions | | |
| Provincial Contributions | \$26,036 | |
| Municipal Contributions | \$641,961 | \$693,976 |
| Other / Donations | | |
| TOTAL | \$771,766 | \$764,454 |

CAPITAL EXPENSES

| | | |
|-------------------------------|------------------|--|
| Vehicles Purchased | \$197,041 | |
| Debt Servicing | | |
| Other Capital Expenses | | |
| TOTAL CAPITAL EXPENSES | \$197,041 | |

CAPITAL FUNDING SOURCES

| | | |
|------------------------------|------------------|--|
| Transit System | | |
| Federal Contributions | | |
| Provincial Contributions | \$39,870 | |
| Municipal Contributions | \$157,171 | |
| Other / Donations | | |
| TOTAL CAPITAL FUNDING | \$197,041 | |

SERVICE HOURS / SCHEDULING

| | | | |
|---------------------------------|------------------------|----------|--------------|
| Weekday: | 0530 to 0100 | Sunday: | 0900 to 1900 |
| Saturday: | 0530 to 0100 | Holiday: | 0900 to 1900 |
| Advanced booking notice: | 7 day(s) | | |
| Minimum notice for reservation: | 24 hour(s) | | |
| Reservations / Scheduling: | Partially Computerized | | |

FARE STRUCTURE

| Effective Date 01/02/2009 | Cash | Tickets/Cards (unit price) | Monthly Pass | Free |
|---------------------------|--------|----------------------------|--------------|--------------------------|
| Adult | \$2.50 | \$2.20 | | <input type="checkbox"/> |
| Child | | | | <input type="checkbox"/> |
| Student | \$2.50 | \$2.20 | | <input type="checkbox"/> |
| Senior | \$2.50 | \$2.20 | | <input type="checkbox"/> |
| Attendant | | | | <input type="checkbox"/> |
| Companion | | | | <input type="checkbox"/> |
| Other | | | | <input type="checkbox"/> |

EMPLOYEE DATA

| | Full-time | Part-time |
|----------------------------------|-----------|-----------|
| Operators | 4 | 4 |
| Other Operations | 2 | |
| Vehicle Mechanics | | |
| General and Administration | | |
| Other | | |
| TOTAL NUMBER OF EMPLOYEES | 6 | 4 |

Union Affiliations: Operators: ATU 1189
 Mechanics: ATU 1189
 Other (specify):

Top Operator Wage Rate: \$24.04

Top Mechanic Wage Rate: \$28.14

PERFORMANCE INDICATORS

| | 2008 | 2009 |
|--|---------|---------|
| FINANCIAL | | |
| R/C Ratio | 13% | 9% |
| Net Operating Cost / Capita | \$5.57 | \$5.78 |
| Total Exp. / Passenger | \$15.36 | \$15.83 |
| Total Exp. / Eligible Passenger | \$16.17 | \$16.64 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$17.04 | \$17.46 |
| Non-Dedicated Service | \$9.18 | \$9.85 |
| Transportation Exp. / Hour (Dedicated Service) | \$57.82 | \$59.28 |
| OPERATING | | |
| Registrants / Capita | 0.0118 | 0.0099 |
| Passengers / Capita | 0.4186 | 0.4025 |
| Passengers / Registrant | 35.62 | 40.48 |
| Passengers / Hour (Dedicated Service) | 3.39 | 3.39 |
| Kms / Passenger (Dedicated Service) | 5.44 | 5.29 |
| Average Speed (Dedicated Service) | 18.44 | 17.96 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|---------------|------------------|
| Ambulatory | 21,601 | 12,730 |
| Wheelchair/Scooter Users | 9,571 | 2,031 |
| Attendants | | |
| Companions | 2,363 | |
| Other (specified) | | |
| TOTAL | 33,535 | 14,761 |

VEHICLE DATA

| | Number | Veh. Peak | Avg. Capacity per Veh. | |
|-------------------------------------|--------------------------|-----------|------------------------|------------|
| Non-Accessible Cars | | | Wheelchair | Ambulatory |
| Accessible Vans / Minivans | | | N/A | |
| Small Buses | 7 | 7 | 5 | 4 |
| Other | | | | |
| TOTAL DED. VEHICLES | 7 | 7 | N/A | N/A |
| Vehicle ownership: | Municipal Transit System | | | |
| Vehicle maintenance responsibility: | City Operations Dept. | | | |
| Accessible taxis: | 2 | | | |

Halton Hills

Halton Hills ActiVan

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

Population served: 55,000
 Service area (km²): 280.0
 Communities served: 1
 Service began: 01/01/1981
 Advisory Committee members: 6
 Eligibility Committee members: N/A

| REGISTRANTS | Active | Total |
|---------------------------|------------|------------|
| Wheelchair/Scooter Users: | 136 | 136 |
| Ambulatory: | 764 | 764 |
| Attendants: | | |
| Companions: | | |
| Other: | | |
| Total: | 900 | 900 |

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

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

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

VEHICLE KILOMETRES & HOURS

| | 2008 | 2009 |
|------------------------------------|---------|---------|
| Rev. Veh. Km. - Dedicated Service | 111,020 | 119,491 |
| Tot. Veh. Km. - Dedicated Service | 111,020 | 119,491 |
| Rev. Veh. Hrs. - Dedicated Service | 4,380 | 7,800 |
| Tot. Veh. Hrs. - Dedicated Service | 4,380 | 7,800 |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | | |
|------------------------------|---------------|---------------|
| Dedicated Service | 12,309 | 14,989 |
| Non-Dedicated Service | | 3,744 |
| TOTAL PASSENGERS | 12,309 | 18,733 |
| Subscription / Pre-booked | | |
| Reservation | 99% | 99% |
| On-Demand / Day of trip | 1% | 1% |
| Cancelled in advance | 548 | 438 |
| No-shows / Cancelled at door | 67 | 53 |
| Unaccommodated trips | 278 | 59 |
| Number of complaints | | |

OPERATING EXPENSES

| | | |
|-------------------------------------|------------------|------------------|
| Administration | \$77,050 | \$176,580 |
| Operations: | | |
| Internal - Dedicated Service | | \$6,446 |
| Contract - Dedicated Service | \$216,503 | \$228,980 |
| Contract - Non-Dedicated Service | | |
| Contract - Taxi Scrip | | \$33,176 |
| Maintenance (Vehicles & Facilities) | \$49,200 | \$63,200 |
| Fuel | | |
| TOTAL OPERATING EXPENSES | \$342,753 | \$508,381 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|--------------------------|------------------|------------------|
| Passenger Revenue | \$19,839 | \$45,431 |
| Other Operating Revenue | | |
| Total Operating Revenue | \$19,839 | \$45,431 |
| Federal Contributions | | |
| Provincial Contributions | \$158,328 | \$158,328 |
| Municipal Contributions | \$163,786 | \$303,822 |
| Other / Donations | \$800 | \$800 |
| TOTAL | \$342,753 | \$508,381 |

CAPITAL EXPENSES

| | | |
|-------------------------------|--|-----------------|
| Vehicles Purchased | | \$46,258 |
| Debt Servicing | | |
| Other Capital Expenses | | |
| TOTAL CAPITAL EXPENSES | | \$46,258 |

CAPITAL FUNDING SOURCES

| | | |
|------------------------------|--|-----------------|
| Transit System | | |
| Federal Contributions | | |
| Provincial Contributions | | \$46,258 |
| Municipal Contributions | | |
| Other / Donations | | |
| TOTAL CAPITAL FUNDING | | \$46,258 |

* Other Eligibility Criteria: cognitive disability. * ActiVan is a public transportation service operated by the Town of Halton Hills for both person with disabilities and seniors. Any person with a physical, medical or cognitive disability and everyone aged sixty-five or older may apply.

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: | 16 hour(s) | | |
| Reservations / Scheduling: | Fully Computerized | | |

FARE STRUCTURE

| Effective Date 01/01/1992 | Cash | Tickets/Cards (unit price) | Monthly Pass | Free |
|---------------------------|-----------------|----------------------------|--------------|------|
| Adult | \$2.00 | \$2.00 | | |
| Child | \$2.00 | \$2.00 | | |
| Student | \$2.00 | \$2.00 | | |
| Senior | \$2.00 | \$2.00 | | |
| Attendant | \$2.00 | \$2.00 | | |
| Companion | \$2.00 | \$2.00 | | |
| Other after hours | \$3.00 per ride | | | |

EMPLOYEE DATA

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

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

Top Operator Wage Rate:

Top Mechanic Wage Rate: \$26.96

PERFORMANCE INDICATORS

| FINANCIAL | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 6% | 9% |
| Net Operating Cost / Capita | \$5.87 | \$8.42 |
| Total Exp. / Passenger | \$27.85 | \$27.14 |
| Total Exp. / Eligible Passenger | \$29.32 | \$35.17 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$21.59 | \$19.92 |
| Non-Dedicated Service | | \$8.86 |
| Transportation Exp. / Hour (Dedicated Service) | \$60.66 | \$38.29 |
| OPERATING | | |
| Registrants / Capita | 0.0130 | 0.0164 |
| Passengers / Capita | 0.2238 | 0.3406 |
| Passengers / Registrant | 17.24 | 20.81 |
| Passengers / Hour (Dedicated Service) | 2.81 | 1.92 |
| Kms / Passenger (Dedicated Service) | 9.02 | 7.97 |
| Average Speed (Dedicated Service) | 25.35 | 15.32 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|---------------|------------------|
| Ambulatory | 11,817 | |
| Wheelchair/Scooter Users | 2,638 | |
| Attendants | 534 | |
| Companions | | |
| Other (specified) | | 3,744 |
| TOTAL | 14,989 | 3,744 |

VEHICLE DATA

| | Number | Veh. Peak | Avg. Capacity per Veh. |
|-------------------------------------|--------------|-----------|------------------------|
| Non-Accessible Cars | | | N/A |
| Accessible Vans / Minivans | 2 | 2 | 6 |
| Small Buses | 1 | 1 | 17 |
| Other | | | |
| TOTAL DED. VEHICLES | 3 | 3 | N/A |
| Vehicle ownership: | Municipality | | |
| Vehicle maintenance responsibility: | Municipality | | |
| Accessible taxis: | | | |

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: 513,000
 Service area (km²): 1,117.0
 Communities served: 1
 Service began: 01/01/1976
 Advisory Committee members: 15
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 7,949
 Ambulatory: 1,461
 Attendants:
 Companions:
 Other: 3,056
Total: 10,391 12,466

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

| | 2008 | 2009 |
|------------------------------------|-----------|-----------|
| Rev. Veh. Km. - Dedicated Service | 4,127,875 | 4,228,683 |
| Tot. Veh. Km. - Dedicated Service | 4,127,875 | 4,228,683 |
| Rev. Veh. Hrs. - Dedicated Service | 186,378 | 191,932 |
| Tot. Veh. Hrs. - Dedicated Service | 186,378 | 191,932 |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | | |
|------------------------------|----------------|----------------|
| Dedicated Service | 422,208 | 429,818 |
| Non-Dedicated Service | 237,815 | 158,825 |
| TOTAL PASSENGERS | 660,023 | 588,643 |
| Subscription / Pre-booked | 39% | 44% |
| Reservation | 25% | 29% |
| On-Demand / Day of trip | 36% | 27% |
| Cancelled in advance | 106,325 | 96,765 |
| No-shows / Cancelled at door | 8,912 | 10,642 |
| Unaccommodated trips | 10,816 | 17,995 |
| Number of complaints | 371 | 550 |

OPERATING EXPENSES

| | | |
|-------------------------------------|---------------------|---------------------|
| Administration | \$3,308,533 | \$2,999,006 |
| Operations: | | |
| Internal - Dedicated Service | \$5,982,934 | \$6,368,937 |
| Contract - Dedicated Service | \$1,642,150 | \$1,757,162 |
| Contract - Non-Dedicated Service | \$5,769 | \$11,306 |
| Contract - Taxi Scrip | \$1,349,723 | \$1,304,350 |
| Maintenance (Vehicles & Facilities) | \$1,388,779 | \$1,504,077 |
| Fuel | \$847,396 | \$648,719 |
| TOTAL OPERATING EXPENSES | \$14,525,284 | \$14,593,557 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|--------------------------|---------------------|---------------------|
| Passenger Revenue | \$1,774,528 | \$1,798,696 |
| Other Operating Revenue | \$46,081 | |
| Total Operating Revenue | \$1,820,609 | \$1,798,696 |
| Federal Contributions | | |
| Provincial Contributions | \$839,470 | \$734,440 |
| Municipal Contributions | \$11,864,785 | \$12,026,171 |
| Other / Donations | \$420 | \$34,250 |
| TOTAL | \$14,525,284 | \$14,593,557 |

CAPITAL EXPENSES

| | | |
|-------------------------------|------------------|--------------------|
| Vehicles Purchased | \$895,447 | \$1,831,040 |
| Debt Servicing | | |
| Other Capital Expenses | \$87,184 | |
| TOTAL CAPITAL EXPENSES | \$982,631 | \$1,831,040 |

CAPITAL FUNDING SOURCES

| | | |
|------------------------------|------------------|--------------------|
| Transit System | | \$1,202,383 |
| Federal Contributions | | |
| Provincial Contributions | \$340,000 | \$609,736 |
| Municipal Contributions | \$642,631 | |
| Other / Donations | | \$18,921 |
| TOTAL CAPITAL FUNDING | \$982,631 | \$1,831,041 |

* Other Eligibility Criteria: Accessible Transportation Services (ATS) are available to persons with disabilities who are unable to access regular transit service. * Service Hours: Thursdays/Fridays/Saturdays 0700 - 0130 hrs.

SERVICE HOURS / SCHEDULING

| | | | |
|---------------------------------|--------------------|----------|--------------|
| Weekday: | 0700 to 2400 | Sunday: | 0700 to 2400 |
| Saturday: | 0700 to 2400 | Holiday: | 0700 to 2400 |
| Advanced booking notice: | 7 day(s) | | |
| Minimum notice for reservation: | 24 hour(s) | | |
| Reservations / Scheduling: | Fully Computerized | | |

FARE STRUCTURE

| Effective Date 01/01/2008 | 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 type="checkbox"/> |
| Attendant | | \$2.20 | | <input type="checkbox"/> |
| Companion | | \$2.20 | | <input type="checkbox"/> |
| Other | Taxi Scrip - User co-payment 60% | | | |

EMPLOYEE DATA

| | Full-time | Part-time |
|----------------------------------|------------|-----------|
| Operators | 117 | |
| Other Operations | 12 | |
| Vehicle Mechanics | 6 | |
| General and Administration | 24 | |
| Other | 6 | 1 |
| TOTAL NUMBER OF EMPLOYEES | 165 | 1 |

Union Affiliations: Operators: CUPE 5167
 Mechanics: CUPE 5167
 Other (specify): ATS Administrative - ATU 107

Top Operator Wage Rate: \$21.75
 Top Mechanic Wage Rate: \$24.92

PERFORMANCE INDICATORS

| FINANCIAL | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 13% | 12% |
| Net Operating Cost / Capita | \$24.77 | \$24.94 |
| Total Exp. / Passenger | \$22.01 | \$24.79 |
| Total Exp. / Eligible Passenger | \$26.51 | \$26.27 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$23.36 | \$23.91 |
| Non-Dedicated Service | \$5.70 | \$8.28 |
| Transportation Exp. / Hour (Dedicated Service) | \$52.91 | \$53.55 |
| OPERATING | | |
| Registrants / Capita | 0.0237 | 0.0243 |
| Passengers / Capita | 1.2866 | 1.1475 |
| Passengers / Registrant | 54.31 | 47.22 |
| Passengers / Hour (Dedicated Service) | 2.27 | 2.24 |
| Kms / Passenger (Dedicated Service) | 9.78 | 9.84 |
| Average Speed (Dedicated Service) | 22.15 | 22.03 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|----------------|------------------|
| Ambulatory | 174,713 | 150,011 |
| Wheelchair/Scooter Users | 221,955 | 8,814 |
| Attendants | 4,632 | |
| Companions | 28,518 | |
| Other (specified) | | |
| TOTAL | 429,818 | 158,825 |

VEHICLE DATA

| | Number | Veh. Peak | Avg. Capacity per Veh. | |
|----------------------------|-----------|-----------|------------------------|------------|
| | | | Wheelchair | Ambulatory |
| Non-Accessible Cars | 23 | 23 | N/A | 6 |
| Accessible Vans / Minivans | | | | |
| Small Buses | 66 | 53 | 4 | 8 |
| Other | | | | |
| TOTAL DED. VEHICLES | 89 | 76 | N/A | N/A |

Vehicle ownership: Buses - Municipality; Non-Acc. Minivans - Priv
 Vehicle maintenance responsibility: Buses - Municipality; Non-Acc. Minivans - Priv
 Accessible taxis:

Hanover

Saugeen Mobility and Regional Transit

Contact: Roger Cook
 Title: Manager of Transit Services
 Telephone: 519-881-2589
 Fax: 519-881-2508
 Email: rcook@hurontel.on.ca

Population served: 45,874
 Service area (km²): 2,488.0
 Communities served: 5
 Service began: 01/01/1979
 Advisory Committee members: 4
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 417
 Ambulatory:
 Attendants:
 Companions:
 Other:
Total: 417

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 | | 2008 | 2009 | SERVICE HOURS / SCHEDULING | |
|---|------------------|------------------|------|--|---------------------------------------|
| Rev. Veh. Km. - Dedicated Service | | | | Weekday: | to Sunday: to |
| Tot. Veh. Km. - Dedicated Service | | | | Saturday: | to Holiday: to |
| Rev. Veh. Hrs. - Dedicated Service | | | | Advanced booking notice: | 0 day(s) |
| Tot. Veh. Hrs. - Dedicated Service | | | | Minimum notice for reservation: | 24 hour(s) |
| Non-Dedicated Service - Veh. Km. | | | | Reservations / Scheduling: | Manual |
| Non-Dedicated Service - Veh. Hrs. | | | | FARE STRUCTURE | |
| PASSENGER DATA | | | | Effective Date 01/01/2006 | Tickets/Cards (unit price) |
| Dedicated Service | 18,750 | 22,269 | | Cash | Monthly Pass |
| Non-Dedicated Service | | | | Adult \$6.00 | Free |
| TOTAL PASSENGERS | 18,750 | 22,269 | | Child \$6.00 | <input type="checkbox"/> |
| Subscription / Pre-booked | 75% | 75% | | Student \$6.00 | <input type="checkbox"/> |
| Reservation | 9% | 9% | | Senior \$6.00 | <input type="checkbox"/> |
| On-Demand / Day of trip | 16% | 16% | | Attendant | <input checked="" type="checkbox"/> |
| Cancelled in advance | | | | Companion | <input checked="" type="checkbox"/> |
| No-shows / Cancelled at door | | | | Other out of town is mileage and time | |
| Unaccommodated trips | | | | EMPLOYEE DATA | |
| Number of complaints | | | | Operators | Full-time 4 Part-time 5 |
| OPERATING EXPENSES | | | | Other Operations | |
| Administration | \$67,757 | \$167,946 | | Vehicle Mechanics | |
| Operations: | | | | General and Administration | 2 |
| Internal - Dedicated Service | \$318,330 | \$325,602 | | Other | |
| Contract - Dedicated Service | \$1,162 | \$292 | | TOTAL NUMBER OF EMPLOYEES | 6 5 |
| Contract - Non-Dedicated Service | | | | Union Affiliations: Operators: | |
| Contract - Taxi Scrip | | | | Mechanics: | |
| Maintenance (Vehicles & Facilities) | \$17,301 | \$21,360 | | Other (specify): | |
| Fuel | \$53,172 | \$35,881 | | Top Operator Wage Rate: \$14.32 | |
| TOTAL OPERATING EXPENSES | \$457,722 | \$551,081 | | Top Mechanic Wage Rate: | |
| OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS | | | | PERFORMANCE INDICATORS | |
| Passenger Revenue | \$119,946 | \$133,243 | | FINANCIAL | 2008 2009 |
| Other Operating Revenue | | \$1,355 | | R/C Ratio | 26% 24% |
| Total Operating Revenue | \$119,946 | \$134,598 | | Net Operating Cost / Capita | \$6.76 \$9.08 |
| Federal Contributions | | | | Total Exp. / Passenger | \$24.41 \$24.75 |
| Provincial Contributions | \$2,212 | \$246,401 | | Total Exp. / Eligible Passenger | \$24.41 \$24.75 |
| Municipal Contributions | \$255,000 | \$300,352 | | Transportation Exp. / Passenger | |
| Other / Donations | \$2,454 | \$1,000 | | Dedicated Service | \$20.80 \$17.20 |
| TOTAL | \$379,612 | \$682,351 | | Non-Dedicated Service | |
| CAPITAL EXPENSES | | | | Transportation Exp. / Hour (Dedicated Service) | |
| Vehicles Purchased | \$98,044 | | | OPERATING | |
| Debt Servicing | | | | Registrants / Capita | 0.0091 |
| Other Capital Expenses | | \$2,745 | | Passengers / Capita | 0.3750 0.4854 |
| TOTAL CAPITAL EXPENSES | \$98,044 | \$2,745 | | Passengers / Registrant | 53.40 |
| CAPITAL FUNDING SOURCES | | | | Passengers / Hour (Dedicated Service) | |
| Transit System | | | | Kms / Passenger (Dedicated Service) | |
| Federal Contributions | | | | Average Speed (Dedicated Service) | |
| Provincial Contributions | \$98,044 | \$2,745 | | | |
| Municipal Contributions | | | | | |
| Other / Donations | | | | | |
| TOTAL CAPITAL FUNDING | \$98,044 | \$2,745 | | | |

Saugeen Mobility and Regional Transit is the former Bruce, Grey and Huron Disability Transportation. Over the year 2009, it was re-organized and re-named. Administration expense includes approximately \$140,000 for operational consulting fees that were incurred by the company. These fees were fully covered by the Province of Ontario. 2010 will be the first full year of operations under the new name and new organization, numbers should become increasingly accurate. * Number of registrants - Wheelchair/Scooter Users category also includes Ambulatory users, Attendants, Companions, and Other registrants. * 2009 Municipal Operating Contributions include funding from the following municipalities: Arran-Elderslie \$24,149, Brockton \$66,022, Hanover \$150,681, Kincardine \$20,352, South Bruce \$3,063, and West Grey \$36,085.

| PASSENGER DATA | Ded. Service | Non-Ded. Service |
|--------------------------|---------------|------------------|
| Ambulatory | 22,269 | |
| Wheelchair/Scooter Users | | |
| Attendants | | |
| Companions | | |
| Other (specified) | | |
| TOTAL | 22,269 | |

| VEHICLE DATA | Number | Veh. Peak | Avg. Capacity per Veh. | |
|-------------------------------------|--|-----------|------------------------|------------|
| | | | Wheelchair | Ambulatory |
| Non-Accessible Cars | 1 | 1 | N/A | 6 |
| Accessible Vans / Minivans | 6 | 6 | 2 | 4 |
| Small Buses | 2 | 2 | 10 | 17 |
| Other | 1 | 1 | 8 | 12 |
| TOTAL DED. VEHICLES | 10 | 10 | N/A | N/A |
| Vehicle ownership: | Non-profit Municipally owned corporation | | | |
| Vehicle maintenance responsibility: | Private Contractors | | | |
| 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: 6,643
 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: | 45 | 45 |
| Ambulatory: | 300 | 300 |
| Attendants: | 12 | 12 |
| Companions: | | |
| Other: | | |
| Total: | 357 | 357 |

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.

2008

2009

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 hour(s)
 Reservations / Scheduling: Manual

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

8,921

10,325

TOTAL PASSENGERS

8,921

10,325

Subscription / Pre-booked

5%

5%

Reservation

On-Demand / Day of trip

95%

95%

Cancelled in advance

No-shows / Cancelled at door

Unaccommodated trips

Number of complaints

OPERATING EXPENSES

Administration

\$1,633

Operations:

Internal - Dedicated Service

Contract - Dedicated Service

\$98,116

\$112,032

Contract - Non-Dedicated Service

Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)

Fuel

TOTAL OPERATING EXPENSES

\$98,116

\$113,665

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue

\$22,303

\$25,813

Other Operating Revenue

Total Operating Revenue

\$22,303

\$25,813

Federal Contributions

Provincial Contributions

\$37,085

\$55,589

Municipal Contributions

\$32,228

\$25,763

Other / Donations

\$6,500

\$6,500

TOTAL

\$98,116

\$113,665

CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System

Federal Contributions

Provincial Contributions

Municipal Contributions

Other / Donations

TOTAL CAPITAL FUNDING

* Other Eligibility Criteria includes: Seniors 50+ years, physically disabled youth and adults.

FARE STRUCTURE

Effective Date 01/01/2006

Cash

Adult \$2.50

Child \$2.50

Student \$2.50

Senior \$2.50

Attendant \$2.50

Companion \$2.50

Other

Tickets/Cards
(unit price)

\$2.27

\$2.27

\$2.27

\$2.27

\$2.27

\$2.27

\$2.27

Monthly Pass

Free

☐

☐

☐

☐

☐

EMPLOYEE DATA

Operators

Full-time

1

Part-time

3

Other Operations

Vehicle Mechanics

General and Administration

Other

TOTAL NUMBER OF EMPLOYEES

1

3

Union Affiliations: Operators:

Mechanics:

Other (specify):

Top Operator Wage Rate: \$13.00

Top Mechanic Wage Rate: \$20.00

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio

2008

23%

2009

23%

Net Operating Cost / Capita

\$11.41

\$13.22

Total Exp. / Passenger

\$11.00

\$11.01

Total Exp. / Eligible Passenger

\$11.08

\$11.12

Transportation Exp. / Passenger

Dedicated Service

\$11.00

\$10.85

Non-Dedicated Service

Transportation Exp. / Hour (Dedicated Service)

OPERATING

Registrants / Capita

0.0477

0.0537

Passengers / Capita

1.3429

1.5543

Passengers / Registrant

28.14

28.92

Passengers / Hour (Dedicated Service)

Kms / Passenger (Dedicated Service)

Average Speed (Dedicated Service)

PASSENGER DATA

Ded. Service

Non-Ded. Service

Ambulatory

8,776

Wheelchair/Scooter Users

1,446

Attendants

103

Companions

Other (specified)

TOTAL

10,325

VEHICLE DATA

Non-Accessible Cars

Accessible Vans / Minivans

Small Buses

Other

TOTAL DED. VEHICLES

Vehicle ownership:

Vehicle maintenance responsibility:

Accessible taxis:

Number

Veh. Peak

Avg. Capacity per Veh.

Wheelchair

N/A

Ambulatory

N/A

1

1

4

16

1

1

N/A

N/A

Private Operation by Contracted Operator

Private Operation by Contracted Operator

Ingersoll

Ingersoll Paratransit Service

Contact: Elaine Clark
 Title: Clerk/Deputy CAO
 Telephone: 519-485-0120
 Fax: 519-485-3543
 Email: eclark@ingersoll.ca

Population served: 12,000
 Service area (km²): 10.0
 Communities served: 1
 Service began: 04/01/1992
 Advisory Committee members: 5
 Eligibility Committee members: 3

| REGISTRANTS | | Active | Total |
|---------------------------|--|------------|------------|
| Wheelchair/Scooter Users: | | 67 | 67 |
| Ambulatory: | | 253 | 253 |
| Attendants: | | 25 | 25 |
| Companions: | | | |
| Other: | | 15 | 15 |
| Total: | | 360 | 360 |

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

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

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

VEHICLE KILOMETRES & HOURS

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.

2008

2009

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 hour(s)
 Reservations / Scheduling: Fully Computerized

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

717

1,288

3,813

3,642

TOTAL PASSENGERS

4,530

4,930

Subscription / Pre-booked

2%

2%

Reservation

98%

97%

On-Demand / Day of trip

1%

1%

Cancelled in advance

300

325

No-shows / Cancelled at door

5

10

Unaccommodated trips

Number of complaints

OPERATING EXPENSES

Administration

\$38,475

\$43,122

Operations:

Internal - Dedicated Service

Contract - Dedicated Service

\$10,482

\$19,320

Contract - Non-Dedicated Service

\$25,945

\$23,380

Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)

Fuel

TOTAL OPERATING EXPENSES

\$74,902

\$85,822

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue

\$14,318

\$14,694

Other Operating Revenue

Total Operating Revenue

\$14,318

\$14,694

Federal Contributions

Provincial Contributions

Municipal Contributions

\$60,484

\$71,128

Other / Donations

\$100

TOTAL

\$74,902

\$85,822

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 01/07/2007

Cash

Adult \$3.00

Child \$3.00

Student \$3.00

Senior \$3.00

Attendant

Companion \$3.00

Other

Tickets/Cards
(unit price)

Monthly Pass

Free

☐☐☒☐

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

| | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 19% | 17% |
| Net Operating Cost / Capita | \$5.05 | \$5.93 |
| Total Exp. / Passenger | \$16.53 | \$17.41 |
| Total Exp. / Eligible Passenger | \$17.73 | \$17.41 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$14.62 | \$15.00 |
| Non-Dedicated Service | \$6.80 | \$6.42 |
| Transportation Exp. / Hour (Dedicated Service) | | |

OPERATING

| | | |
|---------------------------------------|--------|--------|
| Registrants / Capita | 0.0279 | 0.0300 |
| Passengers / Capita | 0.3775 | 0.4108 |
| Passengers / Registrant | 13.52 | 13.69 |
| Passengers / Hour (Dedicated Service) | | |
| Kms / Passenger (Dedicated Service) | | |
| Average Speed (Dedicated Service) | | |

PASSENGER DATA

Ded. Service

Non-Ded. Service

Ambulatory

3,642

Wheelchair/Scooter Users

1,288

Attendants

Companions

Other (specified)

TOTAL

1,288

3,642

VEHICLE DATA

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

Vehicle ownership: contracted operator

Vehicle maintenance responsibility: contracted operator

Accessible taxis:

*Other Eligibility Criteria include: individuals who are visually impaired.

Kapuskasing

Kap Accessible Bus Service

Contact: Marc Dupont
 Title: Treasurer
 Telephone: 705-337-4257
 Fax: 705-337-1741
 Email: dupontm@ntl.sympatico.ca

Population served: 8,500
 Service area (km²): 84.0
 Communities served: 1
 Service began: 01/01/1980
 Advisory Committee members: 6
 Eligibility Committee members: 6

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

Active

Total

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

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

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

| VEHICLE KILOMETRES & HOURS | | 2008 | 2009 | SERVICE HOURS / SCHEDULING | |
|--|------------------|------------------|------|--|---------------------|
| Rev. Veh. Km. - Dedicated Service | | | | Weekday: 0800 to 1600 | Sunday: to |
| Tot. Veh. Km. - Dedicated Service | | | | Saturday: 1000 to 1600 | Holiday: to |
| Rev. Veh. Hrs. - Dedicated Service | | | | Advanced booking notice: 1 day(s) | |
| Tot. Veh. Hrs. - Dedicated Service | | | | Minimum notice for reservation: 24 hour(s) | |
| Non-Dedicated Service - Veh. Km. | | | | Reservations / Scheduling: Manual | |
| Non-Dedicated Service - Veh. Hrs. | | | | | |
| PASSENGER DATA | | | | FARE STRUCTURE | |
| Dedicated Service | 15,543 | 16,738 | | Effective Date 01/01/2009 | |
| Non-Dedicated Service | | | | Cash | |
| TOTAL PASSENGERS | 15,543 | 16,738 | | Tickets/Cards | Monthly Pass |
| Subscription / Pre-booked | | | | (unit price) | Free |
| Reservation | | | | Adult | \$16.66 |
| On-Demand / Day of trip | | | | Child | \$16.66 |
| Cancelled in advance | | | | Student | \$16.66 |
| No-shows / Cancelled at door | 42 | 131 | | Senior | \$16.66 |
| Unaccommodated trips | 86 | 6 | | Attendant | |
| Number of complaints | | 3 | | Companion | |
| | | | | Other | |
| OPERATING EXPENSES | | | | EMPLOYEE DATA | |
| Administration | \$12,553 | \$12,182 | | Operators | Full-time |
| Operations: | | | | Other Operations | Part-time |
| Internal - Dedicated Service | | | | Vehicle Mechanics | |
| Contract - Dedicated Service | \$88,505 | \$91,419 | | General and Administration | |
| Contract - Non-Dedicated Service | | | | Other | |
| Contract - Taxi Scrip | \$4 | \$146 | | TOTAL NUMBER OF EMPLOYEES | |
| Maintenance (Vehicles & Facilities) | \$4,699 | \$5,374 | | Union Affiliations: | |
| Fuel | | | | Operators: | |
| TOTAL OPERATING EXPENSES | \$105,761 | \$109,121 | | Mechanics: | |
| | | | | Other (specify): | |
| OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS | | | | Top Operator Wage Rate: | |
| Passenger Revenue | \$18,481 | \$19,898 | | Top Mechanic Wage Rate: | |
| Other Operating Revenue | | | | PERFORMANCE INDICATORS | |
| Total Operating Revenue | \$18,481 | \$19,898 | | FINANCIAL | |
| Federal Contributions | | | | R/C Ratio | 2008 |
| Provincial Contributions | \$45,332 | \$42,828 | | Net Operating Cost / Capita | 2009 |
| Municipal Contributions | \$41,948 | \$46,395 | | Total Exp. / Passenger | 17% |
| Other / Donations | | | | Total Exp. / Eligible Passenger | 18% |
| TOTAL | \$105,761 | \$109,121 | | Transportation Exp. / Passenger | \$10.27 |
| | | | | Dedicated Service | \$6.80 |
| CAPITAL EXPENSES | | | | Non-Dedicated Service | \$6.90 |
| Vehicles Purchased | \$94,386 | | | Transportation Exp. / Hour (Dedicated Service) | \$6.66 |
| Debt Servicing | | | | | \$6.00 |
| Other Capital Expenses | | \$1,998 | | OPERATING | |
| TOTAL CAPITAL EXPENSES | \$94,386 | \$1,998 | | Registrants / Capita | 0.0500 |
| | | | | Passengers / Capita | 0.0667 |
| CAPITAL FUNDING SOURCES | | | | Passengers / Capita | 1.8286 |
| Transit System | \$8,138 | | | Passengers / Registrant | 1.9692 |
| Federal Contributions | | | | Passengers / Hour (Dedicated Service) | 36.57 |
| Provincial Contributions | \$64,762 | \$1,998 | | Kms / Passenger (Dedicated Service) | 29.52 |
| Municipal Contributions | \$21,486 | | | Average Speed (Dedicated Service) | |
| Other / Donations | | | | | |
| TOTAL CAPITAL FUNDING | \$94,386 | \$1,998 | | | |

* The contractor provides the service utilizing the municipal bus for a set daily fee which includes the following - driver, fuel, labour for maintenance, booking, etc. The municipality is responsible for maintenance costs. The second bus provided by the contractor is paid on a daily rate basis. * Other Eligibility Criteria: Physically disabled persons; visually impaired persons; developmentally handicapped persons; persons with invisible needs such as psychiatric needs.

| PASSENGER DATA | Ded. Service | Non-Ded. Service |
|--------------------------|---------------|------------------|
| Ambulatory | 14,547 | |
| Wheelchair/Scooter Users | 1,841 | |
| Attendants | 350 | |
| Companions | | |
| Other (specified) | | |
| TOTAL | 16,738 | |

| VEHICLE DATA | | Veh. Peak | Avg. Capacity per Veh. | |
|-------------------------------------|---|-----------|------------------------|------------|
| Number | | | Wheelchair | Ambulatory |
| Non-Accessible Cars | | | N/A | |
| Accessible Vans / Minivans | | | | |
| Small Buses | 2 | 2 | 2 | 2 |
| Other | | | | |
| TOTAL DED. VEHICLES | 2 | 2 | N/A | N/A |
| Vehicle ownership: | Municipality - 1 bus; Contracted Operator - 1 b | | | |
| Vehicle maintenance responsibility: | Municipality | | | |
| Accessible taxis: | | | | |

Kawartha Lakes (Rural)

Community Care City of Kawartha Lakes

Contact: Jane Becking
 Title: Specialized Transit Co-ordinator
 Telephone: 705-324-7323 x223
 Fax: 705-328-0607
 Email: jbecking@community-care.on.ca

Population served: 72,000
 Service area (km²): 3,070.0
 Communities served: 1
 Service began: 01/07/1989
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

| REGISTRANTS | Active | Total |
|---------------------------|--------------|--------------|
| Wheelchair/Scooter Users: | 842 | 842 |
| Ambulatory: | 34 | 34 |
| Attendants: | | |
| Companions: | | |
| Other: | 327 | 327 |
| Total: | 1,203 | 1,203 |

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

| | 2008 | 2009 |
|------------------------------------|---------|---------|
| Rev. Veh. Km. - Dedicated Service | 335,053 | 355,588 |
| Tot. Veh. Km. - Dedicated Service | 335,053 | 355,588 |
| Rev. Veh. Hrs. - Dedicated Service | 6,545 | 13,899 |
| Tot. Veh. Hrs. - Dedicated Service | 6,545 | 13,899 |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | | |
|---------------------------|--------------|--------------|
| Dedicated Service | 7,797 | 8,454 |
| Non-Dedicated Service | | |
| TOTAL PASSENGERS | 7,797 | 8,454 |
| Subscription / Pre-booked | 30% | 35% |
| Reservation | 60% | 55% |
| On-Demand / Day of trip | 10% | 10% |

| | | |
|------------------------------|-----|-----|
| Cancelled in advance | 130 | 400 |
| No-shows / Cancelled at door | 20 | 100 |
| Unaccommodated trips | 126 | 132 |
| Number of complaints | 2 | 4 |

OPERATING EXPENSES

| | | |
|----------------------------------|-----------|-----------|
| Administration | \$47,163 | \$52,554 |
| Operations: | | |
| Internal - Dedicated Service | \$220,834 | \$251,681 |
| Contract - Dedicated Service | | |
| Contract - Non-Dedicated Service | | |
| Contract - Taxi Scrip | | |

| | | |
|-------------------------------------|------------------|------------------|
| Maintenance (Vehicles & Facilities) | \$37,722 | \$50,387 |
| Fuel | \$55,861 | \$48,291 |
| TOTAL OPERATING EXPENSES | \$361,580 | \$402,913 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|-------------------------|-----------|-----------|
| Passenger Revenue | \$176,540 | \$179,469 |
| Other Operating Revenue | | |

| | | |
|--------------------------|------------------|------------------|
| Total Operating Revenue | \$176,540 | \$179,469 |
| Federal Contributions | | |
| Provincial Contributions | \$62,616 | \$36,159 |
| Municipal Contributions | \$75,885 | \$81,780 |
| Other / Donations | \$46,539 | \$105,505 |
| TOTAL | \$361,580 | \$402,913 |

CAPITAL EXPENSES

| | | |
|-------------------------------|-----------------|--|
| Vehicles Purchased | \$97,454 | |
| Debt Servicing | | |
| Other Capital Expenses | | |
| TOTAL CAPITAL EXPENSES | \$97,454 | |

CAPITAL FUNDING SOURCES

| | | |
|------------------------------|-----------------|--|
| Transit System | | |
| Federal Contributions | | |
| Provincial Contributions | \$23,415 | |
| Municipal Contributions | \$25,921 | |
| Other / Donations | \$48,118 | |
| TOTAL CAPITAL FUNDING | \$97,454 | |

* Other Eligibility Criteria: Stretcher Transfer. * No new vehicles were purchased in 2009. An ambulance was donated to Community Care from the city at no cost to Community Care. * Community Care experienced an elevated level of maintenance expenses in the later part of 2009.

SERVICE HOURS / SCHEDULING

| | | | |
|---------------------------------|------------------------|----------|--------------|
| Weekday: | 0600 to 2300 | Sunday: | 0800 to 2300 |
| Saturday: | 0600 to 2300 | Holiday: | to |
| Advanced booking notice: | 365 day(s) | | |
| Minimum notice for reservation: | 24 hour(s) | | |
| Reservations / Scheduling: | Partially Computerized | | |

FARE STRUCTURE

| Effective Date | 16/06/2008 | Tickets/Cards (unit price) | Monthly Pass | Free |
|----------------|-------------------------|----------------------------|--------------|-------------------------------------|
| Cash | | | | |
| 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 | \$0.40/km, \$10 minimum | | | |

EMPLOYEE DATA

| | Full-time | Part-time |
|----------------------------------|-----------|-----------|
| Operators | 1 | 10 |
| Other Operations | | |
| Vehicle Mechanics | | |
| General and Administration | 1 | 1 |
| Other | | |
| TOTAL NUMBER OF EMPLOYEES | 2 | 11 |

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

Top Operator Wage Rate: \$11.13
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

| FINANCIAL | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 49% | 45% |
| Net Operating Cost / Capita | \$2.57 | \$3.10 |
| Total Exp. / Passenger | \$46.37 | \$47.66 |
| Total Exp. / Eligible Passenger | \$50.71 | \$55.43 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$40.33 | \$41.44 |
| Non-Dedicated Service | | |
| Transportation Exp. / Hour (Dedicated Service) | \$48.04 | \$25.21 |
| OPERATING | | |
| Registrants / Capita | 0.0268 | 0.0167 |
| Passengers / Capita | 0.1083 | 0.1174 |
| Passengers / Registrant | 4.04 | 7.03 |
| Passengers / Hour (Dedicated Service) | 1.19 | 0.61 |
| Kms / Passenger (Dedicated Service) | 42.97 | 42.06 |
| Average Speed (Dedicated Service) | 51.19 | 25.58 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|--------------|------------------|
| Ambulatory | 551 | |
| Wheelchair/Scooter Users | 6,718 | |
| Attendants | | |
| Companions | | |
| Other (specified) | 1,185 | |
| TOTAL | 8,454 | |

VEHICLE DATA

| | Number | Veh. Peak | Avg. Capacity per Veh. |
|----------------------------|----------|-----------|------------------------|
| Non-Accessible Cars | 1 | 1 | N/A |
| Accessible Vans / Minivans | 4 | 4 | |
| Small Buses | | | |
| Other | 1 | 1 | |
| TOTAL DED. VEHICLES | 6 | 6 | N/A |

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

Kawartha Lakes (Urban)

Kawartha Lakes Transit LIMO

Contact: Dean Bolton
 Title: Manager of Fleet and Transit
 Telephone: 705-324-3401
 Fax: 705-324-4167
 Email: dbolton@city.kawarthalakes.on.ca

Population served: 19,361
 Service area (km²): 25.0
 Communities served: 1
 Service began: 01/01/1979
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users:
 Ambulatory:
 Attendants:
 Companions:
 Other:
Total: 1,060

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 | | 2008 | 2009 | SERVICE HOURS / SCHEDULING | |
|---|--------------|--------------|------|--|-------------------------------------|
| Rev. Veh. Km. - Dedicated Service | | | | Weekday: 0700 to 1700 | Sunday: to |
| Tot. Veh. Km. - Dedicated Service | | | | Saturday: 1000 to 1700 | Holiday: to |
| Rev. Veh. Hrs. - Dedicated Service | | | | Advanced booking notice: 0 day(s) | |
| Tot. Veh. Hrs. - Dedicated Service | | | | Minimum notice for reservation: 0 hour(s) | |
| Non-Dedicated Service - Veh. Km. | | | | Reservations / Scheduling: Manual | |
| Non-Dedicated Service - Veh. Hrs. | | | | FARE STRUCTURE | |
| PASSENGER DATA | | | | Effective Date 02/07/2003 | Tickets/Cards |
| Dedicated Service | 4,004 | 5,550 | | Cash | (unit price) |
| Non-Dedicated Service | | | | | Monthly Pass |
| TOTAL PASSENGERS | 4,004 | 5,550 | | Adult \$1.50 | Free |
| Subscription / Pre-booked | | | | Child \$1.25 | |
| Reservation | | | | Student \$1.25 | |
| On-Demand / Day of trip | | | | Senior \$1.25 | |
| Cancelled in advance | | | | Attendant | |
| No-shows / Cancelled at door | | | | Companion | <input checked="" type="checkbox"/> |
| Unaccommodated trips | | | | Other | |
| Number of complaints | | | | EMPLOYEE DATA | Full-time |
| OPERATING EXPENSES | | | | Operators | Part-time |
| Administration | | | | Other Operations | |
| Operations: | | | | Vehicle Mechanics | |
| Internal - Dedicated Service | | | | General and Administration | |
| Contract - Dedicated Service | | | | Other | |
| Contract - Non-Dedicated Service | | | | TOTAL NUMBER OF EMPLOYEES | |
| Contract - Taxi Scrip | | | | Union Affiliations: Operators: | |
| Maintenance (Vehicles & Facilities) | | | | Mechanics: | |
| Fuel | | | | Other (specify): | |
| TOTAL OPERATING EXPENSES | | | | Top Operator Wage Rate: | |
| OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS | | | | Top Mechanic Wage Rate: | |
| Passenger Revenue | | | | PERFORMANCE INDICATORS | |
| Other Operating Revenue | | | | FINANCIAL | 2008 |
| Total Operating Revenue | | | | R/C Ratio | 2009 |
| Federal Contributions | | | | Net Operating Cost / Capita | |
| Provincial Contributions | | | | Total Exp. / Passenger | |
| Municipal Contributions | | | | Total Exp. / Eligible Passenger | |
| Other / Donations | | | | Transportation Exp. / Passenger | |
| TOTAL | | | | Dedicated Service | |
| CAPITAL EXPENSES | | | | Non-Dedicated Service | |
| Vehicles Purchased | | | | Transportation Exp. / Hour (Dedicated Service) | |
| Debt Servicing | | | | OPERATING | |
| Other Capital Expenses | | | | Registrants / Capita | 0.0548 |
| TOTAL CAPITAL EXPENSES | | | | Passengers / Capita | 0.2068 |
| CAPITAL FUNDING SOURCES | | | | Passengers / Registrant | 3.78 |
| Transit System | | | | Passengers / Hour (Dedicated Service) | |
| Federal Contributions | | | | Kms / Passenger (Dedicated Service) | |
| Provincial Contributions | | | | Average Speed (Dedicated Service) | |
| Municipal Contributions | | | | | |
| Other / Donations | | | | | |
| TOTAL CAPITAL FUNDING | | | | | |

* The financial data has been consolidated with conventional transit services and was reported in the Ontario Urban Transit Fact Book. * Other Eligibility Criteria: Persons with mental or cognitive disabilities, or the elderly, or the blind, may be eligible. * 2008 data were affected by the 35-day strike from February 4 to March 24, 2008.

| PASSENGER DATA | Ded. Service | Non-Ded. Service |
|--------------------------|--------------|------------------|
| Ambulatory | 5,550 | |
| Wheelchair/Scooter Users | | |
| Attendants | | |
| Companions | | |
| Other (specified) | | |
| TOTAL | 5,550 | |

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

Kenora

Kenora Handi Transit

Contact: Diane Jardine
 Title: Administrative Services
 Telephone: 807-468-3295
 Fax: 807-468-5947
 Email: newhorizon@kmts.ca

Population served: 16,000
 Service area (km²): 51.8
 Communities served: 1
 Service began: 16/06/1980
 Advisory Committee members: 5
 Eligibility Committee members: 2

| REGISTRANTS | | Active | Total |
|---------------------------|-----|------------|------------|
| Wheelchair/Scooter Users: | 96 | | 96 |
| Ambulatory: | 104 | | 104 |
| Attendants: | 4 | | 4 |
| Companions: | | | |
| Other: | | | |
| Total: | | 204 | 204 |

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

| | 2008 | 2009 |
|------------------------------------|--------|--------|
| Rev. Veh. Km. - Dedicated Service | 49,070 | 46,521 |
| Tot. Veh. Km. - Dedicated Service | 50,003 | 47,448 |
| Rev. Veh. Hrs. - Dedicated Service | 3,484 | 3,462 |
| Tot. Veh. Hrs. - Dedicated Service | 3,640 | 3,617 |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | | |
|------------------------------|--------------|--------------|
| Dedicated Service | 8,367 | 8,247 |
| Non-Dedicated Service | | |
| TOTAL PASSENGERS | 8,367 | 8,247 |
| Subscription / Pre-booked | 93% | 93% |
| Reservation | 5% | 5% |
| On-Demand / Day of trip | 2% | 2% |
| Cancelled in advance | 20 | 20 |
| No-shows / Cancelled at door | 5 | 5 |
| Unaccommodated trips | 10 | 10 |
| Number of complaints | 5 | 5 |

OPERATING EXPENSES

| | | |
|-------------------------------------|------------------|------------------|
| Administration | \$20,436 | \$23,879 |
| Operations: | | |
| Internal - Dedicated Service | \$71,706 | \$71,931 |
| Contract - Dedicated Service | | |
| Contract - Non-Dedicated Service | | |
| Contract - Taxi Scrip | | |
| Maintenance (Vehicles & Facilities) | \$16,525 | \$19,102 |
| Fuel | \$17,399 | \$11,005 |
| TOTAL OPERATING EXPENSES | \$126,066 | \$125,917 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|--------------------------|------------------|------------------|
| Passenger Revenue | \$37,527 | \$41,767 |
| Other Operating Revenue | | |
| Total Operating Revenue | \$37,527 | \$41,767 |
| Federal Contributions | | |
| Provincial Contributions | | |
| Municipal Contributions | \$64,408 | \$78,657 |
| Other / Donations | \$15,153 | \$11,612 |
| TOTAL | \$117,088 | \$132,036 |

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

* Eligibility Criteria: Doctor recommended.

SERVICE HOURS / SCHEDULING

| | | | |
|---------------------------------|------------------------|----------|----|
| Weekday: | 0700 to 1700 | Sunday: | to |
| Saturday: | 0700 to 1700 | Holiday: | to |
| Advanced booking notice: | 1 day(s) | | |
| Minimum notice for reservation: | 24 hour(s) | | |
| Reservations / Scheduling: | Partially Computerized | | |

FARE STRUCTURE

| Effective Date 01/03/2008 | Cash | Tickets/Cards (unit price) | Monthly Pass | Free |
|---------------------------|--------|----------------------------|--------------|------|
| Adult | \$5.00 | \$5.00 | | |
| Child | \$5.00 | \$5.00 | | |
| Student | \$5.00 | \$5.00 | | |
| Senior | \$5.00 | \$5.00 | | |
| Attendant | \$5.00 | \$5.00 | | |
| Companion | \$5.00 | \$5.00 | | |
| Other | | | | |

EMPLOYEE DATA

| | Full-time | Part-time |
|----------------------------|-----------|-----------|
| Operators | | 3 |
| Other Operations | | |
| Vehicle Mechanics | | |
| General and Administration | | |
| Other | | |

TOTAL NUMBER OF EMPLOYEES

3

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

Top Operator Wage Rate: \$15.22

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

| FINANCIAL | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 30% | 33% |
| Net Operating Cost / Capita | \$5.53 | \$5.26 |
| Total Exp. / Passenger | \$15.07 | \$15.27 |
| Total Exp. / Eligible Passenger | \$16.38 | \$16.86 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$12.62 | \$12.37 |
| Non-Dedicated Service | | |
| Transportation Exp. / Hour (Dedicated Service) | \$29.02 | \$28.21 |
| OPERATING | | |
| Registrants / Capita | 0.0096 | 0.0128 |
| Passengers / Capita | 0.5229 | 0.5154 |
| Passengers / Registrant | 54.33 | 40.43 |
| Passengers / Hour (Dedicated Service) | 2.40 | 2.38 |
| Kms / Passenger (Dedicated Service) | 5.86 | 5.64 |
| Average Speed (Dedicated Service) | 14.08 | 13.44 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|--------------|------------------|
| Ambulatory | 2,557 | |
| Wheelchair/Scooter Users | 4,911 | |
| Attendants | 779 | |
| Companions | | |
| Other (specified) | | |
| TOTAL | 8,247 | |

VEHICLE DATA

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

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

Kingston

Kingston Access Bus

Contact: Chris MacKenzie
 Title: Supervisor of Service Delivery
 Telephone: 613-542-2512
 Fax: 613-549-6318
 Email: kabchris@kingston.net

Population served: 152,358
 Service area (km²): 1,906.7
 Communities served: 1
 Service began: 01/09/1967
 Advisory Committee members: 11
 Eligibility Committee members: N/A

| REGISTRANTS | Active | Total |
|---------------------------|--------------|--------------|
| Wheelchair/Scooter Users: | 655 | 1,326 |
| Ambulatory: | 536 | 1,116 |
| Attendants: | | |
| Companions: | | |
| Other: | | |
| Total: | 1,191 | 2,442 |

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

| | 2008 | 2009 |
|------------------------------------|---------|---------|
| Rev. Veh. Km. - Dedicated Service | 597,574 | 398,588 |
| Tot. Veh. Km. - Dedicated Service | 641,012 | 419,566 |
| Rev. Veh. Hrs. - Dedicated Service | 30,695 | 22,977 |
| Tot. Veh. Hrs. - Dedicated Service | 32,829 | 24,186 |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | | |
|------------------------------|---------------|---------------|
| Dedicated Service | 84,502 | 54,341 |
| Non-Dedicated Service | 2,721 | 2,707 |
| TOTAL PASSENGERS | 87,223 | 57,048 |
| Subscription / Pre-booked | 58% | 61% |
| Reservation | 40% | 38% |
| On-Demand / Day of trip | 2% | 2% |
| Cancelled in advance | 22,790 | 27,587 |
| No-shows / Cancelled at door | 1,319 | 1,219 |
| Unaccommodated trips | 2,771 | 2,610 |
| Number of complaints | 20 | |

OPERATING EXPENSES

| | | |
|-------------------------------------|--------------------|--------------------|
| Administration | \$411,713 | \$365,126 |
| Operations: | | |
| Internal - Dedicated Service | \$1,912,283 | \$1,092,752 |
| Contract - Dedicated Service | | |
| Contract - Non-Dedicated Service | \$27,385 | \$25,820 |
| Contract - Taxi Scrip | | |
| Maintenance (Vehicles & Facilities) | \$161,028 | \$164,121 |
| Fuel | \$201,238 | \$105,813 |
| TOTAL OPERATING EXPENSES | \$2,713,647 | \$1,753,632 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|--------------------------|--------------------|--------------------|
| Passenger Revenue | \$404,851 | \$118,860 |
| Other Operating Revenue | \$196,247 | \$129,728 |
| Total Operating Revenue | \$601,098 | \$248,588 |
| Federal Contributions | | |
| Provincial Contributions | \$61,000 | \$62,200 |
| Municipal Contributions | \$1,978,044 | \$1,432,652 |
| Other / Donations | \$73,505 | \$10,192 |
| TOTAL | \$2,713,647 | \$1,753,632 |

CAPITAL EXPENSES

| | | |
|-------------------------------|------------------|--|
| Vehicles Purchased | \$232,596 | |
| Debt Servicing | | |
| Other Capital Expenses | | |
| TOTAL CAPITAL EXPENSES | \$232,596 | |

CAPITAL FUNDING SOURCES

| | | |
|------------------------------|------------------|--|
| Transit System | | |
| Federal Contributions | | |
| Provincial Contributions | \$76,757 | |
| Municipal Contributions | \$155,839 | |
| Other / Donations | | |
| TOTAL CAPITAL FUNDING | \$232,596 | |

*OPERATING STATISTICS: Maximum Vehicles Operated (Peak Period) for "small buses" varies from 10-15 and the "Total" varies from 11-16. * KAB experienced a strike from April 16, 2009 until June 21, 2009. During the period office staff continued to accept bookings and cancelled them as the days continued. Dialysis passenger were taken by office staff. During that time frame we completed 679 trips and cancelled 10,153. These numbers are part of our overall total. As a result of the strike we lost our contract with the school board which provided a source of revenue and five full time drivers were laid off. We are slowly rebuilding.

SERVICE HOURS / SCHEDULING

| | | | |
|---------------------------------|--------------------|----------|-------------|
| Weekday: | 715 to 2300 | Sunday: | 900 to 2300 |
| Saturday: | 900 to 2300 | Holiday: | 715 to 2300 |
| Advanced booking notice: | 14 day(s) | | |
| Minimum notice for reservation: | 1 hour(s) | | |
| Reservations / Scheduling: | Fully Computerized | | |

FARE STRUCTURE

| Effective Date 21/08/2006 | Cash | Tickets/Cards (unit price) | Monthly Pass | Free |
|---------------------------|--------|----------------------------|--------------|--------------------------|
| Adult | \$2.25 | \$2.25 | | <input type="checkbox"/> |
| Child | \$2.25 | \$2.25 | | <input type="checkbox"/> |
| Student | \$2.25 | \$2.25 | | <input type="checkbox"/> |
| Senior | \$2.25 | \$2.25 | | <input type="checkbox"/> |
| Attendant | \$2.25 | \$2.25 | | <input type="checkbox"/> |
| Companion | \$2.25 | \$2.25 | | <input type="checkbox"/> |
| Other | | | | |

EMPLOYEE DATA

| | Full-time | Part-time |
|----------------------------------|-----------|-----------|
| Operators | 16 | 7 |
| Other Operations | 4 | 2 |
| Vehicle Mechanics | | |
| General and Administration | 3 | |
| Other | | |
| TOTAL NUMBER OF EMPLOYEES | 23 | 9 |

Union Affiliations: Operators: CAW local 1837
 Mechanics: 0
 Other (specify): 0

Top Operator Wage Rate: \$18.21

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

| FINANCIAL | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 22% | 14% |
| Net Operating Cost / Capita | \$18.06 | \$9.88 |
| Total Exp. / Passenger | \$31.11 | \$30.74 |
| Total Exp. / Eligible Passenger | \$37.54 | \$34.31 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$26.92 | \$25.08 |
| Non-Dedicated Service | \$10.06 | \$9.54 |
| Transportation Exp. / Hour (Dedicated Service) | \$69.28 | \$56.34 |
| OPERATING | | |
| Registrants / Capita | | 0.0160 |
| Passengers / Capita | 0.7455 | 0.3744 |
| Passengers / Registrant | | 23.36 |
| Passengers / Hour (Dedicated Service) | 2.75 | 2.37 |
| Kms / Passenger (Dedicated Service) | 7.07 | 7.33 |
| Average Speed (Dedicated Service) | 19.47 | 17.35 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|---------------|------------------|
| Ambulatory | 18,969 | 2,707 |
| Wheelchair/Scooter Users | 29,430 | |
| Attendants | | |
| Companions | 5,942 | |
| Other (specified) | | |
| TOTAL | 54,341 | 2,707 |

VEHICLE DATA

| | Number | Veh. Peak | Avg. Capacity per Veh. |
|-------------------------------------|-------------------------|-----------|---------------------------|
| Non-Accessible Cars | | | Wheelchair N/A Ambulatory |
| Accessible Vans / Minivans | 1 | 1 | 4 |
| Small Buses | 20 | 15 | 4 |
| Other | | | |
| TOTAL DED. VEHICLES | 21 | 16 | N/A N/A |
| Vehicle ownership: | Non-Profit Organization | | |
| Vehicle maintenance responsibility: | Contracted | | |
| Accessible taxis: | | | |

Lanark County

Lanark Transportation Association

Contact: Marilyn Bird
 Title: Executive Director
 Telephone: 613-264-8266
 Fax: 613-264-8220
 Email: ed@lanarktransport.com

Population served: 71,495
 Service area (km²): 3,000.0
 Communities served: 9
 Service began: 01/01/1999
 Advisory Committee members: 8
 Eligibility Committee members: N/A

| REGISTRANTS | Active | Total |
|---------------------------|--------------|--------------|
| Wheelchair/Scooter Users: | 168 | 156 |
| Ambulatory: | 1,900 | 1,900 |
| Attendants: | | |
| Companions: | 180 | 180 |
| Other: | | |
| Total: | 2,248 | 2,236 |

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 | 2008 | 2009 |
|---|------------------|------------------|
| Rev. Veh. Km. - Dedicated Service | 343,500 | 407,850 |
| Tot. Veh. Km. - Dedicated Service | 343,500 | 407,850 |
| Rev. Veh. Hrs. - Dedicated Service | 12,000 | 12,000 |
| Tot. Veh. Hrs. - Dedicated Service | 12,000 | 12,000 |
| Non-Dedicated Service - Veh. Km. | 1,100 | |
| Non-Dedicated Service - Veh. Hrs. | 600 | |
| PASSENGER DATA | | |
| Dedicated Service | 17,190 | 13,400 |
| Non-Dedicated Service | | 1,250 |
| TOTAL PASSENGERS | 17,190 | 14,650 |
| Subscription / Pre-booked | 5% | 5% |
| Reservation | 90% | 90% |
| On-Demand / Day of trip | 5% | 5% |
| Cancelled in advance | 600 | 639 |
| No-shows / Cancelled at door | 135 | 80 |
| Unaccommodated trips | 175 | 212 |
| Number of complaints | 21 | 7 |
| OPERATING EXPENSES | | |
| Administration | \$76,000 | \$129,500 |
| Operations: | | |
| Internal - Dedicated Service | \$174,000 | \$171,500 |
| Contract - Dedicated Service | \$46,200 | |
| Contract - Non-Dedicated Service | \$12,000 | \$8,500 |
| Contract - Taxi Scrip | | |
| Maintenance (Vehicles & Facilities) | \$14,500 | \$21,500 |
| Fuel | \$29,000 | \$29,500 |
| TOTAL OPERATING EXPENSES | \$351,700 | \$360,500 |
| OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS | | |
| Passenger Revenue | \$261,200 | \$289,000 |
| Other Operating Revenue | | |
| Total Operating Revenue | \$261,200 | \$289,000 |
| Federal Contributions | | |
| Provincial Contributions | \$14,500 | \$41,000 |
| Municipal Contributions | \$77,500 | \$79,000 |
| Other / Donations | \$1,000 | |
| TOTAL | \$354,200 | \$409,000 |
| CAPITAL EXPENSES | | |
| Vehicles Purchased | \$70,500 | \$105,200 |
| Debt Servicing | | |
| Other Capital Expenses | \$6,500 | \$17,000 |
| TOTAL CAPITAL EXPENSES | \$77,000 | \$122,200 |
| CAPITAL FUNDING SOURCES | | |
| Transit System | | |
| Federal Contributions | | |
| Provincial Contributions | \$93,000 | \$122,200 |
| Municipal Contributions | | |
| Other / Donations | | |
| TOTAL CAPITAL FUNDING | \$93,000 | \$122,200 |

* Other eligibility criteria: to be eligible for service clients must be registered with or approved by another agency, i.e. Ontario Works, ODSP, Best Start, Children's Aid Society, or Connections/Early Years Program, or require wheelchair accessible transportation.

| SERVICE HOURS / SCHEDULING | | | |
|--|--|---------------------|--------------------------|
| Weekday: | 0500 to 2100 | Sunday: | to |
| Saturday: | to | Holiday: | to |
| Advanced booking notice: | 14 day(s) | | |
| Minimum notice for reservation: | 0 hour(s) | | |
| Reservations / Scheduling: | Partially Computerized | | |
| FARE STRUCTURE | | | |
| Effective Date 01/01/2009 | | | |
| 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 | \$15 in town and a maximum of \$55 to Ottawa | | <input type="checkbox"/> |
| EMPLOYEE DATA | Full-time | Part-time | |
| Operators | 10 | 2 | |
| Other Operations | 1 | 1 | |
| Vehicle Mechanics | | | |
| General and Administration | 1 | | |
| Other | | | |
| TOTAL NUMBER OF EMPLOYEES | 12 | 3 | |
| Union Affiliations: | Operators: | | |
| | Mechanics: | | |
| | Other (specify): | | |
| Top Operator Wage Rate: | \$13.00 | | |
| Top Mechanic Wage Rate: | | | |
| PERFORMANCE INDICATORS | | | |
| FINANCIAL | 2008 | 2009 | |
| R/C Ratio | 74% | 80% | |
| Net Operating Cost / Capita | \$1.27 | \$1.00 | |
| Total Exp. / Passenger | \$20.46 | \$24.61 | |
| Total Exp. / Eligible Passenger | \$21.52 | \$25.30 | |
| Transportation Exp. / Passenger | | | |
| Dedicated Service | \$15.34 | \$16.60 | |
| Non-Dedicated Service | | \$6.80 | |
| Transportation Exp. / Hour (Dedicated Service) | \$21.98 | \$18.54 | |
| OPERATING | | | |
| Registrants / Capita | 0.0241 | 0.0313 | |
| Passengers / Capita | 0.2404 | 0.2049 | |
| Passengers / Registrant | 9.99 | 6.55 | |
| Passengers / Hour (Dedicated Service) | 1.43 | 1.12 | |
| Kms / Passenger (Dedicated Service) | 19.98 | 30.44 | |
| Average Speed (Dedicated Service) | 28.63 | 33.99 | |

| PASSENGER DATA | Ded. Service | Non-Ded. Service |
|--------------------------|---------------|------------------|
| Ambulatory | 12,000 | 1,250 |
| Wheelchair/Scooter Users | 1,000 | |
| Attendants | 400 | |
| Companions | | |
| Other (specified) | | |
| TOTAL | 13,400 | 1,250 |

| VEHICLE DATA | Number | Veh. Peak | Avg. Capacity per Veh. | |
|-------------------------------------|------------------------------|-----------|------------------------|------------|
| Non-Accessible Cars | 5 | 5 | N/A | 6 |
| Accessible Vans / Minivans | 3 | 3 | 3 | 4 |
| Small Buses | | | | |
| Other | | | | |
| TOTAL DED. VEHICLES | 8 | 8 | N/A | N/A |
| Vehicle ownership: | Owned by LTA, not-for-profit | | | |
| Vehicle maintenance responsibility: | LTA, not-for-profit | | | |
| Accessible taxis: | | | | |

Leamington

Erie Shore Community Transit

Contact: Mark Wybenga
 Title: Department Coordinator
 Telephone: 519-326-9030
 Fax: 519-326-8697
 Email: mwybenga@secc.on.ca

Population served: 51,000
 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: 146
 Ambulatory: 358
 Attendants:
 Companions:
 Other:
Total: 504

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

| | 2008 | 2009 |
|------------------------------------|---------|---------|
| Rev. Veh. Km. - Dedicated Service | 106,801 | 134,935 |
| Tot. Veh. Km. - Dedicated Service | 106,801 | 134,935 |
| Rev. Veh. Hrs. - Dedicated Service | 5,200 | 5,200 |
| Tot. Veh. Hrs. - Dedicated Service | 5,200 | 5,200 |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | | |
|------------------------------|--------------|---------------|
| Dedicated Service | 9,549 | 10,815 |
| Non-Dedicated Service | | |
| TOTAL PASSENGERS | 9,549 | 10,815 |
| Subscription / Pre-booked | 40% | 43% |
| Reservation | 55% | 55% |
| On-Demand / Day of trip | 5% | 2% |
| Cancelled in advance | 859 | 865 |
| No-shows / Cancelled at door | 48 | 335 |
| Unaccommodated trips | 29 | 66 |
| Number of complaints | 1 | 1 |

OPERATING EXPENSES

| | | |
|-------------------------------------|------------------|------------------|
| Administration | \$12,681 | \$10,617 |
| Operations: | | |
| Internal - Dedicated Service | \$181,349 | \$197,872 |
| Contract - Dedicated Service | | |
| Contract - Non-Dedicated Service | | |
| Contract - Taxi Scrip | | |
| Maintenance (Vehicles & Facilities) | \$19,321 | \$24,042 |
| Fuel | \$28,686 | \$20,888 |
| TOTAL OPERATING EXPENSES | \$242,037 | \$253,419 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|--------------------------|------------------|------------------|
| Passenger Revenue | \$53,362 | \$61,232 |
| Other Operating Revenue | \$1,300 | \$1,300 |
| Total Operating Revenue | \$54,662 | \$62,532 |
| Federal Contributions | | |
| Provincial Contributions | \$165,700 | \$169,375 |
| Municipal Contributions | \$21,012 | \$21,012 |
| Other / Donations | \$663 | \$500 |
| TOTAL | \$242,037 | \$253,419 |

CAPITAL EXPENSES

| | | |
|-------------------------------|-----------------|-----------------|
| Vehicles Purchased | \$80,341 | \$99,280 |
| Debt Servicing | | |
| Other Capital Expenses | | |
| TOTAL CAPITAL EXPENSES | \$80,341 | \$99,280 |

CAPITAL FUNDING SOURCES

| | | |
|------------------------------|-----------------|------------------|
| Transit System | \$25,322 | |
| Federal Contributions | | |
| Provincial Contributions | \$26,219 | \$95,804 |
| Municipal Contributions | \$13,800 | \$15,000 |
| Other / Donations | \$15,000 | \$11,430 |
| TOTAL CAPITAL FUNDING | \$80,341 | \$122,234 |

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

SERVICE HOURS / SCHEDULING

| | | | |
|---------------------------------|------------------------|----------|----|
| Weekday: | 0700 to 1700 | Sunday: | to |
| Saturday: | to | Holiday: | to |
| Advanced booking notice: | 30 day(s) | | |
| Minimum notice for reservation: | 48 hour(s) | | |
| Reservations / Scheduling: | Partially Computerized | | |

FARE STRUCTURE

| Effective Date 01/04/2006 | Cash | Tickets/Cards (unit price) | Monthly Pass | Free |
|---------------------------|--|----------------------------|--------------|--------------------------|
| 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 | \$2.50 | | | <input type="checkbox"/> |
| Companion | \$2.50 | | | <input type="checkbox"/> |
| Other | after hours, weekend & holiday service fees based on cost recovery for | | | |

EMPLOYEE DATA

| | Full-time | Part-time |
|----------------------------|-----------|-----------|
| Operators | 1 | 5 |
| Other Operations | 1 | |
| Vehicle Mechanics | | |
| General and Administration | 2 | |
| Other | | |

TOTAL NUMBER OF EMPLOYEES

| | |
|----------|----------|
| 4 | 5 |
|----------|----------|

Union Affiliations: Operators: CUPE Local 4523
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$14.43

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

| FINANCIAL | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 23% | 25% |
| Net Operating Cost / Capita | \$3.67 | \$3.74 |
| Total Exp. / Passenger | \$25.35 | \$23.43 |
| Total Exp. / Eligible Passenger | \$27.88 | \$26.28 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$24.02 | \$22.45 |
| Non-Dedicated Service | | |
| Transportation Exp. / Hour (Dedicated Service) | \$44.11 | \$46.69 |
| OPERATING | | |
| Registrants / Capita | 0.0086 | 0.0099 |
| Passengers / Capita | 0.1872 | 0.2121 |
| Passengers / Registrant | 21.85 | 21.46 |
| Passengers / Hour (Dedicated Service) | 1.84 | 2.08 |
| Kms / Passenger (Dedicated Service) | 11.18 | 12.48 |
| Average Speed (Dedicated Service) | 20.54 | 25.95 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|---------------|------------------|
| Ambulatory | 6,624 | |
| Wheelchair/Scooter Users | 3,019 | |
| Attendants | 1,172 | |
| Companions | | |
| Other (specified) | | |
| TOTAL | 10,815 | |

VEHICLE DATA

| | Number | Veh. Peak | Avg. Capacity per Veh. | |
|-------------------------------------|-------------------------|-----------|------------------------|------------|
| Non-Accessible Cars | | | Wheelchair | Ambulatory |
| Accessible Vans / Minivans | | | N/A | |
| Small Buses | 4 | 3 | 4 | 8 |
| Other | | | | |
| TOTAL DED. VEHICLES | 4 | 3 | N/A | N/A |
| Vehicle ownership: | Non-Profit Organization | | | |
| Vehicle maintenance responsibility: | Private Operation | | | |
| Accessible taxis: | | | | |

London

London Transit Commission

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

Population served: 362,000
 Service area (km²): 166.0
 Communities served: 1
 Service began: 01/10/1977
 Advisory Committee members: 6
 Eligibility Committee members: N/A

| REGISTRANTS | Active | Total |
|---------------------------|--------------|--------------|
| Wheelchair/Scooter Users: | 1,553 | 1,553 |
| Ambulatory: | 2,235 | 2,235 |
| Attendants: | | |
| Companions: | | |
| Other: | | |
| Total: | 3,788 | 3,788 |

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

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

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

| VEHICLE KILOMETRES & HOURS | 2008 | 2009 |
|---|--------------------|--------------------|
| Rev. Veh. Km. - Dedicated Service | | |
| Tot. Veh. Km. - Dedicated Service | | |
| Rev. Veh. Hrs. - Dedicated Service | 74,300 | 79,678 |
| Tot. Veh. Hrs. - Dedicated Service | 74,300 | 79,678 |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | 8,300 | 9,766 |
| PASSENGER DATA | | |
| Dedicated Service | 187,859 | 194,388 |
| Non-Dedicated Service | 22,448 | 25,186 |
| TOTAL PASSENGERS | 210,307 | 219,574 |
| Subscription / Pre-booked | 40% | 40% |
| Reservation | 51% | 51% |
| On-Demand / Day of trip | 9% | 9% |
| Cancelled in advance | 29,236 | 34,558 |
| No-shows / Cancelled at door | 3,179 | 3,511 |
| Unaccommodated trips | 9,194 | 8,202 |
| Number of complaints | 111 | 66 |
| OPERATING EXPENSES | | |
| Administration | \$79,888 | \$88,533 |
| Operations: | | |
| Internal - Dedicated Service | \$484,265 | \$537,118 |
| Contract - Dedicated Service | \$2,354,315 | \$2,584,762 |
| Contract - Non-Dedicated Service | \$226,972 | \$273,126 |
| Contract - Taxi Scrip | | |
| Maintenance (Vehicles & Facilities) | | |
| Fuel | | |
| TOTAL OPERATING EXPENSES | \$3,145,440 | \$3,483,539 |
| OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS | | |
| Passenger Revenue | \$349,992 | \$386,617 |
| Other Operating Revenue | | |
| Total Operating Revenue | \$349,992 | \$386,617 |
| Federal Contributions | | |
| Provincial Contributions | \$189,448 | \$338,922 |
| Municipal Contributions | \$2,606,000 | \$2,758,000 |
| Other / Donations | | |
| TOTAL | \$3,145,440 | \$3,483,539 |
| CAPITAL EXPENSES | | |
| Vehicles Purchased | | |
| Debt Servicing | | |
| Other Capital Expenses | | |
| TOTAL CAPITAL EXPENSES | | |
| CAPITAL FUNDING SOURCES | | |
| Transit System | | |
| Federal Contributions | | |
| Provincial Contributions | | |
| Municipal Contributions | | |
| Other / Donations | | |
| TOTAL CAPITAL FUNDING | | |

* Other Eligibility Criteria: 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.

| SERVICE HOURS / SCHEDULING | | |
|--|-----------------------------------|-----------------------|
| Weekday: | 0600 to 2400 | Sunday: 0830 to 2300 |
| Saturday: | 0600 to 2400 | Holiday: 0830 to 2300 |
| Advanced booking notice: | 3 day(s) | |
| Minimum notice for reservation: | 1 hour(s) | |
| Reservations / Scheduling: | Partially Computerized | |
| FARE STRUCTURE | | |
| Effective Date 01/12/2008 | | |
| Cash | Tickets/Cards (unit price) | Monthly Pass |
| Adult | \$2.75 | \$1.90 |
| Child | \$1.35 | \$1.10 |
| Student | \$2.75 | \$1.54 |
| Senior | \$2.75 | \$1.43 |
| Attendant | | |
| Companion | \$2.75 | |
| Other | | |
| EMPLOYEE DATA | Full-time | Part-time |
| Operators | | |
| Other Operations | 2 | |
| Vehicle Mechanics | | |
| General and Administration | 6 | |
| Other | | |
| TOTAL NUMBER OF EMPLOYEES | 8 | |
| Union Affiliations: | Operators: | |
| | Mechanics: | |
| | Other (specify): | |
| Top Operator Wage Rate: | | |
| Top Mechanic Wage Rate: | | |
| PERFORMANCE INDICATORS | | |
| FINANCIAL | 2008 | 2009 |
| R/C Ratio | 11% | 11% |
| Net Operating Cost / Capita | \$7.78 | \$8.56 |
| Total Exp. / Passenger | \$14.96 | \$15.86 |
| Total Exp. / Eligible Passenger | \$16.78 | \$17.74 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$15.11 | \$16.06 |
| Non-Dedicated Service | \$10.11 | \$10.84 |
| Transportation Exp. / Hour (Dedicated Service) | \$38.20 | \$39.18 |
| OPERATING | | |
| Registrants / Capita | 0.0097 | 0.0105 |
| Passengers / Capita | 0.5857 | 0.6066 |
| Passengers / Registrant | 60.12 | 57.97 |
| Passengers / Hour (Dedicated Service) | 2.53 | 2.44 |
| Kms / Passenger (Dedicated Service) | | |
| Average Speed (Dedicated Service) | | |

| PASSENGER DATA | Ded. Service | Non-Ded. Service |
|--------------------------|----------------|------------------|
| Ambulatory | 102,500 | 13,346 |
| Wheelchair/Scooter Users | 71,228 | 9,274 |
| Attendants | 20,660 | 2,566 |
| Companions | | |
| Other (specified) | | |
| TOTAL | 194,388 | 25,186 |

| VEHICLE DATA | Number | Veh. Peak | Avg. Capacity per Veh. | |
|-------------------------------------|--------------------|-----------|------------------------|-----|
| Non-Accessible Cars | 6 | 6 | N/A | 4 |
| Accessible Vans / Minivans | | | | |
| Small Buses | 20 | 20 | 4 | 4 |
| Other | 1 | 1 | | 12 |
| TOTAL DED. VEHICLES | 27 | 27 | N/A | N/A |
| Vehicle ownership: | Private Contractor | | | |
| Vehicle maintenance responsibility: | Private Contractor | | | |
| Accessible taxis: | | | | |

Machin

Home Support Program

Contact: Tammy Rob
 Title: Clerk Treasurer
 Telephone: 807-227-2633 x22
 Fax: 807-227-5443
 Email: clerktreasurer@visitmachin.com

Population served: 976
 Service area (km²): 288.9
 Communities served: 1
 Service began: 01/01/1991
 Advisory Committee members: 6
 Eligibility Committee members: 6

| REGISTRANTS | Active | Total |
|---------------------------|-----------|-----------|
| Wheelchair/Scooter Users: | 5 | 5 |
| Ambulatory: | 50 | 55 |
| Attendants: | 1 | 1 |
| Companions: | | |
| Other: | | |
| Total: | 56 | 61 |

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

| | 2008 | 2009 |
|------------------------------------|--------|--------|
| Rev. Veh. Km. - Dedicated Service | 23,400 | 13,865 |
| Tot. Veh. Km. - Dedicated Service | 23,400 | 14,165 |
| Rev. Veh. Hrs. - Dedicated Service | 1,000 | 950 |
| Tot. Veh. Hrs. - Dedicated Service | 1,000 | 950 |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | | |
|---------------------------|--------------|--------------|
| Dedicated Service | 1,644 | 2,106 |
| Non-Dedicated Service | | |
| TOTAL PASSENGERS | 1,644 | 2,106 |
| Subscription / Pre-booked | 50% | |
| Reservation | 25% | |
| On-Demand / Day of trip | 25% | |

Cancelled in advance
 No-shows / Cancelled at door
 Unaccommodated trips
 Number of complaints: 3

OPERATING EXPENSES

| | | |
|-------------------------------------|-----------------|-----------------|
| Administration | \$786 | \$1,050 |
| Operations: | | |
| Internal - Dedicated Service | \$14,502 | \$14,609 |
| Contract - Dedicated Service | | |
| Contract - Non-Dedicated Service | | |
| Contract - Taxi Scrip | | |
| Maintenance (Vehicles & Facilities) | \$1,995 | \$6,984 |
| Fuel | \$3,527 | \$5,000 |
| TOTAL OPERATING EXPENSES | \$20,810 | \$27,643 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|-------------------------|---------|---------|
| Passenger Revenue | \$4,952 | \$6,681 |
| Other Operating Revenue | | |

| | | |
|--------------------------|-----------------|-----------------|
| Total Operating Revenue | \$4,952 | \$6,681 |
| Federal Contributions | | |
| Provincial Contributions | | |
| Municipal Contributions | \$15,858 | \$20,962 |
| Other / Donations | | |
| TOTAL | \$20,810 | \$27,643 |

CAPITAL EXPENSES

| | | |
|-------------------------------|--|-----------------|
| Vehicles Purchased | | \$79,463 |
| Debt Servicing | | |
| Other Capital Expenses | | |
| TOTAL CAPITAL EXPENSES | | \$79,463 |

CAPITAL FUNDING SOURCES

| | | |
|------------------------------|--|-----------------|
| Transit System | | |
| Federal Contributions | | |
| Provincial Contributions | | \$46,560 |
| Municipal Contributions | | \$22,903 |
| Other / Donations | | \$10,000 |
| TOTAL CAPITAL FUNDING | | \$79,463 |

* Other eligibility criteria: all clients who contact us are eligible for service. * purchased a larger bus for service in 2009.

SERVICE HOURS / SCHEDULING

| | | | |
|---------------------------------|--------------|----------|----|
| Weekday: | 0800 to 1600 | Sunday: | to |
| Saturday: | to | Holiday: | to |
| Advanced booking notice: | 0 day(s) | | |
| Minimum notice for reservation: | 1 hour(s) | | |
| Reservations / Scheduling: | Manual | | |

FARE STRUCTURE

| Effective Date 01/01/2008 | Cash | Tickets/Cards (unit price) | Monthly Pass | Free |
|---------------------------|--|----------------------------|--------------|--------------------------|
| 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 | \$3.50 | | | <input type="checkbox"/> |
| Companion | \$3.50 | | | <input type="checkbox"/> |
| Other | * Cash fare of \$3.50 is 1-way and \$7.00 for 2-way. | | | |

EMPLOYEE DATA

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

TOTAL NUMBER OF EMPLOYEES

3

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

Top Operator Wage Rate: \$12.00

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

| FINANCIAL | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 24% | 24% |
| Net Operating Cost / Capita | \$16.25 | \$21.48 |
| Total Exp. / Passenger | \$12.66 | \$13.13 |
| Total Exp. / Eligible Passenger | \$12.66 | \$13.13 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$12.18 | \$12.63 |
| Non-Dedicated Service | | |
| Transportation Exp. / Hour (Dedicated Service) | \$20.02 | \$27.99 |
| OPERATING | | |
| Registrants / Capita | 0.1680 | 0.0625 |
| Passengers / Capita | 1.6844 | 2.1578 |
| Passengers / Registrant | 10.02 | 34.52 |
| Passengers / Hour (Dedicated Service) | 1.64 | 2.22 |
| Kms / Passenger (Dedicated Service) | 14.23 | 6.58 |
| Average Speed (Dedicated Service) | 23.40 | 14.59 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|--------------|------------------|
| Ambulatory | 2,096 | |
| Wheelchair/Scooter Users | 10 | |
| Attendants | | |
| Companions | | |
| Other (specified) | | |
| TOTAL | 2,106 | |

VEHICLE DATA

| | Number | Veh. Peak | Avg. Capacity per Veh. | |
|-------------------------------------|--------------|-----------|------------------------|------------|
| Non-Accessible Cars | | | Wheelchair | Ambulatory |
| Accessible Vans / Minivans | | | N/A | |
| Small Buses | 1 | 1 | 2 | 19 |
| Other | | | | |
| TOTAL DED. VEHICLES | 1 | 1 | N/A | N/A |
| Vehicle ownership: | Municipality | | | |
| Vehicle maintenance responsibility: | Municipality | | | |
| Accessible taxis: | | | | |

Meaford

Georgian Handivan

Contact: Kate Stephens
 Title: Secretary
 Telephone: 519-538-0079
 Fax: 519-538-0561
 Email: meafordbookkeeping@rogers.com

Population served: 10,000
 Service area (km²): 400.0
 Communities served: 1
 Service began: 01/06/1990
 Advisory Committee members: 8
 Eligibility Committee members: 2

REGISTRANTS
 Wheelchair/Scooter Users: 20
 Ambulatory: 150
 Attendants:
 Companions:
 Other:
Total: 170

Active
 21
 295
 316

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

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

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

VEHICLE KILOMETRES & HOURS

| | 2008 | 2009 |
|------------------------------------|--------|--------|
| Rev. Veh. Km. - Dedicated Service | 35,000 | 35,000 |
| Tot. Veh. Km. - Dedicated Service | 35,000 | 35,000 |
| Rev. Veh. Hrs. - Dedicated Service | 1,610 | 1,607 |
| Tot. Veh. Hrs. - Dedicated Service | 2,054 | 2,032 |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | | |
|---------------------------|--------------|--------------|
| Dedicated Service | 6,429 | 7,224 |
| Non-Dedicated Service | | |
| TOTAL PASSENGERS | 6,429 | 7,224 |
| Subscription / Pre-booked | 30% | |
| Reservation | 60% | |
| On-Demand / Day of trip | 10% | |

Cancelled in advance
 No-shows / Cancelled at door
 Unaccommodated trips

Number of complaints 2 2

OPERATING EXPENSES

| | | |
|-------------------------------------|-----------------|-----------------|
| Administration | | |
| Operations: | | |
| Internal - Dedicated Service | | |
| Contract - Dedicated Service | \$49,546 | \$51,614 |
| Contract - Non-Dedicated Service | | |
| Contract - Taxi Scrip | | |
| Maintenance (Vehicles & Facilities) | \$9,292 | \$9,957 |
| Fuel | \$10,580 | \$8,811 |
| TOTAL OPERATING EXPENSES | \$69,418 | \$70,382 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|--------------------------|-----------------|-----------------|
| Passenger Revenue | \$10,195 | \$10,542 |
| Other Operating Revenue | \$19,542 | \$19,069 |
| Total Operating Revenue | \$29,737 | \$29,610 |
| Federal Contributions | | |
| Provincial Contributions | | |
| Municipal Contributions | \$39,681 | \$40,772 |
| Other / Donations | | |
| TOTAL | \$69,418 | \$70,382 |

CAPITAL EXPENSES

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

CAPITAL FUNDING SOURCES

| | | |
|--------------------------|--|--|
| Transit System | | |
| Federal Contributions | | |
| Provincial Contributions | | |
| Municipal Contributions | | |
| Other / Donations | | |

TOTAL CAPITAL FUNDING

* Other Eligibility Criteria: Senior citizens.

SERVICE HOURS / SCHEDULING

| | | | |
|---------------------------------|--------------|----------|----|
| Weekday: | 0800 to 1700 | Sunday: | to |
| Saturday: | to | Holiday: | to |
| Advanced booking notice: | 14 day(s) | | |
| Minimum notice for reservation: | 8 hour(s) | | |
| Reservations / Scheduling: | Manual | | |

FARE STRUCTURE

| Effective Date 01/01/2005 | 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 type="checkbox"/> |
| Attendant | \$2.00 | | | <input type="checkbox"/> |
| Companion | \$2.00 | | | <input type="checkbox"/> |
| Other | zone fares for out of town \$3.00 to \$7.50 | | | |

EMPLOYEE DATA

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

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

| FINANCIAL | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 43% | 42% |
| Net Operating Cost / Capita | \$3.97 | \$4.08 |
| Total Exp. / Passenger | \$10.80 | \$9.74 |
| Total Exp. / Eligible Passenger | \$11.12 | \$10.07 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$10.80 | \$9.74 |
| Non-Dedicated Service | | |
| Transportation Exp. / Hour (Dedicated Service) | \$33.80 | \$34.63 |
| OPERATING | | |
| Registrants / Capita | 0.0315 | 0.0316 |
| Passengers / Capita | 0.6429 | 0.7224 |
| Passengers / Registrant | 20.41 | 22.86 |
| Passengers / Hour (Dedicated Service) | 3.99 | 4.49 |
| Kms / Passenger (Dedicated Service) | 5.44 | 4.84 |
| Average Speed (Dedicated Service) | 21.74 | 21.77 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|--------------|------------------|
| Ambulatory | 4,915 | |
| Wheelchair/Scooter Users | 2,073 | |
| Attendants | 236 | |
| Companions | | |
| Other (specified) | | |
| TOTAL | 7,224 | |

VEHICLE DATA

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

Midland

Midland Accessible Transit

Contact: Mike Kenney
 Title: Manager of Public Works/Transit Manager
 Telephone: 705-526-4275
 Fax: 705-526-9971
 Email: mkenney@midland.ca

Population served: 16,700
 Service area (km²): 10.0
 Communities served: 1
 Service began: 15/12/2005
 Advisory Committee members: 3
 Eligibility Committee members: 3

REGISTRANTS
 Wheelchair/Scooter Users: 135
 Ambulatory: 151
 Attendants: 93
 Companions: 8
 Other: 387
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 6,123
 Tot. Veh. Km. - Dedicated Service 15,236
 Rev. Veh. Hrs. - Dedicated Service 641
 Tot. Veh. Hrs. - Dedicated Service 1,604
 Non-Dedicated Service - Veh. Km.
 Non-Dedicated Service - Veh. Hrs.

2008
 6,123
 15,236
 641
 1,604

SERVICE HOURS / SCHEDULING

Weekday: 0800 to 1700 Sunday: to
 Saturday: to Holiday: to
 Advanced booking notice: 30 day(s)
 Minimum notice for reservation: 24 hour(s)
 Reservations / Scheduling: Manual

PASSENGER DATA

Dedicated Service 3,019
 Non-Dedicated Service

2009
 3,108

TOTAL PASSENGERS

Subscription / Pre-booked
 Reservation 78%
 On-Demand / Day of trip 22%

3,019
 20%
 75%
 5%

Cancelled in advance 264
 No-shows / Cancelled at door 2
 Unaccommodated trips
 Number of complaints 2

323
 12
 59
 3

OPERATING EXPENSES

Administration \$5,158
 Operations:
 Internal - Dedicated Service
 Contract - Dedicated Service \$38,667
 Contract - Non-Dedicated Service
 Contract - Taxi Scrip

\$8,640
 \$45,418

Maintenance (Vehicles & Facilities) \$244
 Fuel \$2,941

\$4,764
 \$4,612

TOTAL OPERATING EXPENSES

\$47,010
\$63,434

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue \$6,113
 Other Operating Revenue

\$5,860

Total Operating Revenue \$6,113

\$5,860

Federal Contributions

Provincial Contributions \$40,897

\$57,574

Municipal Contributions

Other / Donations

TOTAL \$47,010

\$63,434

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses \$10,487

\$185,508
 \$13,706

TOTAL CAPITAL EXPENSES

\$10,487
\$199,214

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions \$10,487
 Municipal Contributions
 Other / Donations

\$199,214

TOTAL CAPITAL FUNDING

\$10,487
\$199,214

FARE STRUCTURE

Effective Date 15/12/2005

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

Tickets/Cards
 (unit price) **Monthly Pass** **Free**

☐
☐
☒
☐

EMPLOYEE DATA

Operators
 Other Operations
 Vehicle Mechanics
 General and Administration
 Other

Full-time **Part-time**

3

1

TOTAL NUMBER OF EMPLOYEES

1 **4**

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

Top Operator Wage Rate: \$15.28

Top Mechanic Wage Rate: \$26.32

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio 13% 9%
 Net Operating Cost / Capita \$2.48 \$3.45
 Total Exp. / Passenger \$15.57 \$20.41
 Total Exp. / Eligible Passenger \$16.23 \$22.35
 Transportation Exp. / Passenger
 Dedicated Service \$13.86 \$17.63
 Non-Dedicated Service
 Transportation Exp. / Hour (Dedicated Service) \$26.09 \$62.84

OPERATING

Registrants / Capita 0.0110 0.0232
 Passengers / Capita 0.1830 0.1861
 Passengers / Registrant 16.68 8.03
 Passengers / Hour (Dedicated Service) 4.71 3.62
 Kms / Passenger (Dedicated Service) 2.03 6.91
 Average Speed (Dedicated Service) 9.55 25.02

PASSENGER DATA

Ded. Service **Non-Ded. Service**
 Ambulatory 1,721
 Wheelchair/Scooter Users 1,117
 Attendants 240
 Companions 30
 Other (specified)
TOTAL 3,108

VEHICLE DATA

Number **Veh. Peak** **Avg. Capacity per Veh.**
Wheelchair **Ambulatory**
 Non-Accessible Cars N/A
 Accessible Vans / Minivans 2 2 3 3
 Small Buses
 Other
TOTAL DED. VEHICLES 2 2 N/A N/A
 Vehicle ownership: Transit System
 Vehicle maintenance responsibility: Transit System
 Accessible taxis:

Milton

Milton Transit

Contact: Tony D'Alessandro
 Title: Coordinator, Transit
 Telephone: 905-878-7252 x2548
 Fax: 905-864-3222
 Email: tony.dalessandro@milton.ca

Population served: 80,000
 Service area (km²): 380.0
 Communities served: 1
 Service began:
 Advisory Committee members: 7
 Eligibility Committee members: N/A

| REGISTRANTS | Active | Total |
|---------------------------|------------|------------|
| Wheelchair/Scooter Users: | 66 | 66 |
| Ambulatory: | 258 | 258 |
| Attendants: | 62 | 62 |
| Companions: | | |
| Other: | | |
| Total: | 386 | 386 |

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

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

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

VEHICLE KILOMETRES & HOURS

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

2008

2009

SERVICE HOURS / SCHEDULING

Weekday: 0730 to 1730 Sunday: to
 Saturday: to Holiday: to
 Advanced booking notice: 7 day(s)
 Minimum notice for reservation: 0 hour(s)
 Reservations / Scheduling: Manual

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

2,932

3,075

TOTAL PASSENGERS

3,619

3,551

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

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

530

454

64

95

1

OPERATING EXPENSES

Administration
 Operations:

\$1,598

Internal - Dedicated Service

Contract - Dedicated Service

\$129,345

\$129,555

Contract - Non-Dedicated Service

\$6,429

\$6,468

Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)

Fuel

TOTAL OPERATING EXPENSES

\$135,774

\$137,621

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue

\$8,238

\$10,342

Other Operating Revenue

Total Operating Revenue

\$8,238

\$10,342

Federal Contributions

Provincial Contributions

Municipal Contributions

\$127,536

\$127,279

Other / Donations

TOTAL

\$135,774

\$137,621

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 02/02/2004

Cash

Adult \$3.00

Child \$3.00

Student \$3.00

Senior \$3.00

Attendant \$3.00

Companion \$3.00

Other

Tickets/Cards
(unit price)

Monthly Pass

Free

EMPLOYEE DATA

Operators

Other Operations

Vehicle Mechanics

General and Administration

Other

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators:

Mechanics:

Other (specify):

Full-time

Part-time

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio

2008

2009

Net Operating Cost / Capita

6%

8%

Total Exp. / Passenger

\$1.82

\$1.59

Total Exp. / Eligible Passenger

\$37.52

\$38.76

Transportation Exp. / Passenger

\$37.52

\$38.76

Dedicated Service

\$44.11

\$42.13

Non-Dedicated Service

\$9.36

\$13.59

Transportation Exp. / Hour (Dedicated Service)

OPERATING

Registrants / Capita

0.0052

0.0048

Passengers / Capita

0.0517

0.0444

Passengers / Registrant

9.86

9.20

Passengers / Hour (Dedicated Service)

Kms / Passenger (Dedicated Service)

Average Speed (Dedicated Service)

PASSENGER DATA

Ded. Service

Non-Ded. Service

Ambulatory

3,075

476

Wheelchair/Scooter Users

Attendants

Companions

Other (specified)

TOTAL

3,075

476

VEHICLE DATA

Non-Accessible Cars

Accessible Vans / Minivans

Small Buses

Other

TOTAL DED. VEHICLES

Vehicle ownership:

Vehicle maintenance responsibility:

Accessible taxis:

Veh. Peak

Avg. Capacity per Veh.

Wheelchair

Ambulatory

N/A

4

4

N/A

N/A

Contracted Operator

Contracted Operator

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: 82,184
 Service area (km²): 212.0
 Communities served: 1
 Service began: 30/06/1977
 Advisory Committee members: 6
 Eligibility Committee members: 3

REGISTRANTS
 Wheelchair/Scooter Users: 555
 Ambulatory: 500
 Attendants:
 Companions:
 Other:
Total: 1,055

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

| | 2008 | 2009 |
|------------------------------------|---------|---------|
| Rev. Veh. Km. - Dedicated Service | 178,944 | 177,802 |
| Tot. Veh. Km. - Dedicated Service | 178,944 | 177,802 |
| Rev. Veh. Hrs. - Dedicated Service | 9,117 | 9,245 |
| Tot. Veh. Hrs. - Dedicated Service | 9,117 | 9,245 |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | | |
|------------------------------|---------------|---------------|
| Dedicated Service | 21,406 | 22,311 |
| Non-Dedicated Service | 5 | 27 |
| TOTAL PASSENGERS | 21,411 | 22,338 |
| Subscription / Pre-booked | | |
| Reservation | | |
| On-Demand / Day of trip | | |
| Cancelled in advance | 2,572 | 2,751 |
| No-shows / Cancelled at door | 102 | 162 |
| Unaccommodated trips | 227 | 185 |
| Number of complaints | 1 | |

OPERATING EXPENSES

| | | |
|-------------------------------------|------------------|------------------|
| Administration | \$18,867 | \$35,234 |
| Operations: | | |
| Internal - Dedicated Service | \$367,122 | \$372,828 |
| Contract - Dedicated Service | | |
| Contract - Non-Dedicated Service | \$108 | \$508 |
| Contract - Taxi Scrip | | |
| Maintenance (Vehicles & Facilities) | \$57,538 | \$61,994 |
| Fuel | \$64,444 | \$45,365 |
| TOTAL OPERATING EXPENSES | \$508,079 | \$515,928 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|--------------------------|------------------|------------------|
| Passenger Revenue | \$93,954 | \$44,445 |
| Other Operating Revenue | \$1,450 | \$59,167 |
| Total Operating Revenue | \$95,404 | \$103,612 |
| Federal Contributions | | |
| Provincial Contributions | | |
| Municipal Contributions | \$412,428 | \$412,428 |
| Other / Donations | | |
| TOTAL | \$507,832 | \$516,040 |

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

* We use an Excel spreadsheet for scheduling and therefore do not keep track of all stats. * We do not have any taxi companies under contract we just call if only if needed due to breakdown or emergency. We are currently in the process purchasing scheduling software that should be up & running soon and therefore we will be able to keep more stats.

SERVICE HOURS / SCHEDULING

| | | | |
|---------------------------------|------------------------|----------|--------------|
| Weekday: | 0730 to 2000 | Sunday: | 0900 to 2000 |
| Saturday: | 0900 to 2300 | Holiday: | to |
| Advanced booking notice: | 30 day(s) | | |
| Minimum notice for reservation: | 24 hour(s) | | |
| Reservations / Scheduling: | Partially Computerized | | |

FARE STRUCTURE

| Effective Date 01/06/2009 | Cash | Tickets/Cards (unit price) | Monthly Pass | Free |
|---------------------------|--------|----------------------------|--------------|--------------------------|
| Adult | \$2.35 | \$2.20 | | <input type="checkbox"/> |
| Child | \$2.35 | \$2.20 | | <input type="checkbox"/> |
| Student | \$2.35 | \$2.20 | | <input type="checkbox"/> |
| Senior | \$2.35 | \$2.20 | | <input type="checkbox"/> |
| Attendant | \$2.35 | \$2.20 | | <input type="checkbox"/> |
| Companion | \$2.35 | \$2.20 | | <input type="checkbox"/> |
| Other | | | | |

EMPLOYEE DATA

| | Full-time | Part-time |
|----------------------------------|-----------|-----------|
| Operators | 4 | 6 |
| Other Operations | 1 | |
| Vehicle Mechanics | | |
| General and Administration | | 1 |
| Other | | |
| TOTAL NUMBER OF EMPLOYEES | 5 | 7 |

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

Top Operator Wage Rate: \$21.08

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

| FINANCIAL | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 19% | 20% |
| Net Operating Cost / Capita | \$5.02 | \$5.02 |
| Total Exp. / Passenger | \$23.73 | \$23.10 |
| Total Exp. / Eligible Passenger | \$23.73 | \$23.10 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$22.85 | \$21.52 |
| Non-Dedicated Service | \$21.60 | \$18.80 |
| Transportation Exp. / Hour (Dedicated Service) | \$53.65 | \$51.94 |
| OPERATING | | |
| Registrants / Capita | 0.0144 | 0.0128 |
| Passengers / Capita | 0.2605 | 0.2718 |
| Passengers / Registrant | 18.14 | 21.17 |
| Passengers / Hour (Dedicated Service) | 2.35 | 2.41 |
| Kms / Passenger (Dedicated Service) | 8.36 | 7.97 |
| Average Speed (Dedicated Service) | 19.63 | 19.23 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|---------------|------------------|
| Ambulatory | 16,257 | |
| Wheelchair/Scooter Users | 6,054 | 27 |
| Attendants | | |
| Companions | | |
| Other (specified) | | |
| TOTAL | 22,311 | 27 |

VEHICLE DATA

| | Number | Veh. Peak | Avg. Capacity per Veh. | |
|-------------------------------------|--------------------------|-----------|------------------------|------------|
| Non-Accessible Cars | | | Wheelchair | Ambulatory |
| Accessible Vans / Minivans | | | N/A | |
| Small Buses | 6 | 5 | 4 | 5 |
| Other | | | | |
| TOTAL DED. VEHICLES | 6 | 5 | N/A | N/A |
| Vehicle ownership: | Municipality | | | |
| Vehicle maintenance responsibility: | Municipal Transit System | | | |
| Accessible taxis: | | | | |

Niagara Region

Niagara Specialized Transit

Contact: Kim Koz
 Title: Manager Fleet Services
 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: 19
 Eligibility Committee members: 5

| REGISTRANTS | Active | Total |
|---------------------------|------------|--------------|
| Wheelchair/Scooter Users: | 209 | 475 |
| Ambulatory: | 153 | 344 |
| Attendants: | 90 | 202 |
| Companions: | 32 | 70 |
| Other: | | |
| Total: | 484 | 1,091 |

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

| | 2008 | 2009 |
|------------------------------------|---------|---------|
| Rev. Veh. Km. - Dedicated Service | 315,421 | 364,552 |
| Tot. Veh. Km. - Dedicated Service | 315,421 | 364,552 |
| Rev. Veh. Hrs. - Dedicated Service | 12,128 | 12,593 |
| Tot. Veh. Hrs. - Dedicated Service | 12,128 | 12,593 |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | | |
|---------------------------|--------------|---------------|
| Dedicated Service | 8,099 | 10,934 |
| Non-Dedicated Service | | |
| TOTAL PASSENGERS | 8,099 | 10,934 |
| Subscription / Pre-booked | 62% | 70% |
| Reservation | 38% | 30% |
| On-Demand / Day of trip | | |

| | | |
|------------------------------|-----|-------|
| Cancelled in advance | 905 | 1,253 |
| No-shows / Cancelled at door | 26 | 5 |
| Unaccommodated trips | | 4 |
| Number of complaints | | 4 |

OPERATING EXPENSES

| | | |
|----------------------------------|-----------|-----------|
| Administration | | |
| Operations: | | |
| Internal - Dedicated Service | \$497,207 | \$475,384 |
| Contract - Dedicated Service | | |
| Contract - Non-Dedicated Service | | |
| Contract - Taxi Scrip | | |

| | | |
|-------------------------------------|------------------|------------------|
| Maintenance (Vehicles & Facilities) | \$50,400 | \$51,251 |
| Fuel | \$71,767 | \$63,004 |
| TOTAL OPERATING EXPENSES | \$619,374 | \$589,639 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|--------------------------|------------------|------------------|
| Passenger Revenue | \$43,776 | \$87,031 |
| Other Operating Revenue | | \$50 |
| Total Operating Revenue | \$43,776 | \$87,081 |
| Federal Contributions | | |
| Provincial Contributions | | \$415,344 |
| Municipal Contributions | \$575,598 | \$87,214 |
| Other / Donations | | |
| TOTAL | \$619,374 | \$589,639 |

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

* Niagara Region provides inter-municipality specialized transit service to the areas of Niagara Falls, St. Catharines, Welland, Port Colborne, Thorold, Niagara-on-the-Lake, Fort Erie, Lincoln, Pelham, Grimsby, West Lincoln, and Wainfleet.

SERVICE HOURS / SCHEDULING

| | | | |
|---------------------------------|--------------------|----------|----|
| Weekday: | 0700 to 2200 | Sunday: | to |
| Saturday: | 0800 to 1600 | Holiday: | to |
| Advanced booking notice: | 2 day(s) | | |
| Minimum notice for reservation: | 48 hour(s) | | |
| Reservations / Scheduling: | Fully 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 | | | | <input type="checkbox"/> |
| Other | | | | <input type="checkbox"/> |

EMPLOYEE DATA

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

TOTAL NUMBER OF EMPLOYEES

| | |
|----------|----------|
| 8 | 6 |
|----------|----------|

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

Top Operator Wage Rate: \$17.48

Top Mechanic Wage Rate: \$30.31

PERFORMANCE INDICATORS

| FINANCIAL | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 7% | 15% |
| Net Operating Cost / Capita | \$1.32 | \$1.15 |
| Total Exp. / Passenger | \$76.48 | \$53.93 |
| Total Exp. / Eligible Passenger | \$84.27 | \$71.79 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$76.48 | \$53.93 |
| Non-Dedicated Service | | |
| Transportation Exp. / Hour (Dedicated Service) | \$51.07 | \$46.82 |
| OPERATING | | |
| Registrants / Capita | 0.0018 | 0.0025 |
| Passengers / Capita | 0.0186 | 0.0251 |
| Passengers / Registrant | 10.61 | 10.02 |
| Passengers / Hour (Dedicated Service) | 0.67 | 0.87 |
| Kms / Passenger (Dedicated Service) | 38.95 | 33.34 |
| Average Speed (Dedicated Service) | 26.01 | 28.95 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|---------------|------------------|
| Ambulatory | 3,462 | |
| Wheelchair/Scooter Users | 4,751 | |
| Attendants | 2,022 | |
| Companions | 699 | |
| Other (specified) | | |
| TOTAL | 10,934 | |

VEHICLE DATA

| | Number | Veh. Peak | Avg. Capacity per Veh. |
|----------------------------|----------|-----------|------------------------|
| Non-Accessible Cars | | | Wheelchair |
| Accessible Vans / Minivans | | | N/A |
| Small Buses | 5 | 4 | 3 |
| Other | | | 6 |
| TOTAL DED. VEHICLES | 5 | 4 | N/A |

Vehicle ownership: Niagara Region
 Vehicle maintenance responsibility: Niagara Region
 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: 630
 Ambulatory: 710
 Attendants:
 Companions:
 Other:
Total: 1,340

Active 630

Total 710

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

| | 2008 | 2009 |
|------------------------------------|---------|---------|
| Rev. Veh. Km. - Dedicated Service | 183,794 | 175,112 |
| Tot. Veh. Km. - Dedicated Service | 183,794 | 175,112 |
| Rev. Veh. Hrs. - Dedicated Service | 10,854 | 12,232 |
| Tot. Veh. Hrs. - Dedicated Service | 10,854 | 12,232 |
| Non-Dedicated Service - Veh. Km. | 26,317 | 24,594 |
| Non-Dedicated Service - Veh. Hrs. | 859 | 919 |

PASSENGER DATA

| | | |
|------------------------------|---------------|---------------|
| Dedicated Service | 33,522 | 31,754 |
| Non-Dedicated Service | 7,953 | 7,288 |
| TOTAL PASSENGERS | 41,475 | 39,042 |
| Subscription / Pre-booked | 48% | 49% |
| Reservation | | |
| On-Demand / Day of trip | 52% | 51% |
| Cancelled in advance | 15,523 | 9,430 |
| No-shows / Cancelled at door | 357 | 343 |
| Unaccommodated trips | 473 | 475 |
| Number of complaints | 6 | 7 |

OPERATING EXPENSES

| | | |
|-------------------------------------|------------------|------------------|
| Administration | \$18,582 | \$18,582 |
| Operations: | | |
| Internal - Dedicated Service | \$779 | \$998 |
| Contract - Dedicated Service | \$377,682 | \$387,791 |
| Contract - Non-Dedicated Service | \$71,407 | \$69,983 |
| Contract - Taxi Scrip | | |
| Maintenance (Vehicles & Facilities) | \$89,365 | \$81,425 |
| Fuel | \$72,193 | \$48,067 |
| TOTAL OPERATING EXPENSES | \$630,008 | \$606,846 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|--------------------------|------------------|------------------|
| Passenger Revenue | \$102,821 | \$85,569 |
| Other Operating Revenue | | |
| Total Operating Revenue | \$102,821 | \$85,569 |
| Federal Contributions | | |
| Provincial Contributions | | |
| Municipal Contributions | \$527,188 | \$521,277 |
| Other / Donations | | |
| TOTAL | \$630,008 | \$606,846 |

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: | 0730 to 2300 | Sunday: | 0830 to 1800 |
| Saturday: | 0830 to 2300 | Holiday: | to |
| Advanced booking notice: | 2 day(s) | | |
| Minimum notice for reservation: | 48 hour(s) | | |
| Reservations / Scheduling: | Fully Computerized | | |

FARE STRUCTURE

| Effective Date | 01/01/2009 | Tickets/Cards (unit price) | Monthly Pass | Free |
|----------------|------------|----------------------------|--------------|--------------------------|
| Cash | | | | |
| 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 | \$2.00 | \$2.00 | | <input type="checkbox"/> |
| Companion | \$2.00 | \$2.00 | | <input type="checkbox"/> |
| Other | | | | |

EMPLOYEE DATA

| | Full-time | Part-time |
|----------------------------------|-----------|-----------|
| Operators | 3 | 6 |
| Other Operations | 2 | 2 |
| Vehicle Mechanics | | |
| General and Administration | 2 | |
| Other | | |
| TOTAL NUMBER OF EMPLOYEES | 7 | 8 |

Union Affiliations: Operators: Teamsters Local 230
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$17.61

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

| FINANCIAL | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 16% | 14% |
| Net Operating Cost / Capita | \$9.41 | \$9.31 |
| Total Exp. / Passenger | \$15.19 | \$15.54 |
| Total Exp. / Eligible Passenger | \$17.71 | \$18.13 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$16.11 | \$16.32 |
| Non-Dedicated Service | \$8.98 | \$9.60 |
| Transportation Exp. / Hour (Dedicated Service) | \$49.75 | \$42.37 |
| OPERATING | | |
| Registrants / Capita | 0.0222 | 0.0239 |
| Passengers / Capita | 0.7406 | 0.6972 |
| Passengers / Registrant | 33.31 | 29.14 |
| Passengers / Hour (Dedicated Service) | 3.09 | 2.60 |
| Kms / Passenger (Dedicated Service) | 5.48 | 5.51 |
| Average Speed (Dedicated Service) | 16.93 | 14.32 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|---------------|------------------|
| Ambulatory | 11,755 | 5,549 |
| Wheelchair/Scooter Users | 14,953 | 1,216 |
| Attendants | 5,046 | 523 |
| Companions | | |
| Other (specified) | | |
| TOTAL | 31,754 | 7,288 |

VEHICLE DATA

| | Number | Veh. Peak | Avg. Capacity per Veh. Wheelchair | Ambulatory |
|-------------------------------------|----------------|-----------|-----------------------------------|------------|
| Non-Accessible Cars | | | N/A | |
| Accessible Vans / Minivans | | | | |
| Small Buses | 6 | 6 | 5 | 7 |
| Other | | | | |
| TOTAL DED. VEHICLES | 6 | 6 | N/A | N/A |
| Vehicle ownership: | Transit System | | | |
| Vehicle maintenance responsibility: | Transit System | | | |
| Accessible taxis: | 1 | | | |

North Perth

Victorian Order for 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: 12,254
 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: | 66 | 66 | |
| Ambulatory: | 146 | 146 | |
| Attendants: | 66 | 66 | |
| Companions: | | | |
| Other: | | | |
| Total: | 278 | 278 | |

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

| | 2008 | 2009 |
|------------------------------------|--------|--------|
| Rev. Veh. Km. - Dedicated Service | 25,402 | 30,942 |
| Tot. Veh. Km. - Dedicated Service | 25,402 | 30,942 |
| Rev. Veh. Hrs. - Dedicated Service | | |
| Tot. Veh. Hrs. - Dedicated Service | | |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | | |
|------------------------------|--------------|--------------|
| Dedicated Service | 6,799 | 6,527 |
| Non-Dedicated Service | | |
| TOTAL PASSENGERS | 6,799 | 6,527 |
| Subscription / Pre-booked | 52% | 55% |
| Reservation | 46% | 42% |
| On-Demand / Day of trip | 2% | 3% |
| Cancelled in advance | 1,254 | 1,193 |
| No-shows / Cancelled at door | 29 | 51 |
| Unaccommodated trips | 52 | 17 |
| Number of complaints | 7 | 2 |

OPERATING EXPENSES

| | | |
|-------------------------------------|-----------------|-----------------|
| Administration | \$8,255 | \$8,428 |
| Operations: | | |
| Internal - Dedicated Service | \$18,957 | \$39,013 |
| Contract - Dedicated Service | \$11,466 | \$1,829 |
| Contract - Non-Dedicated Service | | |
| Contract - Taxi Scrip | | |
| Maintenance (Vehicles & Facilities) | \$5,394 | \$6,282 |
| Fuel | \$10,350 | \$5,544 |
| TOTAL OPERATING EXPENSES | \$54,422 | \$61,096 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|--------------------------|-----------------|-----------------|
| Passenger Revenue | \$14,416 | \$30,744 |
| Other Operating Revenue | | |
| Total Operating Revenue | \$14,416 | \$30,744 |
| Federal Contributions | | |
| Provincial Contributions | \$23,419 | \$11,632 |
| Municipal Contributions | \$6,000 | \$6,000 |
| Other / Donations | | |
| TOTAL | \$43,835 | \$48,376 |

CAPITAL EXPENSES

| | | |
|-------------------------------|--|----------------|
| Vehicles Purchased | | |
| Debt Servicing | | |
| Other Capital Expenses | | \$5,372 |
| TOTAL CAPITAL EXPENSES | | \$5,372 |

CAPITAL FUNDING SOURCES

| | | |
|------------------------------|--|----------------|
| Transit System | | |
| Federal Contributions | | |
| Provincial Contributions | | \$5,372 |
| Municipal Contributions | | |
| Other / Donations | | |
| TOTAL CAPITAL FUNDING | | \$5,372 |

* System former known as North Perth Community Transit. * Other Eligibility Criteria: seniors. * Other Fare: in-town rates are \$3.75 one-way, within North Perth \$7.50 one-way, \$.80/km for out-of-town travel, charter rates \$35/hr for driving and \$22/hr for waiting. * In July 2009 Dodge Caravan was converted with a side-entry wheelchair ramp. * VON Perth-Huron is one of eight agencies involved in an integrated transportation system in Perth and Huron Counties called EasyRide. Through this Aging at Home initiative and funding from the South West Local Health Integration Network a central coordination office was set up and a scheduling software program (Trapeze Novus) was purchased. Transportation services are now easier to access with one number to call.

SERVICE HOURS / SCHEDULING

| | | | |
|---------------------------------|--------------------|----------|----|
| Weekday: | 0800 to 1800 | Sunday: | to |
| Saturday: | to | Holiday: | to |
| Advanced booking notice: | 0 day(s) | | |
| Minimum notice for reservation: | 24 hour(s) | | |
| Reservations / Scheduling: | Fully Computerized | | |

FARE STRUCTURE

| Effective Date 01/04/2009 | Cash | Tickets/Cards (unit price) | Monthly Pass | Free |
|---------------------------|--------|----------------------------|--------------|-------------------------------------|
| Adult | \$3.75 | | | <input type="checkbox"/> |
| Child | | | | <input type="checkbox"/> |
| Student | | | | <input type="checkbox"/> |
| Senior | \$3.75 | | | <input checked="" type="checkbox"/> |
| Attendant | | | | <input type="checkbox"/> |
| Companion | \$3.75 | | | <input type="checkbox"/> |
| Other | | | | <input type="checkbox"/> |

EMPLOYEE DATA

| | Full-time | Part-time |
|----------------------------------|-----------|-----------|
| Operators | | 3 |
| Other Operations | | |
| Vehicle Mechanics | | |
| General and Administration | | 1 |
| Other | | |
| TOTAL NUMBER OF EMPLOYEES | | 4 |

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

Top Operator Wage Rate: \$10.50

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

| FINANCIAL | 2008 | 2009 |
|--|--------|---------|
| R/C Ratio | 26% | 50% |
| Net Operating Cost / Capita | \$3.26 | \$2.48 |
| Total Exp. / Passenger | \$8.00 | \$9.36 |
| Total Exp. / Eligible Passenger | \$9.10 | \$10.79 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$6.79 | \$8.07 |
| Non-Dedicated Service | | |
| Transportation Exp. / Hour (Dedicated Service) | | |
| OPERATING | | |
| Registrants / Capita | 0.0238 | 0.0227 |
| Passengers / Capita | 0.5539 | 0.5326 |
| Passengers / Registrant | 23.28 | 23.48 |
| Passengers / Hour (Dedicated Service) | | |
| Kms / Passenger (Dedicated Service) | 3.74 | 4.74 |
| Average Speed (Dedicated Service) | | |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|--------------|------------------|
| Ambulatory | 4,705 | |
| Wheelchair/Scooter Users | 959 | |
| Attendants | 863 | |
| Companions | | |
| Other (specified) | | |
| TOTAL | 6,527 | |

VEHICLE DATA

| | Number | Veh. Peak | Avg. Capacity per Veh. | |
|----------------------------|----------|-----------|------------------------|------------|
| Non-Accessible Cars | | | Wheelchair | Ambulatory |
| Accessible Vans / Minivans | 1 | 1 | 1 | 3 |
| Small Buses | 1 | 1 | 4 | 10 |
| Other | | | | |
| TOTAL DED. VEHICLES | 2 | 2 | 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: 905-338-4166
 Email: rgovender@oakville.ca

Population served: 177,200
 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: | 225 | 315 |
| Ambulatory: | 607 | 1,019 |
| Attendants: | 60 | 73 |
| Companions: | 30 | 31 |
| Other: | | |
| Total: | 922 | 1,438 |

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

| | 2008 | 2009 |
|------------------------------------|---------|---------|
| Rev. Veh. Km. - Dedicated Service | 225,563 | 227,810 |
| Tot. Veh. Km. - Dedicated Service | 225,563 | 227,810 |
| Rev. Veh. Hrs. - Dedicated Service | 11,702 | 12,979 |
| Tot. Veh. Hrs. - Dedicated Service | 11,702 | 12,979 |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | | |
|------------------------------|---------------|---------------|
| Dedicated Service | 26,352 | 28,736 |
| Non-Dedicated Service | 10,914 | 14,000 |
| TOTAL PASSENGERS | 37,266 | 42,736 |
| Subscription / Pre-booked | 30% | 43% |
| Reservation | 70% | 57% |
| On-Demand / Day of trip | | 1% |
| Cancelled in advance | 3,815 | 4,255 |
| No-shows / Cancelled at door | 507 | 456 |
| Unaccommodated trips | | |
| Number of complaints | | 64 |

OPERATING EXPENSES

| | | |
|-------------------------------------|------------------|------------------|
| Administration | | |
| Operations: | | |
| Internal - Dedicated Service | \$417,134 | \$688,613 |
| Contract - Dedicated Service | | |
| Contract - Non-Dedicated Service | \$139,025 | \$187,166 |
| Contract - Taxi Scrip | | |
| Maintenance (Vehicles & Facilities) | \$62,261 | \$59,219 |
| Fuel | \$68,585 | \$50,612 |
| TOTAL OPERATING EXPENSES | \$687,005 | \$985,610 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|--------------------------|------------------|------------------|
| Passenger Revenue | \$75,305 | \$91,780 |
| Other Operating Revenue | | |
| Total Operating Revenue | \$75,305 | \$91,780 |
| Federal Contributions | | |
| Provincial Contributions | | |
| Municipal Contributions | \$611,700 | \$893,830 |
| Other / Donations | | |
| TOTAL | \$687,005 | \$985,610 |

CAPITAL EXPENSES

| | | |
|-------------------------------|------------------|------------------|
| Vehicles Purchased | \$213,021 | \$381,386 |
| Debt Servicing | | |
| Other Capital Expenses | | |
| TOTAL CAPITAL EXPENSES | \$213,021 | \$381,386 |

CAPITAL FUNDING SOURCES

| | | |
|------------------------------|------------------|------------------|
| Transit System | | |
| Federal Contributions | | |
| Provincial Contributions | \$105,850 | \$59,400 |
| Municipal Contributions | \$107,171 | \$159,986 |
| Other / Donations | | \$162,000 |
| TOTAL CAPITAL FUNDING | \$213,021 | \$381,386 |

* Jan 1, 2007 Oakville Transit implemented system wide fare parity. Revenue reported in this survey for specialized transit is an estimate only, based upon the 2006 specialized services revenue as a percentage of TOTAL revenue including conventional services. This percentage has been carried forward and applied to our 2009 total revenue, which now includes care-A-van fare media. * Jan 1, 2009 Oakville Transit had a fare increase. * July 5, 2009 Oakville care-A-van moved to providing door to door 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 hour(s) | | |
| Reservations / Scheduling: | Fully Computerized | | |

FARE STRUCTURE

| Effective Date 01/01/2009 | Cash | Tickets/Cards (unit price) | Monthly Pass | Free |
|---------------------------|---|----------------------------|--------------|-------------------------------------|
| Adult | \$3.00 | \$2.55 | \$88.00 | <input checked="" type="checkbox"/> |
| Child | | | | <input type="checkbox"/> |
| Student | \$3.00 | \$2.10 | \$58.00 | <input type="checkbox"/> |
| Senior | \$3.00 | \$1.75 | \$50.00 | <input type="checkbox"/> |
| Attendant | \$3.00 | | | <input type="checkbox"/> |
| Companion | \$3.00 | | | <input type="checkbox"/> |
| Other | Gus Pass \$23; Day Pass \$10, GO co-fare \$0.65 | | | |

EMPLOYEE DATA

| | Full-time | Part-time |
|----------------------------------|-----------|-----------|
| Operators | 6 | 5 |
| Other Operations | 3 | |
| Vehicle Mechanics | | |
| General and Administration | | |
| Other | | |
| TOTAL NUMBER OF EMPLOYEES | 9 | 5 |

Union Affiliations: Operators: CAW Local 1256
 Mechanics: CAW Local 1256
 Other (specify): CUPE Local 1329

Top Operator Wage Rate: \$23.16

Top Mechanic Wage Rate: \$29.13

PERFORMANCE INDICATORS

| FINANCIAL | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 11% | 9% |
| Net Operating Cost / Capita | \$3.52 | \$5.04 |
| Total Exp. / Passenger | \$18.44 | \$23.06 |
| Total Exp. / Eligible Passenger | \$19.68 | \$24.76 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$20.79 | \$27.79 |
| Non-Dedicated Service | \$12.74 | \$13.37 |
| Transportation Exp. / Hour (Dedicated Service) | \$46.83 | \$61.52 |
| OPERATING | | |
| Registrants / Capita | 0.0080 | 0.0081 |
| Passengers / Capita | 0.2147 | 0.2412 |
| Passengers / Registrant | 26.98 | 29.72 |
| Passengers / Hour (Dedicated Service) | 2.25 | 2.21 |
| Kms / Passenger (Dedicated Service) | 8.56 | 7.93 |
| Average Speed (Dedicated Service) | 19.28 | 17.55 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|---------------|------------------|
| Ambulatory | 17,621 | 11,984 |
| Wheelchair/Scooter Users | 8,741 | 1,461 |
| Attendants | 1,583 | 371 |
| Companions | 791 | 184 |
| Other (specified) | | |
| TOTAL | 28,736 | 14,000 |

VEHICLE DATA

| | Number | Veh. Peak | Avg. Capacity per Veh. | |
|-------------------------------------|--------------------------|-----------|------------------------|------------|
| Non-Accessible Cars | | | Wheelchair | Ambulatory |
| Accessible Vans / Minivans | | | N/A | |
| Small Buses | 6 | 4 | 3 | 10 |
| Other | | | | |
| TOTAL DED. VEHICLES | 6 | 4 | N/A | N/A |
| Vehicle ownership: | Municipal Transit System | | | |
| Vehicle maintenance responsibility: | Municipal Transit System | | | |
| Accessible taxis: | 3 | | | |

Orillia

Orillia Wheelchair Limosine Service (OWLS)

Contact: Karen Strain
 Title: Secretary-Operations
 Telephone: 705-325-8434
 Fax: 705-326-3373
 Email: kstrain@city.orillia.on.ca

Population served: 31,420
 Service area (km²): 28.8
 Communities served: 1
 Service began: 15/06/1987
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

| REGISTRANTS | Active | Total |
|---------------------------|------------|------------|
| Wheelchair/Scooter Users: | 314 | 314 |
| Ambulatory: | | |
| Attendants: | 2 | 2 |
| Companions: | | |
| Other: | | |
| Total: | 316 | 316 |

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

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

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

VEHICLE KILOMETRES & HOURS

| | 2008 | 2009 |
|------------------------------------|--------|--------|
| Rev. Veh. Km. - Dedicated Service | 26,367 | 24,449 |
| Tot. Veh. Km. - Dedicated Service | 26,367 | 24,449 |
| Rev. Veh. Hrs. - Dedicated Service | 2,800 | 2,925 |
| Tot. Veh. Hrs. - Dedicated Service | 2,800 | 2,925 |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | | |
|------------------------------|--------------|--------------|
| Dedicated Service | 5,377 | 5,496 |
| Non-Dedicated Service | | |
| TOTAL PASSENGERS | 5,377 | 5,496 |
| Subscription / Pre-booked | 15% | 15% |
| Reservation | 80% | 80% |
| On-Demand / Day of trip | 5% | 5% |
| Cancelled in advance | 75 | 24 |
| No-shows / Cancelled at door | 53 | 10 |
| Unaccommodated trips | 80 | 41 |
| Number of complaints | 5 | 22 |

OPERATING EXPENSES

| | | |
|-------------------------------------|-----------|-----------|
| Administration | | |
| Operations: | | |
| Internal - Dedicated Service | | |
| Contract - Dedicated Service | \$108,627 | \$106,822 |
| Contract - Non-Dedicated Service | | |
| Contract - Taxi Scrip | | |
| Maintenance (Vehicles & Facilities) | | |
| Fuel | | |

TOTAL OPERATING EXPENSES **\$108,627** **\$106,822**

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|--------------------------|------------------|------------------|
| Passenger Revenue | \$14,124 | \$14,156 |
| Other Operating Revenue | | |
| Total Operating Revenue | \$14,124 | \$14,156 |
| Federal Contributions | | |
| Provincial Contributions | \$12,281 | |
| Municipal Contributions | \$81,722 | \$92,166 |
| Other / Donations | \$500 | \$500 |
| TOTAL | \$108,627 | \$106,822 |

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 2200 | Sunday: | 0800 to 2200 |
| Saturday: | 1200 to 1700 | Holiday: | to |
| Advanced booking notice: | 2 day(s) | | |
| Minimum notice for reservation: | 24 hour(s) | | |
| Reservations / Scheduling: | Manual | | |

FARE STRUCTURE

| Effective Date 01/01/2006 | Cash | Tickets/Cards (unit price) | Monthly Pass | Free |
|---------------------------|--------|----------------------------|--------------|--------------------------|
| Adult | \$2.75 | \$2.75 | | <input type="checkbox"/> |
| Child | \$2.75 | \$2.75 | | <input type="checkbox"/> |
| Student | \$2.75 | \$2.75 | | <input type="checkbox"/> |
| Senior | \$2.75 | \$2.75 | | <input type="checkbox"/> |
| Attendant | \$2.75 | \$2.75 | | <input type="checkbox"/> |
| Companion | \$2.75 | \$2.75 | | <input type="checkbox"/> |
| Other | | | | |

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 | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 13% | 13% |
| Net Operating Cost / Capita | \$3.04 | \$2.95 |
| Total Exp. / Passenger | \$20.20 | \$19.44 |
| Total Exp. / Eligible Passenger | \$22.20 | \$21.01 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$20.20 | \$19.44 |
| Non-Dedicated Service | | |
| Transportation Exp. / Hour (Dedicated Service) | \$38.80 | \$36.52 |
| OPERATING | | |
| Registrants / Capita | 0.0094 | 0.0101 |
| Passengers / Capita | 0.1727 | 0.1749 |
| Passengers / Registrant | 18.48 | 17.39 |
| Passengers / Hour (Dedicated Service) | 1.92 | 1.88 |
| Kms / Passenger (Dedicated Service) | 4.90 | 4.45 |
| Average Speed (Dedicated Service) | 9.42 | 8.36 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|--------------|------------------|
| Ambulatory | | |
| Wheelchair/Scooter Users | 5,085 | |
| Attendants | 411 | |
| Companions | | |
| Other (specified) | | |
| TOTAL | 5,496 | |

VEHICLE DATA

| | Number | Veh. Peak | Avg. Capacity per Veh. | |
|----------------------------|----------|-----------|------------------------|------------|
| Non-Accessible Cars | | | Wheelchair | Ambulatory |
| Accessible Vans / Minivans | | | N/A | |
| Small Buses | 1 | 1 | 4 | 6 |
| Other | | | | |
| TOTAL DED. VEHICLES | 1 | 1 | N/A | N/A |

Vehicle ownership: The Corporation of the City of Orillia
 Vehicle maintenance responsibility: Contracted Operator
 Accessible taxis:

Ottawa

Para Transpo

Contact: Karen Barton
 Title: Section Manager, Booking, Scheduling & CS
 Telephone: 613-842-3636 x2593
 Fax: 613-244-4329
 Email: karen.barton@ottawa.ca

Population served: 793,400
 Service area (km²): 2,700.0
 Communities served: 1
 Service began: 01/01/1974
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

| REGISTRANTS | Active | Total |
|---------------------------|---------------|---------------|
| Wheelchair/Scooter Users: | 4,358 | 4,358 |
| Ambulatory: | 9,132 | 9,132 |
| Attendants: | 2,144 | 2,144 |
| Companions: | | |
| Other: | | |
| Total: | 15,634 | 15,634 |

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

| | 2008 | 2009 |
|------------------------------------|-----------|-----------|
| Rev. Veh. Km. - Dedicated Service | 5,431,279 | 5,559,168 |
| Tot. Veh. Km. - Dedicated Service | 6,498,468 | 6,162,008 |
| Rev. Veh. Hrs. - Dedicated Service | 245,323 | 243,717 |
| Tot. Veh. Hrs. - Dedicated Service | 264,213 | 275,723 |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | | |
|------------------------------|----------------|----------------|
| Dedicated Service | 515,177 | 514,990 |
| Non-Dedicated Service | 270,911 | 291,659 |
| TOTAL PASSENGERS | 786,088 | 806,649 |
| Subscription / Pre-booked | 63% | 62% |
| Reservation | 31% | 32% |
| On-Demand / Day of trip | 6% | 6% |
| Cancelled in advance | 99,390 | 111,992 |
| No-shows / Cancelled at door | 27,682 | 24,277 |
| Unaccommodated trips | 39,688 | 32,113 |
| Number of complaints | | |

OPERATING EXPENSES

| | | |
|-------------------------------------|---------------------|---------------------|
| Administration | \$2,664,229 | \$2,976,605 |
| Operations: | | |
| Internal - Dedicated Service | \$11,274,698 | \$11,762,613 |
| Contract - Dedicated Service | | |
| Contract - Non-Dedicated Service | \$6,863,814 | \$7,344,534 |
| Contract - Taxi Scrip | \$218,399 | \$256,793 |
| Maintenance (Vehicles & Facilities) | \$2,609,224 | \$2,234,946 |
| Fuel | \$2,000,465 | \$1,557,467 |
| TOTAL OPERATING EXPENSES | \$25,630,829 | \$26,132,958 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|--------------------------|---------------------|---------------------|
| Passenger Revenue | \$1,811,015 | \$2,030,503 |
| Other Operating Revenue | \$6,341 | \$7,401 |
| Total Operating Revenue | \$1,817,356 | \$2,037,904 |
| Federal Contributions | | |
| Provincial Contributions | | |
| Municipal Contributions | \$23,813,473 | \$24,095,054 |
| Other / Donations | | |
| TOTAL | \$25,630,829 | \$26,132,958 |

CAPITAL EXPENSES

| | | |
|-------------------------------|------------------|------------------|
| Vehicles Purchased | | |
| Debt Servicing | | |
| Other Capital Expenses | \$410,508 | \$106,755 |
| TOTAL CAPITAL EXPENSES | \$410,508 | \$106,755 |

CAPITAL FUNDING SOURCES

| | | |
|------------------------------|------------------|------------------|
| Transit System | | |
| Federal Contributions | | |
| Provincial Contributions | | |
| Municipal Contributions | \$410,508 | \$106,755 |
| Other / Donations | | |
| TOTAL CAPITAL FUNDING | \$410,508 | \$106,755 |

SERVICE HOURS / SCHEDULING

| | | | |
|---------------------------------|--------------------|----------|--------------|
| Weekday: | 0600 to 0030 | Sunday: | 0630 to 0030 |
| Saturday: | 0630 to 0030 | Holiday: | 0630 to 0030 |
| Advanced booking notice: | 1 day(s) | | |
| Minimum notice for reservation: | 0 hour(s) | | |
| Reservations / Scheduling: | Fully Computerized | | |

FARE STRUCTURE

| Effective Date 01/07/2009 | Cash | Tickets/Cards (unit price) | Monthly Pass | Free |
|---------------------------|------------------------------------|----------------------------|--------------|-------------------------------------|
| Adult | \$3.00 | \$2.30 | \$84.75 | <input type="checkbox"/> |
| Child | \$3.00 | \$2.30 | \$65.25 | <input type="checkbox"/> |
| Student | \$3.00 | \$2.30 | \$65.25 | <input type="checkbox"/> |
| Senior | \$3.00 | \$2.30 | \$31.75 | <input checked="" type="checkbox"/> |
| Attendant | | | | <input type="checkbox"/> |
| Companion | \$3.00 | \$2.30 | | <input type="checkbox"/> |
| Other | Community pass \$31.75 Rural adult | | | |

EMPLOYEE DATA

| | Full-time | Part-time |
|----------------------------------|------------|-----------|
| Operators | 173 | 13 |
| Other Operations | 24 | 8 |
| Vehicle Mechanics | 8 | |
| General and Administration | 12 | |
| Other | 6 | |
| TOTAL NUMBER OF EMPLOYEES | 223 | 21 |

Union Affiliations: Operators: ATU Local 279
 Mechanics: ATU Local 279
 Other (specify): ATU Local 279 - bus attendants

Top Operator Wage Rate: \$22.97

Top Mechanic Wage Rate: \$30.17

PERFORMANCE INDICATORS

| FINANCIAL | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 7% | 8% |
| Net Operating Cost / Capita | \$30.35 | \$30.37 |
| Total Exp. / Passenger | \$32.61 | \$32.40 |
| Total Exp. / Eligible Passenger | \$36.26 | \$36.21 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$30.83 | \$30.20 |
| Non-Dedicated Service | \$26.14 | \$26.06 |
| Transportation Exp. / Hour (Dedicated Service) | \$60.12 | \$56.42 |
| OPERATING | | |
| Registrants / Capita | 0.0121 | 0.0197 |
| Passengers / Capita | 1.0017 | 1.0167 |
| Passengers / Registrant | 82.55 | 51.60 |
| Passengers / Hour (Dedicated Service) | 2.10 | 2.11 |
| Kms / Passenger (Dedicated Service) | 10.54 | 10.79 |
| Average Speed (Dedicated Service) | 22.14 | 22.81 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|----------------|------------------|
| Ambulatory | 234,963 | 238,772 |
| Wheelchair/Scooter Users | 215,619 | 32,326 |
| Attendants | 25,793 | 8,455 |
| Companions | 38,615 | 12,106 |
| Other (specified) | | |
| TOTAL | 514,990 | 291,659 |

VEHICLE DATA

| | Number | Veh. Peak | Avg. Capacity per Veh. Wheelchair | Ambulatory |
|----------------------------|-----------|-----------|-----------------------------------|------------|
| Non-Accessible Cars | | | N/A | |
| Accessible Vans / Minivans | | | | |
| Small Buses | 91 | 91 | 3 | 4 |
| Other | | | | |
| TOTAL DED. VEHICLES | 91 | 91 | N/A | N/A |

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

Owen Sound

Owen Sound Specialized Transit

Contact: Brenda Wilson
 Title: Transit Manager
 Telephone: 519-376-3299
 Fax: 519-376-5817
 Email: wilson_parkhead@hotmail.com

Population served: 22,000
 Service area (km²): 23.7
 Communities served: 1
 Service began: 06/01/1989
 Advisory Committee members: 8
 Eligibility Committee members: 3

REGISTRANTS
 Wheelchair/Scooter Users: 184
 Ambulatory: 99
 Attendants: 164
 Companions:
 Other:
Total: 447

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

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

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

VEHICLE KILOMETRES & HOURS

| | 2008 | 2009 |
|------------------------------------|--------|--------|
| Rev. Veh. Km. - Dedicated Service | 23,996 | 24,160 |
| Tot. Veh. Km. - Dedicated Service | 24,856 | 25,020 |
| Rev. Veh. Hrs. - Dedicated Service | 2,277 | 2,277 |
| Tot. Veh. Hrs. - Dedicated Service | 2,357 | 2,357 |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | | |
|------------------------------|--------------|--------------|
| Dedicated Service | 4,832 | 4,707 |
| Non-Dedicated Service | | |
| TOTAL PASSENGERS | 4,832 | 4,707 |
| Subscription / Pre-booked | | |
| Reservation | 95% | 95% |
| On-Demand / Day of trip | 5% | 5% |
| Cancelled in advance | 650 | 680 |
| No-shows / Cancelled at door | 7 | 11 |
| Unaccommodated trips | 90 | 103 |
| Number of complaints | 18 | 14 |

OPERATING EXPENSES

| | | |
|-------------------------------------|------------------|------------------|
| Administration | \$18,640 | \$18,730 |
| Operations: | | |
| Internal - Dedicated Service | | |
| Contract - Dedicated Service | \$79,488 | \$83,190 |
| Contract - Non-Dedicated Service | | |
| Contract - Taxi Scrip | | |
| Maintenance (Vehicles & Facilities) | \$22,648 | \$5,480 |
| Fuel | \$7,987 | \$7,912 |
| TOTAL OPERATING EXPENSES | \$128,763 | \$115,312 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|--------------------------|------------------|------------------|
| Passenger Revenue | \$13,952 | \$14,112 |
| Other Operating Revenue | | |
| Total Operating Revenue | \$13,952 | \$14,112 |
| Federal Contributions | | |
| Provincial Contributions | | |
| Municipal Contributions | \$114,811 | \$101,200 |
| Other / Donations | | |
| TOTAL | \$128,763 | \$115,312 |

CAPITAL EXPENSES

| | | |
|-------------------------------|--|-----------------|
| Vehicles Purchased | | \$96,541 |
| Debt Servicing | | |
| Other Capital Expenses | | |
| TOTAL CAPITAL EXPENSES | | \$96,541 |

CAPITAL FUNDING SOURCES

| | | |
|------------------------------|--|-----------------|
| Transit System | | |
| Federal Contributions | | |
| Provincial Contributions | | \$32,112 |
| Municipal Contributions | | \$64,429 |
| Other / Donations | | |
| TOTAL CAPITAL FUNDING | | \$96,541 |

SERVICE HOURS / SCHEDULING

| | | | |
|---------------------------------|--------------|----------|----|
| Weekday: | 0800 to 1700 | Sunday: | to |
| Saturday: | to | Holiday: | to |
| Advanced booking notice: | 14 day(s) | | |
| Minimum notice for reservation: | 1 hour(s) | | |
| Reservations / Scheduling: | Manual | | |

FARE STRUCTURE

| Effective Date 01/01/2005 | Cash | Tickets/Cards (unit price) | Monthly Pass | Free |
|---------------------------|--------|----------------------------|--------------|--------------------------|
| Adult | \$3.00 | \$2.80 | | <input type="checkbox"/> |
| Child | \$3.00 | \$2.80 | | <input type="checkbox"/> |
| Student | \$3.00 | \$2.80 | | <input type="checkbox"/> |
| Senior | \$3.00 | \$2.80 | | <input type="checkbox"/> |
| Attendant | \$3.00 | \$2.80 | | <input type="checkbox"/> |
| Companion | \$3.00 | \$2.80 | | <input type="checkbox"/> |
| Other | | | | |

EMPLOYEE DATA

| | Full-time | Part-time |
|----------------------------------|-----------|-----------|
| Operators | 1 | 1 |
| Other Operations | | 2 |
| Vehicle Mechanics | | |
| General and Administration | | 1 |
| Other | | |
| TOTAL NUMBER OF EMPLOYEES | 1 | 4 |

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

| FINANCIAL | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 11% | 12% |
| Net Operating Cost / Capita | \$5.22 | \$4.60 |
| Total Exp. / Passenger | \$26.65 | \$24.50 |
| Total Exp. / Eligible Passenger | \$29.13 | \$26.69 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$22.79 | \$20.52 |
| Non-Dedicated Service | | |
| Transportation Exp. / Hour (Dedicated Service) | \$46.72 | \$40.98 |
| OPERATING | | |
| Registrants / Capita | 0.0192 | 0.0203 |
| Passengers / Capita | 0.2196 | 0.2140 |
| Passengers / Registrant | 11.45 | 10.53 |
| Passengers / Hour (Dedicated Service) | 2.12 | 2.07 |
| Kms / Passenger (Dedicated Service) | 4.97 | 5.13 |
| Average Speed (Dedicated Service) | 10.54 | 10.61 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|--------------|------------------|
| Ambulatory | 2,709 | |
| Wheelchair/Scooter Users | 1,611 | |
| Attendants | 387 | |
| Companions | | |
| Other (specified) | | |
| TOTAL | 4,707 | |

VEHICLE DATA

| | Number | Veh. Peak | Avg. Capacity per Veh. Wheelchair | Ambulatory |
|----------------------------|----------|-----------|-----------------------------------|------------|
| Non-Accessible Cars | | | N/A | |
| Accessible Vans / Minivans | | | | |
| Small Buses | 1 | 1 | 4 | 11 |
| Other | | | | |
| TOTAL DED. VEHICLES | 1 | 1 | N/A | N/A |

Vehicle ownership:
 Vehicle maintenance responsibility:
 Accessible taxis:

Peel Region

Accessible Transportation (TransHelp)

Contact: Mark Castro
 Title: Manager
 Telephone: 905-791-7800 x6850
 Fax: 905-277-5864
 Email: mark.castro@peelregion.ca

Population served: 1,220,000
 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: | 2,139 | 2,139 |
| Ambulatory: | 3,209 | 3,209 |
| Attendants: | | |
| Companions: | | |
| Other: | 420 | 420 |
| Total: | 5,768 | 5,768 |

Dedicated Serv. Operated by: ☒ Transit System/Municipality
☒ Private Contractor(s), number: 4
☒ Private Non-Profit Org.

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

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

VEHICLE KILOMETRES & HOURS

| | 2008 | 2009 |
|------------------------------------|-----------|-----------|
| Rev. Veh. Km. - Dedicated Service | 2,370,943 | 2,741,951 |
| Tot. Veh. Km. - Dedicated Service | 2,682,748 | 3,083,407 |
| Rev. Veh. Hrs. - Dedicated Service | 114,444 | 131,151 |
| Tot. Veh. Hrs. - Dedicated Service | 123,778 | 141,306 |
| Non-Dedicated Service - Veh. Km. | 110,820 | 122,130 |
| Non-Dedicated Service - Veh. Hrs. | 11,107 | 11,578 |

PASSENGER DATA

| | | |
|------------------------------|----------------|----------------|
| Dedicated Service | 269,410 | 299,797 |
| Non-Dedicated Service | 46,768 | 40,243 |
| TOTAL PASSENGERS | 316,178 | 340,040 |
| Subscription / Pre-booked | 40% | 40% |
| Reservation | 58% | 55% |
| On-Demand / Day of trip | 2% | 5% |
| Cancelled in advance | 24,432 | 27,652 |
| No-shows / Cancelled at door | 5,086 | 5,124 |
| Unaccommodated trips | 1,352 | 904 |
| Number of complaints | 551 | 548 |

OPERATING EXPENSES

| | | |
|-------------------------------------|---------------------|---------------------|
| Administration | \$2,567,254 | \$3,735,159 |
| Operations: | | |
| Internal - Dedicated Service | \$3,679,808 | \$3,871,413 |
| Contract - Dedicated Service | \$2,095,916 | \$2,663,203 |
| Contract - Non-Dedicated Service | \$1,500,123 | \$1,732,274 |
| Contract - Taxi Scrip | | \$348 |
| Maintenance (Vehicles & Facilities) | \$1,462,012 | \$1,220,231 |
| Fuel | \$440,855 | \$332,373 |
| TOTAL OPERATING EXPENSES | \$11,745,968 | \$13,555,001 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|--------------------------|---------------------|---------------------|
| Passenger Revenue | \$698,162 | \$827,291 |
| Other Operating Revenue | \$29,375 | \$64,843 |
| Total Operating Revenue | \$727,537 | \$892,134 |
| Federal Contributions | | |
| Provincial Contributions | \$666,061 | \$811,071 |
| Municipal Contributions | \$10,348,503 | \$11,851,796 |
| Other / Donations | \$3,867 | |
| TOTAL | \$11,745,968 | \$13,555,001 |

CAPITAL EXPENSES

| | | |
|-------------------------------|--------------------|--------------------|
| Vehicles Purchased | \$1,317,103 | \$2,441,283 |
| Debt Servicing | | |
| Other Capital Expenses | \$289,173 | \$597,001 |
| TOTAL CAPITAL EXPENSES | \$1,606,276 | \$3,038,284 |

CAPITAL FUNDING SOURCES

| | | |
|------------------------------|--------------------|--------------------|
| Transit System | | |
| Federal Contributions | \$1,051,704 | \$2,580,362 |
| Provincial Contributions | \$357,035 | \$142,991 |
| Municipal Contributions | \$97,870 | |
| Other / Donations | \$99,667 | \$314,931 |
| TOTAL CAPITAL FUNDING | \$1,606,276 | \$3,038,284 |

Other Eligibility Criteria: Cognitive and 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 hour(s) | | |
| Reservations / Scheduling: | Fully Computerized | | |

FARE STRUCTURE

| Effective Date 01/01/2009 | Cash | Tickets/Cards (unit price) | Monthly Pass | Free |
|---------------------------|-----------------------|----------------------------|--------------|-------------------------------------|
| Adult | \$3.00 | | \$108.00 | <input type="checkbox"/> |
| Child | \$3.00 | | \$108.00 | <input type="checkbox"/> |
| Student | \$3.00 | | \$108.00 | <input type="checkbox"/> |
| Senior | \$3.00 | | \$108.00 | <input checked="" type="checkbox"/> |
| Attendant | | | | <input type="checkbox"/> |
| Companion | \$3.00 | | \$108.00 | <input type="checkbox"/> |
| Other | Same Day Trip, \$3.75 | | | |

EMPLOYEE DATA

| | Full-time | Part-time |
|----------------------------------|-----------|-----------|
| Operators | 40 | 15 |
| Other Operations | 8 | |
| Vehicle Mechanics | 2 | |
| General and Administration | 14 | |
| Other | 5 | 3 |
| TOTAL NUMBER OF EMPLOYEES | 69 | 18 |

Union Affiliations: Operators: CUPE 966
 Mechanics: CUPE 966
 Other (specify):

Top Operator Wage Rate: \$25.43
 Top Mechanic Wage Rate: \$30.09

PERFORMANCE INDICATORS

| FINANCIAL | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 6% | 7% |
| Net Operating Cost / Capita | \$9.19 | \$10.38 |
| Total Exp. / Passenger | \$37.15 | \$39.86 |
| Total Exp. / Eligible Passenger | \$46.06 | \$46.75 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$28.50 | \$26.98 |
| Non-Dedicated Service | \$32.08 | \$43.05 |
| Transportation Exp. / Hour (Dedicated Service) | \$62.04 | \$57.23 |
| OPERATING | | |
| Registrants / Capita | 0.0038 | 0.0047 |
| Passengers / Capita | 0.2637 | 0.2787 |
| Passengers / Registrant | 69.14 | 58.95 |
| Passengers / Hour (Dedicated Service) | 2.35 | 2.29 |
| Kms / Passenger (Dedicated Service) | 8.80 | 9.15 |
| Average Speed (Dedicated Service) | 20.72 | 20.91 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|----------------|------------------|
| Ambulatory | 167,315 | 35,357 |
| Wheelchair/Scooter Users | 87,271 | |
| Attendants | 23,818 | 3,092 |
| Companions | 21,393 | 1,794 |
| Other (specified) | | |
| TOTAL | 299,797 | 40,243 |

VEHICLE DATA

| | Number | Veh. Peak | Avg. Capacity per Veh. | |
|----------------------------|------------|------------|------------------------|------------|
| | | | Wheelchair | Ambulatory |
| Non-Accessible Cars | 40 | 30 | N/A | 4 |
| Accessible Vans / Minivans | 19 | 16 | 1 | 4 |
| Small Buses | 47 | 40 | 4 | 6 |
| Other | 18 | 16 | | 10 |
| TOTAL DED. VEHICLES | 124 | 102 | N/A | N/A |

Vehicle ownership: Regional Municipality/Contracted Operators
 Vehicle maintenance responsibility: Regional Municipality/Contracted Operators
 Accessible taxis: 19

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: 10
 Eligibility Committee members: 3

| REGISTRANTS | Active | Total |
|---------------------------|------------|------------|
| Wheelchair/Scooter Users: | 183 | 183 |
| Ambulatory: | 229 | 229 |
| Attendants: | | |
| Companions: | | |
| Other: | | |
| Total: | 412 | 412 |

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.

2008

2009

SERVICE HOURS / SCHEDULING

Weekday: 0730 to 1700 Sunday: 0900 to 1300
 Saturday: to Holiday: to
 Advanced booking notice: 1 day(s)
 Minimum notice for reservation: 1 hour(s)
 Reservations / Scheduling: Manual

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

17,557

14,573

TOTAL PASSENGERS

17,557

14,573

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

Cancelled in advance

263

218

No-shows / Cancelled at door

131

85

Unaccommodated trips

Number of complaints

OPERATING EXPENSES

Administration

\$76,149

\$83,841

Operations:

Internal - Dedicated Service

\$71,450

\$80,368

Contract - Dedicated Service

Contract - Non-Dedicated Service

Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)

\$17,421

\$20,366

Fuel

\$24,554

\$14,868

TOTAL OPERATING EXPENSES

\$189,574

\$199,443

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue

\$61,092

\$57,460

Other Operating Revenue

Total Operating Revenue

\$61,092

\$57,460

Federal Contributions

Provincial Contributions

\$50,000

\$104,418

Municipal Contributions

\$37,500

\$37,500

Other / Donations

\$66,272

\$66,770

TOTAL

\$214,864

\$266,148

CAPITAL EXPENSES

Vehicles Purchased

\$70,771

\$99,419

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES

\$70,771

\$99,419

CAPITAL FUNDING SOURCES

Transit System

Federal Contributions

Provincial Contributions

\$70,771

\$21,146

Municipal Contributions

Other / Donations

\$78,273

\$78,273

TOTAL CAPITAL FUNDING

\$70,771

\$99,419

FARE STRUCTURE

Effective Date 01/01/2004

Cash

Adult \$4.50

Child \$4.50

Student \$4.50

Senior \$4.50

Attendant

Companion

Other

Tickets/Cards
 (unit price)

Monthly Pass

Free

☐
☐
☐
☒
☒

EMPLOYEE DATA

Operators

Full-time

3

Part-time

2

Other Operations

1

Vehicle Mechanics

General and Administration

Other

TOTAL NUMBER OF EMPLOYEES

4

2

Union Affiliations: Operators:

Mechanics:

Other (specify):

Top Operator Wage Rate: \$14.95

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio

2008

2009

32%

29%

Net Operating Cost / Capita

\$6.42

\$7.10

Total Exp. / Passenger

\$10.80

\$13.69

Total Exp. / Eligible Passenger

\$13.03

\$16.27

Transportation Exp. / Passenger

Dedicated Service

\$6.46

\$7.93

Non-Dedicated Service

Transportation Exp. / Hour (Dedicated Service)

OPERATING

Registrants / Capita

0.0193

0.0206

Passengers / Capita

0.8779

0.7287

Passengers / Registrant

45.48

35.37

Passengers / Hour (Dedicated Service)

Kms / Passenger (Dedicated Service)

Average Speed (Dedicated Service)

PASSENGER DATA

Ded. Service

Non-Ded. Service

Ambulatory

8,913

Wheelchair/Scooter Users

3,347

Attendants

2,313

Companions

Other (specified)

TOTAL

14,573

VEHICLE DATA

Number

Veh.
PeakAvg. Capacity per Veh.
Wheelchair Ambulatory

Non-Accessible Cars

N/A

Accessible Vans / Minivans

2

2

2

8

Small Buses

2

2

8

14

Other

TOTAL DED. VEHICLES

4

4

N/A

N/A

Vehicle ownership:

Non-Profit Organization

Vehicle maintenance responsibility:

Non-Profit Organization

Accessible taxis:

Perth East

Perth East Transportation

Contact: Dianne Lichti
 Title: Manager
 Telephone: 519-595-8755
 Fax: 519-595-7755
 Email: dlichti@knollcrestlodge.com

Population served: 12,000
 Service area (km²): 171.0
 Communities served: 1
 Service began: 01/07/1999
 Advisory Committee members: 13
 Eligibility Committee members: 13

| REGISTRANTS | Active | Total |
|---------------------------|------------|------------|
| Wheelchair/Scooter Users: | 63 | 63 |
| Ambulatory: | 491 | 491 |
| Attendants: | 21 | 21 |
| Companions: | 4 | 4 |
| Other: | | |
| Total: | 579 | 579 |

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

| | 2008 | 2009 |
|------------------------------------|--------|--------|
| Rev. Veh. Km. - Dedicated Service | 48,117 | 48,520 |
| Tot. Veh. Km. - Dedicated Service | 64,155 | 63,520 |
| Rev. Veh. Hrs. - Dedicated Service | | |
| Tot. Veh. Hrs. - Dedicated Service | | |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | | |
|------------------------------|--------------|--------------|
| Dedicated Service | 7,775 | 7,581 |
| Non-Dedicated Service | | |
| TOTAL PASSENGERS | 7,775 | 7,581 |
| Subscription / Pre-booked | 12% | 15% |
| Reservation | 78% | 70% |
| On-Demand / Day of trip | 10% | 15% |
| Cancelled in advance | 50 | 225 |
| No-shows / Cancelled at door | 75 | 20 |
| Unaccommodated trips | 120 | 40 |
| Number of complaints | | 4 |

OPERATING EXPENSES

| | | |
|-------------------------------------|------------------|------------------|
| Administration | \$11,377 | \$13,937 |
| Operations: | | |
| Internal - Dedicated Service | \$48,520 | \$57,564 |
| Contract - Dedicated Service | \$46,720 | \$43,229 |
| Contract - Non-Dedicated Service | | |
| Contract - Taxi Scrip | | |
| Maintenance (Vehicles & Facilities) | \$12,083 | \$6,282 |
| Fuel | \$10,601 | \$9,560 |
| TOTAL OPERATING EXPENSES | \$129,301 | \$130,572 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|--------------------------|------------------|------------------|
| Passenger Revenue | \$68,558 | \$82,094 |
| Other Operating Revenue | \$1,091 | |
| Total Operating Revenue | \$69,649 | \$82,094 |
| Federal Contributions | | |
| Provincial Contributions | \$39,133 | \$30,756 |
| Municipal Contributions | \$7,500 | \$7,500 |
| Other / Donations | \$13,169 | \$10,222 |
| TOTAL | \$129,451 | \$130,572 |

CAPITAL EXPENSES

| | | |
|-------------------------------|-----------------|-----------------|
| Vehicles Purchased | \$60,000 | \$98,490 |
| Debt Servicing | | |
| Other Capital Expenses | | |
| TOTAL CAPITAL EXPENSES | \$60,000 | \$98,490 |

CAPITAL FUNDING SOURCES

| | | |
|------------------------------|-----------------|-----------------|
| Transit System | | |
| Federal Contributions | | |
| Provincial Contributions | \$60,000 | |
| Municipal Contributions | | \$98,490 |
| Other / Donations | | |
| TOTAL CAPITAL FUNDING | \$60,000 | \$98,490 |

* Other Eligibility Criteria: frail, cognitive impairment, seniors, disabled (physically/mental). * Saturday, Sunday and Holiday operate under Charter Service Hours.

SERVICE HOURS / SCHEDULING

| | | | |
|---------------------------------|--------------------|----------|----|
| Weekday: | 0830 to 1600 | Sunday: | to |
| Saturday: | to | Holiday: | to |
| Advanced booking notice: | 1 day(s) | | |
| Minimum notice for reservation: | 24 hour(s) | | |
| Reservations / Scheduling: | Fully Computerized | | |

FARE STRUCTURE

| Effective Date 31/12/2008 | Cash | Tickets/Cards (unit price) | Monthly Pass | Free |
|---------------------------|--------|----------------------------|--------------|--------------------------|
| Adult | \$4.00 | | | <input type="checkbox"/> |
| Child | \$2.00 | | | <input type="checkbox"/> |
| Student | \$4.00 | | | <input type="checkbox"/> |
| Senior | \$4.00 | | | <input type="checkbox"/> |
| Attendant | \$4.00 | | | <input type="checkbox"/> |
| Companion | \$4.00 | | | <input type="checkbox"/> |
| Other | | | | |

EMPLOYEE DATA

| | Full-time | Part-time |
|----------------------------------|-----------|-----------|
| Operators | 1 | 2 |
| Other Operations | | |
| Vehicle Mechanics | | |
| General and Administration | | 2 |
| Other | | |
| TOTAL NUMBER OF EMPLOYEES | 1 | 4 |

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

Top Operator Wage Rate: \$12.25

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

| FINANCIAL | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 54% | 63% |
| Net Operating Cost / Capita | \$4.97 | \$4.04 |
| Total Exp. / Passenger | \$16.63 | \$17.22 |
| Total Exp. / Eligible Passenger | \$16.92 | \$17.62 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$15.17 | \$15.39 |
| Non-Dedicated Service | | |
| Transportation Exp. / Hour (Dedicated Service) | | |
| OPERATING | | |
| Registrants / Capita | 0.0478 | 0.0483 |
| Passengers / Capita | 0.6479 | 0.6318 |
| Passengers / Registrant | 13.57 | 13.09 |
| Passengers / Hour (Dedicated Service) | | |
| Kms / Passenger (Dedicated Service) | 6.19 | 6.40 |
| Average Speed (Dedicated Service) | | |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|--------------|------------------|
| Ambulatory | 6,608 | |
| Wheelchair/Scooter Users | 801 | |
| Attendants | 12 | |
| Companions | 160 | |
| Other (specified) | | |
| TOTAL | 7,581 | |

VEHICLE DATA

| | Number | Veh. Peak | Avg. Capacity per Veh. |
|----------------------------|----------|-----------|------------------------|
| Non-Accessible Cars | | | N/A |
| Accessible Vans / Minivans | 1 | 1 | 2 |
| Small Buses | 1 | 1 | 4 |
| Other | | | 14 |
| TOTAL DED. VEHICLES | 2 | 2 | N/A |

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

Peterborough

Peterborough Transit

Contact: Andrew Burdett
 Title: Operation Supervisor
 Telephone: 705-742-7777 x2889
 Fax: 705-742-3741
 Email: aburdett@peterborough.ca

Population served: 80,000
 Service area (km²): 62.5
 Communities served: 1
 Service began: 01/09/1976
 Advisory Committee members: 12
 Eligibility Committee members: 3

REGISTRANTS
 Wheelchair/Scooter Users: 808
 Ambulatory: 844
 Attendants:
 Companions:
 Other:
Total: 1,652

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

| | 2008 | 2009 |
|------------------------------------|---------|---------|
| Rev. Veh. Km. - Dedicated Service | 250,400 | 251,100 |
| Tot. Veh. Km. - Dedicated Service | 258,158 | 251,100 |
| Rev. Veh. Hrs. - Dedicated Service | 14,600 | 15,400 |
| Tot. Veh. Hrs. - Dedicated Service | 15,044 | 15,400 |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | | |
|------------------------------|---------------|---------------|
| Dedicated Service | 40,500 | 36,400 |
| Non-Dedicated Service | 1,200 | 600 |
| TOTAL PASSENGERS | 41,700 | 37,000 |
| Subscription / Pre-booked | 40% | 40% |
| Reservation | | 60% |
| On-Demand / Day of trip | 60% | |
| Cancelled in advance | 7,700 | 6,850 |
| No-shows / Cancelled at door | 810 | 1,100 |
| Unaccommodated trips | 120 | 50 |
| Number of complaints | 7 | 4 |

OPERATING EXPENSES

| | | |
|-------------------------------------|------------------|------------------|
| Administration | \$88,500 | \$104,000 |
| Operations: | | |
| Internal - Dedicated Service | \$577,700 | \$604,300 |
| Contract - Dedicated Service | | |
| Contract - Non-Dedicated Service | \$14,500 | \$8,000 |
| Contract - Taxi Scrip | | |
| Maintenance (Vehicles & Facilities) | \$167,400 | \$190,600 |
| Fuel | \$88,900 | \$57,600 |
| TOTAL OPERATING EXPENSES | \$937,000 | \$964,500 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|--------------------------|------------------|------------------|
| Passenger Revenue | \$61,100 | \$60,300 |
| Other Operating Revenue | | |
| Total Operating Revenue | \$61,100 | \$60,300 |
| Federal Contributions | | |
| Provincial Contributions | \$166,900 | \$170,500 |
| Municipal Contributions | \$709,000 | \$735,700 |
| Other / Donations | | |
| TOTAL | \$937,000 | \$966,500 |

CAPITAL EXPENSES

| | | |
|-------------------------------|-----------------|------------------|
| Vehicles Purchased | | \$338,600 |
| Debt Servicing | | |
| Other Capital Expenses | \$17,500 | |
| TOTAL CAPITAL EXPENSES | \$17,500 | \$338,600 |

CAPITAL FUNDING SOURCES

| | | |
|------------------------------|-----------------|------------------|
| Transit System | | |
| Federal Contributions | | |
| Provincial Contributions | | \$166,000 |
| Municipal Contributions | \$17,500 | \$172,600 |
| Other / Donations | | |
| TOTAL CAPITAL FUNDING | \$17,500 | \$338,600 |

SERVICE HOURS / SCHEDULING

| | | | |
|---------------------------------|--------------------|----------|--------------|
| Weekday: | 0700 to 2245 | Sunday: | 0800 to 1930 |
| Saturday: | 0700 to 2245 | Holiday: | to |
| Advanced booking notice: | 7 day(s) | | |
| Minimum notice for reservation: | 1 hour(s) | | |
| Reservations / Scheduling: | Fully Computerized | | |

FARE STRUCTURE

| Effective Date 03/05/2009 | Cash | Tickets/Cards (unit price) | Monthly Pass | Free |
|---------------------------|---------------------|----------------------------|--------------|------|
| Adult | \$2.25 | | \$55.00 | |
| Child | \$2.25 | | \$33.00 | |
| Student | \$2.25 | | \$50.00 | |
| Senior | \$2.25 | | \$33.00 | |
| Attendant | \$2.25 | | \$55.00 | |
| Companion | \$2.25 | | \$55.00 | |
| Other | free with CNIB card | | | |

EMPLOYEE DATA

| | Full-time | Part-time |
|----------------------------------|-----------|-----------|
| Operators | 8 | 4 |
| Other Operations | | |
| Vehicle Mechanics | | 2 |
| General and Administration | 1 | 3 |
| Other | | |
| TOTAL NUMBER OF EMPLOYEES | 9 | 9 |

Union Affiliations: Operators: ATU local 1320
 Mechanics: CUPE local 504
 Other (specify):

Top Operator Wage Rate: \$23.15

Top Mechanic Wage Rate: \$27.55

PERFORMANCE INDICATORS

| FINANCIAL | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 7% | 6% |
| Net Operating Cost / Capita | \$10.95 | \$11.30 |
| Total Exp. / Passenger | \$22.47 | \$26.07 |
| Total Exp. / Eligible Passenger | \$23.54 | \$27.32 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$20.59 | \$23.42 |
| Non-Dedicated Service | \$12.08 | \$13.33 |
| Transportation Exp. / Hour (Dedicated Service) | \$55.44 | \$55.36 |
| OPERATING | | |
| Registrants / Capita | 0.0204 | 0.0207 |
| Passengers / Capita | 0.5213 | 0.4625 |
| Passengers / Registrant | 25.60 | 22.40 |
| Passengers / Hour (Dedicated Service) | 2.77 | 2.36 |
| Kms / Passenger (Dedicated Service) | 6.18 | 6.90 |
| Average Speed (Dedicated Service) | 17.15 | 16.31 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|---------------|------------------|
| Ambulatory | 20,000 | 450 |
| Wheelchair/Scooter Users | 14,700 | 150 |
| Attendants | 1,700 | |
| Companions | | |
| Other (specified) | | |
| TOTAL | 36,400 | 600 |

VEHICLE DATA

| | Number | Veh. Peak | Avg. Capacity per Veh. |
|-------------------------------------|--------------|-----------|------------------------|
| Non-Accessible Cars | | | N/A |
| Accessible Vans / Minivans | 10 | 7 | 4 |
| Small Buses | | | |
| Other | | | |
| TOTAL DED. VEHICLES | 10 | 7 | N/A |
| Vehicle ownership: | Municipality | | |
| Vehicle maintenance responsibility: | Municipality | | |
| Accessible taxis: | | | |

Peterborough County

Caremobile

Contact: Jane Pickard
 Title: Driver/ Coordinator
 Telephone: 705-749-0036
 Fax: 705-745-6011
 Email: jane@commcareptbo.org

Population served: 53,913
 Service area (km²): 3,877.2
 Communities served: 8
 Service began: 18/01/1992
 Advisory Committee members: 5
 Eligibility Committee members: N/A

| REGISTRANTS | Active | Total |
|---------------------------|------------|------------|
| Wheelchair/Scooter Users: | 53 | 88 |
| Ambulatory: | 49 | 86 |
| Attendants: | | |
| Companions: | | |
| Other: | | |
| Total: | 102 | 174 |

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

| | 2008 | 2009 |
|------------------------------------|--------|--------|
| Rev. Veh. Km. - Dedicated Service | 41,822 | 45,205 |
| Tot. Veh. Km. - Dedicated Service | 83,644 | 90,410 |
| Rev. Veh. Hrs. - Dedicated Service | 1,300 | 1,500 |
| Tot. Veh. Hrs. - Dedicated Service | 2,600 | 3,000 |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | 2008 | 2009 |
|------------------------------|--------------|--------------|
| Dedicated Service | 2,830 | 3,007 |
| Non-Dedicated Service | | |
| TOTAL PASSENGERS | 2,830 | 3,007 |
| Subscription / Pre-booked | 80% | 75% |
| Reservation | 19% | 24% |
| On-Demand / Day of trip | 1% | 1% |
| Cancelled in advance | 105 | 92 |
| No-shows / Cancelled at door | 8 | 7 |
| Unaccommodated trips | 7 | 9 |
| Number of complaints | | |

OPERATING EXPENSES

| | 2008 | 2009 |
|-------------------------------------|------------------|------------------|
| Administration | \$13,027 | \$13,034 |
| Operations: | | |
| Internal - Dedicated Service | \$73,984 | \$77,768 |
| Contract - Dedicated Service | | |
| Contract - Non-Dedicated Service | | |
| Contract - Taxi Scrip | | |
| Maintenance (Vehicles & Facilities) | \$6,350 | \$10,415 |
| Fuel | \$15,926 | \$14,677 |
| TOTAL OPERATING EXPENSES | \$109,287 | \$115,895 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | 2008 | 2009 |
|--------------------------|------------------|------------------|
| Passenger Revenue | \$13,686 | \$14,372 |
| Other Operating Revenue | \$241 | \$656 |
| Total Operating Revenue | \$13,927 | \$15,028 |
| Federal Contributions | | |
| Provincial Contributions | \$21,060 | \$21,060 |
| Municipal Contributions | \$60,148 | \$65,653 |
| Other / Donations | \$14,152 | \$14,153 |
| TOTAL | \$109,287 | \$115,895 |

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: | Sunday: |
|---------------------------------|------------|----------|
| 0600 to 1800 | to | |
| | Saturday: | Holiday: |
| 0800 to 1800 | to | |
| Advanced booking notice: | 60 day(s) | |
| Minimum notice for reservation: | 24 hour(s) | |
| Reservations / Scheduling: | Manual | |

FARE STRUCTURE

| Effective Date 01/01/2005 | 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 | \$12.00 or \$24.00 per trip depending on distance travelled | | | |

EMPLOYEE DATA

| | Full-time | Part-time |
|----------------------------------|-----------|-----------|
| Operators | 1 | 4 |
| Other Operations | | |
| Vehicle Mechanics | | |
| General and Administration | | 1 |
| Other | | 1 |
| TOTAL NUMBER OF EMPLOYEES | 1 | 6 |

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

Top Operator Wage Rate: \$21.88

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

| FINANCIAL | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 13% | 13% |
| Net Operating Cost / Capita | \$1.77 | \$1.87 |
| Total Exp. / Passenger | \$38.62 | \$38.54 |
| Total Exp. / Eligible Passenger | \$45.50 | \$45.11 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$34.01 | \$34.21 |
| Non-Dedicated Service | | |
| Transportation Exp. / Hour (Dedicated Service) | \$37.02 | \$34.29 |
| OPERATING | | |
| Registrants / Capita | 0.0028 | 0.0032 |
| Passengers / Capita | 0.0525 | 0.0558 |
| Passengers / Registrant | 18.74 | 17.28 |
| Passengers / Hour (Dedicated Service) | 2.18 | 2.00 |
| Kms / Passenger (Dedicated Service) | 14.78 | 15.03 |
| Average Speed (Dedicated Service) | 32.17 | 30.14 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|--------------|------------------|
| Ambulatory | 1,444 | |
| Wheelchair/Scooter Users | 1,125 | |
| Attendants | 438 | |
| Companions | | |
| Other (specified) | | |
| TOTAL | 3,007 | |

VEHICLE DATA

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

Vehicle ownership: County of Peterborough
 Vehicle maintenance responsibility: Non Profit Organization
 Accessible taxis:

Port Hope

Rolls

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: 01/01/1986
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS

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

Active

Total

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

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

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

VEHICLE KILOMETRES & HOURS

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.

2008
 48,990
 48,990
 2,025
 2,025

2009
 19,628
 19,628
 2,025
 2,025

SERVICE HOURS / SCHEDULING

Weekday: 0800 to 1700 Sunday: to
 Saturday: to Holiday: to
 Advanced booking notice: 0 day(s)
 Minimum notice for reservation: 24 hour(s)
 Reservations / Scheduling: Manual

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

4,382 3,673

TOTAL PASSENGERS

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

4,382
 100% 100%

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

OPERATING EXPENSES

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

\$7,000 \$7,000

Maintenance (Vehicles & Facilities)
 Fuel

\$171 \$312

TOTAL OPERATING EXPENSES

\$103,575 \$93,617

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

\$8,274 \$7,402

Total Operating Revenue

\$8,274 \$7,402

Federal Contributions

Provincial Contributions

Municipal Contributions

\$95,301 \$86,215

Other / Donations

TOTAL

\$103,575 \$93,617

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

FARE STRUCTURE

Effective Date 01/01/2008

Cash
 Adult \$2.00
 Child
 Student \$2.00
 Senior \$2.00

Tickets/Cards
 (unit price)

Monthly Pass

Free

\$50.00
 \$30.00
 \$30.00

☒
☐
☐
☒
☒

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

2008 **2009**
 R/C Ratio 8% 8%
 Net Operating Cost / Capita \$6.93 \$6.27
 Total Exp. / Passenger \$23.64 \$25.49
 Total Exp. / Eligible Passenger \$27.60 \$26.88
 Transportation Exp. / Passenger
 Dedicated Service \$22.04 \$23.58
 Non-Dedicated Service
 Transportation Exp. / Hour (Dedicated Service) \$42.77

OPERATING

Registrants / Capita
 Passengers / Capita 0.3187 0.2671
 Passengers / Registrant
 Passengers / Hour (Dedicated Service) 1.81
 Kms / Passenger (Dedicated Service) 11.18 5.34
 Average Speed (Dedicated Service) 9.69

PASSENGER DATA

Ded. Service

Non-Ded. Service

Ambulatory 3,046
 Wheelchair/Scooter Users 437
 Attendants 190
 Companions
 Other (specified)
TOTAL 3,673

VEHICLE DATA

Non-Accessible Cars
 Accessible Vans / Minivans
 Small Buses
 Other

Number
 Veh. Peak
 1 1
TOTAL DED. VEHICLES 1 1

Avg. Capacity per Veh.
 Wheelchair N/A
 Ambulatory
 N/A N/A

Vehicle ownership: Municipality
 Vehicle maintenance responsibility: Contracted Operators
 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: 25,496
 Service area (km²): 1,048.3
 Communities served: 1
 Service began: 05/06/2007
 Advisory Committee members: 6
 Eligibility Committee members: N/A

| REGISTRANTS | Active | Total |
|---------------------------|------------|------------|
| Wheelchair/Scooter Users: | 198 | 198 |
| Ambulatory: | 518 | 518 |
| Attendants: | 10 | 10 |
| Companions: | | |
| Other: | | |
| Total: | 726 | 726 |

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

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

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

VEHICLE KILOMETRES & HOURS

| | 2008 | 2009 |
|------------------------------------|--------|--------|
| Rev. Veh. Km. - Dedicated Service | 47,086 | 79,266 |
| Tot. Veh. Km. - Dedicated Service | 53,506 | 82,786 |
| Rev. Veh. Hrs. - Dedicated Service | 1,779 | 2,160 |
| Tot. Veh. Hrs. - Dedicated Service | 2,063 | 2,356 |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | | |
|------------------------------|--------------|--------------|
| Dedicated Service | 2,537 | 4,021 |
| Non-Dedicated Service | | |
| TOTAL PASSENGERS | 2,537 | 4,021 |
| Subscription / Pre-booked | 25% | 55% |
| Reservation | 70% | 40% |
| On-Demand / Day of trip | 5% | 5% |
| Cancelled in advance | 323 | 481 |
| No-shows / Cancelled at door | 21 | 38 |
| Unaccommodated trips | 8 | 7 |
| Number of complaints | | |

OPERATING EXPENSES

| | | |
|-------------------------------------|----------|-----------|
| Administration | \$24,700 | \$26,810 |
| Operations: | | |
| Internal - Dedicated Service | | |
| Contract - Dedicated Service | \$89,304 | \$107,678 |
| Contract - Non-Dedicated Service | | |
| Contract - Taxi Scrip | | |
| Maintenance (Vehicles & Facilities) | | |
| Fuel | | |

TOTAL OPERATING EXPENSES **\$114,004** **\$134,488**

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|-------------------------|----------|----------|
| Passenger Revenue | \$17,104 | \$29,095 |
| Other Operating Revenue | | |

Total Operating Revenue \$17,104 \$29,095

Federal Contributions

Provincial Contributions \$50,000 \$66,094

Municipal Contributions \$22,718 \$19,299

Other / Donations \$24,182 \$20,000

TOTAL **\$114,004** **\$134,488**

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

* Other Eligibility Criteria: Seniors over 65 years are eligible

SERVICE HOURS / SCHEDULING

| | | | |
|---------------------------------|------------------------|----------|----|
| Weekday: | 0800 to 1630 | Sunday: | to |
| Saturday: | to | Holiday: | to |
| Advanced booking notice: | 0 day(s) | | |
| Minimum notice for reservation: | 24 hour(s) | | |
| Reservations / Scheduling: | Partially Computerized | | |

FARE STRUCTURE

| Effective Date 01/07/2007 | Cash | Tickets/Cards (unit price) | Monthly Pass | Free |
|---------------------------|--|----------------------------|--------------|-------------------------------------|
| Adult | \$4.00 | | | <input type="checkbox"/> |
| Child | \$4.00 | | | <input type="checkbox"/> |
| Student | \$4.00 | | | <input type="checkbox"/> |
| Senior | \$4.00 | | | <input checked="" type="checkbox"/> |
| Attendant | | | | <input type="checkbox"/> |
| Companion | \$4.00 | | | |
| Other | Rates based on Zone Structure. \$.00 oneway trip in Picton, Wellington | | | |

EMPLOYEE DATA

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

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

| FINANCIAL | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 15% | 22% |
| Net Operating Cost / Capita | \$3.80 | \$4.13 |
| Total Exp. / Passenger | \$44.94 | \$33.45 |
| Total Exp. / Eligible Passenger | \$46.29 | \$34.43 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$35.20 | \$26.78 |
| Non-Dedicated Service | | |
| Transportation Exp. / Hour (Dedicated Service) | \$43.29 | \$45.70 |
| OPERATING | | |
| Registrants / Capita | 0.0178 | 0.0285 |
| Passengers / Capita | 0.0995 | 0.1577 |
| Passengers / Registrant | 5.59 | 5.54 |
| Passengers / Hour (Dedicated Service) | 1.43 | 1.86 |
| Kms / Passenger (Dedicated Service) | 18.56 | 19.71 |
| Average Speed (Dedicated Service) | 26.47 | 36.68 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|--------------|------------------|
| Ambulatory | 3,030 | |
| Wheelchair/Scooter Users | 876 | |
| Attendants | 115 | |
| Companions | | |
| Other (specified) | | |
| TOTAL | 4,021 | |

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 | 4 |
| Other | | | 4 | 12 |
| TOTAL DED. VEHICLES | 2 | 2 | N/A | N/A |
| Vehicle ownership: | Quinte West | | | |
| Vehicle maintenance responsibility: | Quinte Access Transportation | | | |
| 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: 52,000
 Service area (km²): 722.0
 Communities served: 2
 Service began: 17/01/1994
 Advisory Committee members: 9
 Eligibility Committee members: 3

| REGISTRANTS | Active | Total |
|---------------------------|--------------|--------------|
| Wheelchair/Scooter Users: | 515 | 515 |
| Ambulatory: | 930 | 930 |
| Attendants: | 75 | 75 |
| Companions: | | |
| Other: | | |
| Total: | 1,520 | 1,520 |

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

| | 2008 | 2009 |
|------------------------------------|---------|---------|
| Rev. Veh. Km. - Dedicated Service | 237,146 | 292,890 |
| Tot. Veh. Km. - Dedicated Service | 263,496 | 301,735 |
| Rev. Veh. Hrs. - Dedicated Service | 9,225 | 10,456 |
| Tot. Veh. Hrs. - Dedicated Service | 10,643 | 11,969 |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | 2008 | 2009 |
|------------------------------|---------------|---------------|
| Dedicated Service | 15,338 | 19,015 |
| Non-Dedicated Service | | |
| TOTAL PASSENGERS | 15,338 | 19,015 |
| Subscription / Pre-booked | 40% | 55% |
| Reservation | 55% | 40% |
| On-Demand / Day of trip | 5% | 5% |
| Cancelled in advance | 2,589 | 2,421 |
| No-shows / Cancelled at door | 166 | 1,288 |
| Unaccommodated trips | 6 | 7 |
| Number of complaints | | |

OPERATING EXPENSES

| | 2008 | 2009 |
|-------------------------------------|------------------|------------------|
| Administration | \$89,982 | \$96,022 |
| Operations: | | |
| Internal - Dedicated Service | \$267,534 | \$262,199 |
| Contract - Dedicated Service | | |
| Contract - Non-Dedicated Service | | |
| Contract - Taxi Scrip | | |
| Maintenance (Vehicles & Facilities) | \$36,358 | \$49,977 |
| Fuel | \$61,001 | \$47,929 |
| TOTAL OPERATING EXPENSES | \$454,875 | \$456,126 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | 2008 | 2009 |
|-------------------------|-----------|-----------|
| Passenger Revenue | \$103,455 | \$114,424 |
| Other Operating Revenue | | |

| | 2008 | 2009 |
|--------------------------|------------------|------------------|
| Total Operating Revenue | \$103,455 | \$114,424 |
| Federal Contributions | | |
| Provincial Contributions | \$142,085 | \$146,975 |
| Municipal Contributions | \$135,974 | \$150,141 |
| Other / Donations | \$73,361 | \$44,586 |
| TOTAL | \$454,875 | \$456,126 |

CAPITAL EXPENSES

| | 2008 | 2009 |
|-------------------------------|------------------|-----------------|
| Vehicles Purchased | \$181,565 | \$96,790 |
| Debt Servicing | | |
| Other Capital Expenses | | |
| TOTAL CAPITAL EXPENSES | \$181,565 | \$96,790 |

CAPITAL FUNDING SOURCES

| | 2008 | 2009 |
|------------------------------|------------------|-----------------|
| Transit System | | |
| Federal Contributions | | |
| Provincial Contributions | \$134,065 | \$31,279 |
| Municipal Contributions | \$47,500 | \$11,962 |
| Other / Donations | | \$53,549 |
| TOTAL CAPITAL FUNDING | \$181,565 | \$96,790 |

* Other Criteria: Seniors 55+

SERVICE HOURS / SCHEDULING

| | 2008 | 2009 |
|---|------|------|
| Weekday: 0700 to 0001 | | |
| Saturday: 0700 to 0001 | | |
| Sunday: 0700 to 0001 | | |
| Holiday: 0700 to 0001 | | |
| Advanced booking notice: 0 day(s) | | |
| Minimum notice for reservation: 24 hour(s) | | |
| Reservations / Scheduling: Partially Computerized | | |

FARE STRUCTURE

| Effective Date 01/01/2007 | Cash | Tickets/Cards (unit price) | Monthly Pass | Free |
|---------------------------|--------|----------------------------|--------------|-------------------------------------|
| Adult | \$4.00 | | | <input type="checkbox"/> |
| Child | \$4.00 | | | <input type="checkbox"/> |
| Student | \$4.00 | | | <input type="checkbox"/> |
| Senior | \$4.00 | | | <input checked="" type="checkbox"/> |
| Attendant | | | | <input type="checkbox"/> |
| Companion | \$4.00 | | | <input type="checkbox"/> |
| Other | | | | |

Fares based on Zones: \$4-one way trip w/n Trenton, Frankford, Brighton

EMPLOYEE DATA

| | Full-time | Part-time |
|----------------------------------|-----------|-----------|
| Operators | 6 | 9 |
| Other Operations | 1 | |
| Vehicle Mechanics | | |
| General and Administration | 1 | 2 |
| Other | | |
| TOTAL NUMBER OF EMPLOYEES | 8 | 11 |

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

Top Operator Wage Rate: \$14.85

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

| | 2008 | 2009 |
|--|---------|---------|
| FINANCIAL | | |
| R/C Ratio | 23% | 25% |
| Net Operating Cost / Capita | \$6.76 | \$6.57 |
| Total Exp. / Passenger | \$29.66 | \$23.99 |
| Total Exp. / Eligible Passenger | \$30.60 | \$25.36 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$23.79 | \$18.94 |
| Non-Dedicated Service | | |
| Transportation Exp. / Hour (Dedicated Service) | \$34.28 | \$30.09 |
| OPERATING | | |
| Registrants / Capita | 0.0286 | 0.0292 |
| Passengers / Capita | 0.2950 | 0.3657 |
| Passengers / Registrant | 10.32 | 12.51 |
| Passengers / Hour (Dedicated Service) | 1.66 | 1.82 |
| Kms / Passenger (Dedicated Service) | 15.46 | 15.40 |
| Average Speed (Dedicated Service) | 25.71 | 28.01 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|---------------|------------------|
| Ambulatory | 12,839 | |
| Wheelchair/Scooter Users | 5,144 | |
| Attendants | 1,032 | |
| Companions | | |
| Other (specified) | | |
| TOTAL | 19,015 | |

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 | 3 | 3 | 5 | 14 |
| Other | | | | |
| TOTAL DED. VEHICLES | 6 | 6 | N/A | N/A |
| Vehicle ownership: | City of Quinte West | | | |
| Vehicle maintenance responsibility: | Quinte Access | | | |
| Accessible taxis: | | | | |

Renfrew

Sunshine Coach Service

Contact: Neil Virgin
 Title: Operations Manager
 Telephone: 613-432-2134
 Fax: 613-432-0957
 Email: sunshinecoach@sunshinecoach.ca

Population served: 20,000
 Service area (km²): 2,293.2
 Communities served: 6
 Service began: 01/03/1985
 Advisory Committee members: 12
 Eligibility Committee members: 12

| REGISTRANTS | Active | Total |
|---------------------------|------------|------------|
| Wheelchair/Scooter Users: | 300 | 300 |
| Ambulatory: | 450 | 450 |
| Attendants: | | |
| Companions: | | |
| Other: | | |
| Total: | 750 | 750 |

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

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

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

VEHICLE KILOMETRES & HOURS

| | 2008 | 2009 |
|------------------------------------|---------|---------|
| Rev. Veh. Km. - Dedicated Service | 239,200 | 262,887 |
| Tot. Veh. Km. - Dedicated Service | 368,000 | 404,442 |
| Rev. Veh. Hrs. - Dedicated Service | 10,776 | 9,034 |
| Tot. Veh. Hrs. - Dedicated Service | 16,578 | 13,898 |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | | |
|---------------------------|---------------|---------------|
| Dedicated Service | 23,835 | 23,895 |
| Non-Dedicated Service | | |
| TOTAL PASSENGERS | 23,835 | 23,895 |
| Subscription / Pre-booked | 65% | 65% |
| Reservation | 25% | 25% |
| On-Demand / Day of trip | 10% | 10% |

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

OPERATING EXPENSES

| | | |
|-------------------------------------|------------------|------------------|
| Administration | \$58,353 | \$91,165 |
| Operations: | | |
| Internal - Dedicated Service | \$325,374 | \$329,580 |
| Contract - Dedicated Service | | |
| Contract - Non-Dedicated Service | | |
| Contract - Taxi Scrip | | |
| Maintenance (Vehicles & Facilities) | \$27,475 | \$21,833 |
| Fuel | \$61,170 | \$51,101 |
| TOTAL OPERATING EXPENSES | \$472,372 | \$493,679 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|--------------------------|------------------|------------------|
| Passenger Revenue | \$307,670 | \$346,223 |
| Other Operating Revenue | \$1,005 | \$349 |
| Total Operating Revenue | \$308,675 | \$346,572 |
| Federal Contributions | | |
| Provincial Contributions | \$103,575 | \$103,575 |
| Municipal Contributions | \$38,200 | \$37,400 |
| Other / Donations | \$21,922 | \$6,132 |
| TOTAL | \$472,372 | \$493,679 |

CAPITAL EXPENSES

| | | |
|-------------------------------|-----------------|-----------------|
| Vehicles Purchased | \$65,223 | \$56,687 |
| Debt Servicing | \$17,338 | \$17,338 |
| Other Capital Expenses | \$2,154 | \$7,636 |
| TOTAL CAPITAL EXPENSES | \$84,715 | \$81,661 |

CAPITAL FUNDING SOURCES

| | | |
|------------------------------|-----------------|-----------------|
| Transit System | | |
| Federal Contributions | | |
| Provincial Contributions | \$67,378 | \$67,378 |
| Municipal Contributions | | |
| Other / Donations | \$17,337 | \$14,283 |
| TOTAL CAPITAL FUNDING | \$84,715 | \$81,661 |

* Municipal Operating Contributions: Renfrew \$35,000, Horton Twnshp \$1,000, Admaston/Bromley \$600, Whitewater Region \$500, Bonnechere Valley \$200, Greater Madawaska \$100. * Other/Donations: Friends of the Disabled.

SERVICE HOURS / SCHEDULING

| | | | |
|---------------------------------|--------------|----------|--------------|
| Weekday: | 0700 to 1630 | Sunday: | 0900 to 2200 |
| Saturday: | 1000 to 2200 | Holiday: | to |
| Advanced booking notice: | 90 day(s) | | |
| Minimum notice for reservation: | 0 hour(s) | | |
| Reservations / Scheduling: | Manual | | |

FARE STRUCTURE

| Effective Date 01/01/2009 | Cash | Tickets/Cards (unit price) | Monthly Pass | Free |
|---------------------------|--------|----------------------------|--------------|-------------------------------------|
| 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 | | | | |

EMPLOYEE DATA

| | Full-time | Part-time |
|----------------------------------|-----------|-----------|
| Operators | 2 | 5 |
| Other Operations | | 1 |
| Vehicle Mechanics | | |
| General and Administration | 1 | 1 |
| Other | | |
| TOTAL NUMBER OF EMPLOYEES | 3 | 7 |

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

Top Operator Wage Rate: \$18.13

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

| FINANCIAL | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 65% | 70% |
| Net Operating Cost / Capita | \$8.18 | \$7.36 |
| Total Exp. / Passenger | \$19.82 | \$20.66 |
| Total Exp. / Eligible Passenger | \$23.47 | \$24.28 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$17.37 | \$16.85 |
| Non-Dedicated Service | | |
| Transportation Exp. / Hour (Dedicated Service) | \$24.97 | \$28.96 |
| OPERATING | | |
| Registrants / Capita | 0.0375 | 0.0375 |
| Passengers / Capita | 1.1918 | 1.1948 |
| Passengers / Registrant | 31.78 | 31.86 |
| Passengers / Hour (Dedicated Service) | 2.21 | 2.65 |
| Kms / Passenger (Dedicated Service) | 10.04 | 11.00 |
| Average Speed (Dedicated Service) | 22.20 | 29.10 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|---------------|------------------|
| Ambulatory | 11,871 | |
| Wheelchair/Scooter Users | 8,463 | |
| Attendants | 3,561 | |
| Companions | | |
| Other (specified) | | |
| TOTAL | 23,895 | |

VEHICLE DATA

| | Number | Veh. Peak | Avg. Capacity per Veh. | |
|----------------------------|----------|-----------|------------------------|------------|
| Non-Accessible Cars | | | Wheelchair | Ambulatory |
| Accessible Vans / Minivans | 5 | 5 | N/A | |
| Small Buses | 1 | 1 | 2 | 4 |
| Other | 1 | 1 | 4 | 10 |
| | | | 2 | 7 |
| TOTAL DED. VEHICLES | 7 | 7 | N/A | N/A |

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

Sarnia

Sarnia Care A Van

Contact: Pauline Anderson
 Title: Deputy Director
 Telephone: 519-336-3271
 Fax: 519-336-3361
 Email: panderson@sarnia.ca

Population served: 71,419
 Service area (km²): 167.3
 Communities served: 2
 Service began: 01/04/1981
 Advisory Committee members: 12
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 622
 Ambulatory: 638
 Attendants:
 Companions:
 Other: 22
Total: 1,282

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

| | 2008 | 2009 |
|------------------------------------|---------|---------|
| Rev. Veh. Km. - Dedicated Service | 213,803 | 216,933 |
| Tot. Veh. Km. - Dedicated Service | 213,803 | 216,933 |
| Rev. Veh. Hrs. - Dedicated Service | 12,908 | 12,982 |
| Tot. Veh. Hrs. - Dedicated Service | 12,908 | 12,982 |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | | |
|------------------------------|---------------|---------------|
| Dedicated Service | 34,502 | 34,409 |
| Non-Dedicated Service | | |
| TOTAL PASSENGERS | 34,502 | 34,409 |
| Subscription / Pre-booked | 63% | 50% |
| Reservation | 35% | 48% |
| On-Demand / Day of trip | 2% | 2% |
| Cancelled in advance | 3,571 | 2,946 |
| No-shows / Cancelled at door | | 158 |
| Unaccommodated trips | 250 | 112 |
| Number of complaints | 3 | 4 |

OPERATING EXPENSES

| | | |
|-------------------------------------|------------------|------------------|
| Administration | \$93,989 | \$100,101 |
| Operations: | | |
| Internal - Dedicated Service | \$541,520 | \$459,765 |
| Contract - Dedicated Service | | |
| Contract - Non-Dedicated Service | | |
| Contract - Taxi Scrip | | |
| Maintenance (Vehicles & Facilities) | \$78,506 | \$93,844 |
| Fuel | \$77,343 | \$51,566 |
| TOTAL OPERATING EXPENSES | \$791,358 | \$705,276 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|--------------------------|------------------|------------------|
| Passenger Revenue | \$58,877 | \$57,796 |
| Other Operating Revenue | \$565 | \$491 |
| Total Operating Revenue | \$59,442 | \$58,287 |
| Federal Contributions | | |
| Provincial Contributions | \$114,100 | \$107,100 |
| Municipal Contributions | \$617,816 | \$539,889 |
| Other / Donations | | |
| TOTAL | \$791,358 | \$705,276 |

CAPITAL EXPENSES

| | | |
|-------------------------------|------------------|-----------------|
| Vehicles Purchased | \$96,288 | |
| Debt Servicing | \$17,560 | \$18,170 |
| Other Capital Expenses | | \$7,537 |
| TOTAL CAPITAL EXPENSES | \$113,848 | \$25,707 |

CAPITAL FUNDING SOURCES

| | | |
|------------------------------|------------------|-----------------|
| Transit System | | |
| Federal Contributions | | |
| Provincial Contributions | \$96,288 | |
| Municipal Contributions | \$17,560 | \$25,707 |
| Other / Donations | | |
| TOTAL CAPITAL FUNDING | \$113,848 | \$25,707 |

* Other Eligibility Criteria: Blind persons from Nov.1 to March 31. * Children under 5 ride free. * Other Fares: Elementary/Secondary Semester Pass - 5 months for \$125; College Semester Pass - 4 months for \$140; Summer Savings Pass for all - 2 months for \$75. * The data for Sarnia also included the specialized transit service for the Village of Point Edward. In 2009, 18 registered clients took 1,295 passenger trips. Point Edward service contract revenue for 2009 was \$25,440 and its passenger revenue was \$1,620.60.

SERVICE HOURS / SCHEDULING

| | | | |
|---------------------------------|------------------------|----------|--------------|
| Weekday: | 0630 to 2230 | Sunday: | 0900 to 1630 |
| Saturday: | 0800 to 2230 | Holiday: | to |
| Advanced booking notice: | 7 day(s) | | |
| Minimum notice for reservation: | 24 hour(s) | | |
| Reservations / Scheduling: | Partially Computerized | | |

FARE STRUCTURE

| Effective Date 01/01/2008 | Cash | Tickets/Cards (unit price) | Monthly Pass | Free |
|---------------------------|--------|----------------------------|--------------|-------------------------------------|
| Adult | \$2.00 | \$1.85 | \$55.00 | <input checked="" type="checkbox"/> |
| Child | \$2.00 | \$1.85 | \$55.00 | <input type="checkbox"/> |
| Student | \$2.00 | \$1.85 | \$55.00 | <input type="checkbox"/> |
| Senior | \$2.00 | \$1.85 | \$55.00 | <input type="checkbox"/> |
| Attendant | \$2.00 | \$1.85 | \$55.00 | <input type="checkbox"/> |
| Companion | \$2.00 | \$1.85 | \$55.00 | <input type="checkbox"/> |
| Other | | | | |

EMPLOYEE DATA

| | Full-time | Part-time |
|----------------------------------|-----------|-----------|
| Operators | 6 | |
| Other Operations | 1 | |
| Vehicle Mechanics | | 1 |
| General and Administration | | 2 |
| Other | | |
| TOTAL NUMBER OF EMPLOYEES | 7 | 3 |

Union Affiliations: Operators: CAW Local 456
 Mechanics: CAW Local 456
 Other (specify): CUPE Local 3690

Top Operator Wage Rate: \$22.36

Top Mechanic Wage Rate: \$26.06

PERFORMANCE INDICATORS

| FINANCIAL | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 8% | 8% |
| Net Operating Cost / Capita | \$10.25 | \$9.06 |
| Total Exp. / Passenger | \$22.94 | \$20.50 |
| Total Exp. / Eligible Passenger | \$24.60 | \$21.94 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$20.21 | \$17.59 |
| Non-Dedicated Service | | |
| Transportation Exp. / Hour (Dedicated Service) | \$54.03 | \$46.62 |
| OPERATING | | |
| Registrants / Capita | 0.0188 | 0.0180 |
| Passengers / Capita | 0.4831 | 0.4818 |
| Passengers / Registrant | 25.77 | 26.84 |
| Passengers / Hour (Dedicated Service) | 2.67 | 2.65 |
| Kms / Passenger (Dedicated Service) | 6.20 | 6.30 |
| Average Speed (Dedicated Service) | 16.56 | 16.71 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|---------------|------------------|
| Ambulatory | 20,030 | |
| Wheelchair/Scooter Users | 12,110 | |
| Attendants | 2,269 | |
| Companions | | |
| Other (specified) | | |
| TOTAL | 34,409 | |

VEHICLE DATA

| | Number | Veh. Peak | Avg. Capacity per Veh. | |
|----------------------------|----------|-----------|------------------------|------------|
| | | | Wheelchair | Ambulatory |
| Non-Accessible Cars | | | N/A | |
| Accessible Vans / Minivans | 6 | 6 | 3 | 8 |
| Small Buses | | | | |
| Other | | | | |
| TOTAL DED. VEHICLES | 6 | 6 | N/A | 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: Chief Inspector/Scheduler
 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: | 1,756 | 1,756 |
| Ambulatory: | 1,180 | 1,180 |
| Attendants: | | |
| Companions: | | |
| Other: | | |
| Total: | 2,936 | 2,936 |

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

| | 2008 | 2009 |
|------------------------------------|---------|---------|
| Rev. Veh. Km. - Dedicated Service | 233,367 | 232,825 |
| Tot. Veh. Km. - Dedicated Service | 233,367 | 232,825 |
| Rev. Veh. Hrs. - Dedicated Service | 17,007 | 16,869 |
| Tot. Veh. Hrs. - Dedicated Service | 17,007 | 16,869 |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | | |
|------------------------------|---------------|---------------|
| Dedicated Service | 34,282 | 33,472 |
| Non-Dedicated Service | 15,289 | 14,129 |
| TOTAL PASSENGERS | 49,571 | 47,601 |
| Subscription / Pre-booked | 52% | 48% |
| Reservation | 47% | 51% |
| On-Demand / Day of trip | 1% | 1% |
| Cancelled in advance | 728 | 639 |
| No-shows / Cancelled at door | 597 | 758 |
| Unaccommodated trips | 610 | 796 |
| Number of complaints | 45 | 22 |

OPERATING EXPENSES

| | | |
|-------------------------------------|------------------|------------------|
| Administration | \$47,723 | \$48,915 |
| Operations: | | |
| Internal - Dedicated Service | \$501,910 | \$527,900 |
| Contract - Dedicated Service | | |
| Contract - Non-Dedicated Service | \$145,712 | \$126,678 |
| Contract - Taxi Scrip | | |
| Maintenance (Vehicles & Facilities) | \$109,626 | \$65,390 |
| Fuel | \$80,039 | \$84,678 |
| TOTAL OPERATING EXPENSES | \$885,010 | \$853,561 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|--------------------------|------------------|------------------|
| Passenger Revenue | \$65,529 | \$57,859 |
| Other Operating Revenue | \$8,290 | |
| Total Operating Revenue | \$73,819 | \$57,859 |
| Federal Contributions | | |
| Provincial Contributions | \$225,315 | \$238,144 |
| Municipal Contributions | \$585,876 | \$557,558 |
| Other / Donations | | |
| TOTAL | \$885,010 | \$853,561 |

CAPITAL EXPENSES

| | | |
|-------------------------------|--|-----------------|
| Vehicles Purchased | | \$95,151 |
| Debt Servicing | | |
| Other Capital Expenses | | |
| TOTAL CAPITAL EXPENSES | | \$95,151 |

CAPITAL FUNDING SOURCES

| | | |
|------------------------------|--|-----------------|
| Transit System | | |
| Federal Contributions | | |
| Provincial Contributions | | \$95,151 |
| Municipal Contributions | | |
| Other / Donations | | |
| TOTAL CAPITAL FUNDING | | \$95,151 |

SERVICE HOURS / SCHEDULING

| | | | |
|---------------------------------|--------------------|----------|--------------|
| Weekday: | 0730 to 2400 | Sunday: | 0800 to 2300 |
| Saturday: | 0830 to 2400 | Holiday: | 0800 to 2300 |
| Advanced booking notice: | 7 day(s) | | |
| Minimum notice for reservation: | 24 hour(s) | | |
| Reservations / Scheduling: | Fully Computerized | | |

FARE STRUCTURE

| Effective Date 01/05/2008 | Cash | Tickets/Cards (unit price) | Monthly Pass | Free |
|---------------------------|--------|----------------------------|--------------|-------------------------------------|
| Adult | \$2.00 | \$1.50 | | <input type="checkbox"/> |
| Child | \$2.00 | \$1.50 | | <input type="checkbox"/> |
| Student | \$2.00 | \$1.50 | | <input type="checkbox"/> |
| Senior | \$2.00 | \$1.50 | | <input checked="" type="checkbox"/> |
| Attendant | | | | <input checked="" type="checkbox"/> |
| Companion | | | | <input checked="" type="checkbox"/> |
| Other | | | | |

EMPLOYEE DATA

| | Full-time | Part-time |
|----------------------------------|-----------|-----------|
| Operators | 6 | 4 |
| Other Operations | 1 | 1 |
| Vehicle Mechanics | 1 | |
| General and Administration | 1 | 1 |
| Other | | |
| TOTAL NUMBER OF EMPLOYEES | 9 | 6 |

Union Affiliations: Operators: ATU Local 1767
 Mechanics: USWA Local 2251
 Other (specify): CUPE Local 67

Top Operator Wage Rate: \$21.66

Top Mechanic Wage Rate: \$25.01

PERFORMANCE INDICATORS

| FINANCIAL | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 8% | 7% |
| Net Operating Cost / Capita | \$11.61 | \$11.38 |
| Total Exp. / Passenger | \$17.85 | \$17.93 |
| Total Exp. / Eligible Passenger | \$20.00 | \$19.73 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$20.17 | \$20.25 |
| Non-Dedicated Service | \$9.53 | \$8.97 |
| Transportation Exp. / Hour (Dedicated Service) | \$40.66 | \$40.19 |
| OPERATING | | |
| Registrants / Capita | 0.0399 | 0.0420 |
| Passengers / Capita | 0.7092 | 0.6810 |
| Passengers / Registrant | 17.78 | 16.21 |
| Passengers / Hour (Dedicated Service) | 2.02 | 1.98 |
| Kms / Passenger (Dedicated Service) | 6.81 | 6.96 |
| Average Speed (Dedicated Service) | 13.72 | 13.80 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|---------------|------------------|
| Ambulatory | | 14,129 |
| Wheelchair/Scooter Users | 29,124 | |
| Attendants | 4,348 | |
| Companions | | |
| Other (specified) | | |
| TOTAL | 33,472 | 14,129 |

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 | | | | |
| TOTAL DED. VEHICLES | 10 | 6 | N/A | N/A |

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

Schreiber

Schreiber Terrace Bay Handi Transit

Contact: Jonathan Hall
 Title: Clerk
 Telephone: 807-824-2711 x225
 Fax: 807-824-3231
 Email: clerk@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: | 5 | 5 |
| Ambulatory: | 95 | 95 |
| Attendants: | 2 | 2 |
| Companions: | 4 | 4 |
| Other: | | |
| Total: | 106 | 106 |

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

| | 2008 | 2009 |
|------------------------------------|--------|--------|
| Rev. Veh. Km. - Dedicated Service | 16,539 | 21,930 |
| Tot. Veh. Km. - Dedicated Service | 28,962 | 38,523 |
| Rev. Veh. Hrs. - Dedicated Service | 365 | 458 |
| Tot. Veh. Hrs. - Dedicated Service | 573 | 739 |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | | |
|------------------------------|--------------|--------------|
| Dedicated Service | 1,823 | 2,413 |
| Non-Dedicated Service | | |
| TOTAL PASSENGERS | 1,823 | 2,413 |
| Subscription / Pre-booked | | |
| Reservation | 100% | 100% |
| On-Demand / Day of trip | | |
| Cancelled in advance | | |
| No-shows / Cancelled at door | 6 | 11 |
| Unaccommodated trips | | |
| Number of complaints | | |

OPERATING EXPENSES

| | | |
|-------------------------------------|-----------------|-----------------|
| Administration | \$5,500 | \$5,478 |
| Operations: | | |
| Internal - Dedicated Service | \$41,571 | \$51,401 |
| Contract - Dedicated Service | | |
| Contract - Non-Dedicated Service | | |
| Contract - Taxi Scrip | | |
| Maintenance (Vehicles & Facilities) | \$768 | \$3,111 |
| Fuel | \$5,904 | \$6,826 |
| TOTAL OPERATING EXPENSES | \$53,743 | \$66,815 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|--------------------------|-----------------|-----------------|
| Passenger Revenue | \$7,330 | \$3,536 |
| Other Operating Revenue | | |
| Total Operating Revenue | \$7,330 | \$3,536 |
| Federal Contributions | | |
| Provincial Contributions | | |
| Municipal Contributions | \$46,413 | \$63,279 |
| Other / Donations | | |
| TOTAL | \$53,743 | \$66,815 |

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

* Other eligibility includes: elderly, visually impaired, cognitively disabled, epilepsy if coupled with physical mobility prevents those from using conventional transit.
 * Inclement weather and highway closure interrupted service 2 times in 2009. Service was also disrupted due to an outbreak at the hospital. A fair holiday was implemented mid-year in order to attempt to boost ridership as many of our seniors are widowed and on very tight incomes. * Starting in September the fare holiday was ended and a new structure was implemented. \$2 for rides originating and ending within the communities of Terrace Bay and Schreiber. \$4 for rides between the two communities.

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 hour(s) | | |
| Reservations / Scheduling: | Manual | | |

FARE STRUCTURE

| Effective Date 01/09/2009 | 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 type="checkbox"/> |
| Companion | \$2.00 | | | |
| Other | \$4 between Schreiber and Terrace Bay | | | |

EMPLOYEE DATA

| | Full-time | Part-time |
|----------------------------------|-----------|-----------|
| Operators | 1 | 2 |
| Other Operations | | 1 |
| Vehicle Mechanics | | |
| General and Administration | | 1 |
| Other | | |
| TOTAL NUMBER OF EMPLOYEES | 1 | 4 |

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

Top Operator Wage Rate: \$23.80

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

| FINANCIAL | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 14% | 5% |
| Net Operating Cost / Capita | \$18.37 | \$25.05 |
| Total Exp. / Passenger | \$29.48 | \$27.69 |
| Total Exp. / Eligible Passenger | \$29.56 | \$27.71 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$26.46 | \$25.42 |
| Non-Dedicated Service | | |
| Transportation Exp. / Hour (Dedicated Service) | \$84.19 | \$83.00 |
| OPERATING | | |
| Registrants / Capita | 0.0396 | 0.0420 |
| Passengers / Capita | 0.7217 | 0.9553 |
| Passengers / Registrant | 18.23 | 22.76 |
| Passengers / Hour (Dedicated Service) | 4.99 | 5.27 |
| Kms / Passenger (Dedicated Service) | 9.07 | 9.09 |
| Average Speed (Dedicated Service) | 45.31 | 47.88 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|--------------|------------------|
| Ambulatory | 1,982 | |
| Wheelchair/Scooter Users | 429 | |
| Attendants | 2 | |
| Companions | | |
| Other (specified) | | |
| TOTAL | 2,413 | |

VEHICLE DATA

| | Number | Veh. Peak | Avg. Capacity per Veh. | |
|-------------------------------------|--------------|-----------|------------------------|------------|
| Non-Accessible Cars | | | Wheelchair | Ambulatory |
| Accessible Vans / Minivans | 1 | 1 | N/A | |
| Small Buses | | | | |
| Other | | | | |
| TOTAL DED. VEHICLES | 1 | 1 | 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: 130,000
 Service area (km²): 97.0
 Communities served: 2
 Service began: 06/01/1979
 Advisory Committee members: 9
 Eligibility Committee members: 2

REGISTRANTS
 Wheelchair/Scooter Users: 354
 Ambulatory: 374
 Attendants:
 Companions:
 Other:
Total: 728

Active
 674
 636
 1,310

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

| | 2008 | 2009 |
|------------------------------------|---------|---------|
| Rev. Veh. Km. - Dedicated Service | 329,095 | 307,802 |
| Tot. Veh. Km. - Dedicated Service | 329,095 | 307,802 |
| Rev. Veh. Hrs. - Dedicated Service | 18,382 | 15,467 |
| Tot. Veh. Hrs. - Dedicated Service | 18,382 | 15,467 |
| Non-Dedicated Service - Veh. Km. | 26,207 | 29,554 |
| Non-Dedicated Service - Veh. Hrs. | 1,936 | 2,043 |

PASSENGER DATA

| | | |
|------------------------------|---------------|---------------|
| Dedicated Service | 34,835 | 34,376 |
| Non-Dedicated Service | 4,122 | 4,392 |
| TOTAL PASSENGERS | 38,957 | 38,768 |
| Subscription / Pre-booked | 5% | 5% |
| Reservation | 93% | 93% |
| On-Demand / Day of trip | 2% | 2% |
| Cancelled in advance | 1,230 | 1,011 |
| No-shows / Cancelled at door | 231 | 268 |
| Unaccommodated trips | 1,114 | 1,578 |
| Number of complaints | 10 | 10 |

OPERATING EXPENSES

| | | |
|-------------------------------------|--------------------|--------------------|
| Administration | \$57,607 | \$131,532 |
| Operations: | | |
| Internal - Dedicated Service | \$689,552 | \$648,437 |
| Contract - Dedicated Service | | |
| Contract - Non-Dedicated Service | \$145,913 | \$167,330 |
| Contract - Taxi Scrip | | |
| Maintenance (Vehicles & Facilities) | \$216,971 | \$203,907 |
| Fuel | \$89,290 | \$56,250 |
| TOTAL OPERATING EXPENSES | \$1,199,333 | \$1,207,456 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|-------------------------|----------|----------|
| Passenger Revenue | \$93,757 | \$96,929 |
| Other Operating Revenue | | |

| | | |
|--------------------------|--------------------|--------------------|
| Total Operating Revenue | \$93,757 | \$96,929 |
| Federal Contributions | | |
| Provincial Contributions | | |
| Municipal Contributions | \$1,105,576 | \$1,110,527 |
| Other / Donations | | |
| TOTAL | \$1,199,333 | \$1,207,456 |

CAPITAL EXPENSES

| | | |
|-------------------------------|------------------|-----------------|
| Vehicles Purchased | \$169,160 | \$50,644 |
| Debt Servicing | | |
| Other Capital Expenses | | |
| TOTAL CAPITAL EXPENSES | \$169,160 | \$50,644 |

CAPITAL FUNDING SOURCES

| | | |
|------------------------------|------------------|-----------------|
| Transit System | | |
| Federal Contributions | | |
| Provincial Contributions | \$28,043 | \$16,864 |
| Municipal Contributions | \$141,117 | \$33,780 |
| Other / Donations | | |
| TOTAL CAPITAL FUNDING | \$169,160 | \$50,644 |

The data for the specialized transit service for the City of Thorold for 2009: 110 registered clients, 3,330 passenger trips. Thorold service contract revenue for 2009 was \$75,116 and passenger revenue was \$7,341.25

SERVICE HOURS / SCHEDULING

| | | | |
|---------------------------------|--------------------|----------|--------------|
| Weekday: | 0730 to 2300 | Sunday: | 1030 to 1800 |
| Saturday: | 0900 to 2300 | Holiday: | 1030 to 1800 |
| Advanced booking notice: | 14 day(s) | | |
| Minimum notice for reservation: | 24 hour(s) | | |
| Reservations / Scheduling: | Fully Computerized | | |

FARE STRUCTURE

| Effective Date 01/04/2007 | Cash | Tickets/Cards (unit price) | Monthly Pass | Free |
|---------------------------|--------|----------------------------|--------------|--------------------------|
| Adult | \$2.50 | \$2.35 | \$80.00 | <input type="checkbox"/> |
| Child | \$2.50 | \$2.35 | \$80.00 | <input type="checkbox"/> |
| Student | \$2.50 | \$2.35 | \$80.00 | <input type="checkbox"/> |
| Senior | \$2.50 | \$2.35 | \$80.00 | <input type="checkbox"/> |
| Attendant | \$2.50 | \$2.35 | \$80.00 | <input type="checkbox"/> |
| Companion | \$2.50 | \$2.35 | \$80.00 | <input type="checkbox"/> |
| Other | | | | |

EMPLOYEE DATA

| | Full-time | Part-time |
|----------------------------------|-----------|-----------|
| Operators | 8 | |
| Other Operations | | |
| Vehicle Mechanics | 1 | |
| General and Administration | 1 | 2 |
| Other | 1 | |
| TOTAL NUMBER OF EMPLOYEES | 11 | 2 |

Union Affiliations: Operators: ATU Local 846
 Mechanics: ATU Local 846
 Other (specify):

Top Operator Wage Rate: \$24.05

Top Mechanic Wage Rate: \$28.95

PERFORMANCE INDICATORS

| | 2008 | 2009 |
|--|---------|---------|
| FINANCIAL | | |
| R/C Ratio | 8% | 8% |
| Net Operating Cost / Capita | \$8.50 | \$8.54 |
| Total Exp. / Passenger | \$30.79 | \$31.15 |
| Total Exp. / Eligible Passenger | \$32.90 | \$33.19 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$28.59 | \$26.43 |
| Non-Dedicated Service | \$35.40 | \$38.10 |
| Transportation Exp. / Hour (Dedicated Service) | \$54.17 | \$58.74 |
| OPERATING | | |
| Registrants / Capita | 0.0117 | 0.0101 |
| Passengers / Capita | 0.2997 | 0.2982 |
| Passengers / Registrant | 25.68 | 29.59 |
| Passengers / Hour (Dedicated Service) | 1.90 | 2.22 |
| Kms / Passenger (Dedicated Service) | 9.45 | 8.95 |
| Average Speed (Dedicated Service) | 17.90 | 19.90 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|---------------|------------------|
| Ambulatory | 18,973 | 1,434 |
| Wheelchair/Scooter Users | 13,310 | 2,668 |
| Attendants | 1,312 | 149 |
| Companions | 781 | 141 |
| Other (specified) | | |
| TOTAL | 34,376 | 4,392 |

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 | | | | |
| TOTAL DED. VEHICLES | 11 | 8 | 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: Transportation Coordinator
 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: 4
 Service began: 01/01/1989
 Advisory Committee members: 9
 Eligibility Committee members: N/A

| REGISTRANTS | Active | Total |
|---------------------------|------------|------------|
| Wheelchair/Scooter Users: | 54 | 54 |
| Ambulatory: | 287 | 287 |
| Attendants: | 15 | 15 |
| Companions: | | |
| Other: | | |
| Total: | 356 | 356 |

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

Non-Dedicated Service: ☒ Contractors: 15
 Taxi Scrip Program Available: ☐

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

VEHICLE KILOMETRES & HOURS

| | 2008 | 2009 |
|------------------------------------|--------|--------|
| Rev. Veh. Km. - Dedicated Service | 45,135 | 48,994 |
| Tot. Veh. Km. - Dedicated Service | 45,135 | 48,994 |
| Rev. Veh. Hrs. - Dedicated Service | | |
| Tot. Veh. Hrs. - Dedicated Service | | |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | | |
|---------------------------|--------------|---------------|
| Dedicated Service | 7,988 | 8,325 |
| Non-Dedicated Service | 1,261 | 2,433 |
| TOTAL PASSENGERS | 9,249 | 10,758 |
| Subscription / Pre-booked | 25% | 25% |
| Reservation | 65% | 65% |
| On-Demand / Day of trip | 10% | 10% |

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

OPERATING EXPENSES

| | | |
|-------------------------------------|------------------|------------------|
| Administration | \$53,326 | \$55,013 |
| Operations: | | |
| Internal - Dedicated Service | | \$87,355 |
| Contract - Dedicated Service | \$56,419 | |
| Contract - Non-Dedicated Service | \$18,232 | \$26,546 |
| Contract - Taxi Scrip | | |
| Maintenance (Vehicles & Facilities) | \$10,791 | \$4,200 |
| Fuel | \$10,608 | \$7,961 |
| TOTAL OPERATING EXPENSES | \$149,376 | \$181,075 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|--------------------------|------------------|------------------|
| Passenger Revenue | \$57,294 | \$83,806 |
| Other Operating Revenue | \$92 | \$7,653 |
| Total Operating Revenue | \$57,386 | \$91,459 |
| Federal Contributions | | |
| Provincial Contributions | \$54,511 | \$78,200 |
| Municipal Contributions | \$15,625 | \$3,100 |
| Other / Donations | \$9,319 | \$9,412 |
| TOTAL | \$136,841 | \$182,171 |

CAPITAL EXPENSES

| | |
|-------------------------------|------------------|
| Vehicles Purchased | \$230,000 |
| Debt Servicing | |
| Other Capital Expenses | |
| TOTAL CAPITAL EXPENSES | \$230,000 |

CAPITAL FUNDING SOURCES

| | |
|------------------------------|------------------|
| Transit System | |
| Federal Contributions | |
| Provincial Contributions | \$230,000 |
| Municipal Contributions | |
| Other / Donations | |
| TOTAL CAPITAL FUNDING | \$230,000 |

* Eligibility Criteria: An intake process is completed and eligibility is based on our Mandate - To provide transportation to those in St. Marys and surrounding area with varying abilities or recovering from illness or injury. Because there is no other public transit in St. Marys it is sometimes also used to help those who do not drive to get in and around the town for various appointments and errands. Client fees are based on destination. Clients pay \$3.75 in St. Marys 1 way, \$7.00 1 way if they live outside of St. Marys, but less than 10 kms. They pay \$18.00 each round trip if they live 20-40 kms outside of St. Marys (coming to St. Marys). They pay \$22.00 each round trip to go to 42-60 kms (i.e. to Stratford). They pay \$46.00 to go 61-80 kms round trip (to London North) and \$50.00 to go 81-100 kms (London South). Above that Clients pay \$0.40/km plus a \$6.00 admin fee. If a client requires a vehicle to wait for them out of town it is \$20.00/hr. If a vehicle is booked for a Charter it is \$45.00/hr and it does not matter if that is driving, loading or waiting time, when it is booked for a block of time as a charter. There is a monthly Stratford shopping trip that all clients are picked up at their homes in St. Marys and driven to Stratford Mall at 9:00 a.m. and returned at 3:00 p.m. for a cost of \$12.00 round trip. * Non-Dedicated Service is provided by volunteer drivers.

SERVICE HOURS / SCHEDULING

| | | | |
|---------------------------------|------------------------|----------|--------------|
| Weekday: | 1200 to 2400 | Sunday: | 1200 to 2400 |
| Saturday: | 1200 to 2400 | Holiday: | 1200 to 2400 |
| Advanced booking notice: | 1 day(s) | | |
| Minimum notice for reservation: | 1 hour(s) | | |
| Reservations / Scheduling: | Partially Computerized | | |

FARE STRUCTURE

| Effective Date 01/07/2005 | Cash | Tickets/Cards (unit price) | Monthly Pass | Free |
|---------------------------|--------|----------------------------|--------------|-------------------------------------|
| Adult | \$3.75 | \$3.75 | | <input type="checkbox"/> |
| Child | \$3.75 | \$3.75 | | <input type="checkbox"/> |
| Student | \$3.75 | \$3.75 | | <input type="checkbox"/> |
| Senior | \$3.75 | \$3.75 | | <input checked="" type="checkbox"/> |
| Attendant | | | | <input checked="" type="checkbox"/> |
| Companion | | | | <input checked="" type="checkbox"/> |
| Other | | | | |

EMPLOYEE DATA

| | Full-time | Part-time |
|----------------------------------|-----------|-----------|
| Operators | 1 | 1 |
| Other Operations | | 4 |
| Vehicle Mechanics | | |
| General and Administration | 1 | |
| Other | | |
| TOTAL NUMBER OF EMPLOYEES | 2 | 5 |

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

Top Operator Wage Rate: \$16.50

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

| FINANCIAL | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 38% | 51% |
| Net Operating Cost / Capita | \$8.56 | \$8.34 |
| Total Exp. / Passenger | \$16.15 | \$16.83 |
| Total Exp. / Eligible Passenger | \$16.15 | \$16.83 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$9.74 | \$11.95 |
| Non-Dedicated Service | \$14.46 | \$10.91 |
| Transportation Exp. / Hour (Dedicated Service) | | |
| OPERATING | | |
| Registrants / Capita | 0.0419 | 0.0331 |
| Passengers / Capita | 0.8605 | 1.0008 |
| Passengers / Registrant | 20.55 | 30.22 |
| Passengers / Hour (Dedicated Service) | | |
| Kms / Passenger (Dedicated Service) | 5.65 | 5.89 |
| Average Speed (Dedicated Service) | | |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|--------------|------------------|
| Ambulatory | 5,981 | 2,433 |
| Wheelchair/Scooter Users | 2,344 | |
| Attendants | | |
| Companions | | |
| Other (specified) | | |
| TOTAL | 8,325 | 2,433 |

VEHICLE DATA

| | Number | Veh. Peak | Avg. Capacity per Veh. |
|-------------------------------------|-------------------------|-----------|------------------------|
| Non-Accessible Cars | | | Wheelchair |
| Accessible Vans / Minivans | 2 | 2 | N/A |
| Small Buses | 1 | 1 | 2 |
| Other | | | 5 |
| TOTAL DED. VEHICLES | 3 | 3 | N/A |
| Vehicle ownership: | Non-profit Organization | | |
| Vehicle maintenance responsibility: | Non-profit Organization | | |
| Accessible taxis: | | | |

St. Thomas

City of St. Thomas - Transit

Contact: Dave White
 Title: Supervisor of Roads & Transportation
 Telephone: 519-631-0368 x5130
 Fax: 519-631-5542
 Email: dwhite@city.st-thomas.on.ca

Population served: 36,000
 Service area (km²): 35.7
 Communities served: 1
 Service began: 01/04/1990
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 100
 Ambulatory: 420
 Attendants:
 Companions:
 Other:
Total: 520

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

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

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

VEHICLE KILOMETRES & HOURS

| | 2008 | 2009 |
|------------------------------------|--------|-------|
| Rev. Veh. Km. - Dedicated Service | 65,000 | |
| Tot. Veh. Km. - Dedicated Service | 65,000 | |
| Rev. Veh. Hrs. - Dedicated Service | 6,336 | 6,336 |
| Tot. Veh. Hrs. - Dedicated Service | 6,336 | 6,336 |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | | |
|-----------------------|--------|--------|
| Dedicated Service | 21,042 | 23,426 |
| Non-Dedicated Service | | |

TOTAL PASSENGERS

| | | |
|------------------------------|--------|--------|
| Subscription / Pre-booked | 21,042 | 23,426 |
| Reservation | | |
| On-Demand / Day of trip | | |
| Cancelled in advance | | 1,126 |
| No-shows / Cancelled at door | 167 | 271 |
| Unaccommodated trips | 393 | 413 |
| Number of complaints | | |

OPERATING EXPENSES

| | | |
|-------------------------------------|------------------|------------------|
| Administration | \$35,418 | \$23,124 |
| Operations: | | |
| Internal - Dedicated Service | | |
| Contract - Dedicated Service | \$190,565 | \$212,502 |
| Contract - Non-Dedicated Service | | |
| Contract - Taxi Scrip | | |
| Maintenance (Vehicles & Facilities) | \$40,949 | \$37,345 |
| Fuel | | |
| TOTAL OPERATING EXPENSES | \$266,932 | \$272,971 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|--------------------------|------------------|------------------|
| Passenger Revenue | \$51,181 | \$45,227 |
| Other Operating Revenue | \$1,474 | |
| Total Operating Revenue | \$52,655 | \$45,227 |
| Federal Contributions | | |
| Provincial Contributions | | |
| Municipal Contributions | \$214,277 | \$227,744 |
| Other / Donations | | |
| TOTAL | \$266,932 | \$272,971 |

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: | 0715 to 1845 | Sunday: | to |
| Saturday: | 0915 to 1845 | Holiday: | to |
| Advanced booking notice: | 1 day(s) | | |
| Minimum notice for reservation: | 0 hour(s) | | |
| Reservations / Scheduling: | Manual | | |

FARE STRUCTURE

| Effective Date 01/07/2007 | Cash | Tickets/Cards (unit price) | Monthly Pass | Free |
|---------------------------|--------------------------|----------------------------|--------------|--------------------------|
| Adult | \$2.50 | \$2.00 | \$60.00 | |
| Child | \$2.50 | \$1.50 | \$50.00 | <input type="checkbox"/> |
| Student | \$2.50 | \$1.50 | \$50.00 | <input type="checkbox"/> |
| Senior | \$2.50 | \$1.50 | \$50.00 | <input type="checkbox"/> |
| Attendant | \$2.50 | \$1.50 | \$50.00 | <input type="checkbox"/> |
| Companion | \$2.50 | \$1.50 | \$50.00 | <input type="checkbox"/> |
| Other | Child under 5 rides free | | | |

EMPLOYEE DATA

| | Full-time | Part-time |
|----------------------------------|-----------|-----------|
| Operators | | |
| Other Operations | | |
| Vehicle Mechanics | | |
| General and Administration | 2 | 1 |
| Other | | |
| TOTAL NUMBER OF EMPLOYEES | 2 | 1 |

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

Top Operator Wage Rate:
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

| FINANCIAL | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 20% | 17% |
| Net Operating Cost / Capita | \$5.95 | \$6.33 |
| Total Exp. / Passenger | \$12.69 | \$11.65 |
| Total Exp. / Eligible Passenger | \$13.35 | \$12.36 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$11.00 | \$10.67 |
| Non-Dedicated Service | | |
| Transportation Exp. / Hour (Dedicated Service) | \$36.54 | \$39.43 |
| OPERATING | | |
| Registrants / Capita | 0.0144 | 0.0144 |
| Passengers / Capita | 0.5845 | 0.6507 |
| Passengers / Registrant | 40.47 | 45.05 |
| Passengers / Hour (Dedicated Service) | 3.32 | 3.70 |
| Kms / Passenger (Dedicated Service) | 3.09 | |
| Average Speed (Dedicated Service) | 10.26 | |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|---------------|------------------|
| Ambulatory | 15,492 | |
| Wheelchair/Scooter Users | 6,598 | |
| Attendants | 1,336 | |
| Companions | | |
| Other (specified) | | |
| TOTAL | 23,426 | |

VEHICLE DATA

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

Stratford

Stratford Parallel Transit

Contact: Michael D. Dack
 Title: Cemetery & Transit Manager
 Telephone: 519-271-0250 x340
 Fax: 519-271-6029
 Email: mdack@city.stratford.on.ca

Population served: 32,000
 Service area (km²): 26.0
 Communities served: 1
 Service began: 15/02/2005
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users:
 Ambulatory:
 Attendants:
 Companions:
 Other:
Total: **636** **636**

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 | | 2008 | 2009 | SERVICE HOURS / SCHEDULING | |
|---|------------------|------------------|--------|--|-------------------------------------|
| Rev. Veh. Km. - Dedicated Service | | | 70,094 | Weekday: 0800 to 1700 | Sunday: 0900 to 1700 |
| Tot. Veh. Km. - Dedicated Service | | | 70,094 | Saturday: 0900 to 1700 | Holiday: to |
| Rev. Veh. Hrs. - Dedicated Service | 6,240 | | | Advanced booking notice: 2 day(s) | |
| Tot. Veh. Hrs. - Dedicated Service | 6,240 | | | Minimum notice for reservation: 1 hour(s) | |
| Non-Dedicated Service - Veh. Km. | | | | Reservations / Scheduling: Manual | |
| Non-Dedicated Service - Veh. Hrs. | | | | FARE STRUCTURE | |
| PASSENGER DATA | | | | Effective Date 01/01/2009 | Tickets/Cards |
| Dedicated Service | 15,629 | 14,173 | | Cash | (unit price) |
| Non-Dedicated Service | | | | Adult \$2.75 | \$2.75 |
| TOTAL PASSENGERS | 15,629 | 14,173 | | Child | |
| Subscription / Pre-booked | 0% | 0% | | Student | |
| Reservation | 0% | 0% | | Senior | |
| On-Demand / Day of trip | 0% | 0% | | Attendant | <input checked="" type="checkbox"/> |
| Cancelled in advance | | | | Companion | |
| No-shows / Cancelled at door | | | | Other | |
| Unaccommodated trips | | | | EMPLOYEE DATA | Full-time |
| Number of complaints | | | | Operators | 2 |
| OPERATING EXPENSES | | | | Other Operations | 4 |
| Administration | \$78,035 | \$27,933 | | Vehicle Mechanics | |
| Operations: | | | | General and Administration | 1 |
| Internal - Dedicated Service | \$173,273 | \$174,920 | | Other | |
| Contract - Dedicated Service | | | | TOTAL NUMBER OF EMPLOYEES | 4 |
| Contract - Non-Dedicated Service | | | | | 4 |
| Contract - Taxi Scrip | | | | Union Affiliations: | |
| Maintenance (Vehicles & Facilities) | \$6,263 | \$6,002 | | Operators: IBEW Local 636 | |
| Fuel | \$20,349 | \$21,315 | | Mechanics: IBEW Local 636 | |
| TOTAL OPERATING EXPENSES | \$277,920 | \$230,169 | | Other (specify): | |
| OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS | | | | Top Operator Wage Rate: \$18.04 | |
| Passenger Revenue | \$42,658 | \$43,586 | | Top Mechanic Wage Rate: | |
| Other Operating Revenue | | | | PERFORMANCE INDICATORS | |
| Total Operating Revenue | \$42,658 | \$43,586 | | FINANCIAL | 2008 |
| Federal Contributions | | | | R/C Ratio | 15% |
| Provincial Contributions | | | | Net Operating Cost / Capita | \$7.35 |
| Municipal Contributions | \$235,262 | \$186,583 | | Total Exp. / Passenger | \$17.78 |
| Other / Donations | | | | Total Exp. / Eligible Passenger | \$17.78 |
| TOTAL | \$277,920 | \$230,169 | | Transportation Exp. / Passenger | |
| CAPITAL EXPENSES | | | | Dedicated Service | \$12.79 |
| Vehicles Purchased | \$74,779 | | | Non-Dedicated Service | \$14.27 |
| Debt Servicing | | | | Transportation Exp. / Hour (Dedicated Service) | \$32.03 |
| Other Capital Expenses | | \$7,068 | | OPERATING | |
| TOTAL CAPITAL EXPENSES | \$74,779 | \$7,068 | | Registrants / Capita | 0.0199 |
| CAPITAL FUNDING SOURCES | | | | Passengers / Capita | 0.4884 |
| Transit System | | | | Passengers / Registrant | 24.57 |
| Federal Contributions | | | | Passengers / Hour (Dedicated Service) | 2.50 |
| Provincial Contributions | \$74,779 | | | Kms / Passenger (Dedicated Service) | 4.95 |
| Municipal Contributions | | \$7,068 | | Average Speed (Dedicated Service) | |
| Other / Donations | | | | | |
| TOTAL CAPITAL FUNDING | \$74,779 | \$7,068 | | | |

| PASSENGER DATA | Ded. Service | Non-Ded. Service |
|--------------------------|---------------|------------------|
| Ambulatory | 6,774 | |
| Wheelchair/Scooter Users | 7,399 | |
| Attendants | | |
| Companions | | |
| Other (specified) | | |
| TOTAL | 14,173 | |

| VEHICLE DATA | | Veh. Peak | Avg. Capacity per Veh. | |
|-------------------------------------|----------------|-----------|------------------------|------------|
| Number | | | Wheelchair | Ambulatory |
| Non-Accessible Cars | | | N/A | |
| Accessible Vans / Minivans | | | | |
| Small Buses | 5 | 3 | 4 | 6 |
| Other | | | | |
| TOTAL DED. VEHICLES | 5 | 3 | N/A | N/A |
| Vehicle ownership: | Transit System | | | |
| Vehicle maintenance responsibility: | Transit System | | | |
| Accessible taxis: | | | | |

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: 160,000
 Service area (km²): 3,627.0
 Communities served: 1
 Service began: 01/01/2001
 Advisory Committee members: 5
 Eligibility Committee members: N/A

| REGISTRANTS | Active | Total |
|---------------------------|--------------|--------------|
| Wheelchair/Scooter Users: | 1,370 | 1,636 |
| Ambulatory: | 2,265 | 2,265 |
| Attendants: | | |
| Companions: | | |
| Other: | | |
| Total: | 3,635 | 3,901 |

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

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

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

VEHICLE KILOMETRES & HOURS

| | 2008 | 2009 |
|------------------------------------|-----------|-----------|
| Rev. Veh. Km. - Dedicated Service | 1,015,992 | 1,089,409 |
| Tot. Veh. Km. - Dedicated Service | 1,015,992 | 1,089,409 |
| Rev. Veh. Hrs. - Dedicated Service | 45,034 | 47,578 |
| Tot. Veh. Hrs. - Dedicated Service | 45,034 | 47,578 |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | | |
|------------------------------|----------------|----------------|
| Dedicated Service | 113,040 | 112,851 |
| Non-Dedicated Service | 10,671 | 15,887 |
| TOTAL PASSENGERS | 123,711 | 128,738 |
| Subscription / Pre-booked | 70% | 70% |
| Reservation | 25% | 25% |
| On-Demand / Day of trip | 5% | 5% |
| Cancelled in advance | 14,500 | 14,832 |
| No-shows / Cancelled at door | 2,860 | 3,120 |
| Unaccommodated trips | | |
| Number of complaints | 5 | |

OPERATING EXPENSES

| | | |
|-------------------------------------|-------------|-------------|
| Administration | \$183,744 | |
| Operations: | | |
| Internal - Dedicated Service | | |
| Contract - Dedicated Service | \$2,355,237 | \$2,703,166 |
| Contract - Non-Dedicated Service | | |
| Contract - Taxi Scrip | | |
| Maintenance (Vehicles & Facilities) | | |
| Fuel | | |

TOTAL OPERATING EXPENSES **\$2,538,981** **\$2,703,166**

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|-------------------------|-----------|-----------|
| Passenger Revenue | \$241,719 | \$261,612 |
| Other Operating Revenue | | |

| | | |
|--------------------------|--------------------|--------------------|
| Total Operating Revenue | \$241,719 | \$261,612 |
| Federal Contributions | | |
| Provincial Contributions | \$25,000 | \$133,643 |
| Municipal Contributions | \$2,272,262 | \$2,307,911 |
| Other / Donations | | |
| TOTAL | \$2,538,981 | \$2,703,166 |

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

* Other Eligibility Criteria: Blind persons who are able to use Handi Transit independently.

SERVICE HOURS / SCHEDULING

| | | | |
|---------------------------------|------------------------|----------|--------------|
| Weekday: | 0630 to 2400 | Sunday: | 0700 to 2400 |
| Saturday: | 0700 to 2400 | Holiday: | 0700 to 2400 |
| Advanced booking notice: | 36 day(s) | | |
| Minimum notice for reservation: | 0 hour(s) | | |
| Reservations / Scheduling: | Partially Computerized | | |

FARE STRUCTURE

| Effective Date 01/01/2009 | Cash | Tickets/Cards (unit price) | Monthly Pass | Free |
|---------------------------|--------|----------------------------|--------------|--------------------------|
| Adult | \$2.05 | | | <input type="checkbox"/> |
| Child | \$2.05 | | | <input type="checkbox"/> |
| Student | \$2.05 | | | <input type="checkbox"/> |
| Senior | \$2.05 | | | <input type="checkbox"/> |
| Attendant | \$2.05 | | | <input type="checkbox"/> |
| Companion | \$2.05 | | | <input type="checkbox"/> |
| Other | | | | |

EMPLOYEE DATA

| | Full-time | Part-time |
|----------------------------|-----------|-----------|
| Operators | 19 | 16 |
| Other Operations | 3 | 1 |
| Vehicle Mechanics | 5 | |
| General and Administration | 1 | |
| Other | | |

TOTAL NUMBER OF EMPLOYEES

28 **17**

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

Top Operator Wage Rate: \$18.10

Top Mechanic Wage Rate: \$30.20

PERFORMANCE INDICATORS

| FINANCIAL | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 10% | 10% |
| Net Operating Cost / Capita | \$14.36 | \$15.26 |
| Total Exp. / Passenger | \$20.52 | \$21.00 |
| Total Exp. / Eligible Passenger | \$22.45 | \$22.94 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$20.84 | \$23.95 |
| Non-Dedicated Service | | |
| Transportation Exp. / Hour (Dedicated Service) | \$52.30 | \$56.82 |
| OPERATING | | |
| Registrants / Capita | 0.0269 | 0.0244 |
| Passengers / Capita | 0.7732 | 0.8046 |
| Passengers / Registrant | 28.70 | 33.00 |
| Passengers / Hour (Dedicated Service) | 2.51 | 2.37 |
| Kms / Passenger (Dedicated Service) | 8.99 | 9.65 |
| Average Speed (Dedicated Service) | 22.56 | 22.90 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|----------------|------------------|
| Ambulatory | 58,581 | 15,887 |
| Wheelchair/Scooter Users | 43,394 | |
| Attendants | 10,876 | |
| Companions | | |
| Other (specified) | | |
| TOTAL | 112,851 | 15,887 |

VEHICLE DATA

| | Number | Veh. Peak | Avg. Capacity per Veh. | |
|-------------------------------------|----------------------|-----------|------------------------|------------|
| Non-Accessible Cars | | | Wheelchair | Ambulatory |
| Accessible Vans / Minivans | | | N/A | |
| Small Buses | 14 | 14 | 6 | 4 |
| Other | | | | |
| TOTAL DED. VEHICLES | 14 | 14 | N/A | N/A |
| Vehicle ownership: | Contracted Operators | | | |
| Vehicle maintenance responsibility: | Contracted Operators | | | |
| Accessible taxis: | | | | |

Thunder Bay

Hagi Community Services for Independence

Contact: Brenda Deck
 Title: Manager
 Telephone: 807-343-0414 x248
 Fax: 807-344-6140
 Email: bdeck@hagi.ca

Population served: 113,000
 Service area (km²): 325.0
 Communities served: 1
 Service began: 01/01/1975
 Advisory Committee members: 10
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 2,480
 Ambulatory: 5,173
 Attendants: 731
 Companions:
 Other:
Total: 8,384

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

| | 2008 | 2009 |
|------------------------------------|---------|---------|
| Rev. Veh. Km. - Dedicated Service | 675,645 | 730,786 |
| Tot. Veh. Km. - Dedicated Service | 675,645 | 730,786 |
| Rev. Veh. Hrs. - Dedicated Service | 32,039 | 34,067 |
| Tot. Veh. Hrs. - Dedicated Service | 32,039 | 34,067 |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | | |
|------------------------------|---------------|---------------|
| Dedicated Service | 78,094 | 88,408 |
| Non-Dedicated Service | 11,794 | 10,247 |
| TOTAL PASSENGERS | 89,888 | 98,655 |
| Subscription / Pre-booked | 43% | 51% |
| Reservation | 55% | 44% |
| On-Demand / Day of trip | 2% | 5% |
| Cancelled in advance | 17,954 | 19,397 |
| No-shows / Cancelled at door | 1,205 | 1,284 |
| Unaccommodated trips | 3,211 | 2,856 |
| Number of complaints | 20 | 12 |

OPERATING EXPENSES

| | | |
|-------------------------------------|--------------------|--------------------|
| Administration | \$305,927 | \$192,297 |
| Operations: | | |
| Internal - Dedicated Service | \$1,122,761 | \$1,182,309 |
| Contract - Dedicated Service | | |
| Contract - Non-Dedicated Service | \$24,570 | |
| Contract - Taxi Scrip | \$136,988 | \$140,832 |
| Maintenance (Vehicles & Facilities) | \$257,739 | \$272,945 |
| Fuel | \$218,873 | \$155,553 |
| TOTAL OPERATING EXPENSES | \$2,066,858 | \$1,943,936 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|--------------------------|--------------------|--------------------|
| Passenger Revenue | \$452,312 | \$197,410 |
| Other Operating Revenue | \$71,401 | \$282,701 |
| Total Operating Revenue | \$523,713 | \$480,111 |
| Federal Contributions | | |
| Provincial Contributions | \$141,159 | |
| Municipal Contributions | \$1,392,562 | \$1,402,424 |
| Other / Donations | \$9,424 | \$34,928 |
| TOTAL | \$2,066,858 | \$1,917,463 |

CAPITAL EXPENSES

| | | |
|-------------------------------|--|------------------|
| Vehicles Purchased | | \$246,158 |
| Debt Servicing | | |
| Other Capital Expenses | | |
| TOTAL CAPITAL EXPENSES | | \$246,158 |

CAPITAL FUNDING SOURCES

| | | |
|------------------------------|--|------------------|
| Transit System | | |
| Federal Contributions | | |
| Provincial Contributions | | \$246,158 |
| Municipal Contributions | | |
| Other / Donations | | |
| TOTAL CAPITAL FUNDING | | \$246,158 |

SERVICE HOURS / SCHEDULING

| | | | |
|---------------------------------|------------------------|----------|--------------|
| Weekday: | 0700 to 2300 | Sunday: | 0900 to 2130 |
| Saturday: | 0700 to 2300 | Holiday: | to |
| Advanced booking notice: | 7 day(s) | | |
| Minimum notice for reservation: | 4 hour(s) | | |
| Reservations / Scheduling: | Partially Computerized | | |

FARE STRUCTURE

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

EMPLOYEE DATA

| | Full-time | Part-time |
|----------------------------|-----------|-----------|
| Operators | 9 | 21 |
| Other Operations | 3 | 2 |
| Vehicle Mechanics | | |
| General and Administration | 1 | 1 |
| Other | | |

TOTAL NUMBER OF EMPLOYEES

13 Full-time, 24 Part-time

Union Affiliations: Operators: ATU 966
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$20.32

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

| FINANCIAL | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 25% | 25% |
| Net Operating Cost / Capita | \$13.78 | \$12.95 |
| Total Exp. / Passenger | \$22.99 | \$19.70 |
| Total Exp. / Eligible Passenger | \$24.01 | \$20.78 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$20.48 | \$18.22 |
| Non-Dedicated Service | \$13.70 | \$13.74 |
| Transportation Exp. / Hour (Dedicated Service) | \$49.92 | \$47.28 |
| OPERATING | | |
| Registrants / Capita | 0.0454 | 0.0742 |
| Passengers / Capita | 0.8026 | 0.8731 |
| Passengers / Registrant | 17.68 | 11.77 |
| Passengers / Hour (Dedicated Service) | 2.44 | 2.60 |
| Kms / Passenger (Dedicated Service) | 8.65 | 8.27 |
| Average Speed (Dedicated Service) | 21.09 | 21.45 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|---------------|------------------|
| Ambulatory | 55,907 | 6,661 |
| Wheelchair/Scooter Users | 27,397 | 3,586 |
| Attendants | 5,104 | |
| Companions | | |
| Other (specified) | | |
| TOTAL | 88,408 | 10,247 |

VEHICLE DATA

| | Number | Veh. Peak | Avg. Capacity per Veh. | |
|-------------------------------------|-------------------------|-----------|------------------------|------------|
| Non-Accessible Cars | | | Wheelchair | Ambulatory |
| Accessible Vans / Minivans | | | N/A | |
| Small Buses | 24 | 18 | 4 | 8 |
| Other | | | | |
| TOTAL DED. VEHICLES | 24 | 18 | N/A | N/A |
| Vehicle ownership: | Non-Profit Organization | | | |
| Vehicle maintenance responsibility: | Non-Profit Organization | | | |
| Accessible taxis: | | | | |

Timmins

Timmins Handy Transit

Contact: Catherine Verreault
 Title: Manager of Transit Operations
 Telephone: 705-360-2600 x 3501
 Fax: 705-360-2698
 Email: catherine.verreault@timmins.ca

Population served: 38,000
 Service area (km²): 24.0
 Communities served: 1
 Service began: 01/01/1985
 Advisory Committee members: 8
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 329
 Ambulatory: 286
 Attendants:
 Companions:
 Other:
Total: 615

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

| | 2008 | 2009 |
|------------------------------------|---------|---------|
| Rev. Veh. Km. - Dedicated Service | 121,500 | 121,696 |
| Tot. Veh. Km. - Dedicated Service | 121,500 | 121,696 |
| Rev. Veh. Hrs. - Dedicated Service | 8,533 | 7,327 |
| Tot. Veh. Hrs. - Dedicated Service | 8,533 | 7,327 |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | | |
|------------------------------|---------------|---------------|
| Dedicated Service | 16,692 | 16,263 |
| Non-Dedicated Service | | |
| TOTAL PASSENGERS | 16,692 | 16,263 |
| Subscription / Pre-booked | 65% | 65% |
| Reservation | | |
| On-Demand / Day of trip | 35% | 35% |
| Cancelled in advance | | 2,279 |
| No-shows / Cancelled at door | 975 | 622 |
| Unaccommodated trips | 320 | |
| Number of complaints | | |

OPERATING EXPENSES

| | | |
|-------------------------------------|------------------|------------------|
| Administration | | |
| Operations: | | |
| Internal - Dedicated Service | \$325,649 | \$298,497 |
| Contract - Dedicated Service | | |
| Contract - Non-Dedicated Service | | |
| Contract - Taxi Scrip | | |
| Maintenance (Vehicles & Facilities) | \$29,441 | \$23,374 |
| Fuel | \$37,149 | \$26,409 |
| TOTAL OPERATING EXPENSES | \$392,239 | \$348,280 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|--------------------------|------------------|------------------|
| Passenger Revenue | \$31,659 | \$35,430 |
| Other Operating Revenue | | |
| Total Operating Revenue | \$31,659 | \$35,430 |
| Federal Contributions | | |
| Provincial Contributions | \$102,452 | \$108,297 |
| Municipal Contributions | \$258,128 | \$204,553 |
| Other / Donations | | |
| TOTAL | \$392,239 | \$348,280 |

CAPITAL EXPENSES

| | | |
|-------------------------------|------------------|------------------|
| Vehicles Purchased | \$173,540 | \$108,297 |
| Debt Servicing | | |
| Other Capital Expenses | | |
| TOTAL CAPITAL EXPENSES | \$173,540 | \$108,297 |

CAPITAL FUNDING SOURCES

| | | |
|------------------------------|------------------|------------------|
| Transit System | | |
| Federal Contributions | | |
| Provincial Contributions | \$99,550 | \$108,297 |
| Municipal Contributions | \$73,990 | |
| Other / Donations | | |
| TOTAL CAPITAL FUNDING | \$173,540 | \$108,297 |

* Thursday service hours: 0700-2100 hrs. * Administration and some maintenance expenses are included in the conventional transit operations and are not recorded separately. * Part-time drivers operate both conventional and Handy Transit service and are not counted separately.

SERVICE HOURS / SCHEDULING

| | | | |
|---------------------------------|--------------|----------|----|
| Weekday: | 0700 to 1800 | Sunday: | to |
| Saturday: | 1200 to 1800 | Holiday: | to |
| Advanced booking notice: | 21 day(s) | | |
| Minimum notice for reservation: | 1 hour(s) | | |
| Reservations / Scheduling: | Manual | | |

FARE STRUCTURE

| Effective Date 01/01/2009 | Cash | Tickets/Cards (unit price) | Monthly Pass | Free |
|---------------------------|--------|----------------------------|--------------|--------------------------|
| Adult | \$2.75 | \$2.50 | | <input type="checkbox"/> |
| Child | \$2.75 | \$2.05 | | <input type="checkbox"/> |
| Student | \$2.75 | \$2.05 | | <input type="checkbox"/> |
| Senior | \$2.75 | \$1.73 | | <input type="checkbox"/> |
| Attendant | \$2.75 | | | <input type="checkbox"/> |
| Companion | \$2.75 | | | <input type="checkbox"/> |
| Other | | | | <input type="checkbox"/> |

EMPLOYEE DATA

| | Full-time | Part-time |
|----------------------------|-----------|-----------|
| Operators | 3 | |
| Other Operations | | |
| Vehicle Mechanics | | |
| General and Administration | | |
| Other | | |

TOTAL NUMBER OF EMPLOYEES

3
Union Affiliations: Operators: CUPE Local 1544
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$22.26

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

| FINANCIAL | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 8% | 10% |
| Net Operating Cost / Capita | \$9.49 | \$8.23 |
| Total Exp. / Passenger | \$23.50 | \$21.42 |
| Total Exp. / Eligible Passenger | \$23.50 | \$21.42 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$23.50 | \$21.42 |
| Non-Dedicated Service | | |
| Transportation Exp. / Hour (Dedicated Service) | \$45.97 | \$47.53 |
| OPERATING | | |
| Registrants / Capita | 0.0143 | 0.0162 |
| Passengers / Capita | 0.4393 | 0.4280 |
| Passengers / Registrant | 30.68 | 26.44 |
| Passengers / Hour (Dedicated Service) | 1.96 | 2.22 |
| Kms / Passenger (Dedicated Service) | 7.28 | 7.48 |
| Average Speed (Dedicated Service) | 14.24 | 16.61 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|---------------|------------------|
| Ambulatory | 16,263 | |
| Wheelchair/Scooter Users | | |
| Attendants | | |
| Companions | | |
| Other (specified) | | |
| TOTAL | 16,263 | |

VEHICLE DATA

| | Number | Veh. Peak | Avg. Capacity per Veh. | |
|-------------------------------------|--------------------------|-----------|------------------------|------------|
| Non-Accessible Cars | | | Wheelchair | Ambulatory |
| Accessible Vans / Minivans | | | N/A | |
| Small Buses | 5 | 4 | 5 | 5 |
| Other | | | | |
| TOTAL DED. VEHICLES | 5 | 4 | 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: 2,503,300
 Service area (km²): 630.0
 Communities served: 1
 Service began: 01/01/1975
 Advisory Committee members: 15
 Eligibility Committee members: 1

REGISTRANTS

Wheelchair/Scooter Users: 15,056
 Ambulatory: 20,792
 Attendants:
 Companions:
 Other:
Total: 35,848

Active
 24,946
 34,449
 59,395

Dedicated Serv. Operated by: ☒ Transit System/Municipality
☒ Private Contractor(s), number: 3
☐ 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

| | 2008 | 2009 |
|------------------------------------|------------|------------|
| Rev. Veh. Km. - Dedicated Service | 12,707,857 | 13,461,918 |
| Tot. Veh. Km. - Dedicated Service | 13,707,801 | 14,520,858 |
| Rev. Veh. Hrs. - Dedicated Service | 571,462 | 606,291 |
| Tot. Veh. Hrs. - Dedicated Service | 616,914 | 654,879 |
| Non-Dedicated Service - Veh. Km. | 2,673,400 | 3,343,486 |
| Non-Dedicated Service - Veh. Hrs. | 84,362 | 104,493 |

PASSENGER DATA

| | | |
|------------------------------|------------------|------------------|
| Dedicated Service | 1,841,523 | 2,024,441 |
| Non-Dedicated Service | 357,724 | 473,289 |
| TOTAL PASSENGERS | 2,199,247 | 2,497,730 |
| Subscription / Pre-booked | 46% | 46% |
| Reservation | 53% | 53% |
| On-Demand / Day of trip | 1% | 1% |
| Cancelled in advance | 340,297 | 359,563 |
| No-shows / Cancelled at door | 71,006 | 72,254 |
| Unaccommodated trips | 34,159 | 19,101 |
| Number of complaints | 2,362 | 3,092 |

OPERATING EXPENSES

| | | |
|-------------------------------------|---------------------|---------------------|
| Administration | \$10,721,520 | \$11,313,534 |
| Operations: | | |
| Internal - Dedicated Service | \$25,485,676 | \$25,286,545 |
| Contract - Dedicated Service | \$15,513,775 | \$19,198,667 |
| Contract - Non-Dedicated Service | \$6,520,292 | \$8,665,334 |
| Contract - Taxi Scrip | | |
| Maintenance (Vehicles & Facilities) | \$14,312,451 | \$14,364,061 |
| Fuel | \$2,429,182 | \$2,431,744 |
| TOTAL OPERATING EXPENSES | \$74,982,896 | \$81,259,885 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|--------------------------|---------------------|---------------------|
| Passenger Revenue | \$3,506,493 | \$4,220,274 |
| Other Operating Revenue | | |
| Total Operating Revenue | \$3,506,493 | \$4,220,274 |
| Federal Contributions | | |
| Provincial Contributions | \$19,768,500 | |
| Municipal Contributions | \$51,707,903 | \$77,039,611 |
| Other / Donations | | |
| TOTAL | \$74,982,896 | \$81,259,885 |

CAPITAL EXPENSES

| | | |
|-------------------------------|--------------------|--------------------|
| Vehicles Purchased | | \$5,791,199 |
| Debt Servicing | | |
| Other Capital Expenses | \$3,136,000 | \$3,584,380 |
| TOTAL CAPITAL EXPENSES | \$3,136,000 | \$9,375,579 |

CAPITAL FUNDING SOURCES

| | | |
|------------------------------|--------------------|--------------------|
| Transit System | | |
| Federal Contributions | | |
| Provincial Contributions | | |
| Municipal Contributions | \$3,136,000 | \$9,375,579 |
| Other / Donations | | |
| TOTAL CAPITAL FUNDING | \$3,136,000 | \$9,375,579 |

* Other Eligibility Criteria: users who have restricted physical functional mobility.

SERVICE HOURS / SCHEDULING

| | | | |
|---------------------------------|--------------------|----------|--------------|
| Weekday: | 0600 to 0100 | Sunday: | 0700 to 0100 |
| Saturday: | 0700 to 0100 | Holiday: | 0700 to 0100 |
| Advanced booking notice: | 1 day(s) | | |
| Minimum notice for reservation: | 2 hour(s) | | |
| Reservations / Scheduling: | Fully Computerized | | |

FARE STRUCTURE

| Effective Date 04/11/2007 | Cash | Tickets/Cards (unit price) | Monthly Pass | Free |
|---------------------------|--------|----------------------------|--------------|--------------------------|
| Adult | \$2.75 | \$2.25 | \$109.00 | <input type="checkbox"/> |
| Child | \$0.70 | \$0.50 | | <input type="checkbox"/> |
| Student | \$1.85 | \$1.50 | \$91.25 | <input type="checkbox"/> |
| Senior | \$1.85 | \$1.50 | \$91.25 | <input type="checkbox"/> |
| Attendant | | | | <input type="checkbox"/> |
| Companion | | | | <input type="checkbox"/> |
| Other | | | | <input type="checkbox"/> |

EMPLOYEE DATA

| | Full-time | Part-time |
|----------------------------|-----------|-----------|
| Operators | 281 | |
| Other Operations | 74 | |
| Vehicle Mechanics | 85 | |
| General and Administration | 13 | |
| Other | | |

TOTAL NUMBER OF EMPLOYEES

453

Union Affiliations: Operators: ATU 113
 Mechanics: ATU 113
 Other (specify):

Top Operator Wage Rate: \$28.20

Top Mechanic Wage Rate: \$34.28

PERFORMANCE INDICATORS

| FINANCIAL | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 5% | 5% |
| Net Operating Cost / Capita | \$28.55 | \$30.78 |
| Total Exp. / Passenger | \$34.09 | \$32.53 |
| Total Exp. / Eligible Passenger | \$34.09 | \$32.53 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$31.36 | \$30.27 |
| Non-Dedicated Service | \$18.23 | \$18.31 |
| Transportation Exp. / Hour (Dedicated Service) | \$93.60 | \$93.58 |
| OPERATING | | |
| Registrants / Capita | 0.0219 | 0.0237 |
| Passengers / Capita | 0.8785 | 0.9978 |
| Passengers / Registrant | 40.10 | 42.05 |
| Passengers / Hour (Dedicated Service) | 3.22 | 3.34 |
| Kms / Passenger (Dedicated Service) | 6.90 | 6.65 |
| Average Speed (Dedicated Service) | 22.24 | 22.20 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|------------------|------------------|
| Ambulatory | 1,372,321 | 465,592 |
| Wheelchair/Scooter Users | 652,120 | 7,697 |
| Attendants | | |
| Companions | | |
| Other (specified) | | |
| TOTAL | 2,024,441 | 473,289 |

VEHICLE DATA

| | Number | Veh. Peak | Avg. Capacity per Veh. Wheelchair | Ambulatory |
|----------------------------|------------|------------|-----------------------------------|------------|
| Non-Accessible Cars | 90 | 90 | N/A | 4 |
| Accessible Vans / Minivans | 154 | 154 | 2 | 2 |
| Small Buses | 157 | 115 | 5 | 8 |
| Other | | | | |
| TOTAL DED. VEHICLES | 401 | 359 | N/A | N/A |

Vehicle ownership: Small buses - TTC; other vehicles - contractor
 Vehicle maintenance responsibility: Small buses - TTC; other vehicles - contractor
 Accessible taxis: 154

Trent Hills

Venture Van

Contact: Leianne Peart
 Title: Program Coordinator
 Telephone: 705-653-1411
 Fax: 705-653-1471
 Email: l.peart@commcare.ca

Population served: 12,500
 Service area (km²): 509.5
 Communities served: 1
 Service began: 06/05/1992
 Advisory Committee members: 9
 Eligibility Committee members: 2

| REGISTRANTS | | Active | Total |
|---------------------------|-----|------------|------------|
| Wheelchair/Scooter Users: | 83 | | 83 |
| Ambulatory: | 135 | | 135 |
| Attendants: | 66 | | 66 |
| Companions: | | | |
| Other: | | | |
| Total: | | 284 | 284 |

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

| | 2008 | 2009 |
|------------------------------------|--------|--------|
| Rev. Veh. Km. - Dedicated Service | 48,374 | 45,692 |
| Tot. Veh. Km. - Dedicated Service | 59,699 | 56,412 |
| Rev. Veh. Hrs. - Dedicated Service | 1,993 | 1,516 |
| Tot. Veh. Hrs. - Dedicated Service | 2,339 | 2,350 |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | | |
|------------------------------|--------------|--------------|
| Dedicated Service | 3,591 | 3,188 |
| Non-Dedicated Service | | |
| TOTAL PASSENGERS | 3,591 | 3,188 |
| Subscription / Pre-booked | 50% | 50% |
| Reservation | 50% | 50% |
| On-Demand / Day of trip | | |
| Cancelled in advance | 36 | 351 |
| No-shows / Cancelled at door | 8 | 20 |
| Unaccommodated trips | 34 | 47 |
| Number of complaints | 3 | 2 |

OPERATING EXPENSES

| | | |
|-------------------------------------|------------------|------------------|
| Administration | \$26,612 | \$25,691 |
| Operations: | | |
| Internal - Dedicated Service | \$68,190 | \$68,087 |
| Contract - Dedicated Service | | |
| Contract - Non-Dedicated Service | | |
| Contract - Taxi Scrip | | |
| Maintenance (Vehicles & Facilities) | \$8,918 | \$10,839 |
| Fuel | \$13,348 | \$7,315 |
| TOTAL OPERATING EXPENSES | \$117,068 | \$111,932 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|--------------------------|------------------|------------------|
| Passenger Revenue | \$20,114 | \$19,626 |
| Other Operating Revenue | | \$310 |
| Total Operating Revenue | \$20,114 | \$19,936 |
| Federal Contributions | | |
| Provincial Contributions | \$35,275 | \$27,914 |
| Municipal Contributions | \$30,000 | \$30,500 |
| Other / Donations | \$29,181 | \$33,582 |
| TOTAL | \$114,570 | \$111,932 |

CAPITAL EXPENSES

| | | |
|-------------------------------|--|-----------------|
| Vehicles Purchased | | \$78,057 |
| Debt Servicing | | |
| Other Capital Expenses | | |
| TOTAL CAPITAL EXPENSES | | \$78,057 |

CAPITAL FUNDING SOURCES

| | | |
|------------------------------|--|-----------------|
| Transit System | | |
| Federal Contributions | | \$972 |
| Provincial Contributions | | \$66,022 |
| Municipal Contributions | | |
| Other / Donations | | \$11,063 |
| TOTAL CAPITAL FUNDING | | \$78,057 |

SERVICE HOURS / SCHEDULING

| | | | |
|---------------------------------|------------------------|----------|----|
| Weekday: | 0800 to 1700 | Sunday: | to |
| Saturday: | to | Holiday: | to |
| Advanced booking notice: | 7 day(s) | | |
| Minimum notice for reservation: | 24 hour(s) | | |
| Reservations / Scheduling: | Partially Computerized | | |

FARE STRUCTURE

| Effective Date 01/01/2009 | Cash | Tickets/Cards (unit price) | Monthly Pass | Free |
|---------------------------|--------|----------------------------|--------------|-------------------------------------|
| 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 | \$4.00 | \$3.33 | | |
| Other | | | | |

EMPLOYEE DATA

| | Full-time | Part-time |
|----------------------------------|-----------|-----------|
| Operators | 1 | 4 |
| Other Operations | | |
| Vehicle Mechanics | | |
| General and Administration | | |
| Other | | |
| TOTAL NUMBER OF EMPLOYEES | 1 | 4 |

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

Top Operator Wage Rate: \$14.46

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

| FINANCIAL | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 17% | 18% |
| Net Operating Cost / Capita | \$7.92 | \$7.36 |
| Total Exp. / Passenger | \$32.60 | \$35.11 |
| Total Exp. / Eligible Passenger | \$36.53 | \$37.66 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$25.19 | \$27.05 |
| Non-Dedicated Service | | |
| Transportation Exp. / Hour (Dedicated Service) | \$38.67 | \$36.70 |
| OPERATING | | |
| Registrants / Capita | 0.0140 | 0.0227 |
| Passengers / Capita | 0.2932 | 0.2550 |
| Passengers / Registrant | 21.00 | 11.23 |
| Passengers / Hour (Dedicated Service) | 1.80 | 2.10 |
| Kms / Passenger (Dedicated Service) | 13.47 | 14.33 |
| Average Speed (Dedicated Service) | 24.27 | 30.14 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|--------------|------------------|
| Ambulatory | 2,506 | |
| Wheelchair/Scooter Users | 466 | |
| Attendants | 216 | |
| Companions | | |
| Other (specified) | | |
| TOTAL | 3,188 | |

VEHICLE DATA

| | Number | Veh. Peak | Avg. Capacity per Veh. | |
|-------------------------------------|-------------------------|-----------|------------------------|------------|
| Non-Accessible Cars | | | Wheelchair | Ambulatory |
| Accessible Vans / Minivans | 2 | 2 | N/A | 5 |
| Small Buses | | | | |
| Other | | | | |
| TOTAL DED. VEHICLES | 2 | 2 | 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 Technician
 Telephone: 519-360-1998 x3301
 Fax: 519-437-3240
 Email: janm@chatham-kent.ca

Population served: 11,800
 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: | 144 | 144 |
| Ambulatory: | 273 | 273 |
| Attendants: | 167 | 167 |
| Companions: | | |
| Other: | | |
| Total: | 584 | 584 |

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

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

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

VEHICLE KILOMETRES & HOURS

| | 2008 | 2009 |
|------------------------------------|--------|--------|
| Rev. Veh. Km. - Dedicated Service | 16,364 | 18,247 |
| Tot. Veh. Km. - Dedicated Service | 16,364 | 18,247 |
| Rev. Veh. Hrs. - Dedicated Service | 3,344 | 3,342 |
| Tot. Veh. Hrs. - Dedicated Service | 3,344 | 3,342 |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | | |
|------------------------------|--------------|--------------|
| Dedicated Service | 3,892 | 4,559 |
| Non-Dedicated Service | | |
| TOTAL PASSENGERS | 3,892 | 4,559 |
| Subscription / Pre-booked | | |
| Reservation | 100% | 100% |
| On-Demand / Day of trip | | |
| Cancelled in advance | 626 | 470 |
| No-shows / Cancelled at door | | |
| Unaccommodated trips | | |
| Number of complaints | | |

OPERATING EXPENSES

| | | |
|-------------------------------------|------------------|------------------|
| Administration | \$10,857 | \$10,857 |
| Operations: | | |
| Internal - Dedicated Service | | |
| Contract - Dedicated Service | \$89,350 | \$101,096 |
| Contract - Non-Dedicated Service | | |
| Contract - Taxi Scrip | | |
| Maintenance (Vehicles & Facilities) | | |
| Fuel | | |
| TOTAL OPERATING EXPENSES | \$100,207 | \$111,953 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|--------------------------|------------------|------------------|
| Passenger Revenue | \$20,069 | \$12,390 |
| Other Operating Revenue | | |
| Total Operating Revenue | \$20,069 | \$12,390 |
| Federal Contributions | | |
| Provincial Contributions | | |
| Municipal Contributions | \$80,138 | \$99,563 |
| Other / Donations | | |
| TOTAL | \$100,207 | \$111,953 |

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: | 0700 to 1700 | Sunday: | 0900 to 1700 |
| Saturday: | 0900 to 1700 | Holiday: | to |
| Advanced booking notice: | 1 day(s) | | |
| Minimum notice for reservation: | 24 hour(s) | | |
| Reservations / Scheduling: | Manual | | |

FARE STRUCTURE

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

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 | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 20% | 11% |
| Net Operating Cost / Capita | \$6.79 | \$8.44 |
| Total Exp. / Passenger | \$25.75 | \$24.56 |
| Total Exp. / Eligible Passenger | \$26.96 | \$25.50 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$22.96 | \$22.17 |
| Non-Dedicated Service | | |
| Transportation Exp. / Hour (Dedicated Service) | \$26.72 | \$30.25 |
| OPERATING | | |
| Registrants / Capita | 0.0464 | 0.0495 |
| Passengers / Capita | 0.3298 | 0.3864 |
| Passengers / Registrant | 7.12 | 7.81 |
| Passengers / Hour (Dedicated Service) | 1.16 | 1.36 |
| Kms / Passenger (Dedicated Service) | 4.20 | 4.00 |
| Average Speed (Dedicated Service) | 4.89 | 5.46 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|--------------|------------------|
| Ambulatory | 3,984 | |
| Wheelchair/Scooter Users | 407 | |
| Attendants | 168 | |
| Companions | | |
| Other (specified) | | |
| TOTAL | 4,559 | |

VEHICLE DATA

| | Number | Veh. Peak | Avg. Capacity per Veh. |
|-------------------------------------|----------|-----------|------------------------|
| Non-Accessible Cars | | | Wheelchair |
| Accessible Vans / Minivans | 2 | 1 | N/A |
| Small Buses | | | 3 |
| Other | | | 4 |
| TOTAL DED. VEHICLES | 2 | 1 | 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: Manager
 Telephone: 519-669-4533
 Fax: 519-669-3124
 Email: cheryl@k-transit.com

Population served: 49,000
 Service area (km²): 843.0
 Communities served: 3
 Service began: 02/07/1992
 Advisory Committee members: 12
 Eligibility Committee members: N/A

| REGISTRANTS | Active | Total |
|---------------------------|--------------|--------------|
| Wheelchair/Scooter Users: | 512 | 512 |
| Ambulatory: | 1,035 | 1,035 |
| Attendants: | | |
| Companions: | | |
| Other: | | |
| Total: | 1,547 | 1,547 |

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

| | 2008 | 2009 |
|------------------------------------|---------|---------|
| Rev. Veh. Km. - Dedicated Service | 345,243 | 387,466 |
| Tot. Veh. Km. - Dedicated Service | 345,243 | 387,466 |
| Rev. Veh. Hrs. - Dedicated Service | 10,663 | 11,796 |
| Tot. Veh. Hrs. - Dedicated Service | 10,663 | 11,796 |
| Non-Dedicated Service - Veh. Km. | 42,592 | 36,849 |
| Non-Dedicated Service - Veh. Hrs. | 670 | 571 |

PASSENGER DATA

| | | |
|------------------------------|---------------|---------------|
| Dedicated Service | 31,151 | 30,410 |
| Non-Dedicated Service | 4,883 | 3,459 |
| TOTAL PASSENGERS | 36,034 | 33,869 |
| Subscription / Pre-booked | 75% | 67% |
| Reservation | 24% | 32% |
| On-Demand / Day of trip | 1% | 1% |
| Cancelled in advance | 9,550 | 8,451 |
| No-shows / Cancelled at door | 215 | 188 |
| Unaccommodated trips | | |
| Number of complaints | | |

OPERATING EXPENSES

| | | |
|-------------------------------------|------------------|------------------|
| Administration | \$98,808 | \$97,057 |
| Operations: | | |
| Internal - Dedicated Service | \$403,012 | \$477,074 |
| Contract - Dedicated Service | | |
| Contract - Non-Dedicated Service | \$79,095 | \$68,789 |
| Contract - Taxi Scrip | | |
| Maintenance (Vehicles & Facilities) | \$82,375 | \$82,598 |
| Fuel | \$105,291 | \$83,295 |
| TOTAL OPERATING EXPENSES | \$768,581 | \$808,813 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|-------------------------|-----------|-----------|
| Passenger Revenue | \$129,993 | \$127,265 |
| Other Operating Revenue | | |

| | | |
|--------------------------|------------------|------------------|
| Total Operating Revenue | \$129,993 | \$127,265 |
| Federal Contributions | | |
| Provincial Contributions | | |
| Municipal Contributions | \$638,588 | \$698,667 |
| Other / Donations | | |
| TOTAL | \$768,581 | \$825,932 |

CAPITAL EXPENSES

| | | |
|-------------------------------|------------------|-----------------|
| Vehicles Purchased | \$165,064 | \$94,637 |
| Debt Servicing | | |
| Other Capital Expenses | | |
| TOTAL CAPITAL EXPENSES | \$165,064 | \$94,637 |

CAPITAL FUNDING SOURCES

| | | |
|------------------------------|------------------|-----------------|
| Transit System | | |
| Federal Contributions | | |
| Provincial Contributions | | |
| Municipal Contributions | \$165,064 | \$94,637 |
| Other / Donations | | |
| TOTAL CAPITAL FUNDING | \$165,064 | \$94,637 |

* Other Eligibility Criteria: persons with mentally or physical challenges or minimum 65 years are eligible to use the service.

SERVICE HOURS / SCHEDULING

| | | | |
|---------------------------------|--------------------|----------|----|
| Weekday: | 0600 to 1800 | Sunday: | to |
| Saturday: | to | Holiday: | to |
| Advanced booking notice: | 14 day(s) | | |
| Minimum notice for reservation: | 48 hour(s) | | |
| Reservations / Scheduling: | Fully Computerized | | |

FARE STRUCTURE

| Effective Date 01/07/2007 | 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 | 6 | 3 |
| Other Operations | 1 | |
| Vehicle Mechanics | | |
| General and Administration | 1 | |
| Other | | |
| TOTAL NUMBER OF EMPLOYEES | 8 | 3 |

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

Top Operator Wage Rate: \$19.35

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

| FINANCIAL | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 17% | 16% |
| Net Operating Cost / Capita | \$13.17 | \$13.91 |
| Total Exp. / Passenger | \$21.33 | \$23.88 |
| Total Exp. / Eligible Passenger | \$22.33 | \$25.17 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$18.96 | \$21.14 |
| Non-Dedicated Service | \$16.20 | \$19.89 |
| Transportation Exp. / Hour (Dedicated Service) | \$55.39 | \$54.51 |
| OPERATING | | |
| Registrants / Capita | 0.0320 | 0.0316 |
| Passengers / Capita | 0.7430 | 0.6912 |
| Passengers / Registrant | 23.25 | 21.89 |
| Passengers / Hour (Dedicated Service) | 2.92 | 2.58 |
| Kms / Passenger (Dedicated Service) | 11.08 | 12.74 |
| Average Speed (Dedicated Service) | 32.38 | 32.85 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|---------------|------------------|
| Ambulatory | 22,136 | 3,459 |
| Wheelchair/Scooter Users | 6,536 | |
| Attendants | 1,738 | |
| Companions | | |
| Other (specified) | | |
| TOTAL | 30,410 | 3,459 |

VEHICLE DATA

| | Number | Veh. Peak | Avg. Capacity per Veh. | |
|-------------------------------------|--------------------------|-----------|------------------------|------------|
| Non-Accessible Cars | | | Wheelchair | Ambulatory |
| Accessible Vans / Minivans | | | N/A | |
| Small Buses | 6 | 5 | 4 | 12 |
| Other | | | | |
| TOTAL DED. VEHICLES | 6 | 5 | N/A | N/A |
| Vehicle ownership: | Municipal Transit System | | | |
| Vehicle maintenance responsibility: | Non-Profit Organization | | | |
| Accessible taxis: | | | | |

Waterloo Region - Urban

GRT MobilityPLUS (Urban Service Area)

Contact: Bonnie Liesemer
 Title: Manager Finance and Administration GRT
 Telephone: 519-585-7597 x7218
 Fax: 519-585-1060
 Email: bliesemer@regionofwaterloo.ca

Population served: 483,150
 Service area (km²): 315.8
 Communities served: 4
 Service began: 01/01/1973
 Advisory Committee members: 12
 Eligibility Committee members: 5

| REGISTRANTS | Active | Total |
|---------------------------|--------------|--------------|
| Wheelchair/Scooter Users: | 1,387 | 3,421 |
| Ambulatory: | 1,687 | 3,737 |
| Attendants: | | |
| Companions: | | |
| Other: | | |
| Total: | 3,074 | 7,158 |

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

| | 2008 | 2009 |
|------------------------------------|-----------|-----------|
| Rev. Veh. Km. - Dedicated Service | 1,093,498 | 1,142,699 |
| Tot. Veh. Km. - Dedicated Service | 1,115,358 | 1,166,019 |
| Rev. Veh. Hrs. - Dedicated Service | 53,687 | 55,232 |
| Tot. Veh. Hrs. - Dedicated Service | 59,652 | 60,755 |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | | |
|------------------------------|----------------|----------------|
| Dedicated Service | 132,790 | 128,886 |
| Non-Dedicated Service | 123,739 | 129,152 |
| TOTAL PASSENGERS | 256,529 | 258,038 |
| Subscription / Pre-booked | 49% | 50% |
| Reservation | 51% | 50% |
| On-Demand / Day of trip | | |
| Cancelled in advance | 23,727 | 23,439 |
| No-shows / Cancelled at door | 5,541 | 6,801 |
| Unaccommodated trips | 218 | 227 |
| Number of complaints | 61 | 86 |

OPERATING EXPENSES

| | | |
|-------------------------------------|--------------------|--------------------|
| Administration | \$798,842 | \$741,545 |
| Operations: | | |
| Internal - Dedicated Service | \$3,468,092 | \$3,677,978 |
| Contract - Dedicated Service | | |
| Contract - Non-Dedicated Service | \$1,081,842 | \$1,310,560 |
| Contract - Taxi Scrip | \$519,921 | \$546,413 |
| Maintenance (Vehicles & Facilities) | \$480,541 | \$403,679 |
| Fuel | \$346,479 | \$268,854 |
| TOTAL OPERATING EXPENSES | \$6,695,717 | \$6,949,029 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|--------------------------|--------------------|--------------------|
| Passenger Revenue | \$488,511 | \$492,287 |
| Other Operating Revenue | \$272,995 | \$286,866 |
| Total Operating Revenue | \$761,506 | \$779,153 |
| Federal Contributions | | |
| Provincial Contributions | \$862,252 | \$862,252 |
| Municipal Contributions | \$5,071,959 | \$5,307,624 |
| Other / Donations | | |
| TOTAL | \$6,695,717 | \$6,949,029 |

CAPITAL EXPENSES

| | | |
|-------------------------------|------------------|------------------|
| Vehicles Purchased | \$331,510 | \$285,746 |
| Debt Servicing | | |
| Other Capital Expenses | | |
| TOTAL CAPITAL EXPENSES | \$331,510 | \$285,746 |

CAPITAL FUNDING SOURCES

| | | |
|------------------------------|------------------|------------------|
| Transit System | | |
| Federal Contributions | | |
| Provincial Contributions | | |
| Municipal Contributions | \$331,510 | \$285,746 |
| Other / Donations | | |
| TOTAL CAPITAL FUNDING | \$331,510 | \$285,746 |

* Other Eligibility Criteria: CNIB registrants. * In June 2008 MobilityPLUS started a Commuter Service for persons with cognitive disabilities, in 2009 it carried 6,008 passengers. All MobilityPLUS registrants have access to TaxiSCRIP as well as complimentary rides on conventional GRT routes. In 2009 there were approximately 90,351 rides provided on GRT conventional transit for registrants of MobilityPLUS. In 2009 MobilityPLUS also provided 1,376 for 58 registered clients in the Township of North Dumfries. This service is contracted to a local taxi company, with expenses of \$15,694 and revenues of \$5,361. * Service Hours Exceptions: 6:30 a.m. dialysis trips on Taxi, late night service until 0100 hrs on Thursdays and Fridays.

SERVICE HOURS / SCHEDULING

| | | | |
|---------------------------------|--------------------|----------|--------------|
| Weekday: | 0800 to 2330 | Sunday: | 0900 to 2330 |
| Saturday: | 0830 to 0100 | Holiday: | 0900 to 2330 |
| Advanced booking notice: | 7 day(s) | | |
| Minimum notice for reservation: | 48 hour(s) | | |
| Reservations / Scheduling: | Fully Computerized | | |

FARE STRUCTURE

| Effective Date 01/07/2007 | Cash | Tickets/Cards (unit price) | Monthly Pass | Free |
|---------------------------|----------------------------|----------------------------|--------------|-------------------------------------|
| Adult | \$2.50 | \$2.50 | | <input checked="" 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 | Children under 5 ride free | | | |

EMPLOYEE DATA

| | Full-time | Part-time |
|----------------------------------|-----------|-----------|
| Operators | 32 | 11 |
| Other Operations | 5 | 7 |
| Vehicle Mechanics | | |
| General and Administration | 8 | |
| Other | | |
| TOTAL NUMBER OF EMPLOYEES | 45 | 18 |

Union Affiliations: Operators: CAW 4304
 Mechanics: CAW 4304
 Other (specify): CUPE 1883, Clerical staff

Top Operator Wage Rate: \$25.54

Top Mechanic Wage Rate: \$28.97

PERFORMANCE INDICATORS

| | 2008 | 2009 |
|--|---------|---------|
| FINANCIAL | | |
| R/C Ratio | 11% | 11% |
| Net Operating Cost / Capita | \$12.29 | \$12.77 |
| Total Exp. / Passenger | \$26.10 | \$26.93 |
| Total Exp. / Eligible Passenger | \$35.58 | \$38.10 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$32.35 | \$33.75 |
| Non-Dedicated Service | \$12.94 | \$14.38 |
| Transportation Exp. / Hour (Dedicated Service) | \$72.00 | \$71.61 |
| OPERATING | | |
| Registrants / Capita | 0.0125 | 0.0148 |
| Passengers / Capita | 0.5315 | 0.5341 |
| Passengers / Registrant | 42.54 | 36.05 |
| Passengers / Hour (Dedicated Service) | 2.47 | 2.33 |
| Kms / Passenger (Dedicated Service) | 8.23 | 8.87 |
| Average Speed (Dedicated Service) | 20.37 | 20.69 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|----------------|------------------|
| Ambulatory | 63,483 | 54,456 |
| Wheelchair/Scooter Users | 54,636 | 9,810 |
| Attendants | 10,767 | |
| Companions | | |
| Other (specified) | | 64,886 |
| TOTAL | 128,886 | 129,152 |

VEHICLE DATA

| | Number | Veh. Peak | Avg. Capacity per Veh. | |
|-------------------------------------|----------------|-----------|------------------------|------------|
| | | | Wheelchair | Ambulatory |
| Non-Accessible Cars | | | N/A | |
| Accessible Vans / Minivans | 29 | 24 | 6 | 7 |
| Small Buses | | | | |
| Other | | | | |
| TOTAL DED. VEHICLES | 29 | 24 | N/A | N/A |
| Vehicle ownership: | Transit System | | | |
| Vehicle maintenance responsibility: | Transit System | | | |
| Accessible taxis: | 8 | | | |

Welland

Welland Handi-Trans

Contact: Lorraine Denis
 Title: Handi-Trans 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: | 561 | 561 |
| Ambulatory: | 656 | 656 |
| Attendants: | 190 | 190 |
| Companions: | | |
| Other: | | |
| Total: | 1,407 | 1,407 |

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

| | 2008 | 2009 |
|------------------------------------|--------|--------|
| Rev. Veh. Km. - Dedicated Service | 90,901 | 92,228 |
| Tot. Veh. Km. - Dedicated Service | 96,161 | 97,461 |
| Rev. Veh. Hrs. - Dedicated Service | 5,541 | 5,627 |
| Tot. Veh. Hrs. - Dedicated Service | 6,067 | 6,148 |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | | |
|------------------------------|---------------|---------------|
| Dedicated Service | 18,538 | 17,566 |
| Non-Dedicated Service | | |
| TOTAL PASSENGERS | 18,538 | 17,566 |
| Subscription / Pre-booked | 50% | 47% |
| Reservation | 49% | 52% |
| On-Demand / Day of trip | 1% | 1% |
| Cancelled in advance | 1,774 | 3,166 |
| No-shows / Cancelled at door | 53 | 91 |
| Unaccommodated trips | 320 | 350 |
| Number of complaints | 6 | 5 |

OPERATING EXPENSES

| | | |
|-------------------------------------|------------------|------------------|
| Administration | \$110,439 | \$112,513 |
| Operations: | | |
| Internal - Dedicated Service | \$196,057 | \$200,532 |
| Contract - Dedicated Service | | |
| Contract - Non-Dedicated Service | | |
| Contract - Taxi Scrip | | |
| Maintenance (Vehicles & Facilities) | \$45,644 | \$39,395 |
| Fuel | \$36,152 | \$26,155 |
| TOTAL OPERATING EXPENSES | \$388,292 | \$378,595 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|--------------------------|------------------|------------------|
| Passenger Revenue | \$45,421 | \$37,648 |
| Other Operating Revenue | \$6,215 | \$6,095 |
| Total Operating Revenue | \$51,636 | \$43,743 |
| Federal Contributions | | |
| Provincial Contributions | | |
| Municipal Contributions | \$336,656 | \$334,852 |
| Other / Donations | | |
| TOTAL | \$388,292 | \$378,595 |

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

* Other Service Hours: 1900-2300 hrs: Fixed route service - Monday to Friday.

SERVICE HOURS / SCHEDULING

| | | | |
|---------------------------------|--------------------|----------|----|
| Weekday: | 0715 to 1900 | Sunday: | to |
| Saturday: | 0930 to 1815 | Holiday: | to |
| Advanced booking notice: | 14 day(s) | | |
| Minimum notice for reservation: | 24 hour(s) | | |
| Reservations / Scheduling: | Fully Computerized | | |

FARE STRUCTURE

| Effective Date | 02/09/2008 | Tickets/Cards (unit price) | Monthly Pass | Free |
|----------------|---------------------|----------------------------|--------------|--------------------------|
| Cash | | | | |
| Adult | \$2.50 | \$1.91 | | <input type="checkbox"/> |
| Child | \$2.50 | \$1.91 | | <input type="checkbox"/> |
| Student | \$2.50 | \$1.91 | | <input type="checkbox"/> |
| Senior | \$2.50 | \$1.91 | | <input type="checkbox"/> |
| Attendant | \$2.50 | \$1.91 | | <input type="checkbox"/> |
| Companion | \$2.50 | \$1.91 | | <input type="checkbox"/> |
| Other | free with CNIB card | | | |

EMPLOYEE DATA

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

Union Affiliations: Operators: ATU - Local 1633
 Mechanics: ATU - Local 1633
 Other (specify):

Top Operator Wage Rate: \$23.84

Top Mechanic Wage Rate: \$29.32

PERFORMANCE INDICATORS

| FINANCIAL | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 13% | 12% |
| Net Operating Cost / Capita | \$6.69 | \$6.65 |
| Total Exp. / Passenger | \$20.95 | \$21.55 |
| Total Exp. / Eligible Passenger | \$23.12 | \$23.56 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$14.99 | \$15.15 |
| Non-Dedicated Service | | |
| Transportation Exp. / Hour (Dedicated Service) | \$45.80 | \$43.28 |
| OPERATING | | |
| Registrants / Capita | 0.0324 | 0.0280 |
| Passengers / Capita | 0.3683 | 0.3490 |
| Passengers / Registrant | 11.37 | 12.48 |
| Passengers / Hour (Dedicated Service) | 3.35 | 3.12 |
| Kms / Passenger (Dedicated Service) | 4.90 | 5.25 |
| Average Speed (Dedicated Service) | 16.41 | 16.39 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|---------------|------------------|
| Ambulatory | 9,288 | |
| Wheelchair/Scooter Users | 6,779 | |
| Attendants | 899 | |
| Companions | | |
| Other (specified) | 600 | |
| TOTAL | 17,566 | |

VEHICLE DATA

| | Number | Veh. Peak | Avg. Capacity per Veh. | |
|-------------------------------------|-------------------|-----------|------------------------|------------|
| Non-Accessible Cars | | | Wheelchair | Ambulatory |
| Accessible Vans / Minivans | | | N/A | |
| Small Buses | 4 | 3 | 6 | 16 |
| Other | | | | |
| TOTAL DED. VEHICLES | 4 | 3 | N/A | N/A |
| Vehicle ownership: | Municipal Transit | | | |
| Vehicle maintenance responsibility: | Municipal Transit | | | |
| Accessible taxis: | | | | |

West Elgin

Four Counties Transportation

Contact: Joanne Groch
 Title: Administrator/Treasurer
 Telephone: 519-785-0560
 Fax: 519-785-0644
 Email: jgroch@westelgin.net

Population served: 18,500
 Service area (km²): 1,107.0
 Communities served: 5
 Service began: 01/01/1994
 Advisory Committee members: 7
 Eligibility Committee members: N/A

| REGISTRANTS | Active | Total |
|---------------------------|------------|------------|
| Wheelchair/Scooter Users: | 9 | 9 |
| Ambulatory: | 91 | 91 |
| Attendants: | | |
| Companions: | | |
| Other: | | |
| Total: | 100 | 100 |

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

| | 2008 | 2009 |
|------------------------------------|--------|--------|
| Rev. Veh. Km. - Dedicated Service | 41,468 | 49,416 |
| Tot. Veh. Km. - Dedicated Service | 41,468 | 49,416 |
| Rev. Veh. Hrs. - Dedicated Service | 1,284 | 1,082 |
| Tot. Veh. Hrs. - Dedicated Service | 1,284 | 1,082 |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | | |
|------------------------------|--------------|--------------|
| Dedicated Service | 3,093 | 3,755 |
| Non-Dedicated Service | | |
| TOTAL PASSENGERS | 3,093 | 3,755 |
| Subscription / Pre-booked | 100% | 100% |
| Reservation | | |
| On-Demand / Day of trip | | |
| Cancelled in advance | 169 | 219 |
| No-shows / Cancelled at door | | |
| Unaccommodated trips | | |
| Number of complaints | | |

OPERATING EXPENSES

| | | |
|-------------------------------------|-----------------|-----------------|
| Administration | \$1,580 | \$1,661 |
| Operations: | | |
| Internal - Dedicated Service | \$24,644 | \$23,360 |
| Contract - Dedicated Service | | |
| Contract - Non-Dedicated Service | | |
| Contract - Taxi Scrip | | |
| Maintenance (Vehicles & Facilities) | \$9,070 | \$4,577 |
| Fuel | \$9,414 | \$7,700 |
| TOTAL OPERATING EXPENSES | \$44,708 | \$37,298 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|--------------------------|-----------------|-----------------|
| Passenger Revenue | \$13,834 | \$16,199 |
| Other Operating Revenue | | |
| Total Operating Revenue | \$13,834 | \$16,199 |
| Federal Contributions | | |
| Provincial Contributions | \$9,437 | \$721 |
| Municipal Contributions | \$21,337 | \$15,278 |
| Other / Donations | \$100 | \$5,100 |
| TOTAL | \$44,708 | \$37,298 |

CAPITAL EXPENSES

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

CAPITAL FUNDING SOURCES

| | | |
|--------------------------|--|--|
| Transit System | | |
| Federal Contributions | | |
| Provincial Contributions | | |
| Municipal Contributions | | |
| Other / Donations | | |

TOTAL CAPITAL FUNDING

* Other Eligibility Criteria: includes persons with an application signed by a health care professional or doctor. * Municipal Operating Contributions includes Kent \$2,046, Dawn-Euphemia \$1,018, Newbury \$69, Southwest Middlesex \$9,255, and West Elgin \$2,890.

SERVICE HOURS / SCHEDULING

| | | | |
|---------------------------------|--------------|----------|----|
| Weekday: | 0900 to 1600 | Sunday: | to |
| Saturday: | to | Holiday: | to |
| Advanced booking notice: | 1 day(s) | | |
| Minimum notice for reservation: | 24 hour(s) | | |
| Reservations / Scheduling: | Manual | | |

FARE STRUCTURE

| Effective Date 01/01/2009 | Cash | Tickets/Cards (unit price) | Monthly Pass | Free |
|---------------------------|-----------------------|----------------------------|--------------|------|
| Adult | \$4.00 | | | |
| Child | \$4.00 | | | |
| Student | \$4.00 | | | |
| Senior | \$4.00 | | | |
| Attendant | \$4.00 | | | |
| Companion | \$4.00 | | | |
| Other | \$8.00 Roundtrip fare | | | |

EMPLOYEE DATA

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

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate: \$17.47

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

| FINANCIAL | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 31% | 43% |
| Net Operating Cost / Capita | \$1.67 | \$1.14 |
| Total Exp. / Passenger | \$14.45 | \$9.93 |
| Total Exp. / Eligible Passenger | \$18.51 | \$12.44 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$13.94 | \$9.49 |
| Non-Dedicated Service | | |
| Transportation Exp. / Hour (Dedicated Service) | \$33.59 | \$32.94 |
| OPERATING | | |
| Registrants / Capita | 0.0031 | 0.0054 |
| Passengers / Capita | 0.1672 | 0.2030 |
| Passengers / Registrant | 53.33 | 37.55 |
| Passengers / Hour (Dedicated Service) | 2.41 | 3.47 |
| Kms / Passenger (Dedicated Service) | 13.41 | 13.16 |
| Average Speed (Dedicated Service) | 32.30 | 45.67 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|--------------|------------------|
| Ambulatory | 2,555 | |
| Wheelchair/Scooter Users | 444 | |
| Attendants | | |
| Companions | | |
| Other (specified) | 756 | |
| TOTAL | 3,755 | |

VEHICLE DATA

| | Number | Veh. Peak | Avg. Capacity per Veh. |
|----------------------------|----------|-----------|------------------------|
| Non-Accessible Cars | | | N/A |
| Accessible Vans / Minivans | | | |
| Small Buses | 1 | 1 | 2 |
| Other | | | 16 |
| TOTAL DED. VEHICLES | 1 | 1 | N/A |

Vehicle ownership: Four Counties Health Services Corp.
 Vehicle maintenance responsibility: Municipality of West Elgin
 Accessible taxis:

West Perth

Mitchell and Area Mobility Bus

Contact: Vicky Wolfe Hinz
 Title: Manager of Outreach services
 Telephone: 519-348-8612 ext 226
 Fax: 519-348-4420
 Email: maco@ritzlutheranvilla.com

Population served: 9,129
 Service area (km²): 567.0
 Communities served: 1
 Service began: 01/09/1985
 Advisory Committee members: 12
 Eligibility Committee members: 2

| REGISTRANTS | Active | Total |
|---------------------------|------------|------------|
| Wheelchair/Scooter Users: | 347 | 347 |
| Ambulatory: | 95 | 95 |
| Attendants: | 59 | 59 |
| Companions: | | |
| Other: | | |
| Total: | 501 | 501 |

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

| | 2008 | 2009 |
|------------------------------------|--------|--------|
| Rev. Veh. Km. - Dedicated Service | 40,427 | 34,167 |
| Tot. Veh. Km. - Dedicated Service | 42,559 | 35,966 |
| Rev. Veh. Hrs. - Dedicated Service | 3,116 | 2,601 |
| Tot. Veh. Hrs. - Dedicated Service | 3,441 | 2,879 |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | | |
|------------------------------|--------------|--------------|
| Dedicated Service | 6,900 | 6,083 |
| Non-Dedicated Service | | |
| TOTAL PASSENGERS | 6,900 | 6,083 |
| Subscription / Pre-booked | 25% | 40% |
| Reservation | 65% | 52% |
| On-Demand / Day of trip | 10% | 8% |
| Cancelled in advance | 178 | 92 |
| No-shows / Cancelled at door | 6 | 2 |
| Unaccommodated trips | 5 | 15 |
| Number of complaints | 3 | 5 |

OPERATING EXPENSES

| | | |
|-------------------------------------|-----------------|-----------------|
| Administration | \$19,253 | \$19,105 |
| Operations: | | |
| Internal - Dedicated Service | \$49,173 | \$51,262 |
| Contract - Dedicated Service | | |
| Contract - Non-Dedicated Service | | |
| Contract - Taxi Scrip | | |
| Maintenance (Vehicles & Facilities) | \$6,700 | \$7,866 |
| Fuel | \$8,458 | \$5,641 |
| TOTAL OPERATING EXPENSES | \$83,584 | \$83,874 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|--------------------------|------------------|------------------|
| Passenger Revenue | \$13,772 | \$12,370 |
| Other Operating Revenue | \$17,899 | \$19,763 |
| Total Operating Revenue | \$31,671 | \$32,133 |
| Federal Contributions | | |
| Provincial Contributions | \$69,801 | \$57,314 |
| Municipal Contributions | \$12,000 | \$12,000 |
| Other / Donations | \$10,031 | \$14,584 |
| TOTAL | \$123,503 | \$116,031 |

CAPITAL EXPENSES

| | | |
|-------------------------------|-----------------|--|
| Vehicles Purchased | \$93,944 | |
| Debt Servicing | | |
| Other Capital Expenses | | |
| TOTAL CAPITAL EXPENSES | \$93,944 | |

CAPITAL FUNDING SOURCES

| | | |
|------------------------------|-----------------|--|
| Transit System | | |
| Federal Contributions | | |
| Provincial Contributions | \$93,944 | |
| Municipal Contributions | | |
| Other / Donations | | |
| TOTAL CAPITAL FUNDING | \$93,944 | |

* Fare Structure: Other Fares include: \$42/hr driving \$32/hr waiting for services performed outside of regular hours. * Service Hours: Mon/Wed 9-1, Tues 10-3; Thurs/Fri 9-5. Holiday and Weekend hours operate only in Chartered hours.
 * Employee Data: Part-time General and Administration staff is also a spare driver when required. * Also in August 2009, Mitchell & Area Mobility Bus became part of Easyride, a central coordinated booking system, along with 6 other community support agencies in Huron and Perth Counties. Clients now call the Easyride number to book their trips which Easyride schedules and we access manifests/route sheets through computer access. * Number of passengers counted only once even if round trip.

SERVICE HOURS / SCHEDULING

| | | | |
|---------------------------------|------------------------|----------|----|
| Weekday: | to | Sunday: | to |
| Saturday: | to | Holiday: | to |
| Advanced booking notice: | 1 day(s) | | |
| Minimum notice for reservation: | 24 hour(s) | | |
| Reservations / Scheduling: | Partially Computerized | | |

FARE STRUCTURE

| Effective Date 01/07/2008 | Cash | Tickets/Cards (unit price) | Monthly Pass | Free |
|---------------------------|---|----------------------------|--------------|-------------------------------------|
| Adult | \$3.50 | | | <input type="checkbox"/> |
| Child | \$3.50 | | | <input type="checkbox"/> |
| Student | \$3.50 | | | <input type="checkbox"/> |
| Senior | \$3.50 | | | <input checked="" type="checkbox"/> |
| Attendant | | | | <input checked="" type="checkbox"/> |
| Companion | | | | <input checked="" type="checkbox"/> |
| Other | Charter service: \$42/hr driving, \$32/hr waiting | | | |

EMPLOYEE DATA

| | Full-time | Part-time |
|----------------------------------|-----------|-----------|
| Operators | | 8 |
| Other Operations | | |
| Vehicle Mechanics | | |
| General and Administration | | 1 |
| Other | | |
| TOTAL NUMBER OF EMPLOYEES | | 9 |

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

Top Operator Wage Rate: \$18.29

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

| FINANCIAL | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 38% | 38% |
| Net Operating Cost / Capita | \$5.69 | \$5.67 |
| Total Exp. / Passenger | \$12.11 | \$13.79 |
| Total Exp. / Eligible Passenger | \$12.11 | \$13.79 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$9.32 | \$10.65 |
| Non-Dedicated Service | | |
| Transportation Exp. / Hour (Dedicated Service) | \$18.70 | \$22.50 |
| OPERATING | | |
| Registrants / Capita | 0.0572 | 0.0549 |
| Passengers / Capita | 0.7558 | 0.6663 |
| Passengers / Registrant | 13.22 | 12.14 |
| Passengers / Hour (Dedicated Service) | 2.21 | 2.34 |
| Kms / Passenger (Dedicated Service) | 5.86 | 5.62 |
| Average Speed (Dedicated Service) | 12.97 | 13.14 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|--------------|------------------|
| Ambulatory | 6,083 | |
| Wheelchair/Scooter Users | | |
| Attendants | | |
| Companions | | |
| Other (specified) | | |
| TOTAL | 6,083 | |

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 | | | | |
| TOTAL DED. VEHICLES | 2 | 2 | N/A | N/A |
| Vehicle ownership: | Municipality of West Perth | | | |
| Vehicle maintenance responsibility: | Non-profit organization | | | |
| Accessible taxis: | | | | |

Windsor

Handi-Transit Windsor

Contact: Lori Colennutt
 Title: General Manager
 Telephone: 519-966-0930
 Fax: 519-966-1249
 Email: handtrn@mnsi.net

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 | Active | Total |
|---------------------------|--------------|--------------|
| Wheelchair/Scooter Users: | 1,635 | 1,635 |
| Ambulatory: | 1,095 | 1,095 |
| Attendants: | 521 | 521 |
| Companions: | | |
| Other: | | |
| Total: | 3,251 | 3,251 |

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

| | 2008 | 2009 |
|------------------------------------|---------|---------|
| Rev. Veh. Km. - Dedicated Service | 311,339 | 291,666 |
| Tot. Veh. Km. - Dedicated Service | 459,043 | 431,090 |
| Rev. Veh. Hrs. - Dedicated Service | 20,799 | 19,968 |
| Tot. Veh. Hrs. - Dedicated Service | 20,799 | 19,968 |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | 2008 | 2009 |
|------------------------------|---------------|---------------|
| Dedicated Service | 53,631 | 50,966 |
| Non-Dedicated Service | | |
| TOTAL PASSENGERS | 53,631 | 50,966 |
| Subscription / Pre-booked | 42% | 45% |
| Reservation | 56% | 53% |
| On-Demand / Day of trip | 2% | 2% |
| Cancelled in advance | 17,876 | 17,073 |
| No-shows / Cancelled at door | 639 | 666 |
| Unaccommodated trips | 77 | 66 |
| Number of complaints | 5 | |

OPERATING EXPENSES

| | 2008 | 2009 |
|-------------------------------------|--------------------|--------------------|
| Administration | \$313,170 | \$353,289 |
| Operations: | | |
| Internal - Dedicated Service | \$593,312 | \$591,853 |
| Contract - Dedicated Service | | |
| Contract - Non-Dedicated Service | | |
| Contract - Taxi Scrip | | |
| Maintenance (Vehicles & Facilities) | \$71,519 | \$79,696 |
| Fuel | \$129,487 | \$87,837 |
| TOTAL OPERATING EXPENSES | \$1,107,488 | \$1,112,675 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | 2008 | 2009 |
|--------------------------|--------------------|--------------------|
| Passenger Revenue | \$196,320 | \$175,207 |
| Other Operating Revenue | \$366 | \$13,007 |
| Total Operating Revenue | \$196,686 | \$188,214 |
| Federal Contributions | | |
| Provincial Contributions | | |
| Municipal Contributions | \$876,356 | \$920,590 |
| Other / Donations | | |
| TOTAL | \$1,073,042 | \$1,108,804 |

CAPITAL EXPENSES

| | 2008 | 2009 |
|-------------------------------|------------------|------------------|
| Vehicles Purchased | \$386,159 | \$214,350 |
| Debt Servicing | | |
| Other Capital Expenses | | |
| TOTAL CAPITAL EXPENSES | \$386,159 | \$214,350 |

CAPITAL FUNDING SOURCES

| | 2008 | 2009 |
|------------------------------|------------------|------------------|
| Transit System | | |
| Federal Contributions | | |
| Provincial Contributions | | |
| Municipal Contributions | \$386,159 | \$214,350 |
| Other / Donations | | |
| TOTAL CAPITAL FUNDING | \$386,159 | \$214,350 |

* The data for Windsor also included the specialized transit service for the Town of LaSalle. In 2009, 105 registered clients took 2,308 passenger trips. LaSalle service contract revenue for 2009 was \$55,277 and its passenger revenue was \$12,117.

SERVICE HOURS / SCHEDULING

| | 2008 | 2009 |
|---|-----------------------|------|
| 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 hour(s) | | |
| Reservations / Scheduling: Partially Computerized | | |

FARE STRUCTURE

| Effective Date 01/01/1999 | Cash | Tickets/Cards (unit price) | Monthly Pass | Free |
|---------------------------|-------------|----------------------------|--------------|--------------------------|
| Adult | \$2.30 | \$2.30 | | <input type="checkbox"/> |
| Child | \$2.30 | \$2.30 | | <input type="checkbox"/> |
| Student | \$2.30 | \$2.30 | | <input type="checkbox"/> |
| Senior | \$2.30 | \$2.30 | | <input type="checkbox"/> |
| Attendant | \$2.30 | \$2.30 | | <input type="checkbox"/> |
| Companion | \$2.30 | \$2.30 | | <input type="checkbox"/> |
| Other LaSalle | \$5.25/trip | | | |

EMPLOYEE DATA

| | Full-time | Part-time |
|----------------------------------|-----------|-----------|
| Operators | 5 | 11 |
| Other Operations | 3 | 2 |
| Vehicle Mechanics | | |
| General and Administration | 2 | |
| Other | | |
| TOTAL NUMBER OF EMPLOYEES | 10 | 13 |

Union Affiliations: Operators: Teamsters Local 879
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$19.08

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

| | 2008 | 2009 |
|--|---------|---------|
| FINANCIAL | | |
| R/C Ratio | 18% | 17% |
| Net Operating Cost / Capita | \$3.90 | \$3.96 |
| Total Exp. / Passenger | \$20.65 | \$21.83 |
| Total Exp. / Eligible Passenger | \$21.83 | \$23.28 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$14.81 | \$14.90 |
| Non-Dedicated Service | | |
| Transportation Exp. / Hour (Dedicated Service) | \$38.19 | \$38.03 |
| OPERATING | | |
| Registrants / Capita | 0.0125 | 0.0139 |
| Passengers / Capita | 0.2295 | 0.2181 |
| Passengers / Registrant | 18.40 | 15.68 |
| Passengers / Hour (Dedicated Service) | 2.58 | 2.55 |
| Kms / Passenger (Dedicated Service) | 5.81 | 5.72 |
| Average Speed (Dedicated Service) | 14.97 | 14.61 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|---------------|------------------|
| Ambulatory | 31,272 | |
| Wheelchair/Scooter Users | 16,516 | |
| Attendants | 3,178 | |
| Companions | | |
| Other (specified) | | |
| TOTAL | 50,966 | |

VEHICLE DATA

| | Number | Veh. Peak | Avg. Capacity per Veh. | |
|-------------------------------------|-------------------------|-----------|------------------------|------------|
| | | | Wheelchair | Ambulatory |
| Non-Accessible Cars | | | N/A | |
| Accessible Vans / Minivans | | | | |
| Small Buses | 12 | 11 | 5 | 6 |
| Other | | | | |
| TOTAL DED. VEHICLES | 12 | 11 | N/A | N/A |
| Vehicle ownership: | Non-Profit Organization | | | |
| Vehicle maintenance responsibility: | Non-Profit Organization | | | |
| Accessible taxis: | | | | |

Woodstock

City of Woodstock Transit

Contact: Richard D'Entremont
 Title: Transit Superintendent
 Telephone: 519-539-2382 x3104
 Fax: 519-537-6984
 Email: rdentremont@city.woodstock.on.ca

Population served: 37,000
 Service area (km²): 52.0
 Communities served: 1
 Service began: 01/01/1979
 Advisory Committee members: 5
 Eligibility Committee members: 5

REGISTRANTS

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

Active

Total

558

558

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

| | 2008 | 2009 |
|------------------------------------|--------|--------|
| Rev. Veh. Km. - Dedicated Service | 16,671 | 14,647 |
| Tot. Veh. Km. - Dedicated Service | 16,671 | 14,647 |
| Rev. Veh. Hrs. - Dedicated Service | 1,560 | 1,560 |
| Tot. Veh. Hrs. - Dedicated Service | 1,560 | 1,560 |
| Non-Dedicated Service - Veh. Km. | | |
| Non-Dedicated Service - Veh. Hrs. | | |

PASSENGER DATA

| | | |
|------------------------------|---------------|---------------|
| Dedicated Service | 2,193 | 2,161 |
| Non-Dedicated Service | 49,779 | 56,536 |
| TOTAL PASSENGERS | 51,972 | 58,697 |
| Subscription / Pre-booked | 95% | 95% |
| Reservation | | |
| On-Demand / Day of trip | 5% | 5% |
| Cancelled in advance | 219 | 210 |
| No-shows / Cancelled at door | 20 | 27 |
| Unaccommodated trips | | |
| Number of complaints | 10 | 24 |

OPERATING EXPENSES

| | | |
|-------------------------------------|------------------|------------------|
| Administration | \$2,106 | \$12,846 |
| Operations: | | |
| Internal - Dedicated Service | \$29,991 | \$17,781 |
| Contract - Dedicated Service | | |
| Contract - Non-Dedicated Service | | |
| Contract - Taxi Scrip | \$399,643 | \$456,389 |
| Maintenance (Vehicles & Facilities) | \$15,011 | \$15,519 |
| Fuel | \$5,292 | \$3,365 |
| TOTAL OPERATING EXPENSES | \$452,043 | \$505,900 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|--------------------------|------------------|------------------|
| Passenger Revenue | \$120,142 | \$125,018 |
| Other Operating Revenue | \$150 | |
| Total Operating Revenue | \$120,292 | \$125,018 |
| Federal Contributions | | |
| Provincial Contributions | | |
| Municipal Contributions | \$331,751 | \$380,882 |
| Other / Donations | | |
| TOTAL | \$452,043 | \$505,900 |

CAPITAL EXPENSES

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

CAPITAL FUNDING SOURCES

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

SERVICE HOURS / SCHEDULING

| | | | |
|---------------------------------|------------------------|----------|----|
| Weekday: | 0830 to 1630 | Sunday: | to |
| Saturday: | to | Holiday: | to |
| Advanced booking notice: | 1 day(s) | | |
| Minimum notice for reservation: | 1 hour(s) | | |
| Reservations / Scheduling: | Partially Computerized | | |

FARE STRUCTURE

| Effective Date 01/07/2008 | Cash | Tickets/Cards (unit price) | Monthly Pass | Free |
|---------------------------|--------|----------------------------|--------------|-------------------------------------|
| Adult | \$2.00 | \$1.81 | | <input type="checkbox"/> |
| Child | \$2.00 | \$1.81 | | <input type="checkbox"/> |
| Student | \$2.00 | \$1.81 | | <input type="checkbox"/> |
| Senior | \$2.00 | \$1.81 | | <input checked="" type="checkbox"/> |
| Attendant | | | | <input checked="" type="checkbox"/> |
| Companion | | | | <input checked="" type="checkbox"/> |
| Other | | | | |

EMPLOYEE DATA

| | Full-time | Part-time |
|----------------------------------|-----------|-----------|
| Operators | 1 | 2 |
| Other Operations | | 1 |
| Vehicle Mechanics | 1 | |
| General and Administration | | |
| Other | | |
| TOTAL NUMBER OF EMPLOYEES | 2 | 3 |

Union Affiliations: Operators: CUPE 1146
 Mechanics: CUPE 1146
 Other (specify):

Top Operator Wage Rate: \$23.46

Top Mechanic Wage Rate: \$26.40

PERFORMANCE INDICATORS

| FINANCIAL | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 27% | 25% |
| Net Operating Cost / Capita | \$9.48 | \$10.29 |
| Total Exp. / Passenger | \$8.70 | \$8.62 |
| Total Exp. / Eligible Passenger | \$8.70 | \$8.62 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$22.93 | \$16.97 |
| Non-Dedicated Service | \$8.03 | \$8.07 |
| Transportation Exp. / Hour (Dedicated Service) | \$32.24 | \$23.50 |
| OPERATING | | |
| Registrants / Capita | 0.0195 | 0.0151 |
| Passengers / Capita | 1.4849 | 1.5864 |
| Passengers / Registrant | 76.21 | 105.19 |
| Passengers / Hour (Dedicated Service) | 1.41 | 1.39 |
| Kms / Passenger (Dedicated Service) | 7.60 | 6.78 |
| Average Speed (Dedicated Service) | 10.69 | 9.39 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|--------------|------------------|
| Ambulatory | 2,161 | 56,536 |
| Wheelchair/Scooter Users | | |
| Attendants | | |
| Companions | | |
| Other (specified) | | |
| TOTAL | 2,161 | 56,536 |

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 | | | | |
| TOTAL DED. VEHICLES | 1 | 1 | N/A | N/A |
| Vehicle ownership: | Municipal Transit | | | |
| Vehicle maintenance responsibility: | Municipal Transit | | | |
| Accessible taxis: | 4 | | | |

York Region

YRT - MOBILITY PLUS

Contact: Steven Baldo
 Title: Supervisor Contract Administration
 Telephone: 905-762-1282 x5629
 Fax: 905-762-2110
 Email: steven.baldo@york.ca

Population served: 1,032,606
 Service area (km²): 1,775.0
 Communities served: 9
 Service began: 01/01/2001
 Advisory Committee members: 12
 Eligibility Committee members: N/A

| REGISTRANTS | Active | Total |
|---------------------------|--------------|--------------|
| Wheelchair/Scooter Users: | 5,779 | 5,779 |
| Ambulatory: | 2,307 | 2,307 |
| Attendants: | | |
| Companions: | | |
| Other: | | |
| Total: | 8,086 | 8,086 |

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

| | 2008 | 2009 |
|------------------------------------|-----------|-----------|
| Rev. Veh. Km. - Dedicated Service | 2,599,815 | 2,995,169 |
| Tot. Veh. Km. - Dedicated Service | 2,599,815 | 2,995,169 |
| Rev. Veh. Hrs. - Dedicated Service | 139,078 | 147,740 |
| Tot. Veh. Hrs. - Dedicated Service | 167,545 | 174,154 |
| Non-Dedicated Service - Veh. Km. | 69,493 | 50,174 |
| Non-Dedicated Service - Veh. Hrs. | 6,821 | 6,433 |

PASSENGER DATA

| | | |
|------------------------------|----------------|----------------|
| Dedicated Service | 282,992 | 291,040 |
| Non-Dedicated Service | 10,804 | 7,754 |
| TOTAL PASSENGERS | 293,796 | 298,794 |
| Subscription / Pre-booked | 53% | 47% |
| Reservation | 46% | 53% |
| On-Demand / Day of trip | | |
| Cancelled in advance | 16,569 | 28,956 |
| No-shows / Cancelled at door | 4,065 | 3,939 |
| Unaccommodated trips | | 16 |
| Number of complaints | 476 | 304 |

OPERATING EXPENSES

| | | |
|-------------------------------------|--------------------|--------------------|
| Administration | \$725,297 | \$783,748 |
| Operations: | | |
| Internal - Dedicated Service | \$1,610,216 | \$1,550,397 |
| Contract - Dedicated Service | \$6,669,473 | \$7,411,578 |
| Contract - Non-Dedicated Service | \$166,261 | \$99,565 |
| Contract - Taxi Scrip | \$50,210 | \$44,169 |
| Maintenance (Vehicles & Facilities) | \$151,479 | \$991 |
| Fuel | \$847 | \$797 |
| TOTAL OPERATING EXPENSES | \$9,373,783 | \$9,891,245 |

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

| | | |
|--------------------------|--------------------|--------------------|
| Passenger Revenue | \$691,630 | \$659,477 |
| Other Operating Revenue | | |
| Total Operating Revenue | \$691,630 | \$659,477 |
| Federal Contributions | | |
| Provincial Contributions | | |
| Municipal Contributions | \$8,672,037 | \$9,225,108 |
| Other / Donations | \$10,116 | \$6,660 |
| TOTAL | \$9,373,783 | \$9,891,245 |

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

Top Wage Rates not available as service is contracted out.

SERVICE HOURS / SCHEDULING

| | | | |
|---------------------------------|--------------------|----------|--------------|
| Weekday: | 0600 to 2400 | Sunday: | 0830 to 2200 |
| Saturday: | 0600 to 2400 | Holiday: | 0830 to 2200 |
| Advanced booking notice: | 7 day(s) | | |
| Minimum notice for reservation: | 24 hour(s) | | |
| Reservations / Scheduling: | Fully Computerized | | |

FARE STRUCTURE

| Effective Date 01/01/2009 | Cash | Tickets/Cards (unit price) | Monthly Pass | Free |
|---------------------------|---|----------------------------|--------------|-------------------------------------|
| Adult | \$3.25 | \$2.60 | \$105.00 | <input type="checkbox"/> |
| Child | | | | <input type="checkbox"/> |
| Student | | | | <input type="checkbox"/> |
| Senior | | | | <input checked="" type="checkbox"/> |
| Attendant | | | | <input type="checkbox"/> |
| Companion | \$3.25 | \$2.60 | \$105.00 | |
| Other | Zone 2 = \$4.25, Zone 3 = \$5.25, Zone 2 Pass = \$150 | | | |

EMPLOYEE DATA

| | Full-time | Part-time |
|----------------------------------|-----------|-----------|
| Operators | | |
| Other Operations | 6 | 10 |
| Vehicle Mechanics | | |
| General and Administration | 7 | 1 |
| Other | | |
| TOTAL NUMBER OF EMPLOYEES | 13 | 11 |

Union Affiliations: Operators:
 Mechanics:
 Other (specify): CUPE Local 905

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

| FINANCIAL | 2008 | 2009 |
|--|---------|---------|
| R/C Ratio | 7% | 7% |
| Net Operating Cost / Capita | \$8.58 | \$8.94 |
| Total Exp. / Passenger | \$31.91 | \$33.10 |
| Total Exp. / Eligible Passenger | \$36.18 | \$37.67 |
| Transportation Exp. / Passenger | | |
| Dedicated Service | \$29.80 | \$30.80 |
| Non-Dedicated Service | \$20.04 | \$18.54 |
| Transportation Exp. / Hour (Dedicated Service) | \$50.33 | \$51.47 |
| OPERATING | | |
| Registrants / Capita | 0.0074 | 0.0078 |
| Passengers / Capita | 0.2905 | 0.2894 |
| Passengers / Registrant | 39.13 | 36.95 |
| Passengers / Hour (Dedicated Service) | 2.03 | 1.97 |
| Kms / Passenger (Dedicated Service) | 9.19 | 10.29 |
| Average Speed (Dedicated Service) | 18.69 | 20.27 |

PASSENGER DATA

| | Ded. Service | Non-Ded. Service |
|--------------------------|----------------|------------------|
| Ambulatory | 200,452 | 7,096 |
| Wheelchair/Scooter Users | 54,970 | 67 |
| Attendants | 29,007 | 516 |
| Companions | 6,611 | 75 |
| Other (specified) | | |
| TOTAL | 291,040 | 7,754 |

VEHICLE DATA

| | Number | Veh. Peak | Avg. Capacity per Veh. | |
|----------------------------|-----------|-----------|------------------------|-----|
| Non-Accessible Cars | 33 | 27 | N/A | 3 |
| Accessible Vans / Minivans | 28 | 25 | 2 | 2 |
| Small Buses | 17 | 12 | 5 | 10 |
| Other | | | | |
| TOTAL DED. VEHICLES | 78 | 64 | N/A | N/A |

Vehicle ownership: Buses - Transit System, Acc. Minivans and S
 Vehicle maintenance responsibility: Private Operation
 Accessible taxis: