

Ontario Specialized Transit Services Fact Book

2015 Operating Data

prepared for
The Ontario Ministry of Transportation

by
The Canadian Urban Transit Association

Abstract

The Ontario Urban Transit Fact Book is a summary of operating and financial statistics voluntarily submitted by Ontario transit systems, through the Urban Transit Statistics (UTS) questionnaire 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).

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<p>Abstract</p> <p>The Ontario Specialized Transit Services Fact Book – 2015 Operating Data contains operating statistics collected from 79 Ontario specialized transit systems which provide transit services for persons with disabilities.</p> <p>The Fact Book provides detailed data for 2014 and 2015, 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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LIST OF SPECIALIZED TRANSIT SYSTEMS

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Notes on 2015 Data

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

The completion and submission of the annual questionnaire is required from all Ontario municipalities wishing to receive Ontario gas tax funding as part of the 2016 Dedicated Gas Tax allocation.

I. ONTARIO SUMMARY

Number of Systems Reporting:	79	Systems with Dedicated Service:	78	99%	REGISTRANTS	Active	Total
Population served:	12,091,112	Operated by:			Wheelchair/Scooter Users:	61,370	78,357
Service area (km ²):	616,914.1	Transit System/Municipality:	40	51%	Ambulatory:	84,611	113,141
Communities served:	164	Private Contractor:	24	30%	Attendants:	4,316	5,415
Eligibility Criteria:	Unable to Board: 66% Unable to Use: 68% Other Criteria: 47%	Private Non-Profit Organization: Systems with Non-Dedicated Service: Systems with a Taxi Scrip Program:	29 31 9	37% 39% 11%	Companions: Other: Total:	181 2,460 158,455	195 3,842 207,010

OPERATING DATA		2014	2015	SCHEDULING		
Number of transit systems reporting		79	79	Advanced booking notice:	27 day(s)	
Rev. Veh. Km. - Dedicated Service	44,641,705	46,433,384		Minimum notice for reservation:	22.3 hour(s)	
Tot. Veh. Km. - Dedicated Service	49,907,370	54,238,169				
Rev. Veh. Hrs. - Dedicated Service	2,272,623	2,415,108				
Tot. Veh. Hrs. - Dedicated Service	2,500,868	2,671,067				
Non-Dedicated Service - Veh. Km.	6,988,112	7,103,417				
Non-Dedicated Service - Veh. Hrs.	269,206	278,414				
PASSENGER DATA				Tickets/Cards (unit price)	Monthly Pass	
Dedicated Service	5,952,986	6,363,036		Cash	\$2.78	\$76.29
Non-Dedicated Service	1,959,057	2,087,927		Child	\$2.68	\$55.15
TOTAL PASSENGERS	7,912,043	8,450,963		Student	\$2.63	\$62.58
Subscription / Pre-booked	48%	45%		Senior	\$2.54	\$53.26
Reservation	43%	45%		Attendant	\$2.89	\$60.00
On-Demand / Day of trip	10%	10%		Companion	\$2.72	\$72.91
Cancelled in advance	1,881,472	1,745,684				
No-shows / Cancelled at door	194,550	172,260				
Unaccommodated trips	174,948	143,974				
Number of complaints	12,399	12,463				
OPERATING EXPENSES				EMPLOYEE DATA	Full-time	Part-time
Administration	\$29,470,912	\$31,046,290		Operators	853	367
Operations:				Other Operations	212	60
Internal - Dedicated Service	\$95,420,276	\$97,082,531		Vehicle Mechanics	123	14
Contract - Dedicated Service	\$49,475,523	\$59,232,957		General and Administration	129	37
Contract - Non-Dedicated Service	\$37,831,855	\$40,263,823		Other	23	9
Contract - Taxi Scrip	\$2,631,760	\$2,439,235				
Maintenance (Vehicles & Facilities)	\$28,376,445	\$28,696,545		TOTAL NUMBER OF EMPLOYEES	1,340	487
Fuel	\$10,036,941	\$8,619,430				
TOTAL OPERATING EXPENSES	\$253,903,167	\$267,380,811				
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS						
Passenger Revenue	\$17,893,115	\$19,389,063				
Other Operating Revenue	\$865,349	\$909,325				
Total Operating Revenue	\$18,758,464	\$20,298,388				
Federal Contributions						
Provincial Contributions	\$9,613,969	\$9,563,956				
Municipal Contributions	\$225,653,749	\$237,387,542				
Other / Donations	\$582,109	\$530,561				
TOTAL	\$254,608,290	\$267,780,446				
CAPITAL EXPENSES						
Vehicles Purchased	\$3,594,351	\$10,681,444				
Debt Servicing	\$1,192					
Other Capital Expenses	\$1,816,332	\$1,949,433				
TOTAL CAPITAL EXPENSES	\$5,411,875	\$12,630,876				
CAPITAL FUNDING SOURCES						
Transit System	\$39,161	\$687,725				
Federal Contributions	\$762,131	\$4,801,639				
Provincial Contributions	\$2,584,106	\$2,865,919				
Municipal Contributions	\$1,932,189	\$3,428,202				
Other / Donations	\$154,509	\$922,892				
TOTAL CAPITAL FUNDING	\$5,472,096	\$12,706,378				
PASSENGER DATA						
				Ded. Service	Non-Ded. Service	
Ambulatory				3,839,722	1,731,783	
Wheelchair/Scooter Users				2,036,351	162,730	
Attendants				283,325	34,890	
Companions				128,369	23,250	
Other (specified)				71,966	135,274	
TOTAL				6,359,733	2,087,927	
VEHICLE DATA						
				Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars	351	266		N/A		
Accessible Vans / Minivans	548	464		1	1	
Small Buses	657	548		2	6	
Other	35	33				
TOTAL DED. VEHICLES	1,591	1,311				
Accessible taxis:	190			N/A	N/A	

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

II. POPULATION GROUP SUMMARIES

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

Population Group 1 (>150,000)

Number of Systems Reporting:	12	Systems with Dedicated Service:	12	100%	REGISTRANTS	Active	Total
Population served:	9,348,203	Operated by:			Wheelchair/Scooter Users:	40,468	52,465
Service area (km ²):	12,908.5	Transit System/Municipality:	8	67%	Ambulatory:	55,480	73,893
Communities served:	44	Private Contractor:	6	50%	Attendants:	1,236	1,734
Eligibility Criteria:	Unable to Board: 67%	Private Non-Profit Organization:	4	33%	Companions:	98	112
	Unable to Use: 67%	Systems with Non-Dedicated Service:	9	75%	Other:	1,766	3,148
	Other Criteria: 67%	Systems with a Taxi Scrip Program:	5	42%	Total:	102,604	134,965

OPERATING DATA		2014	2015	SCHEDULING		
Number of transit systems reporting		12	12	Advanced booking notice:	10 day(s)	
Rev. Veh. Km. - Dedicated Service	35,199,975	36,905,197		Minimum notice for reservation:	17. hour(s)	
Tot. Veh. Km. - Dedicated Service	39,436,991	43,597,017				
Rev. Veh. Hrs. - Dedicated Service	1,850,544	1,952,110				
Tot. Veh. Hrs. - Dedicated Service	2,053,732	2,174,956				
Non-Dedicated Service - Veh. Km.	6,795,095	6,883,087				
Non-Dedicated Service - Veh. Hrs.	263,346	271,707				
PASSENGER DATA				FARE STRUCTURE (Average)		
Dedicated Service	4,743,919	5,129,642		Cash	Tickets/Cards (unit price)	Monthly Pass
Non-Dedicated Service	1,803,155	1,931,646		Adult	\$3.19	\$106.64
TOTAL PASSENGERS	6,547,074	7,061,288		Child	\$2.56	\$74.88
Subscription / Pre-booked	47%	45%		Student	\$3.01	\$87.38
Reservation	49%	49%		Senior	\$2.82	\$62.45
On-Demand / Day of trip	4%	5%		Attendant	\$2.75	\$2.75
Cancelled in advance	1,709,047	1,602,523		Companion	\$3.02	\$115.30
No-shows / Cancelled at door	174,585	148,589				
Unaccommodated trips	159,966	129,899				
Number of complaints	12,036	12,097				
OPERATING EXPENSES				EMPLOYEE DATA		
Administration	\$26,115,611	\$27,545,830		Full-time	Part-time	
Operations:				Operators	704	151
Internal - Dedicated Service	\$81,674,066	\$82,044,869		Other Operations	176	40
Contract - Dedicated Service	\$40,990,889	\$50,577,192		Vehicle Mechanics	116	
Contract - Non-Dedicated Service	\$36,250,334	\$38,744,640		General and Administration	100	1
Contract - Taxi Scrip	\$2,384,013	\$2,129,564		Other	19	7
Maintenance (Vehicles & Facilities)	\$24,872,996	\$24,967,006		TOTAL NUMBER OF EMPLOYEES	1,115	199
Fuel	\$8,043,350	\$6,940,495				
TOTAL OPERATING EXPENSES	\$220,331,259	\$232,949,596				
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS						
Passenger Revenue	\$13,731,984	\$14,726,515				
Other Operating Revenue	\$497,234	\$576,714				
Total Operating Revenue	\$14,229,218	\$15,303,229				
Federal Contributions						
Provincial Contributions	\$4,452,432	\$4,434,158				
Municipal Contributions	\$201,638,709	\$213,228,267				
Other / Donations	\$23,740	\$3,465				
TOTAL	\$220,344,099	\$232,969,119				
CAPITAL EXPENSES						
Vehicles Purchased	\$1,145,777	\$7,054,018				
Debt Servicing						
Other Capital Expenses	\$1,432,979	\$1,747,969				
TOTAL CAPITAL EXPENSES	\$2,578,756	\$8,801,986				
CAPITAL FUNDING SOURCES						
Transit System	\$39,161	\$687,725				
Federal Contributions	\$568,241	\$4,323,867				
Provincial Contributions	\$1,360,097	\$1,654,831				
Municipal Contributions	\$671,065	\$1,463,114				
Other / Donations	\$414	\$738,326				
TOTAL CAPITAL FUNDING	\$2,638,978	\$8,867,863				
* Note that all transit systems do not always report all data items.						
PASSENGER DATA			Ded. Service	Non-Ded. Service		
Ambulatory			3,134,162	1,635,675		
Wheelchair/Scooter Users			1,631,679	146,639		
Attendants			193,458	31,647		
Companions			107,836	22,428		
Other (specified)			62,507	95,257		
TOTAL			5,129,642	1,931,646		
VEHICLE DATA			Veh. Peak	Avg. Capacity per Veh.		
Non-Accessible Cars	330	245	N/A	1		
Accessible Vans / Minivans	409	359	2	3		
Small Buses	472	391	2	5		
Other	29	29				
TOTAL DED. VEHICLES	1,240	1,024				
Accessible taxis:	176		N/A	N/A		

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

Number of Systems Reporting:	22	Systems with Dedicated Service:	22	100%	REGISTRANTS	Active	Total
Population served:	1,926,739	Operated by:			Wheelchair/Scooter Users:	14,548	19,188
Service area (km ²):	16,865.5	Transit System/Municipality:	10	45%	Ambulatory:	19,374	29,081
Communities served:	53	Private Contractor:	3	14%	Attendants:	736	1,039
Eligibility Criteria:	Unable to Board: 68% Unable to Use: 73% Other Criteria: 32%	Private Non-Profit Organization: Systems with Non-Dedicated Service: Systems with a Taxi Scrip Program:	9 13 3	41% 59% 14%	Companions: Other: Total:	39 39 35,678	50,814

OPERATING DATA

2014

2015

SCHEDULING

Number of transit systems reporting	22	22	Advanced booking notice:	26 day(s)
Rev. Veh. Km. - Dedicated Service	7,225,134	7,253,586	Minimum notice for reservation:	24.5 hour(s)
Tot. Veh. Km. - Dedicated Service	7,903,885	7,995,606		
Rev. Veh. Hrs. - Dedicated Service	292,642	328,618		
Tot. Veh. Hrs. - Dedicated Service	301,449	340,652		
Non-Dedicated Service - Veh. Km.	118,653	146,438		
Non-Dedicated Service - Veh. Hrs.	3,000	3,898		

PASSENGER DATA

	2014	2015	FARE STRUCTURE (Average)	Tickets/Cards (unit price)	Monthly Pass
Dedicated Service	785,055	805,498	Cash	\$2.42	\$72.95
Non-Dedicated Service	125,106	122,602	Child	\$2.22	\$53.67
TOTAL PASSENGERS	910,161	928,100	Student	\$2.30	\$61.12
Subscription / Pre-booked	40%	33%	Senior	\$2.19	\$54.50
Reservation	56%	61%	Attendant	\$2.43	\$60.00
On-Demand / Day of trip	4%	5%	Companion	\$2.48	\$69.98
Cancelled in advance	130,936	111,136			
No-shows / Cancelled at door	15,162	18,159			
Unaccommodated trips	13,054	11,592			
Number of complaints	182	160			

OPERATING EXPENSES

Administration	\$2,262,702	\$2,337,294
Operations:		
Internal - Dedicated Service	\$10,828,886	\$11,895,200
Contract - Dedicated Service	\$4,761,782	\$4,525,562
Contract - Non-Dedicated Service	\$1,255,257	\$1,240,992
Contract - Taxi Scrip	\$247,747	\$296,169
Maintenance (Vehicles & Facilities)	\$2,608,387	\$2,910,758
Fuel	\$1,502,034	\$1,245,820
TOTAL OPERATING EXPENSES	\$24,126,250	\$24,451,795

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$2,519,003	\$2,897,645
Other Operating Revenue	\$229,054	\$106,459
Total Operating Revenue	\$2,748,057	\$3,004,104
Federal Contributions		
Provincial Contributions	\$3,431,552	\$3,197,906
Municipal Contributions	\$18,403,622	\$18,191,420
Other / Donations	\$204,947	\$242,871
TOTAL	\$24,788,177	\$24,636,301

CAPITAL EXPENSES

Vehicles Purchased	\$2,032,736	\$2,897,481
Debt Servicing	\$1,192	
Other Capital Expenses	\$342,175	\$201,464
TOTAL CAPITAL EXPENSES	\$2,376,103	\$3,098,944

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions	\$193,890	\$477,772
Provincial Contributions	\$921,561	\$736,353
Municipal Contributions	\$1,205,633	\$1,867,116
Other / Donations	\$55,018	\$27,327
TOTAL CAPITAL FUNDING	\$2,376,102	\$3,108,568

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

SCHEDULING

Advanced booking notice:	26 day(s)
Minimum notice for reservation:	24.5 hour(s)

FARE STRUCTURE (Average)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.52	\$2.42	\$72.95
Child	\$3.63	\$2.22	\$53.67
Student	\$3.47	\$2.30	\$61.12
Senior	\$3.42	\$2.19	\$54.50
Attendant	\$2.85	\$2.43	\$60.00
Companion	\$2.83	\$2.48	\$69.98

EMPLOYEE DATA

Full-time

Part-time

Operators	118	115
Other Operations	28	11
Vehicle Mechanics	1	6
General and Administration	18	17
Other	2	2

TOTAL NUMBER OF EMPLOYEES

167

151

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio	11%	12%
Net Operating Cost / Capita	\$11.43	\$11.13
Total Exp. / Passenger	\$26.51	\$26.35
Total Exp. / Eligible Passenger	\$29.95	\$29.75
Transportation Exp. / Passenger		
Dedicated Service	\$26.11	\$25.55
Non-Dedicated Service	\$13.40	\$14.04
Transportation Exp. / Hour (Dedicated Service)	\$58.02	\$56.74

OPERATING

Registrants / Capita	0.0253	0.0264
Passengers / Capita	0.4865	0.4817
Passengers / Registrant	19.25	18.26
Passengers / Hour (Dedicated Service)	2.32	2.33
Kms / Passenger (Dedicated Service)	9.20	9.01
Average Speed (Dedicated Service)	21.36	20.48

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	463,827	75,607
Wheelchair/Scooter Users	268,425	14,082
Attendants	56,701	2,883
Companions	15,434	822
Other (specified)	1,111	29,208
TOTAL	805,498	122,602

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	11	11	N/A	
Accessible Vans / Minivans	104	73		1
Small Buses	109	92	2	6
Other	2	2		1
TOTAL DED. VEHICLES	226	178	N/A	N/A
Accessible taxis:	11			

Population Group 3 (<50,000)

Number of Systems Reporting:	45	Systems with Dedicated Service:	44	98%	REGISTRANTS	Active	Total
Population served:	816,170	Operated by:			Wheelchair/Scooter Users:	6,354	6,704
Service area (km ²):	587,140.1	Transit System/Municipality:	22	49%	Ambulatory:	9,757	10,167
Communities served:	67	Private Contractor:	15	33%	Attendants:	2,344	2,642
Eligibility Criteria:		Private Non-Profit Organization:	16	36%	Companions:	83	83
Unable to Board:	64%	Systems with Non-Dedicated Service:	9	20%	Other:	655	655
Unable to Use:	67%				Total:	20,173	21,231
Other Criteria:	49%	Systems with a Taxi Scrip Program:	1	2%			

OPERATING DATA		2014	2015	SCHEDULING			
Number of transit systems reporting		45	45	Advanced booking notice:	33 day(s)		
Rev. Veh. Km. - Dedicated Service	2,216,596	2,274,601		Minimum notice for reservation:	22.6 hour(s)		
Tot. Veh. Km. - Dedicated Service	2,566,494	2,645,546					
Rev. Veh. Hrs. - Dedicated Service	129,437	134,380					
Tot. Veh. Hrs. - Dedicated Service	145,687	155,459					
Non-Dedicated Service - Veh. Km.	74,364	73,892					
Non-Dedicated Service - Veh. Hrs.	2,860	2,809					
PASSENGER DATA				FARE STRUCTURE (Average)			
Dedicated Service	424,012	427,896		Cash	Tickets/Cards (unit price)	Monthly Pass	
Non-Dedicated Service	30,796	33,679		Adult	\$3.56	\$2.90	\$54.06
TOTAL PASSENGERS	454,808	461,575		Child	\$3.21	\$2.89	\$44.52
Subscription / Pre-booked	52%	50%		Student	\$3.53	\$2.83	\$45.31
Reservation	33%	36%		Senior	\$3.38	\$2.78	\$44.47
On-Demand / Day of trip	15%	14%		Attendant	\$3.80	\$3.64	
Cancelled in advance	41,489	32,025		Companion	\$3.31	\$2.58	\$48.55
No-shows / Cancelled at door	4,803	5,512					
Unaccommodated trips	1,928	2,483					
Number of complaints	181	206					
OPERATING EXPENSES				EMPLOYEE DATA	Full-time	Part-time	
Administration	\$1,092,598	\$1,163,167		Operators	31	101	
Operations:				Other Operations	8	9	
Internal - Dedicated Service	\$2,917,324	\$3,142,462		Vehicle Mechanics	6	8	
Contract - Dedicated Service	\$3,722,852	\$4,111,425		General and Administration	11	19	
Contract - Non-Dedicated Service	\$326,265	\$278,191		Other	2		
Contract - Taxi Scrip		\$13,502					
Maintenance (Vehicles & Facilities)	\$895,062	\$818,781					
Fuel	\$491,557	\$433,115					
TOTAL OPERATING EXPENSES	\$9,445,658	\$9,960,642					
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS				TOTAL NUMBER OF EMPLOYEES	58	137	
Passenger Revenue	\$1,642,128	\$1,746,125					
Other Operating Revenue	\$139,061	\$226,152					
Total Operating Revenue	\$1,781,189	\$1,972,277					
Federal Contributions		\$200,400					
Provincial Contributions	\$1,729,985	\$1,716,588					
Municipal Contributions	\$5,611,418	\$5,982,760					
Other / Donations	\$353,422	\$284,225					
TOTAL	\$9,476,014	\$10,156,249					
CAPITAL EXPENSES							
Vehicles Purchased	\$415,838	\$729,945					
Debt Servicing							
Other Capital Expenses	\$41,178						
TOTAL CAPITAL EXPENSES	\$457,016	\$729,945					
CAPITAL FUNDING SOURCES							
Transit System							
Federal Contributions							
Provincial Contributions	\$302,448	\$474,735					
Municipal Contributions	\$55,491	\$97,972					
Other / Donations	\$99,077	\$157,239					
TOTAL CAPITAL FUNDING	\$457,016	\$729,946					
* Note that all transit systems do not always report all data items.							
				PASSENGER DATA	Ded. Service	Non-Ded. Service	
				Ambulatory	241,733	20,501	
				Wheelchair/Scooter Users	136,247	2,009	
				Attendants	33,166	360	
				Companions	5,099		
				Other (specified)	8,348	10,809	
				TOTAL	424,593	33,679	
				VEHICLE DATA	Veh. Peak	Avg. Capacity per Veh.	
				Number	Wheelchair	Ambulatory	
				Non-Accessible Cars	10	10	N/A
				Accessible Vans / Minivans	35	32	1
				Small Buses	76	65	2
				Other	4	2	6
				TOTAL DED. VEHICLES	125	109	N/A
				Accessible taxis:	3		N/A

III. INDIVIDUAL TRANSIT SYSTEM DATA

Bancroft

Community Care North Hastings - TROUT

Contact: Gord MacDonald
 Title: Chief Executive Officer
 Telephone: 613-332-4700 x 222
 Fax: 613-332-0432
 Email: gmacdonald@comcarenh.org

	Population served:	15,303	REGISTRANTS	Active	Total
Service area (km²):	3,388.0	Wheelchair/Scooter Users:	14	14	
Communities served:	8	Ambulatory:	246	246	
Service began:	03/05/2010	Attendants:	6	6	
Advisory Committee members:	N/A	Companions:			
Eligibility Committee members:	N/A	Other:			
		Total:	266	266	

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: Eligibility Criteria: Unable to Board
 Private Contractor(s), number: Taxi Scrip Program Available: Unable to Use
 Private Non-Profit Org. Other Criteria

VEHICLE KILOMETRES & HOURS

	2014	2015	SERVICE HOURS / SCHEDULING			
Rev. Veh. Km. - Dedicated Service	36,810	29,021	Weekday: 07:30 to 16:30	Sunday:	09:00 to	13:00
Tot. Veh. Km. - Dedicated Service	37,026	29,205	Saturday: to	Holiday:	to	
Rev. Veh. Hrs. - Dedicated Service	1,275	1,145	Advanced booking notice:	1 day(s)		
Tot. Veh. Hrs. - Dedicated Service	1,303	1,163	Minimum notice for reservation:	24.0 hour(s)		
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling:	Manual		
Non-Dedicated Service - Veh. Hrs.						

PASSENGER DATA

	2014	2015	FARE STRUCTURE			
Dedicated Service	7,990	7,023	Effective Date: 03/05/2010			
Non-Dedicated Service			Cash	Tickets/Cards (unit price)	Monthly Pass	Free
TOTAL PASSENGERS	7,990	7,023	Adult	\$10.00		
Subscription / Pre-booked	84%	86%		\$5.50		
Reservation	0%	0%	Child			
On-Demand / Day of trip	16%	14%	Student	\$9.00		
			Senior	\$9.00		
Cancelled in advance	142	62	Attendant			
No-shows / Cancelled at door	28	18	Companion			
Unaccommodated trips	8	8	Other	Varies by distance		
Number of complaints	4	3				

OPERATING EXPENSES

	2014	2015	EMPLOYEE DATA	Full-time	Part-time
Administration	\$16,340	\$14,004	Operators		
Operations:			Other Operations		
Internal - Dedicated Service	\$58,103	\$23,322	Vehicle Mechanics		
Contract - Dedicated Service		\$66,522	General and Administration	2	
Contract - Non-Dedicated Service			Other		
Contract - Taxi Scrip			TOTAL NUMBER OF EMPLOYEES	2	
Maintenance (Vehicles & Facilities)	\$9,375		Union Affiliations: Operators:		
Fuel	\$8,042		Mechanics:		
TOTAL OPERATING EXPENSES	\$91,860	\$103,848	Other (specify):		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2014	2015	PERFORMANCE INDICATORS		
Passenger Revenue	\$10,717	\$5,208	FINANCIAL	2014	2015
Other Operating Revenue	\$4,577	\$325	R/C Ratio	17%	5%
Total Operating Revenue	\$15,294	\$5,533	Net Operating Cost / Capita	\$5.00	\$6.42
Federal Contributions			Total Exp. / Passenger	\$11.50	\$14.79
Provincial Contributions	\$29,039	\$52,732	Total Exp. / Eligible Passenger	\$11.50	\$14.82
Municipal Contributions	\$18,750	\$26,480	Transportation Exp. / Passenger		
Other / Donations	\$28,777	\$19,103	Dedicated Service	\$9.45	\$12.79
TOTAL	\$91,860	\$103,848	Non-Dedicated Service		
			Transportation Exp. / Hour (Dedicated Service)	\$57.96	\$77.25

CAPITAL EXPENSES

	2014	2015	OPERATING		
Vehicles Purchased			Registrants / Capita	0.0163	0.0174
Debt Servicing			Passengers / Capita	0.5221	0.4589
Other Capital Expenses			Passengers / Registrant	31.96	26.40
TOTAL CAPITAL EXPENSES			Passengers / Hour (Dedicated Service)	6.27	6.13
			Kms / Passenger (Dedicated Service)	4.61	4.13
			Average Speed (Dedicated Service)	28.87	25.35

CAPITAL FUNDING SOURCES

	2014	2015	PASSENGER DATA	Ded. Service	Non-Ded. Service
Transit System			Ambulatory	6,823	
Federal Contributions			Wheelchair/Scooter Users	185	
Provincial Contributions			Attendants	15	
Municipal Contributions			Companions		
Other / Donations			Other (specified)		
TOTAL CAPITAL FUNDING			TOTAL	7,023	

* Opened to adults aged 55 years old and to individuals aged 18 and over who have physical challenges.

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars				
Accessible Vans / Minivans				
Small Buses	4	1	2	16
Other				
TOTAL DED. VEHICLES	4	1	N/A	N/A
Vehicle ownership:			Contracted Operator	
Vehicle maintenance responsibility:			Contracted Operator	
Accessible taxis:				

Barrie**Specialized Transit Service**

Contact: Brent Forsyth
 Title: Supervisor of Transit Business Services
 Telephone: 705-739-4220 x4521
 Fax: 705-739-4238
 Email: brent.forsyth@barrie.ca

Population served:	142,000	REGISTRANTS	Active	Total
Service area (km²):	100.0	Wheelchair/Scooter Users:	2,540	2,540
Communities served:	2	Ambulatory:	2,926	2,926
Service began:	01/02/1980	Attendants:		
Advisory Committee members:	N/A	Companions:		
Eligibility Committee members:	N/A	Other:		
		Total:	5,466	5,466

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: 1 Eligibility Criteria: Unable to Board
 Private Contractor(s), number: 1 Taxi Scrip Program Available:
 Private Non-Profit Org.

VEHICLE KILOMETRES & HOURS

	2014	2015	SERVICE HOURS / SCHEDULING			
Rev. Veh. Km. - Dedicated Service	339,756	288,681	Weekday:	07:30 to 23:00	Sunday:	09:00 to 18:00
Tot. Veh. Km. - Dedicated Service	339,756	318,311	Saturday:	09:00 to 23:00	Holiday:	to
Rev. Veh. Hrs. - Dedicated Service	23,032	22,940	Advanced booking notice:	7 day(s)		
Tot. Veh. Hrs. - Dedicated Service	23,032	26,076	Minimum notice for reservation:	24.0 hour(s)		
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling:			
Non-Dedicated Service - Veh. Hrs.						

PASSENGER DATA

	2014	2015	FARE STRUCTURE	Tickets/Cards (unit price)	Monthly Pass	Free
Dedicated Service	44,150	47,929	Effective Date: 01/05/2013			
Non-Dedicated Service	1,537	653	Cash			
TOTAL PASSENGERS	45,687	48,582	Adult	\$3.00	\$2.60	\$82.40
Subscription / Pre-booked	18%	24%	Child	\$3.00	\$2.30	\$54.00
Reservation	79%	74%	Student	\$3.00	\$2.60	\$63.85
On-Demand / Day of trip	3%	2%	Senior	\$2.60	\$2.30	\$54.00
Cancelled in advance	10,884	7,022	Attendant			
No-shows / Cancelled at door	1,064	1,082	Companion	\$3.00	\$2.60	\$82.40
Unaccommodated trips	1,461	1,628	Other			
Number of complaints	50	32				

OPERATING EXPENSES

	2014	2015	EMPLOYEE DATA	Full-time	Part-time
Administration	\$80,950	\$81,136	Operators	13	
Operations:			Other Operations	3	
Internal - Dedicated Service	\$1,338,372	\$1,233,719	Vehicle Mechanics		
Contract - Dedicated Service			General and Administration		
Contract - Non-Dedicated Service	\$13,772	\$16,670	Other		
Contract - Taxi Scrip					
Maintenance (Vehicles & Facilities)		\$7,731	TOTAL NUMBER OF EMPLOYEES	16	
Fuel	\$49,263		Union Affiliations: Operators:	ATU 1775	
TOTAL OPERATING EXPENSES	\$1,482,357	\$1,339,256	Mechanics:	ATU 1775	
			Other (specify):		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2014	2015	PERFORMANCE INDICATORS	2014	2015
Passenger Revenue	\$57,159	\$60,576	FINANCIAL		
Other Operating Revenue			R/C Ratio	4%	5%
Total Operating Revenue	\$57,159	\$60,576	Net Operating Cost / Capita	\$10.04	\$9.00
Federal Contributions			Total Exp. / Passenger	\$32.45	\$27.57
Provincial Contributions	\$275,000	\$275,000	Total Exp. / Eligible Passenger	\$35.99	\$31.89
Municipal Contributions	\$1,150,198	\$1,003,680	Transportation Exp. / Passenger		
Other / Donations			Dedicated Service	\$31.43	\$25.90
TOTAL	\$1,482,357	\$1,339,256	Non-Dedicated Service	\$8.96	\$25.53

CAPITAL EXPENSES

	2014	2015	OPERATING	2014	2015
Vehicles Purchased			Registrants / Capita	0.0364	0.0385
Debt Servicing			Passengers / Capita	0.3217	0.3421
Other Capital Expenses			Passengers / Registrant	8.85	8.89
TOTAL CAPITAL EXPENSES	\$542,539	\$542,539	Passengers / Hour (Dedicated Service)	1.92	2.09
CAPITAL FUNDING SOURCES			Kms / Passenger (Dedicated Service)	7.70	6.02
Transit System			Average Speed (Dedicated Service)	14.75	12.58
Federal Contributions					
Provincial Contributions					
Municipal Contributions					
Other / Donations					
TOTAL CAPITAL FUNDING	\$542,539	\$542,539			

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	30,846	420
Wheelchair/Scooter Users	10,569	161
Attendants	4,016	72
Companions	2,498	
Other (specified)		
TOTAL	47,929	653

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.
		Wheelchair	Ambulatory
Non-Accessible Cars			
Accessible Vans / Minivans	8	8	
Small Buses	5	5	
Other			
TOTAL DED. VEHICLES	13	13	N/A
Vehicle ownership:			Municipal Transit System
Vehicle maintenance responsibility:			Contracted Operator
Accessible taxis:	1		

Belleville**Belleville Transit**

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

		REGISTRANTS	Active	Total
Population served:	49,454	Wheelchair/Scooter Users:	376	376
Service area (km²):	247.0	Ambulatory:	500	500
Communities served:	1	Attendants:		
Service began:		Companions:		
Advisory Committee members:	7	Other:		
Eligibility Committee members:	7	Total:	876	876

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:
 Private Non-Profit Org.

VEHICLE KILOMETRES & HOURS

	2014	2015	SERVICE HOURS / SCHEDULING				
Rev. Veh. Km. - Dedicated Service	53,466	55,325	Weekday:	05:00 to 22:30	Sunday:	09:00 to 18:00	
Tot. Veh. Km. - Dedicated Service	53,466	55,325	Saturday:	07:00 to 19:00	Holiday:	00:00 to	
Rev. Veh. Hrs. - Dedicated Service	4,964	8,054	Advanced booking notice:	day(s)			
Tot. Veh. Hrs. - Dedicated Service	4,964	8,054	Minimum notice for reservation:	0.0 hour(s)			
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling:	Manual			
Non-Dedicated Service - Veh. Hrs.							

PASSENGER DATA

	2014	2015	FARE STRUCTURE	Tickets/Cards (unit price)	Monthly Pass	Free
Dedicated Service	12,327	14,978	Effective Date: 08/09/2015			
Non-Dedicated Service	2,079	720	Cash			
TOTAL PASSENGERS	14,406	15,698	Adult	\$2.25	\$57.00	
Subscription / Pre-booked	100%	100%	Child	\$2.00	\$1.54	
Reservation	0%	0%	Student	\$2.25	\$57.00	
On-Demand / Day of trip	0%	0%	Senior	\$2.25	\$57.00	
Cancelled in advance			Attendant			
No-shows / Cancelled at door			Companion			
Unaccommodated trips			Other			
Number of complaints						

OPERATING EXPENSES

Administration	
Operations:	
Internal - Dedicated Service	
Contract - Dedicated Service	\$231,395
Contract - Non-Dedicated Service	\$37,141
Contract - Taxi Scrip	
Maintenance (Vehicles & Facilities)	
Fuel	
TOTAL OPERATING EXPENSES	\$268,536

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$16,586
Other Operating Revenue	\$13,382
Total Operating Revenue	\$16,586
Federal Contributions	
Provincial Contributions	\$37,141
Municipal Contributions	\$177,668
Other / Donations	
TOTAL	\$231,395

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	

EMPLOYEE DATA

Full-time

Part-time

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2014	2015
R/C Ratio	6%	3%
Net Operating Cost / Capita	\$5.09	\$7.84
Total Exp. / Passenger	\$18.64	\$25.56
Total Exp. / Eligible Passenger	\$19.37	\$27.46
Transportation Exp. / Passenger		
Dedicated Service	\$18.77	\$25.88
Non-Dedicated Service	\$17.86	\$18.75
Transportation Exp. / Hour (Dedicated Service)	\$46.61	\$48.13
OPERATING		
Registrants / Capita	0.0212	0.0177
Passengers / Capita	0.2913	0.3174
Passengers / Registrant	13.73	17.92
Passengers / Hour (Dedicated Service)	2.48	1.86
Kms / Passenger (Dedicated Service)	4.34	3.69
Average Speed (Dedicated Service)	10.77	6.87

PASSENGER DATA

Ded. Service

Non-Ded. Service

Ambulatory	
Wheelchair/Scooter Users	13,887
Attendants	1,091
Companions	
Other (specified)	
TOTAL	14,978
	720

	VEHICLE DATA	Number	Veh.	Avg. Capacity per Veh.
			Peak	Wheelchair
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:				Contracted Operator/Taxi Operator/ Belleville
Vehicle maintenance responsibility:				Contracted Operator/Taxi Operator/ Belleville
Accessible taxis:	1			

Blind River

Liberty Express Liberte

Contact: Gerard Rainville
 Title: Treasurer
 Telephone: 705-356-2251 x 207
 Fax: 705-356-7343
 Email: gerard.rainville@blindriver.ca

	Population served:	3,651	REGISTRANTS	Active	Total
Service area (km²):	330.0	Wheelchair/Scooter Users:	35	35	
Communities served:	1	Ambulatory:	61	61	
Service began:	01/01/1995	Attendants:	19	19	
Advisory Committee members:	2	Companions:			
Eligibility Committee members:	N/A	Other:			
		Total:	115	115	

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors:
 Private Contractor(s), number: Taxi Scrip Program Available:
 Private Non-Profit Org.

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.

2014

17,125
 17,125
 1,864
 1,864

2015

17,582
 17,582
 1,825
 1,825

SERVICE HOURS / SCHEDULING

Weekday: 08:30 to 16:00 Sunday: to
 Saturday: to Holiday: to
 Advanced booking notice: 1 day(s)
 Minimum notice for reservation: 0.0 hour(s)
 Reservations / Scheduling: Manual

Brantford

Brantford Lift

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

Population served:	97,862	REGISTRANTS	Active	Total
Service area (km²):	75.1	Wheelchair/Scooter Users:	842	842
Communities served:	1	Ambulatory:	1,213	1,213
Service began:	04/11/2013	Attendants:		
Advisory Committee members:	N/A	Companions:		
Eligibility Committee members:	N/A	Other:		
		Total:	2,055	2,055

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: Eligibility Criteria: Unable to Board
 Private Contractor(s), number: Taxi Scrip Program Available:
 Private Non-Profit Org.

VEHICLE KILOMETRES & HOURS		2014	2015	SERVICE HOURS / SCHEDULING			
Rev. Veh. Km. - Dedicated Service		401,767	403,392	Weekday:	06:00 to 01:00	Sunday:	08:00 to 20:00
Tot. Veh. Km. - Dedicated Service		401,767	403,392	Saturday:	06:00 to 01:00	Holiday:	08:00 to 20:00
Rev. Veh. Hrs. - Dedicated Service		26,403	27,133	Advanced booking notice:	60 day(s)		
Tot. Veh. Hrs. - Dedicated Service		26,403	27,133	Minimum notice for reservation:	24.0 hour(s)		
Non-Dedicated Service - Veh. Km.				Reservations / Scheduling:	Fully Computerized		
Non-Dedicated Service - Veh. Hrs.							
PASSENGER DATA				FARE STRUCTURE			
Dedicated Service		66,140	66,694	Effective Date: 01/04/2014			
Non-Dedicated Service				Cash			
TOTAL PASSENGERS		66,140	66,694	Adult	\$3.00	\$2.30	\$70.00
Subscription / Pre-booked		20%	54%	Child	\$1.75	\$1.65	
Reservation		70%	46%	Student	\$3.00	\$2.30	\$53.00
On-Demand / Day of trip		10%	0%	Senior	\$3.00	\$2.30	\$53.00
Cancelled in advance		14,742	14,994	Attendant			
No-shows / Cancelled at door		2,107	2,025	Companion	\$3.00	\$2.30	\$70.00
Unaccommodated trips		200	213	Other	\$37.00/3 months		
Number of complaints							
OPERATING EXPENSES				EMPLOYEE DATA			
Administration		\$28,744	\$21,555	Full-time			
Operations:				Operators	10	7	
Internal - Dedicated Service		\$1,312,771	\$1,198,279	Other Operations	2	2	
Contract - Dedicated Service				Vehicle Mechanics			
Contract - Non-Dedicated Service				General and Administration	1		
Contract - Taxi Scrip				Other	1		
Maintenance (Vehicles & Facilities)		\$262,348	\$478,772	TOTAL NUMBER OF EMPLOYEES	14	9	
Fuel		\$137,084	\$112,458				
TOTAL OPERATING EXPENSES		\$1,740,947	\$1,811,064	Union Affiliations:	Operators:	ATU Local 685	
Passenger Revenue		\$120,956	\$121,442	Mechanics:	ATU Local 685		
Other Operating Revenue				Other (specify):	(Administration)	ATU Local 685	
Total Operating Revenue		\$120,956	\$121,442	Top Operator Wage Rate:	\$22.26		
Federal Contributions				Top Mechanic Wage Rate:	\$31.02		
Provincial Contributions		\$71,920	\$71,920	PERFORMANCE INDICATORS			
Municipal Contributions		\$1,548,071	\$1,617,702	FINANCIAL			
Other / Donations				R/C Ratio	7%	7%	
TOTAL		\$1,740,947	\$1,811,064	Net Operating Cost / Capita	\$16.62	\$17.27	
CAPITAL EXPENSES				Total Exp. / Passenger	\$26.32	\$27.15	
Vehicles Purchased		\$151,642	\$390,010	Total Exp. / Eligible Passenger	\$27.79	\$28.82	
Debt Servicing				Transportation Exp. / Passenger			
Other Capital Expenses		\$92,832		Dedicated Service	\$25.89	\$26.83	
TOTAL CAPITAL EXPENSES		\$244,474	\$390,010	Non-Dedicated Service			
CAPITAL FUNDING SOURCES				Transportation Exp. / Hour (Dedicated Service)	\$64.85	\$65.95	
Transit System							
Federal Contributions		\$193,890	\$390,010	OPERATING			
Provincial Contributions				Registrants / Capita	0.0171	0.0210	
Municipal Contributions		\$50,584		Passengers / Capita	0.6784	0.6815	
Other / Donations				Passengers / Registrant	39.70	32.45	
TOTAL CAPITAL FUNDING		\$244,474	\$390,010	Passengers / Hour (Dedicated Service)	2.51	2.46	
				Kms / Passenger (Dedicated Service)	6.07	6.05	
				Average Speed (Dedicated Service)	15.22	14.87	
PASSENGER DATA				PASSENGER DATA			
Ambulatory				Ded. Service			
Wheelchair/Scooter Users				Non-Ded. Service			
Attendants							
Companions							
Other (specified)							
				TOTAL	66,694		
VEHICLE DATA				VEHICLE DATA			
Non-Accessible Cars				Number	Veh. Peak	Avg. Capacity per Veh.	
Accessible Vans / Minivans						Wheelchair	Ambulatory
Small Buses				16	12	4	
Other							
TOTAL DED. VEHICLES		16	12				
Vehicle ownership:							
Vehicle maintenance responsibility:							
Accessible taxis:							

Brockville

Brockville Para Transit

Contact: Paul McMunn C.E.T.
Title: Supervisor of Transportation Services
Telephone: 613-342-8772 x8225
Fax: 613-342-5035
Email: pmcmunn@brockville.com

		REGISTRANTS	Active	Total
Population served:	21,870	Wheelchair/Scooter Users:	374	374
Service area (km ²):	20.3	Ambulatory:	319	319
Communities served:	1	Attendants:	362	362
Service began:	08/02/1988	Companions:		
Advisory Committee members:	8	Other:		
Eligibility Committee members:	N/A	Total:	1,055	1,055

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

Non-Dedicated Service: Contract
er: 1 Taxi Scrip Program Available:

Eligibility Criteria: Unable to Board
 Unable to Use
 Other Criteria

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS	
Passenger Revenue	\$15,869
Other Operating Revenue	\$30,544
Total Operating Revenue	\$46,413
Federal Contributions	
Provincial Contributions	\$43,564
Municipal Contributions	\$284,143
Other / Donations	
TOTAL	\$374,120
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 Operator Wage Rate.		
Top Mechanic Wage Rate:	\$30.65	
PERFORMANCE INDICATORS		
FINANCIAL	2014	2015
R/C Ratio	12%	13%
Net Operating Cost / Capita	\$14.98	\$15.91
Total Exp. / Passenger	\$35.05	\$36.25
Total Exp. / Eligible Passenger	\$39.01	\$41.31
Transportation Exp. / Passenger		
Dedicated Service	\$33.45	\$35.01
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$68.92	\$72.62
OPERATING		
Registrants / Capita	0.0487	0.0482
Passengers / Capita	0.4881	0.5049
Passengers / Registrant	10.03	10.47
Passengers / Hour (Dedicated Service)	2.08	2.09
Kms / Passenger (Dedicated Service)	4.65	4.86
Average Speed (Dedicated Service)	9.69	10.13

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	5,145	
Wheelchair/Scooter Users	4,544	
Attendants	1,354	
Companions		
Other (specified)		
TOTAL	11,043	

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

Burlington

Burlington Transit

Contact: Colm Lynn
 Title: Manager of Transit Business Administration
 Telephone: 905-335-7869 x7526
 Fax: 905-335-7878
 Email: colm.lynn@burlington.ca

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

	Population served:	175,779	REGISTRANTS	Active	Total
	Service area (km²):	185.7	Wheelchair/Scooter Users:		
	Communities served:	1	Ambulatory:		
	Service began:	05/09/1975	Attendants:		
	Advisory Committee members:	N/A	Companions:		
	Eligibility Committee members:	N/A	Other:		
			Total:	3,556	3,613
Non-Dedicated Service:	<input checked="" type="checkbox"/>	Contractors: 1	Eligibility Criteria:	<input checked="" type="checkbox"/> Unable to Board <input checked="" type="checkbox"/> Unable to Use <input type="checkbox"/> Other Criteria	
Taxi Scrip Program Available:	<input type="checkbox"/>				

VEHICLE KILOMETRES & HOURS

	2014	2015	SERVICE HOURS / SCHEDULING
Rev. Veh. Km. - Dedicated Service	347,568	194,715	Weekday: 05:00 to 01:00
Tot. Veh. Km. - Dedicated Service	348,818	295,264	Saturday: 07:00 to 01:00
Rev. Veh. Hrs. - Dedicated Service	18,375	16,558	Advanced booking notice: 30 day(s)
Tot. Veh. Hrs. - Dedicated Service	18,475	24,192	Minimum notice for reservation: 48.0 hour(s)
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling: Fully Computerized
Non-Dedicated Service - Veh. Hrs.			

PASSENGER DATA

	2014	2015	FARE STRUCTURE
Dedicated Service	47,895	45,549	Effective Date: 01/05/2015
Non-Dedicated Service	1,349	1,094	Cash (unit price)
TOTAL PASSENGERS	49,244	46,643	Adult \$3.50
Subscription / Pre-booked	50%	54%	Child \$3.50
Reservation	49%	45%	Student \$3.50
On-Demand / Day of trip	1%	1%	Senior \$3.50
Cancelled in advance	4,621		Attendant
No-shows / Cancelled at door	493	1,206	Companion
Unaccommodated trips	333		Other Blind free with CNIB card
Number of complaints			

OPERATING EXPENSES

	2014	2015	EMPLOYEE DATA	Full-time	Part-time
Administration	\$136,085	\$203,046	Operators 10	3	
Operations:			Other Operations 2		
Internal - Dedicated Service	\$846,896	\$897,624	Vehicle Mechanics 1		
Contract - Dedicated Service			General and Administration 1	1	
Contract - Non-Dedicated Service	\$20,202	\$14,433	Other		
Contract - Taxi Scrip			TOTAL NUMBER OF EMPLOYEES 14	4	
Maintenance (Vehicles & Facilities)	\$215,384	\$260,440	Union Affiliations: Operators: CUPE 2723		
Fuel	\$104,607	\$81,017	Mechanics: CUPE 2723		
TOTAL OPERATING EXPENSES	\$1,323,174	\$1,456,560	Other (specify):		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2014	2015	PERFORMANCE INDICATORS	2014	2015
Passenger Revenue	\$72,601	\$73,208	FINANCIAL		
Other Operating Revenue			R/C Ratio 5%	5%	5%
Total Operating Revenue	\$72,601	\$73,208	Net Operating Cost / Capita \$6.95	\$7.87	
Federal Contributions			Total Exp. / Passenger \$26.87	\$31.23	
Provincial Contributions			Total Exp. / Eligible Passenger \$28.33	\$33.56	
Municipal Contributions	\$1,250,573	\$1,355,420	Transportation Exp. / Passenger Dedicated Service \$24.36	\$27.20	
Other / Donations			Non-Dedicated Service \$14.98	\$13.19	
TOTAL	\$1,323,174	\$1,428,628	Transportation Exp. / Hour (Dedicated Service) \$63.16	\$51.22	

CAPITAL EXPENSES

	2014	2015	OPERATING	2014	2015
Vehicles Purchased	\$353,487	\$200,888	Registrants / Capita 0.0193	0.0206	
Debt Servicing			Passengers / Capita 0.2736	0.2654	
Other Capital Expenses			Passengers / Registrant 14.20	12.91	
TOTAL CAPITAL EXPENSES	\$353,487	\$325,718	Passengers / Hour (Dedicated Service) 2.61	2.75	
CAPITAL FUNDING SOURCES			Kms / Passenger (Dedicated Service) 7.26	4.27	
Transit System			Average Speed (Dedicated Service) 18.92	11.76	
Federal Contributions					
Provincial Contributions					
Municipal Contributions					
Other / Donations					
TOTAL CAPITAL FUNDING	\$353,487	\$325,718			

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	27,569	802
Wheelchair/Scooter Users	14,803	225
Attendants	2,366	57
Companions	811	10
Other (specified)		
TOTAL	45,549	1,094

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.
		Wheelchair	Ambulatory
Non-Accessible Cars		N/A	
Accessible Vans / Minivans	11	10	4
Small Buses			7
Other			
TOTAL DED. VEHICLES	11	10	N/A
Vehicle ownership:		Transit System	
Vehicle maintenance responsibility:		Transit System	
Accessible taxis:	1		

Caledon

Caledon Community Services

Contact: Fay Davy
 Title: Transportation Manager
 Telephone: 905-951-2300 X204
 Fax: 905-951-7911
 Email: fdavy@CCS4U.org

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

	Population served:	59,400	REGISTRANTS	Active	Total
	Service area (km²):	647.0	Wheelchair/Scooter Users:		
	Communities served:	1 <th>Ambulatory:</th> <td>286</td> <td>286</td>	Ambulatory:	286	286
	Service began:	01/01/1988 <th>Attendants:</th> <td></td> <td></td>	Attendants:		
	Advisory Committee members:	N/A	Companions:		
	Eligibility Committee members:	N/A	Other:		
			Total:	286	286
			Eligibility Criteria:		
			<input type="checkbox"/> Unable to Board		
			<input type="checkbox"/> Unable to Use		
			<input checked="" type="checkbox"/> Other Criteria		

VEHICLE KILOMETRES & HOURS

	2014	2015	SERVICE HOURS / SCHEDULING		
Rev. Veh. Km. - Dedicated Service	355,951	343,476	Weekday: 06:00 to 18:00	Sunday:	06:00 to 14:00
Tot. Veh. Km. - Dedicated Service	355,951	343,476	Saturday: 06:00 to 18:00	Holiday:	06:00 to 18:00
Rev. Veh. Hrs. - Dedicated Service	15,894	15,212	Advanced booking notice: 7 day(s)		
Tot. Veh. Hrs. - Dedicated Service	15,894	15,212	Minimum notice for reservation: 2.0 hour(s)		
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling: Fully Computerized		
Non-Dedicated Service - Veh. Hrs.					

PASSENGER DATA

	2014	2015	FARE STRUCTURE		
Dedicated Service	21,638	23,477	Effective Date:		
Non-Dedicated Service			Cash \$4.00		
TOTAL PASSENGERS	21,638	23,477			
Subscription / Pre-booked	31%	35%			
Reservation	68%	64%			
On-Demand / Day of trip	1%	1%			
Cancelled in advance	2,520	2,581			
No-shows / Cancelled at door	569	554			
Unaccommodated trips	639	393			
Number of complaints					

OPERATING EXPENSES

	2014	2015	EMPLOYEE DATA	Full-time	Part-time
Administration	\$79,728	\$77,307	Operators	14	
Operations:			Other Operations	3	
Internal - Dedicated Service	\$441,381	\$517,347	Vehicle Mechanics		
Contract - Dedicated Service			General and Administration	3	
Contract - Non-Dedicated Service			Other		
Contract - Taxi Scrip	\$6		TOTAL NUMBER OF EMPLOYEES	20	
Maintenance (Vehicles & Facilities)	\$61,440	\$46,652	Union Affiliations: Operators:		
Fuel	\$60,466	\$50,122	Mechanics:		
TOTAL OPERATING EXPENSES	\$643,021	\$691,428	Other (specify):		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2014	2015	PERFORMANCE INDICATORS		
Passenger Revenue	\$101,766	\$102,959	FINANCIAL	2014	2015
Other Operating Revenue			R/C Ratio	16%	15%
Total Operating Revenue	\$101,766	\$102,959	Net Operating Cost / Capita	\$9.11	\$9.91
Federal Contributions			Total Exp. / Passenger	\$29.72	\$29.45
Provincial Contributions	\$486,974	\$450,684	Total Exp. / Eligible Passenger	\$33.20	\$32.31
Municipal Contributions	\$26,928	\$4,969	Transportation Exp. / Passenger		
Other / Donations			Dedicated Service	\$26.03	\$26.16
TOTAL	\$615,668	\$691,428	Non-Dedicated Service		

CAPITAL EXPENSES

	2014	2015	OPERATING		
Vehicles Purchased	\$87,762	\$87,762	Registrants / Capita	0.0053	0.0048
Debt Servicing			Passengers / Capita	0.3643	0.3952
Other Capital Expenses			Passengers / Registrant	69.13	82.09
TOTAL CAPITAL EXPENSES	\$87,762	\$87,762	Passengers / Hour (Dedicated Service)	1.36	1.54

CAPITAL FUNDING SOURCES

	2014	2015		
Transit System				
Federal Contributions				
Provincial Contributions	\$87,762	\$87,762		
Municipal Contributions				
Other / Donations				
TOTAL CAPITAL FUNDING	\$87,762	\$87,762		

Other Eligibility Criteria: Caledon residents 60 years of age and older, unable to drive due to a long or short term disability, with cognitive impairments attending community programs and medical appointments . * Fare Structure: One way fare is \$4.00 anywhere within the Town of Caledon, \$10.00 to Brampton, \$20.00 to Mississauga, Georgetown, Woodbridge and Newmarket, \$30.00 to Oakville and Toronto. * We have 7 buses with ramps; six Ford 450 and one Ford 350 6 buses out daily on weekdays , 1 bus out daily on weekends and holidays

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	21,403	
Wheelchair/Scooter Users		
Attendants	2,074	
Companions		
Other (specified)		
TOTAL	23,477	

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

Chapleau

Chapleau Handi Transit

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

		REGISTRANTS	Active	Total
Population served:	2,072	Wheelchair/Scooter Users:		
Service area (km²):	13.5	Ambulatory:		
Communities served:	1	Attendants:		
Service began:	01/01/1973	Companions:		
Advisory Committee members:	N/A	Other:		
Eligibility Committee members:	N/A	Total:		

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: Eligibility Criteria: Unable to Board
 Private Contractor(s), number: Taxi Scrip Program Available: Unable to Use
 Private Non-Profit Org. Other Criteria

VEHICLE KILOMETRES & HOURS		2014	2015	SERVICE HOURS / SCHEDULING		
Rev. Veh. Km. - Dedicated Service				Weekday:	08:45 to 14:45	Sunday:
Tot. Veh. Km. - Dedicated Service				Saturday:	to	Holiday:
Rev. Veh. Hrs. - Dedicated Service	1,313	1,313	1,313	Advanced booking notice:	day(s)	
Tot. Veh. Hrs. - Dedicated Service	1,313	1,313	1,313	Minimum notice for reservation:	0.0 hour(s)	
Non-Dedicated Service - Veh. Km.				Reservations / Scheduling:	Manual	
Non-Dedicated Service - Veh. Hrs.						
PASSENGER DATA		FARE STRUCTURE			Tickets/Cards (unit price)	
Dedicated Service	2,553	3,303	Effective Date: 31/12/2015	Cash	Monthly Pass	
Non-Dedicated Service				\$3.50	Free	
TOTAL PASSENGERS	2,553	3,303	Adult	\$3.50	<input type="checkbox"/>	
Subscription / Pre-booked	0%	0%	Child	\$1.00	<input type="checkbox"/>	
Reservation	0%	0%	Student	\$3.50	<input type="checkbox"/>	
On-Demand / Day of trip	0%	0%	Senior	\$2.50	<input type="checkbox"/>	
Cancelled in advance			Attendant	\$3.50	<input type="checkbox"/>	
No-shows / Cancelled at door			Companion	\$3.50	<input type="checkbox"/>	
Unaccommodated trips			Other		<input type="checkbox"/>	
Number of complaints						
OPERATING EXPENSES		EMPLOYEE DATA			Full-time	Part-time
Administration		Operators				
Operations:		Other Operations				
Internal - Dedicated Service		Vehicle Mechanics				
Contract - Dedicated Service	\$40,160	General and Administration				
Contract - Non-Dedicated Service		Other				
Contract - Taxi Scrip						
Maintenance (Vehicles & Facilities)	\$26,438					
Fuel						
TOTAL OPERATING EXPENSES	\$66,598	\$72,536				
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		TOTAL NUMBER OF EMPLOYEES			PERFORMANCE INDICATORS	
Passenger Revenue	\$8,411				FINANCIAL	2014
Other Operating Revenue		\$8,697			R/C Ratio	13%
Total Operating Revenue	\$8,411	\$8,697			Net Operating Cost / Capita	\$28.08
Federal Contributions					Total Exp. / Passenger	\$26.09
Provincial Contributions	\$17,515	\$17,188			Total Exp. / Eligible Passenger	\$26.09
Municipal Contributions	\$40,672	\$46,652			Transportation Exp. / Passenger	\$26.09
Other / Donations					Dedicated Service	\$26.09
TOTAL	\$66,598	\$72,536			Non-Dedicated Service	\$21.96
					Transportation Exp. / Hour (Dedicated Service)	\$50.72
CAPITAL EXPENSES					OPERATING	
Vehicles Purchased					Registrants / Capita	
Debt Servicing					Passengers / Capita	1.2321
Other Capital Expenses					Passengers / Registrant	1.5941
TOTAL CAPITAL EXPENSES					Passengers / Hour (Dedicated Service)	1.94
CAPITAL FUNDING SOURCES					Kms / Passenger (Dedicated Service)	2.52
Transit System					Average Speed (Dedicated Service)	
Federal Contributions						
Provincial Contributions						
Municipal Contributions						
Other / Donations						
TOTAL CAPITAL FUNDING						

* Other Eligibility Criteria: Seniors and persons with disabilities.

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

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

Chatham**CKTransit Chatham Accessible Service**

Contact: Jan Metcalfe
 Title: Engineering Technologist
 Telephone: 519-360-1998 x 3301
 Fax: 519-436-3240
 Email: jam@chatham-kent.ca

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

		REGISTRANTS	Active	Total
Population served:	45,000	Wheelchair/Scooter Users:	494	494
Service area (km²):	30.9	Ambulatory:	607	607
Communities served:	1	Attendants:	470	470
Service began:	01/04/1973	Companions:		
Advisory Committee members:	N/A	Other:		
Eligibility Committee members:	N/A	Total:	1,571	1,571

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

Eligibility Criteria: Unable to Board
 Unable to Use
 Other Criteria

VEHICLE KILOMETRES & HOURS

	2014	2015	SERVICE HOURS / SCHEDULING		
Rev. Veh. Km. - Dedicated Service	123,473	153,730	Weekday: 06:15 to 19:15	Sunday:	09:00 to 17:00
Tot. Veh. Km. - Dedicated Service	123,473	153,730	Saturday: 06:15 to 19:15	Holiday:	to
Rev. Veh. Hrs. - Dedicated Service	3,691	3,668	Advanced booking notice:	1 day(s)	
Tot. Veh. Hrs. - Dedicated Service	3,691	3,668	Minimum notice for reservation:	24.0 hour(s)	
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling:	Partially Computerized	
Non-Dedicated Service - Veh. Hrs.					

PASSENGER DATA

	2014	2015	FARE STRUCTURE		
Dedicated Service	27,164	28,324	Effective Date: 01/01/2007	Tickets/Cards (unit price)	
Non-Dedicated Service			Cash	Monthly Pass	Free
TOTAL PASSENGERS	27,164	28,324	Adult \$3.00		
Subscription / Pre-booked	0%	0%	Child \$3.00		
Reservation	100%	100%	Student \$3.00		
On-Demand / Day of trip	0%	0%	Senior \$3.00		
Cancelled in advance	981	567	Attendant		
No-shows / Cancelled at door	1,328	1,143	Companion \$3.00		
Unaccommodated trips			Other \$3.00		
Number of complaints					

OPERATING EXPENSES

	2014	2015	EMPLOYEE DATA	Full-time	Part-time
Administration	\$11,212	\$11,072	Operators		
Operations:			Other Operations		
Internal - Dedicated Service			Vehicle Mechanics		
Contract - Dedicated Service	\$517,229	\$526,091	General and Administration		
Contract - Non-Dedicated Service			Other		
Contract - Taxi Scrip			TOTAL NUMBER OF EMPLOYEES		
Maintenance (Vehicles & Facilities)			Union Affiliations: Operators:		
Fuel			Mechanics:		
TOTAL OPERATING EXPENSES	\$528,441	\$537,163	Other (specify):		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2014	2015	PERFORMANCE INDICATORS
Passenger Revenue	\$71,474	\$86,756	FINANCIAL
Other Operating Revenue			R/C Ratio 14% 16%
Total Operating Revenue	\$71,474	\$86,756	Net Operating Cost / Capita \$10.15 \$10.01
Federal Contributions			Total Exp. / Passenger \$19.45 \$18.96
Provincial Contributions	\$90,346	\$119,958	Total Exp. / Eligible Passenger \$22.81 \$22.72
Municipal Contributions	\$366,620	\$330,449	Transportation Exp. / Passenger Dedicated Service \$19.04 \$18.57
Other / Donations			Non-Dedicated Service
TOTAL	\$528,441	\$537,163	Transportation Exp. / Hour (Dedicated Service) \$140.13 \$143.43

CAPITAL EXPENSES

	2014	2015	OPERATING
Vehicles Purchased			Registrants / Capita 0.0379 0.0349
Debt Servicing			Passengers / Capita 0.6036 0.6294
Other Capital Expenses			Passengers / Registrant 15.94 18.03
TOTAL CAPITAL EXPENSES			Passengers / Hour (Dedicated Service) 7.36 7.72
CAPITAL FUNDING SOURCES			Kms / Passenger (Dedicated Service) 4.55 5.43
Transit System			Average Speed (Dedicated Service) 33.45 41.91
Federal Contributions			
Provincial Contributions			
Municipal Contributions			
Other / Donations			
TOTAL CAPITAL FUNDING			

	Ded. Service	Non-Ded. Service
Ambulatory	6,201	
Wheelchair/Scooter Users	17,439	
Attendants	4,684	
Companions		
Other (specified)		
TOTAL	28,324	

	Veh. Peak	Avg. Capacity per Veh.
	Wheelchair	Ambulatory
VEHICLE DATA		
Non-Accessible Cars	N/A	
Accessible Vans / Minivans		
Small Buses	6	4
Other		
TOTAL DED. VEHICLES	6	4
Vehicle ownership:	Contracted operators	
Vehicle maintenance responsibility:	Contracted operators	
Accessible taxis:		

Cobourg**WHEELS**

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

		REGISTRANTS	Active	Total
Population served:	18,519	Wheelchair/Scooter Users:	189	189
Service area (km²):	13.0	Ambulatory:	4	4
Communities served:		Attendants:		237
Service began:	01/01/1984	Companions:		
Advisory Committee members:	8	Other:	225	225
Eligibility Committee members:	1	Total:	418	655

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:
 Private Non-Profit Org.

VEHICLE KILOMETRES & HOURS

	2014	2015	SERVICE HOURS / SCHEDULING		
Rev. Veh. Km. - Dedicated Service	29,641	30,036	Weekday:	06:15 to 19:45	Sunday:
Tot. Veh. Km. - Dedicated Service	29,641	30,036	Saturday:	08:15 to 18:45	Holiday:
Rev. Veh. Hrs. - Dedicated Service	4,347	4,357	Advanced booking notice:	1 day(s)	
Tot. Veh. Hrs. - Dedicated Service	4,347	4,357	Minimum notice for reservation:	24.0 hour(s)	
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling:	Partially Computerized	
Non-Dedicated Service - Veh. Hrs.					

PASSENGER DATA

	2014	2015	FARE STRUCTURE	Tickets/Cards (unit price)	Monthly Pass	Free
Dedicated Service	5,411	4,103	Effective Date: 01/01/2008			
Non-Dedicated Service	4,679	3,742	Cash			
TOTAL PASSENGERS	10,090	7,845	Adult	\$2.00	\$60.00	
Subscription / Pre-booked	0%	0%	Child	\$2.00	\$25.00	
Reservation	0%	0%	Student	\$2.00	\$50.00	
On-Demand / Day of trip	0%	0%	Senior	\$2.00	\$30.00	
Cancelled in advance	1,318	1,263	Attendant			
No-shows / Cancelled at door	520	300	Companion	\$2.00	\$1.60	
Unaccommodated trips	186	218	Other			
Number of complaints	125	154				

OPERATING EXPENSES

Administration	
Operations:	
Internal - Dedicated Service	
Contract - Dedicated Service	\$93,078
Contract - Non-Dedicated Service	\$67,746
Contract - Taxi Scrip	
Maintenance (Vehicles & Facilities)	
Fuel	
TOTAL OPERATING EXPENSES	\$160,824

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$16,404	
Other Operating Revenue		\$15,690
Total Operating Revenue	\$16,404	\$15,690
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$144,420	\$147,552
Other / Donations		
TOTAL	\$160,824	\$163,242

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	

EMPLOYEE DATA

Full-time **Part-time**

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2014	2015
R/C Ratio	10%	10%
Net Operating Cost / Capita	\$7.80	\$7.97
Total Exp. / Passenger	\$15.94	\$20.81
Total Exp. / Eligible Passenger	\$15.94	
Transportation Exp. / Passenger		
Dedicated Service	\$17.20	\$22.47
Non-Dedicated Service	\$14.48	\$18.99
Transportation Exp. / Hour (Dedicated Service)	\$21.41	\$21.16
OPERATING		
Registrants / Capita	0.0422	0.0354
Passengers / Capita	0.5449	0.4236
Passengers / Registrant	12.92	11.98
Passengers / Hour (Dedicated Service)	1.24	0.94
Kms / Passenger (Dedicated Service)	5.48	7.32
Average Speed (Dedicated Service)	6.82	6.89

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	4,103	3,742
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
TOTAL	4,103	3,742

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
		Wheelchair	Ambulatory	
Non-Accessible Cars		N/A		
Accessible Vans / Minivans	1	1	1	2
Small Buses	1	1	3	5
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A
Vehicle ownership:			Transit Commission	
Vehicle maintenance responsibility:			Contracted Operators	
Accessible taxis:				

Cochrane

Accessibility Advisory Committee

Contact: Vanessa Vachon
 Title: Deputy Treasurer
 Telephone: 705-272-4361
 Fax: 705-272-6068
 Email: vanessa.vachon@cochraneontario.com

		REGISTRANTS	Active	Total
Population served:	5,340	Wheelchair/Scooter Users:	29	29
Service area (km²):	539.0	Ambulatory:	88	88
Communities served:	1	Attendants:		
Service began:	01/01/1993	Companions:		
Advisory Committee members:	10	Other:		
Eligibility Committee members:	10	Total:	117	117

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: 1 Eligibility Criteria: Unable to Board
 Private Contractor(s), number: Taxi Scrip Program Available:
 Private Non-Profit Org. 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.

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

TOTAL PASSENGERS

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

Cancelled in advance
 No-shows / Cancelled at door

Unaccommodated trips

Number of complaints

OPERATING EXPENSES

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

TOTAL OPERATING EXPENSES

\$9,579

\$9,690

\$40,846

\$47,593

\$955

\$1,367

\$51,380

\$58,650

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue

Other Operating Revenue

Total Operating Revenue

Federal Contributions

Provincial Contributions

Municipal Contributions

Other / Donations

TOTAL

\$29,515

\$34,383

\$29,515

\$34,383

\$16,399

\$18,257

\$5,466

\$6,086

\$51,380

\$58,726

CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System

Federal Contributions

Provincial Contributions

Municipal Contributions

Other / Donations

TOTAL CAPITAL FUNDING

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

Collingwood

Canadian Red Cross

Contact: Dianne Tripp-Akeson
 Title: Transport Supervisor
 Telephone: 705-721-3313 x5275
 Fax: 705-739-9916
 Email: dianne.tripps@redcross.ca

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

Population served:	21,000	REGISTRANTS	Active	Total
Service area (km ²):	33.0	Wheelchair/Scooter Users:	90	90
Communities served:	1	Ambulatory:	228	228
Service began:	01/01/1999	Attendants:		
Advisory Committee members:	N/A	Companions:		
Eligibility Committee members:	N/A	Other:		
		Total:	318	318

Non-Dedicated Service: Contractors:
 Taxi Scrip Program Available:
 Unable to Board
 Unable to Use
 Other Criteria

VEHICLE KILOMETRES & HOURS

	2014	2015	SERVICE HOURS / SCHEDULING		
Rev. Veh. Km. - Dedicated Service	35,363	34,171	Weekday:	06:30 to 21:30	Sunday:
Tot. Veh. Km. - Dedicated Service	39,728	35,747	Saturday:	06:30 to 21:30	Holiday:
Rev. Veh. Hrs. - Dedicated Service	3,300	3,373	Advanced booking notice:	365 day(s)	06:30 to 21:30
Tot. Veh. Hrs. - Dedicated Service	3,815	3,556	Minimum notice for reservation:	72.0 hour(s)	
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling:	Partially Computerized	
Non-Dedicated Service - Veh. Hrs.					

PASSENGER DATA

	2014	2015	FARE STRUCTURE		
Dedicated Service	7,693	6,299	Effective Date:	01/08/2015	Tickets/Cards
Non-Dedicated Service			Cash	(unit price)	Monthly Pass
TOTAL PASSENGERS	7,693	6,299	Adult	\$2.00	Free
Subscription / Pre-booked	95%	95%	Child		<input type="checkbox"/>
Reservation	0%	0%	Student		<input type="checkbox"/>
On-Demand / Day of trip	5%	5%	Senior	\$1.50	<input checked="" type="checkbox"/>
Cancelled in advance	2,013	1,668	Attendant		<input type="checkbox"/>
No-shows / Cancelled at door	163	789	Companion		<input type="checkbox"/>
Unaccommodated trips	24	28	Other		<input checked="" type="checkbox"/>
Number of complaints	8	5			

OPERATING EXPENSES

	2014	2015	EMPLOYEE DATA	Full-time	Part-time
Administration	\$7,326	\$15,251	Operators		5
Operations:			Other Operations		
Internal - Dedicated Service	\$92,993	\$83,308	Vehicle Mechanics		1
Contract - Dedicated Service			General and Administration		1
Contract - Non-Dedicated Service			Other		
Contract - Taxi Scrip					
Maintenance (Vehicles & Facilities)	\$15,773	\$32,331	TOTAL NUMBER OF EMPLOYEES		7
Fuel	\$12,420	\$14,032	Union Affiliations:	Operators:	
TOTAL OPERATING EXPENSES	\$128,512	\$144,922		Mechanics:	
				Other (specify):	

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2014	2015	PERFORMANCE INDICATORS	2014	2015
Passenger Revenue	\$26,926	\$16,285	FINANCIAL		
Other Operating Revenue			R/C Ratio	21%	11%
Total Operating Revenue	\$26,926	\$16,285	Net Operating Cost / Capita	\$4.84	\$6.13
Federal Contributions			Total Exp. / Passenger	\$16.71	\$23.01
Provincial Contributions			Total Exp. / Eligible Passenger	\$16.71	\$23.01
Municipal Contributions	\$115,108	\$129,921	Transportation Exp. / Passenger		
Other / Donations			Dedicated Service	\$15.75	\$20.59
TOTAL	\$142,034	\$146,206	Non-Dedicated Service		
			Transportation Exp. / Hour (Dedicated Service)	\$31.77	\$36.47

CAPITAL EXPENSES

	2014	2015	OPERATING	2014	2015
Vehicles Purchased			Registrants / Capita	0.0104	0.0151
Debt Servicing			Passengers / Capita	0.3663	0.3000
Other Capital Expenses			Passengers / Registrant	35.29	19.81
TOTAL CAPITAL EXPENSES			Passengers / Hour (Dedicated Service)	2.33	1.87
			Kms / Passenger (Dedicated Service)	4.60	5.42

CAPITAL FUNDING SOURCES

	2014	2015	PASSENGER DATA	Ded. Service	Non-Ded. Service
Transit System			Ambulatory	4,705	
Federal Contributions			Wheelchair/Scooter Users	1,594	
Provincial Contributions			Attendants		
Municipal Contributions			Companions		
Other / Donations			Other (specified)		
TOTAL CAPITAL FUNDING			TOTAL	6,299	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			N/A
Accessible Vans / Minivans	1	1	2
Small Buses	1	1	5
Other			12
TOTAL DED. VEHICLES	2	2	N/A
Vehicle ownership:	Town of Collingwood		
Vehicle maintenance responsibility:	Canadian Red Cross		
Accessible taxis:			

Cornwall**Cornwall Transit**

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

		REGISTRANTS	Active	Total
Population served:	46,000	Wheelchair/Scooter Users:	535	535
Service area (km ²):	61.5	Ambulatory:	981	981
Communities served:	1	Attendants:	456	456
Service began:	07/07/1981	Companions:		
Advisory Committee members:	6	Other:		
Eligibility Committee members:	6	Total:	1,972	1,972

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: 1 Eligibility Criteria: Unable to Board
 Private Contractor(s), number: Taxi Scrip Program Available: Unable to Use
 Private Non-Profit Org. Other Criteria

VEHICLE KILOMETRES & HOURS

	2014	2015	
Rev. Veh. Km. - Dedicated Service	203,215	203,000	
Tot. Veh. Km. - Dedicated Service	203,215	203,000	
Rev. Veh. Hrs. - Dedicated Service	13,370	13,370	
Tot. Veh. Hrs. - Dedicated Service	13,370	13,370	
Non-Dedicated Service - Veh. Km.	11,393	13,344	
Non-Dedicated Service - Veh. Hrs.	932	1,214	

PASSENGER DATA

	2014	2015	SERVICE HOURS / SCHEDULING	
Dedicated Service	35,535	34,869	Weekday: 06:00 to 23:30	Sunday: to
Non-Dedicated Service	4,875	5,934	Saturday: 06:15 to 23:30	Holiday: to
TOTAL PASSENGERS	40,410	40,803	Advanced booking notice: 14 day(s)	
Subscription / Pre-booked	40%	40%	Minimum notice for reservation: 24.0 hour(s)	
Reservation	0%	0%	Reservations / Scheduling: Fully Computerized	
On-Demand / Day of trip	60%	60%		
Cancelled in advance	8,444	391		
No-shows / Cancelled at door	445	87		
Unaccommodated trips				
Number of complaints				

OPERATING EXPENSES

	2014	2015	
Administration	\$249,996	\$289,979	
Operations:			
Internal - Dedicated Service	\$617,468	\$662,764	
Contract - Dedicated Service			
Contract - Non-Dedicated Service	\$35,615	\$42,262	
Contract - Taxi Scrip			
Maintenance (Vehicles & Facilities)	\$234,159	\$233,409	
Fuel	\$61,215	\$51,332	
TOTAL OPERATING EXPENSES	\$1,198,453	\$1,279,746	

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2014	2015	
Passenger Revenue	\$85,975	\$100,345	
Other Operating Revenue	\$9,167	\$8,800	
Total Operating Revenue	\$95,142	\$109,145	
Federal Contributions		\$200,400	
Provincial Contributions	\$215,400		
Municipal Contributions	\$887,911	\$970,201	
Other / Donations			
TOTAL	\$1,198,453	\$1,279,746	

CAPITAL EXPENSES

	2014	2015	
Vehicles Purchased			
Debt Servicing			
Other Capital Expenses	\$41,178		

TOTAL CAPITAL EXPENSES

	2014	2015	
CAPITAL FUNDING SOURCES			
Transit System			
Federal Contributions			
Provincial Contributions			
Municipal Contributions	\$41,178		
Other / Donations			
TOTAL CAPITAL FUNDING	\$41,178		

PERFORMANCE INDICATORS

	2014	2015
R/C Ratio	8%	9%
Net Operating Cost / Capita	\$24.00	\$25.45
Total Exp. / Passenger	\$29.66	\$31.36
Total Exp. / Eligible Passenger	\$33.97	\$35.51
Transportation Exp. / Passenger		
Dedicated Service	\$25.69	\$27.17
Non-Dedicated Service	\$7.31	\$7.12
Transportation Exp. / Hour (Dedicated Service)	\$68.28	\$70.87
OPERATING		
Registrants / Capita	0.0401	0.0429
Passengers / Capita	0.8792	0.8870
Passengers / Registrant	21.90	20.69
Passengers / Hour (Dedicated Service)	2.66	2.61
Kms / Passenger (Dedicated Service)	5.72	5.82
Average Speed (Dedicated Service)	15.20	15.18

	Ded. Service	Non-Ded. Service
Ambulatory	16,993	5,686
Wheelchair/Scooter Users	13,361	
Attendants	4,515	248
Companions		
Other (specified)		
TOTAL	34,869	5,934

	Veh. Peak	Avg. Capacity per Veh.
	Wheelchair	Ambulatory
VEHICLE DATA		
Non-Accessible Cars	N/A	
Accessible Vans / Minivans		
Small Buses	8	6
Other		
TOTAL DED. VEHICLES	8	6
Vehicle ownership:		Municipal Transit System
Vehicle maintenance responsibility:		Municipal Transit System
Accessible taxis:		

Cramahe**Community Care Northumberland**

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

Population served:	35,052	REGISTRANTS	Active	Total
Service area (km ²):	1,286.6	Wheelchair/Scooter Users:	10	10
Communities served:	3	Ambulatory:	383	383
Service began:	08/11/2008	Attendants:		
Advisory Committee members:	9	Companions:		
Eligibility Committee members:	N/A	Other:	1	1
		Total:	394	394

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: Eligibility Criteria: Unable to Board
 Private Contractor(s), number: Taxi Scrip Program Available: Unable to Use
 Private Non-Profit Org. Other Criteria

VEHICLE KILOMETRES & HOURS

Rev. Veh. Km. - Dedicated Service	49,742
Tot. Veh. Km. - Dedicated Service	79,880
Rev. Veh. Hrs. - Dedicated Service	1,146
Tot. Veh. Hrs. - Dedicated Service	1,827
Non-Dedicated Service - Veh. Km.	
Non-Dedicated Service - Veh. Hrs.	

2014**2015****SERVICE HOURS / SCHEDULING**

Weekday:	08:00 to 17:30	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:		1 day(s)	
Minimum notice for reservation:		24.0 hour(s)	
Reservations / Scheduling:		Partially Computerized	

PASSENGER DATA

Dedicated Service	3,296	2,904	Effective Date: 08/11/2008	Tickets/Cards (unit price)	Monthly Pass	Free
Non-Dedicated Service			Cash			
TOTAL PASSENGERS	3,296	2,904	Adult	\$5.00		
Subscription / Pre-booked	60%	70%	Child	\$2.50		
Reservation	30%	20%	Student	\$5.00		
On-Demand / Day of trip	10%	10%	Senior	\$5.00		
Cancelled in advance	1,650	1,544	Attendant			
No-shows / Cancelled at door	100	172	Companion			
Unaccommodated trips	25	22	Other	\$2.50 in town fee		
Number of complaints						

OPERATING EXPENSES

Administration	\$12,650	\$23,317	Full-time	Part-time	
Operations:					
Internal - Dedicated Service	\$77,072	\$86,443	Operators	4	
Contract - Dedicated Service			Other Operations	1	
Contract - Non-Dedicated Service			Vehicle Mechanics		
Contract - Taxi Scrip			General and Administration	1	
Maintenance (Vehicles & Facilities)	\$3,094	\$4,643	Other		
Fuel	\$13,388	\$11,663	TOTAL NUMBER OF EMPLOYEES	1	5
TOTAL OPERATING EXPENSES	\$106,204	\$126,066	Union Affiliations: Operators:		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$15,112	\$15,711	Mechanics:		
Other Operating Revenue	\$6,515	\$41,525	Other (specify):		
Total Operating Revenue	\$21,627	\$57,236	Top Operator Wage Rate: \$15.39		
Federal Contributions			Top Mechanic Wage Rate:		
Provincial Contributions	\$71,590	\$31,188	PERFORMANCE INDICATORS		
Municipal Contributions	\$13,000	\$16,000	FINANCIAL	2014	2015
Other / Donations			R/C Ratio	20%	45%
TOTAL	\$106,217	\$104,424	Net Operating Cost / Capita	\$3.43	\$1.96

CAPITAL EXPENSES

Vehicles Purchased			Total Exp. / Passenger	\$32.22	\$43.41
Debt Servicing			Total Exp. / Eligible Passenger	\$32.22	\$43.41
Other Capital Expenses			Transportation Exp. / Passenger		
TOTAL CAPITAL EXPENSES			Dedicated Service	\$28.38	\$35.38
			Non-Dedicated Service		
CAPITAL FUNDING SOURCES			Transportation Exp. / Hour (Dedicated Service)	\$51.20	\$59.12
Transit System			OPERATING		
Federal Contributions			Registrants / Capita	0.0068	0.0112
Provincial Contributions			Passengers / Capita	0.1338	0.0829
Municipal Contributions			Passengers / Registrant	19.74	7.37
Other / Donations			Passengers / Hour (Dedicated Service)	2.88	2.43
TOTAL CAPITAL FUNDING			Kms / Passenger (Dedicated Service)	15.09	15.97
			Average Speed (Dedicated Service)	43.40	38.86

Our rural transportation service offers service in Cramahe and Alnwick/Haldimand Townships. In 2015 Hamilton Township was also added. We also operate in the Municipality of Trent Hills, which is reported with Trent Hills.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	2,614	
Wheelchair/Scooter Users	290	
Attendants		
Companions		
Other (specified)		
TOTAL	2,904	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	1	1	2	4
Small Buses	1	1		10
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A
Vehicle ownership:			non- profit organization	
Vehicle maintenance responsibility:			non- profit organization	
Accessible taxis:				

Dryden

Dryden Handi Transit

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

	Population served:	7,617	REGISTRANTS	Active	Total
Service area (km²):	65.8	Wheelchair/Scooter Users:	45	45	
Communities served:	1	Ambulatory:	195	195	
Service began:	01/06/1976	Attendants:	25	25	
Advisory Committee members:	2	Companions:			
Eligibility Committee members:	2	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

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.

2014

13,813
 13,907
 1,352
 2,671

2015

13,403
 13,497
 1,314
 2,491

SERVICE HOURS / SCHEDULING

Weekday: 08:00 to 16:00 Sunday:
 Saturday: to Holiday:
 Advanced booking notice: day(s)
 Minimum notice for reservation: 0.0 hour(s)
 Reservations / Scheduling: Manual

to
 to

FARE STRUCTURE

Effective Date: 01/01/2009

Cash

Tickets/Cards
(unit price)

Monthly Pass

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

4,028

4,471

Adult \$3.00

Child

Student

Senior \$1.50

Attendant \$3.00

Companion \$3.00

Other Home Support Service \$1.50 and School Board \$4.50/km

EMPLOYEE DATA
Full-time
Part-time

Operators 1

Other Operations

Vehicle Mechanics

General and Administration

Other

TOTAL NUMBER OF EMPLOYEES

1

Union Affiliations: Operators:

Mechanics:

Other (specify):

Top Operator Wage Rate: \$19.00

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS
FINANCIAL
2014
2015

R/C Ratio	1%	1%
Net Operating Cost / Capita	\$10.12	\$9.97
Total Exp. / Passenger	\$19.31	\$17.17
Total Exp. / Eligible Passenger	\$19.75	\$17.64
Transportation Exp. / Passenger		
Dedicated Service	\$16.66	\$14.90
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$25.12	\$26.74
OPERATING		
Registrants / Capita	0.0348	0.0348
Passengers / Capita	0.5288	0.5870
Passengers / Registrant	15.20	16.87
Passengers / Hour (Dedicated Service)	2.98	3.40
Kms / Passenger (Dedicated Service)	3.43	3.00
Average Speed (Dedicated Service)	10.22	10.20

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	3,814	
Wheelchair/Scooter Users	537	
Attendants	120	
Companions		
Other (specified)		
TOTAL	4,471	

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

		REGISTRANTS	Active	Total
Population served:	660,765	Wheelchair/Scooter Users:	1,239	2,200
Service area (km²):	2,537.0	Ambulatory:	2,319	4,466
Communities served:	8	Attendants:		
Service began:	01/01/2006	Companions:		
Advisory Committee members:	8	Other:		
Eligibility Committee members:	N/A	Total:	3,558	6,666

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: 4 Eligibility Criteria: Unable to Board
 Private Contractor(s), number: Taxi Scrip Program Available:
 Private Non-Profit Org.

VEHICLE KILOMETRES & HOURS		2014	2015	SERVICE HOURS / SCHEDULING			
Rev. Veh. Km. - Dedicated Service		1,188,956	1,191,191	Weekday:	06:00 to 01:00	Sunday:	06:00 to 01:00
Tot. Veh. Km. - Dedicated Service		1,188,956	1,191,191	Saturday:	06:00 to 01:00	Holiday:	06:00 to 01:00
Rev. Veh. Hrs. - Dedicated Service		45,634	45,634	Advanced booking notice:	7 day(s)		
Tot. Veh. Hrs. - Dedicated Service		45,634	45,634	Minimum notice for reservation:	0.0 hour(s)		
Non-Dedicated Service - Veh. Km.				Reservations / Scheduling:	Fully Computerized		
Non-Dedicated Service - Veh. Hrs.		29,178	29,178				
PASSENGER DATA		FARE STRUCTURE					
Dedicated Service	116,654	117,976	Effective Date: 01/05/2015			Tickets/Cards (unit price)	
Non-Dedicated Service	74,589	64,571		Cash	\$3.50	\$3.00	\$112.00
TOTAL PASSENGERS	191,243	182,547		Adult	\$3.50		
Subscription / Pre-booked	62%	62%		Child	\$2.25	\$2.00	\$63.50
Reservation	35%	35%		Student	\$3.50	\$2.70	\$91.00
On-Demand / Day of trip	3%	3%		Senior	\$2.25	\$2.00	\$45.00
Cancelled in advance	34,393	34,461		Attendant			
No-shows / Cancelled at door	2,559	2,786		Companion			
Unaccommodated trips	4,767	3,649		Other	ODSP \$45.00/mo		
Number of complaints	9	32					
OPERATING EXPENSES		EMPLOYEE DATA				Full-time	Part-time
Administration	\$748,674	\$689,657	Operators			21	13
Operations:			Other Operations			2	6
Internal - Dedicated Service	\$3,404,256	\$3,464,422	Vehicle Mechanics				
Contract - Dedicated Service			General and Administration			5	
Contract - Non-Dedicated Service	\$1,595,910	\$1,383,514	Other				
TOTAL OPERATING EXPENSES		TOTAL NUMBER OF EMPLOYEES				28	19
Maintenance (Vehicles & Facilities)	\$729,326	\$819,571	Union Affiliations: Operators:	Unifor Local 222			
Fuel	\$314,991	\$270,218	Mechanics:	Unifor Local 222			
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS			Other (specify):				
Passenger Revenue	\$249,009	\$239,551	Top Operator Wage Rate:	\$30.37			
Other Operating Revenue			Top Mechanic Wage Rate:	\$37.41			
Total Operating Revenue	\$249,009	\$239,551					
Federal Contributions			PERFORMANCE INDICATORS				
Provincial Contributions			FINANCIAL				
Municipal Contributions	\$6,544,990	\$6,387,832	R/C Ratio	4%	4%		
Other / Donations			Net Operating Cost / Capita	\$9.98	\$9.67		
TOTAL	\$6,793,998	\$6,627,382	Total Exp. / Passenger	\$35.52	\$36.31		
CAPITAL EXPENSES			Total Exp. / Eligible Passenger	\$36.23	\$37.35		
Vehicles Purchased	\$394,216	\$609,780	Transportation Exp. / Passenger				
Debt Servicing			Dedicated Service	\$38.13	\$38.60		
Other Capital Expenses	\$228,923	\$52,729	Non-Dedicated Service	\$21.40	\$21.43		
TOTAL CAPITAL EXPENSES	\$623,139	\$662,509	Transportation Exp. / Hour (Dedicated Service)	\$97.48	\$99.80		
CAPITAL FUNDING SOURCES							
Transit System			OPERATING				
Federal Contributions			Registrants / Capita	0.0085	0.0101		
Provincial Contributions	\$295,662	\$447,255	Passengers / Capita	0.2915	0.2763		
Municipal Contributions	\$327,477		Passengers / Registrant	34.21	27.38		
Other / Donations			Passengers / Hour (Dedicated Service)	2.56	2.59		
TOTAL CAPITAL FUNDING	\$623,139	\$662,509	Kms / Passenger (Dedicated Service)	10.19	10.10		
			Average Speed (Dedicated Service)	26.05	26.10		
			PASSENGER DATA				
			Ded. Service		Non-Ded. Service		
			Ambulatory	77,665	42,508		
			Wheelchair/Scooter Users	37,023	20,264		
			Attendants	3,288	1,799		
			Companions				
			Other (specified)				
			TOTAL	117,976	64,571		
			VEHICLE DATA				
			Number		Veh. Peak	Avg. Capacity per Veh.	
					Wheelchair	Ambulatory	
			Non-Accessible Cars		N/A		
			Accessible Vans / Minivans	30	26	4	
			Small Buses				
			Other				
TOTAL DED. VEHICLES		30	26		N/A	N/A	
Vehicle ownership:							
Vehicle maintenance responsibility:							
Accessible taxis:							

Dysart et Al**Dysart Special Transit Service**

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

Population served:	6,500	REGISTRANTS	Active	Total
Service area (km ²):	1,506.0	Wheelchair/Scooter Users:	56	56
Communities served:	1	Ambulatory:	71	71
Service began:	01/12/1989	Attendants:	16	16
Advisory Committee members:	3	Companions:		
Eligibility Committee members:	N/A	Other:		
		Total:	143	143

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:
 Private Non-Profit Org.

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.

2014

4,630
 6,173
 397
 529

2015

4,251
 5,668
 404
 538

SERVICE HOURS / SCHEDULING

Weekday: 09:00 to 15:00 Sunday: to to
 Saturday: to Holiday:
 Advanced booking notice: 3 day(s)
 Minimum notice for reservation: 24.0 hour(s)
 Reservations / Scheduling: Manual

FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult				
Child				
Student				
Senior				
Attendant				
Companion				
Other	Charges for zone areas			

EMPLOYEE DATA

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

TOTAL NUMBER OF EMPLOYEES

5

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

Top Operator Wage Rate: \$18.00
 Top Mechanic Wage Rate: \$23.97

PERFORMANCE INDICATORS

	2014	2015
R/C Ratio	34%	44%
Net Operating Cost / Capita	\$2.35	\$1.65
Total Exp. / Passenger	\$15.17	\$12.75
Total Exp. / Eligible Passenger	\$17.69	\$14.88
Transportation Exp. / Passenger		
Dedicated Service	\$10.69	\$8.22
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$30.83	\$23.07
OPERATING		
Registrants / Capita	0.0215	0.0220
Passengers / Capita	0.2348	0.2323
Passengers / Registrant	10.90	10.56
Passengers / Hour (Dedicated Service)	3.84	3.74
Kms / Passenger (Dedicated Service)	3.03	2.82
Average Speed (Dedicated Service)	11.66	10.52

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	874	
Wheelchair/Scooter Users	420	
Attendants	216	
Companions		
Other (specified)		
TOTAL	1,510	

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

* Service hours exceptions: Weekend and holiday service upon request; Out of area medical appointments that exceed normal operating hours. * Fare Structure: Area 1 - \$7/person or \$5/person (Wednesdays only). Area 2 - \$20/person between A1 and A2. Area 3 - \$25/person between A1 and A3. Area 4 - \$35/person between A1 and A4. Area 5 - \$45/person each direction + \$1/km beyond boundaries of A1 and A5. Haliburton to Lindsay, Peterborough or Bracebridge \$250 or \$40 each (min 6 people). Haliburton to Barrie, Oshawa, Toronto or Kingston - \$150 plus \$50/hour. Long-term Care Facilities - \$130 up to 3 hrs, \$45/hour thereafter.

Elliot Lake**Elliot Lake Handi Lift**

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

		REGISTRANTS	Active	Total
Population served:	11,348	Wheelchair/Scooter Users:		
Service area (km²):	8.0	Ambulatory:		
Communities served:	1	Attendants:		
Service began:	01/01/1988	Companions:		
Advisory Committee members:	N/A	Other:		
Eligibility Committee members:	N/A	Total:	210	210

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors:
 Private Contractor(s), number: Taxi Scrip Program Available:
 Private Non-Profit Org.

VEHICLE KILOMETRES & HOURS		2014	2015	SERVICE HOURS / SCHEDULING			
Rev. Veh. Km. - Dedicated Service		40,677	35,912	Weekday:	07:00 to 18:30	Sunday:	
Tot. Veh. Km. - Dedicated Service		40,677	37,784	Saturday:	07:00 to 18:30	Holiday:	
Rev. Veh. Hrs. - Dedicated Service		3,785	3,801	Advanced booking notice:	30 day(s)		
Tot. Veh. Hrs. - Dedicated Service		3,785	3,861	Minimum notice for reservation:	24.0 hour(s)		
Non-Dedicated Service - Veh. Km.				Reservations / Scheduling:			
Non-Dedicated Service - Veh. Hrs.							
PASSENGER DATA				FARE STRUCTURE			
Dedicated Service		10,521	9,283	Effective Date: 01/01/2014			
Non-Dedicated Service				Cash	Tickets/Cards (unit price)		
TOTAL PASSENGERS		10,521	9,283	Adult	\$2.50	\$62.00	
Subscription / Pre-booked		75%	70%	Child	\$2.00	\$52.00	
Reservation		24%	30%	Student	\$2.25	\$52.00	
On-Demand / Day of trip		1%	0%	Senior	\$2.25	\$52.00	
Cancelled in advance		250	400	Attendant			
No-shows / Cancelled at door		300	250	Companion			
Unaccommodated trips		200	250	Other			
Number of complaints							
OPERATING EXPENSES				EMPLOYEE DATA			
Administration				Operators	Full-time	Part-time	
Operations:				Other Operations	1	2	
Internal - Dedicated Service				Vehicle Mechanics			
Contract - Dedicated Service		\$116,210	\$124,518	General and Administration			
Contract - Non-Dedicated Service				Other			
Contract - Taxi Scrip							
Maintenance (Vehicles & Facilities)		\$26,297	\$28,663	TOTAL NUMBER OF EMPLOYEES			
Fuel		\$12,584	\$9,814	Operators	2	2	
TOTAL OPERATING EXPENSES		\$155,091	\$162,995	Mechanics			
Passenger Revenue		\$21,317	\$18,778	Other (specify):			
Other Operating Revenue							
TOTAL OPERATING REVENUE		\$21,317	\$18,778	Top Operator Wage Rate: \$16.82			
Federal Contributions				Top Mechanic Wage Rate: \$28.06			
Provincial Contributions		\$51,210	\$60,000	PERFORMANCE INDICATORS			
Municipal Contributions		\$82,564	\$84,217	FINANCIAL			
Other / Donations				R/C Ratio	2014	2015	
TOTAL		\$155,091	\$162,995	Net Operating Cost / Capita	14%	12%	
CAPITAL EXPENSES				Total Exp. / Passenger	\$13.08	\$12.71	
Vehicles Purchased				Total Exp. / Eligible Passenger	\$14.74	\$17.56	
Debt Servicing				Transportation Exp. / Passenger	\$16.37	\$19.53	
Other Capital Expenses				Dedicated Service	\$14.74	\$17.56	
TOTAL CAPITAL EXPENSES			Non-Dedicated Service				
CAPITAL FUNDING SOURCES			Transportation Exp. / Hour (Dedicated Service)	\$40.98	\$42.22		
Transit System				OPERATING			
Federal Contributions				Registrants / Capita	0.0230	0.0185	
Provincial Contributions				Passengers / Capita	1.0289	0.8180	
Municipal Contributions				Passengers / Registrant	44.77	44.20	
Other / Donations				Passengers / Hour (Dedicated Service)	2.78	2.44	
TOTAL CAPITAL FUNDING			Kms / Passenger (Dedicated Service)	3.87	3.87		
			Average Speed (Dedicated Service)	10.75	9.45		
PASSENGER DATA				Ded. Service			
Ambulatory				Non-Ded. Service			
Wheelchair/Scooter Users				6,382			
Attendants				1,964			
Companions				937			
Other (specified)				TOTAL	9,283		
VEHICLE DATA				Veh. Peak			
Non-Accessible Cars				Avg. Capacity per Veh.			
Accessible Vans / Minivans				Wheelchair			
Small Buses		2	1	Ambulatory			
Other				N/A			
TOTAL DED. VEHICLES		2	1	N/A			
Vehicle ownership:							
Vehicle maintenance responsibility:							
Accessible taxis:							

Espanola

Espanola Care Van

Contact: Cathy Tessier
 Title: Manager of Financial Services
 Telephone: 705-869-1540 x2108
 Fax: 705-869-0083
 Email: ctessier@espanola.ca

	Population served:	5,709	REGISTRANTS	Active	Total
Service area (km²):	17.8	Wheelchair/Scooter Users:	20	20	
Communities served:	1	Ambulatory:	145	145	
Service began:	01/01/1986	Attendants:			
Advisory Committee members:	6	Companions:	2	2	
Eligibility Committee members:	6	Other:			
		Total:	167	167	

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors:
 Private Contractor(s), number: Taxi Scrip Program Available:
 Private Non-Profit Org.

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.

PASSENGER DATA

Dedicated Service 6,096
 Non-Dedicated Service
TOTAL PASSENGERS **6,096**
 Subscription / Pre-booked 95%
 Reservation 0%
 On-Demand / Day of trip 5%

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

OPERATING EXPENSES

Administration	\$1,021	\$5,018
Operations:		
Internal - Dedicated Service	\$41,360	\$43,111
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$2,315	\$2,841
Fuel	\$6,388	\$4,711
TOTAL OPERATING EXPENSES	\$51,084	\$55,682

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$15,240	\$13,640
Other Operating Revenue		
Total Operating Revenue	\$15,240	\$13,640
Federal Contributions		
Provincial Contributions	\$21,546	\$38,522
Municipal Contributions	\$14,298	\$3,520
Other / Donations		
TOTAL	\$51,084	\$55,682

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 - 55 years of age and/or with mental or physical disabilities

SERVICE HOURS / SCHEDULING

Weekday: 08:00 to 16:00 Sunday: to
 Saturday: to Holiday: to
 Advanced booking notice: 1 day(s)
 Minimum notice for reservation: 24.0 hour(s)
 Reservations / Scheduling: Manual

FARE STRUCTURE

Effective Date: 01/07/2004				
	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				
Companion				
Other				

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$17.30
 Top Mechanic Wage Rate: \$32.04

PERFORMANCE INDICATORS

	2014	2015
R/C Ratio	30%	24%
Net Operating Cost / Capita	\$6.28	\$7.36
Total Exp. / Passenger	\$8.38	\$10.21
Total Exp. / Eligible Passenger	\$8.46	\$10.31
Transportation Exp. / Passenger		
Dedicated Service		
Non-Dedicated Service	\$8.21	\$9.29
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0322	0.0293
Passengers / Capita	1.0678	0.9557
Passengers / Registrant	33.13	32.67
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	4,747	
Wheelchair/Scooter Users	655	
Attendants		
Companions	54	
Other (specified)		
TOTAL	5,456	

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:			Municipality	
Vehicle maintenance responsibility:			Municipality	
Accessible taxis:				

Fort Erie

Fort Erie Accessible Specialized Transit (FAST)

Contact: Carla Stout
 Title: Transit Program Manager
 Telephone: 905-871-1600 x2401
 Fax: 905-871-6411
 Email: cstout@forterie.ca

		REGISTRANTS	Active	Total
Population served:	29,960	Wheelchair/Scooter Users:	66	66
Service area (km²):	168.0	Ambulatory:	170	170
Communities served:	1	Attendants:	276	276
Service began:	03/07/2007	Companions:		
Advisory Committee members:	4	Other:		
Eligibility Committee members:	1	Total:	512	512

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		2014	2015	SERVICE HOURS / SCHEDULING		
Rev. Veh. Km. - Dedicated Service		57,000	67,000	Weekday:	06:30 to 19:30	Sunday:
Tot. Veh. Km. - Dedicated Service		57,000	67,000	Saturday:	06:30 to 19:30	Holiday:
Rev. Veh. Hrs. - Dedicated Service		6,000	6,000	Advanced booking notice:	2 day(s)	
Tot. Veh. Hrs. - Dedicated Service		6,000	6,000	Minimum notice for reservation:	48.0 hour(s)	
Non-Dedicated Service - Veh. Km.				Reservations / Scheduling:	Fully Computerized	
Non-Dedicated Service - Veh. Hrs.						
PASSENGER DATA				FARE STRUCTURE		
Dedicated Service		8,278	10,363	Effective Date: 01/01/2013		
Non-Dedicated Service				Cash	Tickets/Cards (unit price)	
TOTAL PASSENGERS		8,278	10,363	Adult	\$2.50	Monthly Pass
Subscription / Pre-booked		56%	47%	Child	\$2.00	<input type="checkbox"/>
Reservation		43%	53%	Student	\$2.00	<input type="checkbox"/>
On-Demand / Day of trip		1%	0%	Senior	\$2.50	<input type="checkbox"/>
Cancelled in advance		2,949	1,506	Attendant		<input checked="" type="checkbox"/>
No-shows / Cancelled at door		144	869	Companion		<input checked="" type="checkbox"/>
Unaccommodated trips		27	96	Other		<input checked="" type="checkbox"/>
Number of complaints			4			
OPERATING EXPENSES				EMPLOYEE DATA	Full-time	Part-time
Administration		\$14,083	\$13,248	Operators	2	1
Operations:				Other Operations	1	
Internal - Dedicated Service				Vehicle Mechanics		
Contract - Dedicated Service		\$222,946	\$222,946	General and Administration	1	
Contract - Non-Dedicated Service				Other	1	
Contract - Taxi Scrip				TOTAL NUMBER OF EMPLOYEES	5	1
Maintenance (Vehicles & Facilities)		\$18,181	\$22,059	Union Affiliations: Operators:		
Fuel				Mechanics:	2 CUPE Local 714	
TOTAL OPERATING EXPENSES		\$255,210	\$258,253	Other (specify):		
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS						
Passenger Revenue		\$11,696	\$12,236	Top Operator Wage Rate:	\$17.48	
Other Operating Revenue				Top Mechanic Wage Rate:		
Total Operating Revenue		\$11,696	\$12,236			
Federal Contributions				PERFORMANCE INDICATORS		
Provincial Contributions		\$114,500	\$150,000	FINANCIAL	2014	2015
Municipal Contributions		\$129,014	\$96,017	R/C Ratio	5%	5%
Other / Donations				Net Operating Cost / Capita	\$8.13	\$8.21
TOTAL		\$255,210	\$258,253	Total Exp. / Passenger	\$30.83	\$24.92
CAPITAL EXPENSES						
Vehicles Purchased				Total Exp. / Eligible Passenger	\$32.46	\$26.33
Debt Servicing				Transportation Exp. / Passenger		
Other Capital Expenses				Dedicated Service	\$29.13	\$23.64
TOTAL CAPITAL EXPENSES				Non-Dedicated Service		
CAPITAL FUNDING SOURCES				Transportation Exp. / Hour (Dedicated Service)	\$40.19	\$40.83
Transit System				OPERATING		
Federal Contributions				Registrants / Capita	0.0306	0.0171
Provincial Contributions				Passengers / Capita	0.2763	0.3459
Municipal Contributions				Passengers / Registrant	9.03	20.24
Other / Donations				Passengers / Hour (Dedicated Service)	1.38	1.73
TOTAL CAPITAL FUNDING				Kms / Passenger (Dedicated Service)	10.87	6.47
				Average Speed (Dedicated Service)	15.00	11.17
PASSENGER DATA			Ded. Service	Non-Ded. Service		
Ambulatory			8,666			
Wheelchair/Scooter Users			1,141			
Attendants			556			
Companions						
Other (specified)						
TOTAL			10,363			
VEHICLE DATA		Number	Veh. Peak	Avg. Capacity per Veh.		
Non-Accessible Cars				Wheelchair	Ambulatory	
Accessible Vans / Minivans		3	2	N/A		
Small Buses				3	3	
Other						
TOTAL DED. VEHICLES		3	2	N/A		
Vehicle ownership:						
Vehicle maintenance responsibility:				Municipality = 2	Operator = 1	
Accessible taxis:				Municipality = 2	Operator = 1	

Fort Frances

Fort Frances Handi-van

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

	Population served:	7,952	REGISTRANTS	Active	Total
Service area (km²):	25.9	Wheelchair/Scooter Users:	327		327
Communities served:	1	Ambulatory:			
Service began:	01/12/1986	Attendants:			
Advisory Committee members:	3	Companions:			
Eligibility Committee members:	2	Other:			
		Total:	327	327	327
Dedicated Serv. Operated by:	<input type="checkbox"/> Transit System/Municipality <input type="checkbox"/> Private Contractor(s), number: <input checked="" type="checkbox"/> Private Non-Profit Org.	Non-Dedicated Service: <input checked="" type="checkbox"/> Contractors: 1 <input type="checkbox"/> Taxi Scrip Program Available: <input checked="" type="checkbox"/>	Eligibility Criteria:	<input type="checkbox"/> Unable to Board <input type="checkbox"/> Unable to Use <input checked="" type="checkbox"/> 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.

2014

42,972

2015

39,754

Weekday: 08:00 to 16:00 Sunday: to
 Saturday: to Holiday: to
 Advanced booking notice: 1 day(s)
 Minimum notice for reservation: 24.0 hour(s)
 Reservations / Scheduling: Manual

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

11,375

7,655

10,571

10,833

Effective Date: 01/01/2015

Cash**Tickets/Cards (unit price)****Monthly Pass**
TOTAL PASSENGERS

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

19,030

21,404

Adult

\$1.25

Child

\$1.25

Student

\$1.25

Senior

\$1.00

Attendant

Companion

Other

OPERATING EXPENSES

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

\$10,699

\$11,220

\$132,246

\$126,329

\$32,260

\$26,263

Contract - Taxi Scrip

\$16,913

\$22,970

\$13,287

\$8,735

\$205,406**\$195,517**
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

\$23,345

\$21,436

\$23,345

\$21,436

Greater Sudbury

Sudbury Handi Transit

Contact: Michelle Ferrigan
 Title: Transit Planner
 Telephone: 705-674-4455 x3008
 Fax:
 Email: michelle.ferrigan@greatersudbury.ca

		REGISTRANTS	Active	Total
Population served:	138,000	Wheelchair/Scooter Users:	1,295	3,634
Service area (km ²):	152.6	Ambulatory:	1,477	3,452
Communities served:	1	Attendants:		
Service began:	01/01/2001	Companions:		
Advisory Committee members:	5	Other:		
Eligibility Committee members:	N/A	Total:	2,772	7,086

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: 1 Eligibility Criteria: Unable to Board
 Private Contractor(s), number: 1 Taxi Scrip Program Available:
 Private Non-Profit Org.

VEHICLE KILOMETRES & HOURS

	2014	2015	SERVICE HOURS / SCHEDULING				
Rev. Veh. Km. - Dedicated Service	1,280,000	1,360,000	Weekday:	06:30 to 00:00	Sunday:	07:00 to 00:00	
Tot. Veh. Km. - Dedicated Service	1,280,000	1,360,000	Saturday:	07:00 to 00:00	Holiday:	07:00 to 00:00	
Rev. Veh. Hrs. - Dedicated Service	51,940	50,503	Advanced booking notice:	day(s)			
Tot. Veh. Hrs. - Dedicated Service	51,940	50,503	Minimum notice for reservation:	48.0 hour(s)			
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling:	Fully Computerized			
Non-Dedicated Service - Veh. Hrs.							

PASSENGER DATA

	2014	2015	FARE STRUCTURE	Tickets/Cards (unit price)	Monthly Pass	Free
Dedicated Service	118,416	115,655	Effective Date: 01/06/2015			
Non-Dedicated Service	16,509	14,894	Cash			
TOTAL PASSENGERS	134,925	130,549	Adult	\$3.00	\$82.00	
Subscription / Pre-booked	50%	58%	Child	\$2.40		<input checked="" type="checkbox"/>
Reservation	42%	42%	Student	\$2.40	\$76.00	
On-Demand / Day of trip	8%	0%	Senior	\$2.20	\$49.00	
Cancelled in advance	13,614	12,049	Attendant			
No-shows / Cancelled at door	4,472	3,666	Companion	\$3.00	\$2.40	
Unaccommodated trips	1,653	2,152	Other			
Number of complaints						

OPERATING EXPENSES

Administration	\$198,060	\$5,556	
Operations:			
Internal - Dedicated Service			
Contract - Dedicated Service	\$2,668,624	\$2,780,214	
Contract - Non-Dedicated Service	\$265,239	\$253,618	
Contract - Taxi Scrip			
Maintenance (Vehicles & Facilities)			
Fuel			
TOTAL OPERATING EXPENSES	\$3,131,923	\$3,039,389	

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$236,141	\$262,743	
Other Operating Revenue			
Total Operating Revenue	\$236,141	\$262,743	
Federal Contributions			
Provincial Contributions	\$141,334	\$141,334	
Municipal Contributions	\$2,754,448	\$2,635,312	
Other / Donations			
TOTAL	\$3,131,923	\$3,039,389	

CAPITAL EXPENSES

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

PERFORMANCE INDICATORS

	2014	2015
R/C Ratio	8%	9%
Net Operating Cost / Capita	\$20.98	\$20.12
Total Exp. / Passenger	\$23.21	\$23.28
Total Exp. / Eligible Passenger	\$25.63	\$25.82
Transportation Exp. / Passenger		
Dedicated Service	\$22.54	\$24.04
Non-Dedicated Service	\$16.07	\$17.03
Transportation Exp. / Hour (Dedicated Service)	\$51.38	\$55.05
OPERATING		
Registrants / Capita	0.0580	0.0514
Passengers / Capita	0.9777	0.9460
Passengers / Registrant	16.86	18.42
Passengers / Hour (Dedicated Service)	2.28	2.29
Kms / Passenger (Dedicated Service)	10.81	11.76
Average Speed (Dedicated Service)	24.64	26.93

	Ded. Service	Non-Ded. Service
Ambulatory	59,622	14,894
Wheelchair/Scooter Users	43,186	
Attendants	8,061	
Companions	4,786	
Other (specified)		
TOTAL	115,655	14,894

	Veh. Peak	Avg. Capacity per Veh.
Wheelchair	N/A	
Ambulatory		
VEHICLE DATA		
Non-Accessible Cars		
Accessible Vans / Minivans		
Small Buses	17	15
Other		
TOTAL DED. VEHICLES	17	15
Vehicle ownership:	Contracted Operator	
Vehicle maintenance responsibility:	Contracted Operator	
Accessible taxis:		

Greenstone

Municipality of Greenstone

Contact: Sue Benwell
 Title: Bookkeeper/Secretary
 Telephone: 807-854-1100 x2010
 Fax: 807-854-1947
 Email: sue.benwell@greenstone.ca

	Population served:	4,726	REGISTRANTS	Active	Total
Service area (km²):	3,000.0	Wheelchair/Scooter Users:	2	2	
Communities served:	1	Ambulatory:	35	35	
Service began:	01/01/2001	Attendants:			
Advisory Committee members:	N/A	Companions:	10	10	
Eligibility Committee members:	N/A	Other:	165	165	
		Total:	212	212	

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: Unable to Board
 Private Contractor(s), number: Taxi Scrip Program Available: Unable to Use
 Private Non-Profit Org. Other Criteria

VEHICLE KILOMETRES & HOURS

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

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

TOTAL PASSENGERS

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

Cancelled in advance
 No-shows / Cancelled at door

Unaccommodated trips

Number of complaints

OPERATING EXPENSES

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

Maintenance (Vehicles & Facilities)

Fuel

TOTAL OPERATING EXPENSES
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

Total Operating Revenue

Federal Contributions

Provincial Contributions

Municipal Contributions

Other / Donations

TOTAL
CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES
CAPITAL FUNDING SOURCES

Transit System

Federal Contributions

Provincial Contributions

Municipal Contributions

Other / Donations

TOTAL CAPITAL FUNDING

Other Eligibility: Our vehicles are used for seniors 55 years and older.

2014
2015
SERVICE HOURS / SCHEDULING

Weekday:	09:00 to 17:00	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	2 day(s)	Minimum notice for reservation:	24.0 hour(s)
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date:	01/01/2006	Tickets/Cards (unit price)	Monthly Pass	Free
	Cash			
Adult				
Child				
Student				
Senior	\$1.50	\$1.50		
Attendant				
Companion				
Other				

EMPLOYEE DATA

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

TOTAL NUMBER OF EMPLOYEES	1	2
----------------------------------	---	---

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

Top Operator Wage Rate: \$26.43

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS
FINANCIAL

R/C Ratio	0%	1%
Net Operating Cost / Capita	\$13.76	\$14.45
Total Exp. / Passenger	\$11.55	\$34.06
Total Exp. / Eligible Passenger	\$11.56	\$34,351.00
Transportation Exp. / Passenger		
Dedicated Service	\$8.91	\$24.85
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$15.37	\$8.52

OPERATING

Registrants / Capita	0.0417	0.0449
Passengers / Capita	1.1929	0.4268
Passengers / Registrant	28.63	9.51
Passengers / Hour (Dedicated Service)	1.72	0.34
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory		
Wheelchair/Scooter Users	2	
Attendants		
Companions	20	
Other (specified)	1,995	
TOTAL	2,017	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.
		Wheelchair	Ambulatory
Non-Accessible Cars	2	2	N/A
Accessible Vans / Minivans	1	1	1
Small Buses	1	1	1
Other			14
TOTAL DED. VEHICLES	4	4	N/A
Vehicle ownership:		Municipality	
Vehicle maintenance responsibility:		Municipality	
Accessible taxis:			

Guelph**Guelph Transit Mobility Service**

Contact: Phil Meagher
 Title: General Manager, Transit Services
 Telephone: 519-822-1260 x3321
 Fax: 519-822-1322
 Email: phil.meagher@guelph.ca

		REGISTRANTS	Active	Total
Population served:	141,097	Wheelchair/Scooter Users:	358	358
Service area (km²):	87.0	Ambulatory:	979	979
Communities served:	1	Attendants:		
Service began:	01/03/1992	Companions:		
Advisory Committee members:	15	Other:		
Eligibility Committee members:	N/A	Total:	1,337	1,337

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: 1 Eligibility Criteria: Unable to Board
 Private Contractor(s), number: Taxi Scrip Program Available:
 Private Non-Profit Org.

VEHICLE KILOMETRES & HOURS

	2014	2015	SERVICE HOURS / SCHEDULING			
Rev. Veh. Km. - Dedicated Service	166,320	200,283	Weekday:	05:30 to 00:30	Sunday:	09:00 to 19:30
Tot. Veh. Km. - Dedicated Service	167,140	201,273	Saturday:	05:30 to 00:30	Holiday:	09:00 to 19:30
Rev. Veh. Hrs. - Dedicated Service	5,836	10,876	Advanced booking notice:	7 day(s)		
Tot. Veh. Hrs. - Dedicated Service	5,861	10,922	Minimum notice for reservation:	3.0 hour(s)		
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling:	Fully Computerized		
Non-Dedicated Service - Veh. Hrs.						

PASSENGER DATA

Dedicated Service	28,821	35,236	FARE STRUCTURE			
Non-Dedicated Service	20,810	11,993	Effective Date: 01/01/2014	Tickets/Cards (unit price)		
TOTAL PASSENGERS	49,631	47,229	Adult	\$3.00	\$2.40	\$75.00
Subscription / Pre-booked	0%	0%	Cash			Free
Reservation	0%	0%	Child			
On-Demand / Day of trip	0%	0%	Student	\$3.00	\$1.90	\$64.00
Cancelled in advance	9,283	7,332	Senior	\$3.00	\$2.00	\$62.00
No-shows / Cancelled at door	512	498	Attendant	\$3.00		
Unaccommodated trips			Companion	\$3.00		
Number of complaints	1,876		Other			

OPERATING EXPENSES

Administration	\$91,819	\$96,660	EMPLOYEE DATA	Full-time	Part-time
Operations:			Operators	5	5
Internal - Dedicated Service	\$767,851	\$885,253	Other Operations	2	
Contract - Dedicated Service			Vehicle Mechanics		
Contract - Non-Dedicated Service	\$234,039	\$118,878	General and Administration		
Contract - Taxi Scrip			Other		
Maintenance (Vehicles & Facilities)	\$353,555	\$390,641	TOTAL NUMBER OF EMPLOYEES	7	5
Fuel	\$197,887	\$177,248	Union Affiliations: Operators: ATU 1189		
TOTAL OPERATING EXPENSES	\$1,645,151	\$1,668,680	Mechanics: ATU 1189		
			Other (specify): NUME - Supervisor		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$89,715	\$64,519	Top Operator Wage Rate: \$27.74	
Other Operating Revenue			Top Mechanic Wage Rate:	
Total Operating Revenue	\$89,715	\$64,519		
Federal Contributions				
Provincial Contributions	\$12,000	\$12,000		
Municipal Contributions	\$1,543,436	\$1,592,161		
Other / Donations				
TOTAL	\$1,645,151	\$1,668,680		

CAPITAL EXPENSES

Vehicles Purchased	\$169,579	\$20,797	PERFORMANCE INDICATORS		
Debt Servicing			FINANCIAL	2014	2015
Other Capital Expenses			R/C Ratio	5%	4%
TOTAL CAPITAL EXPENSES	\$169,579	\$20,797	Net Operating Cost / Capita	\$12.71	\$11.37
			Total Exp. / Passenger	\$33.15	\$35.33

CAPITAL FUNDING SOURCES

Transit System			Transportation Exp. / Passenger		
Federal Contributions			Dedicated Service	\$45.78	\$41.24
Provincial Contributions	\$76,311	\$93,268	Non-Dedicated Service	\$11.25	\$9.91
Municipal Contributions			Transportation Exp. / Hour (Dedicated Service)	\$225.10	\$133.05
Other / Donations					
TOTAL CAPITAL FUNDING	\$169,579	\$20,797			

	Ded. Service	Non-Ded. Service
Ambulatory	24,645	9,116
Wheelchair/Scooter Users	9,321	2,279
Attendants		
Companions	1,270	598
Other (specified)		
TOTAL	35,236	11,993

	Veh. Peak	Avg. Capacity per Veh.
	Wheelchair	Ambulatory
VEHICLE DATA		
Non-Accessible Cars		
Accessible Vans / Minivans		
Small Buses	11	8
Other		
TOTAL DED. VEHICLES	11	8
Vehicle ownership:		Municipal Transit System
Vehicle maintenance responsibility:		Municipal Transit System
Accessible taxis:	5	

Halton Hills

ActiVan
 Contact: Deanna Loey
 Title: ActiVan Coordinator
 Telephone: 905-873-2601 x2617
 Fax: 905-873-8192
 Email: deannal@haltonhills.ca

		REGISTRANTS	Active	Total
Population served:	59,000	Wheelchair/Scooter Users:	363	363
Service area (km²):	280.0	Ambulatory:	2,003	2,003
Communities served:	1	Attendants:		
Service began:	01/05/1981	Companions:		
Advisory Committee members:	10	Other:		
Eligibility Committee members:	N/A	Total:	2,366	2,366

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: 3 Eligibility Criteria: Unable to Board
 Private Contractor(s), number: Taxi Scrip Program Available:
 Private Non-Profit Org.

VEHICLE KILOMETRES & HOURS

	2014	2015	SERVICE HOURS / SCHEDULING				
Rev. Veh. Km. - Dedicated Service	173,897	182,596	Weekday:	07:30 to 23:00	Sunday:	07:30 to 23:00	
Tot. Veh. Km. - Dedicated Service	173,897	182,596	Saturday:	07:30 to 23:00	Holiday:	to	
Rev. Veh. Hrs. - Dedicated Service	7,260	7,901	Advanced booking notice:	7 day(s)			
Tot. Veh. Hrs. - Dedicated Service	7,260	7,901	Minimum notice for reservation:	48.0 hour(s)			
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling:	Fully Computerized			
Non-Dedicated Service - Veh. Hrs.							

PASSENGER DATA

	2014	2015	FARE STRUCTURE	Tickets/Cards (unit price)	Monthly Pass	Free
Dedicated Service	19,565	27,403	Effective Date: 01/01/2015			
Non-Dedicated Service	30,876	35,345	Cash			
TOTAL PASSENGERS	50,441	62,748	Adult	\$2.00	\$2.00	
Subscription / Pre-booked	25%	26%	Child	\$2.00	\$2.00	
Reservation	71%	69%	Student	\$2.00	\$2.00	
On-Demand / Day of trip	4%	5%	Senior	\$2.00	\$2.00	
Cancelled in advance	673	752	Attendant			
No-shows / Cancelled at door	66	43	Companion			
Unaccommodated trips			Other	Caregiver free of charge		
Number of complaints	4	4				

OPERATING EXPENSES

Administration	\$133,776	\$140,983
Operations:		
Internal - Dedicated Service	\$5,226	\$2,138
Contract - Dedicated Service	\$267,704	\$322,916
Contract - Non-Dedicated Service	\$63,492	\$82,941
Contract - Taxi Scrip	\$180,460	\$234,752
Maintenance (Vehicles & Facilities)	\$67,100	\$67,100
Fuel	\$22,794	\$17,793
TOTAL OPERATING EXPENSES	\$740,552	\$868,623

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$145,019	\$183,720
Other Operating Revenue		
Total Operating Revenue	\$145,019	\$183,720
Federal Contributions		
Provincial Contributions	\$379,797	\$308,874
Municipal Contributions	\$208,294	\$375,129
Other / Donations	\$7,442	\$900
TOTAL	\$740,552	\$868,623

CAPITAL EXPENSES

Vehicles Purchased	\$64,268	\$58,290
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$64,268	\$58,290
CAPITAL FUNDING SOURCES		
Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING	\$64,268	\$58,290

ActiVan is a specialized transportation service provided by the Town of Halton Hills for both persons with a disability and seniors. Any persons with a physical, medical or cognitive disability may apply; as well as any persons over the age of 65 years residing within Halton Hills. Halton Hills does not provide conventional transit.

PERFORMANCE INDICATORS

	2014	2015
R/C Ratio	20%	21%
Net Operating Cost / Capita	\$10.09	\$11.61
Total Exp. / Passenger	\$14.68	\$13.84
Total Exp. / Eligible Passenger	\$30.13	\$25.90
Transportation Exp. / Passenger		
Dedicated Service	\$18.54	\$14.96
Non-Dedicated Service	\$7.90	\$8.99
Transportation Exp. / Hour (Dedicated Service)	\$49.98	\$51.89

OPERATING

Registrants / Capita	0.0373	0.0401
Passengers / Capita	0.8549	1.0635
Passengers / Registrant	22.91	26.52
Passengers / Hour (Dedicated Service)	2.69	3.47
Kms / Passenger (Dedicated Service)	8.89	6.66
Average Speed (Dedicated Service)	23.95	23.11

	Ded. Service	Non-Ded. Service
Ambulatory	24,609	6,137
Wheelchair/Scooter Users	2,794	
Attendants		
Companions		
Other (specified)		29,208
TOTAL	27,403	35,345

	Veh. Peak	Avg. Capacity per Veh.	
		Wheelchair	Ambulatory
VEHICLE DATA	Number		
Non-Accessible Cars		N/A	
Accessible Vans / Minivans	3	3	1
Small Buses	1	1	3
Other			18
TOTAL DED. VEHICLES	4	4	N/A
Vehicle ownership:		Municipality	
Vehicle maintenance responsibility:		Municipality	
Accessible taxis:	2		

Hamilton**Accessible Transportation Services**

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

Population served:	540,000	REGISTRANTS	Active	Total
Service area (km ²):	1,117.0	Wheelchair/Scooter Users:	4,898	8,827
Communities served:	1	Ambulatory:	1,632	2,704
Service began:	01/01/1976	Attendants:		
Advisory Committee members:	15	Companions:		
Eligibility Committee members:	3	Other:		
		Total:	6,530	12,913

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

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.

2014**2015****SERVICE HOURS / SCHEDULING**

Rev. Veh. Km. - Dedicated Service	5,105,215	5,068,250	Weekday: 05:00 to 02:00	Sunday: 06:30 to 00:30
Tot. Veh. Km. - Dedicated Service	5,105,215	5,068,250	Saturday: 06:00 to 02:00	Holiday: 06:30 to 00:30
Rev. Veh. Hrs. - Dedicated Service	222,318	249,662	Advanced booking notice: 7 day(s)	
Tot. Veh. Hrs. - Dedicated Service	222,318	249,662	Minimum notice for reservation: 1.0 hour(s)	
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling: Fully Computerized	
Non-Dedicated Service - Veh. Hrs.				

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service
TOTAL PASSENGERS
 Subscription / Pre-booked
 Reservation
 On-Demand / Day of trip
 Cancelled in advance
 No-shows / Cancelled at door
 Unaccommodated trips
 Number of complaints
OPERATING EXPENSES
 Administration
 Operations:
 Internal - Dedicated Service
 Contract - Dedicated Service
 Contract - Non-Dedicated Service
 Contract - Taxi Scrip
 Maintenance (Vehicles & Facilities)
 Fuel
TOTAL OPERATING EXPENSES

2014**2015****CASH****Tickets/Cards (unit price)****Monthly Pass****Free**

Dedicated Service	529,884	579,124	Effective Date: 01/09/2015	
Non-Dedicated Service	114,591	100,842	Cash	
TOTAL PASSENGERS	644,475	679,966	Adult \$2.75	\$2.15
Subscription / Pre-booked	49%	49%	Child	
Reservation	29%	31%	Student \$2.75	\$1.80
On-Demand / Day of trip	22%	20%	Senior \$2.75	\$1.80
Cancelled in advance	154,681	192,758	Attendant	
No-shows / Cancelled at door	20,431	24,193	Companion \$2.75	\$2.15
Unaccommodated trips	17,575	20,206	Other	
Number of complaints	2,484	1,422	Taxi Scrip - User co-payment 60%; Child < 5 yrs; Student 5-19 yrs	

OPERATING EXPENSES

Administration	\$2,361,474	\$2,414,840
Operations:		
Internal - Dedicated Service	\$9,553,912	\$10,344,793
Contract - Dedicated Service	\$2,742,154	\$3,727,981
Contract - Non-Dedicated Service	\$38,240	
Contract - Taxi Scrip	\$1,075,796	\$1,029,387
Maintenance (Vehicles & Facilities)	\$1,018,518	\$691,733
Fuel	\$936,422	\$800,707
TOTAL OPERATING EXPENSES	\$17,726,516	\$19,009,441

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,506,389	\$1,530,650
Other Operating Revenue	\$3,837	\$1,400
Total Operating Revenue	\$1,510,226	\$1,532,050
Federal Contributions		
Provincial Contributions	\$1,810,520	\$1,812,412
Municipal Contributions	\$14,405,353	\$15,664,627
Other / Donations	\$417	\$352
TOTAL	\$17,726,516	\$19,009,441

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses	\$598,424	\$750,709
TOTAL CAPITAL EXPENSES	\$598,424	\$750,709
CAPITAL FUNDING SOURCES		
Transit System	\$39,161	\$323,636
Federal Contributions		
Provincial Contributions	\$641,180	\$427,073
Municipal Contributions	-\$81,917	
Other / Donations		
TOTAL CAPITAL FUNDING	\$598,424	\$750,709

* Other Eligibility Criteria: Accessible Transportation Services (ATS) are available to persons with disabilities who are unable to access conventional transit service. Fare is free for Golden Age (80+) Hamilton residents

FARE STRUCTURE

Effective Date: 01/09/2015		
	Cash	
Adult	\$2.75	\$2.15
Child		
Student	\$2.75	\$1.80
Senior	\$2.75	\$1.80
Attendant		
Companion	\$2.75	\$2.15
Other		

TOTAL NUMBER OF EMPLOYEES

TOTAL NUMBER OF EMPLOYEES	113	105
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Union Affiliations: Operators: CUPE Local 5167

Mechanics: CUPE Local 5167

Other (specify): (ATS administrative staff) - ATU Local 107

PERFORMANCE INDICATORS

FINANCIAL	2014	2015
R/C Ratio	9%	8%
Net Operating Cost / Capita	\$30.03	\$32.37
Total Exp. / Passenger	\$27.51	\$27.96
Total Exp. / Eligible Passenger	\$29.93	\$30.52
Transportation Exp. / Passenger		
Dedicated Service	\$26.89	\$26.88
Non-Dedicated Service	\$9.72	\$10.21
Transportation Exp. / Hour (Dedicated Service)	\$64.10	\$62.35
OPERATING		
Registrants / Capita	0.0241	0.0239
Passengers / Capita	1.1935	1.2592
Passengers / Registrant	49.52	52.66
Passengers / Hour (Dedicated Service)	2.38	2.32
Kms / Passenger (Dedicated Service)	9.63	8.75
Average Speed (Dedicated Service)	22.96	20.30

PASSENGER DATA

Ded. Service	Non-Ded. Service	
Ambulatory	223,754	95,635
Wheelchair/Scooter Users	298,177	5,207
Attendants	44,238	
Companions	12,955	
Other (specified)		
TOTAL	579,124	100,842

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars	61	48	Wheelchair N/A 6
Accessible Vans / Minivans	6	6	1 3
Small Buses	71	54	4 6
Other			
TOTAL DED. VEHICLES	138	108	N/A N/A
Vehicle ownership:			Transit System - bus, Private Operation - car
Vehicle maintenance responsibility:			Non-Profit Org - bus, Private Operation - car
Accessible taxis:	6		

Hanover

Saugeen Mobility and Regional Transit
 Contact: Roger Cook
 Title: Manager
 Telephone: 519-881-2589
 Fax: 519-881-2508
 Email: roger@saugeenmobility.ca

Population served:	77,718	REGISTRANTS	Active	Total
Service area (km ²):	4,300.8	Wheelchair/Scooter Users:		
Communities served:	9	Ambulatory:		
Service began:	01/01/1979	Attendants:		
Advisory Committee members:	9	Companions:		
Eligibility Committee members:	N/A	Other:		
		Total:	981	1,467

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors:
 Private Contractor(s), number:
 Taxi Scrip Program Available:
 Private Non-Profit Org.

Eligibility Criteria: Unable to Board
 Unable to Use
 Other Criteria

VEHICLE KILOMETRES & HOURS		2014	2015	SERVICE HOURS / SCHEDULING			
Rev. Veh. Km. - Dedicated Service		368,540	396,222	Weekday:	07:00 to 18:00	Sunday:	07:00 to 18:00
Tot. Veh. Km. - Dedicated Service		794,641	850,679	Saturday:	07:00 to 18:00	Holiday:	07:00 to 18:00
Rev. Veh. Hrs. - Dedicated Service				Advanced booking notice:	day(s)		
Tot. Veh. Hrs. - Dedicated Service				Minimum notice for reservation:	72.0 hour(s)		
Non-Dedicated Service - Veh. Km.				Reservations / Scheduling:	Manual		
Non-Dedicated Service - Veh. Hrs.							

PASSENGER DATA

Dedicated Service	30,287	33,941	Effective Date: 01/01/2015	Tickets/Cards (unit price)	Monthly Pass	Free
Non-Dedicated Service			Cash			
TOTAL PASSENGERS	30,287	33,941	Adult	\$7.50		
Subscription / Pre-booked	22%	22%	Child	\$7.50		
Reservation	71%	72%	Student	\$7.50		
On-Demand / Day of trip	7%	6%	Senior	\$7.50		
Cancelled in advance			Attendant			
No-shows / Cancelled at door	257	293	Companion			
Unaccommodated trips			Other	Rides out of area are time and mileage		
Number of complaints	11	9				

OPERATING EXPENSES

Administration	\$287,118	\$299,734	EMPLOYEE DATA	Full-time	Part-time
Operations:			Operators	16	4
Internal - Dedicated Service	\$684,819	\$754,470	Other Operations	2	
Contract - Dedicated Service			Vehicle Mechanics		
Contract - Non-Dedicated Service			General and Administration	1	
Contract - Taxi Scrip			Other		
Maintenance (Vehicles & Facilities)	\$59,319	\$67,708	TOTAL NUMBER OF EMPLOYEES	19	4
Fuel	\$162,471	\$137,763			
TOTAL OPERATING EXPENSES	\$1,193,727	\$1,259,675			

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$175,107	\$283,728	PERFORMANCE INDICATORS	2014	2015
Other Operating Revenue	\$83,508	\$87,380	FINANCIAL		
Total Operating Revenue	\$258,615	\$371,108	R/C Ratio	22%	29%
Federal Contributions			Net Operating Cost / Capita	\$12.10	\$11.43
Provincial Contributions	\$513,987	\$330,089	Total Exp. / Passenger	\$39.41	\$37.11
Municipal Contributions	\$417,125	\$552,000	Total Exp. / Eligible Passenger	\$46.37	\$43.08
Other / Donations	\$4,000	\$6,478	Transportation Exp. / Passenger		
TOTAL	\$1,193,727	\$1,259,675	Dedicated Service	\$29.93	\$28.28
			Non-Dedicated Service		
			Transportation Exp. / Hour (Dedicated Service)		

CAPITAL EXPENSES

Vehicles Purchased	\$376,551	\$112,781	OPERATING		
Debt Servicing			Registrants / Capita	0.0167	0.0189
Other Capital Expenses	\$1,008	\$6,801	Passengers / Capita	0.3919	0.4367
TOTAL CAPITAL EXPENSES	\$377,559	\$119,582	Passengers / Registrant	23.46	23.14
			Passengers / Hour (Dedicated Service)		

CAPITAL FUNDING SOURCES

Transit System			PASSENGER DATA	Ded. Service	Non-Ded. Service
Federal Contributions			Ambulatory	11,527	
Provincial Contributions			Wheelchair/Scooter Users	17,711	
Municipal Contributions			Attendants	4,703	
Other / Donations			Companions		
TOTAL CAPITAL FUNDING	\$377,559	\$119,582	Other (specified)		
			TOTAL	33,941	

Other Eligibility: Persons with physical and mental disabilities

VEHICLE DATA	Number	Veh.	Avg. Capacity per Veh.	
		Peak	Wheelchair	Ambulatory
Non-Accessible Cars	1	1	N/A	
Accessible Vans / Minivans	13	11	2	3
Small Buses	9	7	5	9
Other	1	1	14	30
TOTAL DED. VEHICLES	24	20	N/A	N/A
Vehicle ownership:			Transit System	
Vehicle maintenance responsibility:			Contracted Operator	
Accessible taxis:				

Hearst**Hearst Community Transportation Association**

Contact: Manon Higgins
 Title: Treasurer
 Telephone: 705-372-2816
 Fax: 705-362-5902
 Email: mhiggins@hearst.ca

	Population served:	5,090	REGISTRANTS	Active	Total
Service area (km²):	841.0	Wheelchair/Scooter Users:	73	73	
Communities served:	1	Ambulatory:	327	327	
Service began:	08/09/1998	Attendants:	4	4	
Advisory Committee members:	7	Companions:			
Eligibility Committee members:	7	Other:			
		Total:	404	404	
Dedicated Serv. Operated by:	<input type="checkbox"/> Transit System/Municipality <input checked="" type="checkbox"/> Private Contractor(s), number: 1 <input checked="" type="checkbox"/> Private Non-Profit Org.	Non-Dedicated Service:	<input type="checkbox"/> Contractors: <input type="checkbox"/> Taxi Scrip Program Available:	Eligibility Criteria:	<input type="checkbox"/> Unable to Board <input type="checkbox"/> Unable to Use <input checked="" type="checkbox"/> 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.

PASSENGER DATA

Dedicated Service	12,040	11,508	Effective Date: 01/01/2006	Tickets/Cards (unit price)	Monthly Pass	Free
Non-Dedicated Service			Cash	\$2.27		
TOTAL PASSENGERS	12,040	11,508	Adult	\$2.50		
Subscription / Pre-booked	5%	5%	Child	\$2.50	\$2.27	
Reservation	0%	0%	Student	\$2.50	\$2.27	
On-Demand / Day of trip	95%	95%	Senior	\$2.50	\$2.27	
Cancelled in advance			Attendant	\$2.50	\$2.27	
No-shows / Cancelled at door			Companion	\$2.50	\$2.27	
Unaccommodated trips			Other			
Number of complaints						

OPERATING EXPENSES

Administration	\$12,262	\$12,303	EMPLOYEE DATA	Full-time	Part-time
Operations:			Operators	2	1
Internal - Dedicated Service			Other Operations		
Contract - Dedicated Service	\$122,600	\$123,029	Vehicle Mechanics		3
Contract - Non-Dedicated Service			General and Administration		
Contract - Taxi Scrip			Other		
Maintenance (Vehicles & Facilities)			TOTAL NUMBER OF EMPLOYEES	2	4
Fuel			Union Affiliations:	Operators:	
TOTAL OPERATING EXPENSES	\$134,862	\$135,332	Mechanics:		
			Other (specify):		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$30,100	\$28,770	PERFORMANCE INDICATORS	2014	2015
Other Operating Revenue			FINANCIAL		
Total Operating Revenue	\$30,100	\$28,770	R/C Ratio	22%	21%
Federal Contributions			Net Operating Cost / Capita	\$20.58	\$20.94
Provincial Contributions	\$24,543	\$44,960	Total Exp. / Passenger	\$11.20	\$11.76
Municipal Contributions	\$73,719	\$56,102	Total Exp. / Eligible Passenger	\$11.31	\$11.88
Other / Donations	\$6,500	\$5,500	Transportation Exp. / Passenger		
TOTAL	\$134,862	\$135,332	Dedicated Service	\$10.18	\$10.69
			Non-Dedicated Service		

CAPITAL EXPENSES

Vehicles Purchased			Transportation Exp. / Hour (Dedicated Service)	
Debt Servicing				
Other Capital Expenses				
TOTAL CAPITAL EXPENSES			OPERATING	
CAPITAL FUNDING SOURCES			Registrants / Capita	0.0851
Transit System			Passengers / Capita	2.3654
Federal Contributions			Passengers / Registrant	27.81
Provincial Contributions			Passengers / Hour (Dedicated Service)	28.49
Municipal Contributions			Kms / Passenger (Dedicated Service)	
Other / Donations			Average Speed (Dedicated Service)	
TOTAL CAPITAL FUNDING				

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	9,321	
Wheelchair/Scooter Users	2,072	
Attendants	115	
Companions		
Other (specified)		
TOTAL	11,508	

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:			Contracted operator	
Vehicle maintenance responsibility:			Contracted operator	
Accessible taxis:				

Ingersoll

Ingersoll Paratransit

Contact: Michael Graves
 Title: Clerk
 Telephone: 519-485-0120
 Fax: 519-485-3543
 Email: mgraves@ingersoll.ca

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

Population served:	12,146	REGISTRANTS	Active	Total
Service area (km ²):	12.9	Wheelchair/Scooter Users:	45	90
Communities served:	1	Ambulatory:	136	197
Service began:	04/01/1992	Attendants:	6	32
Advisory Committee members:	N/A	Companions:		
Eligibility Committee members:	N/A	Other:		
		Total:	187	319

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

2014
SERVICE HOURS / SCHEDULING

Weekday:	12:00 to 12:00	Sunday:	12:00 to 12:00
Saturday:	12:00 to 12:00	Holiday:	12:00 to 12:00
		Advanced booking notice:	1 day(s)
		Minimum notice for reservation:	24.0 hour(s)
		Reservations / Scheduling:	Fully Computerized

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

2015

672 Effective Date: 14/04/2009

Subscription / Pre-booked
 Reservation
 On-Demand / Day of trip
 Cancelled in advance
 No-shows / Cancelled at door
 Unaccommodated trips
 Number of complaints

4,208

4,208

3,297

3,969

Adult

3%

Child

92%

Student

5%

Senior

Attendant

Companion

Other

Kapuskasing

KAP Accessible Bus Service

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

		REGISTRANTS	Active	Total
Population served:	7,259	Wheelchair/Scooter Users:		
Service area (km ²):	85.5	Ambulatory:		
Communities served:	1	Attendants:		
Service began:	01/01/1990	Companions:		
Advisory Committee members:	6	Other:		
Eligibility Committee members:	6	Total:	770	770

Dedicated Serv. Operated by: Transit System/Municipality
 Private Contractor(s), num
 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		2014	2015	SERVICE HOURS / SCHEDULING								
Rev. Veh. Km. - Dedicated Service				Weekday:	08:00 to 16:00	Sunday:	to					
Tot. Veh. Km. - Dedicated Service				Saturday:	10:00 to 16:00	Holiday:	to					
Rev. Veh. Hrs. - Dedicated Service				Advanced booking notice: 1 day(s)								
Tot. Veh. Hrs. - Dedicated Service				Minimum notice for reservation: 24.0 hour(s)								
Non-Dedicated Service - Veh. Km.				Reservations / Scheduling: Manual								
Non-Dedicated Service - Veh. Hrs.												
PASSENGER DATA		FARE STRUCTURE										
Dedicated Service	14,857	17,662	Effective Date: 01/01/2014		Tickets/Cards (unit price)		Monthly Pass					
Non-Dedicated Service			Cash		\$2.00		\$16.66					
TOTAL PASSENGERS		14,857	17,662	Adult	\$2.00	\$2.00	\$16.66	<input type="checkbox"/>				
Subscription / Pre-booked	0%			Child	\$2.00	\$2.00	\$16.66	<input type="checkbox"/>				
Reservation	0%			Student	\$2.00	\$2.00	\$16.66	<input type="checkbox"/>				
On-Demand / Day of trip	0%			Senior	\$2.00	\$2.00	\$16.66	<input checked="" type="checkbox"/>				
Cancelled in advance				Attendant								
No-shows / Cancelled at door	189	131		Companion	\$2.00	\$2.00	\$16.66	<input type="checkbox"/>				
Unaccommodated trips	82	12		Other				<input type="checkbox"/>				
Number of complaints	1			EMPLOYEE DATA			Part-time					
OPERATING EXPENSES				Full-time			Part-time					
Administration	\$6,621	\$6,620		Operators								
Operations:				Other Operations								
Internal - Dedicated Service				Vehicle Mechanics								
Contract - Dedicated Service	\$139,569	\$138,997		General and Administration								
Contract - Non-Dedicated Service				Other								
Contract - Taxi Script			TOTAL NUMBER OF EMPLOYEES									
Maintenance (Vehicles & Facilities)	\$12,526	\$13,446	Union Affiliations:									
Fuel			Operators:									
TOTAL OPERATING EXPENSES	\$158,716	\$159,063	Mechanics:									
			Other (specify):									
			Top Operator Wage Rate:									

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Passenger Revenue	\$20,631	\$20,997
Other Operating Revenue		
Total Operating Revenue	\$20,631	\$20,997
Federal Contributions		
Provincial Contributions	\$33,075	\$60,076
Municipal Contributions	\$105,010	\$77,990
Other / Donations		
TOTAL	\$158,716	\$159,063
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 Operator Wage Rate:		
Top Mechanic Wage Rate:		
PERFORMANCE INDICATORS		
FINANCIAL	2014	2015
R/C Ratio	13%	13%
Net Operating Cost / Capita	\$19.02	\$19.02
Total Exp. / Passenger	\$10.68	\$9.01
Total Exp. / Eligible Passenger	\$10.97	\$9.39
Transportation Exp. / Passenger		
Dedicated Service	\$10.24	\$8.63
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0907	0.1061
Passengers / Capita	2.0467	2.4331
Passengers / Registrant	22.58	22.94
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	14,667	
Wheelchair/Scooter Users	2,270	
Attendants	725	
Companions		
Other (specified)		
TOTAL	17,662	

Vehicle Data	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	2	2	3	9
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A
Vehicle ownership:	Municipality (1), Contracted Operator (1)			
Vehicle maintenance responsibility:	Municipality			
Accessible taxis:				

Kawartha Lakes

LIMO

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

	Population served:	20,354	REGISTRANTS	Active	Total
Service area (km²):	17.1	Wheelchair/Scooter Users:	35	84	
Communities served:	1	Ambulatory:	73	197	
Service began:	01/01/2001	Attendants:	22	57	
Advisory Committee members:	10	Companions:			
Eligibility Committee members:	1	Other:			
		Total:	130	338	

Dedicated Serv. Operated by: Transit System/MunicipalityNon-Dedicated Service: Contractors:Eligibility Criteria: Unable to Board Private Contractor(s), number:Taxi Scrip Program Available: Unable to Use Private Non-Profit Org. Other Criteria**VEHICLE KILOMETRES & HOURS****2014**

	2014	2015	SERVICE HOURS / SCHEDULING		
Rev. Veh. Km. - Dedicated Service			Weekday: 07:00 to 19:00	Sunday:	to
Tot. Veh. Km. - Dedicated Service			Saturday: 07:00 to 19:00	Holiday:	to
Rev. Veh. Hrs. - Dedicated Service				Advanced booking notice:	60 day(s)
Tot. Veh. Hrs. - Dedicated Service				Minimum notice for reservation:	2.0 hour(s)
Non-Dedicated Service - Veh. Km.				Reservations / Scheduling:	Manual
Non-Dedicated Service - Veh. Hrs.					

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

TOTAL PASSENGERS

13,601

13,601

12,385

12,385

FARE STRUCTURE

Effective Date: 07/09/2010

Tickets/Cards
(unit price)

\$60.00

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

Cancelled in advance
 No-shows / Cancelled at door

Unaccommodated trips

Number of complaints

72%

74%

22%

20%

6%

6%

571

508

34

28

120

120

3

2

OPERATING EXPENSES**EMPLOYEE DATA**

Full-time

Part-time

2

Operators

Other Operations

Vehicle Mechanics

General and Administration

Other

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate: \$20.85

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS**FINANCIAL****2014****2015**

R/C Ratio

Net Operating Cost / Capita

Total Exp. / Passenger

\$0.00

Total Exp. / Eligible Passenger

Transportation Exp. / Passenger

Dedicated Service

Non-Dedicated Service

Transportation Exp. / Hour (Dedicated Service)

OPERATING

Registrants / Capita

0.0227

0.0166

Passengers / Capita

0.6682

0.6085

Passengers / Registrant

29.50

36.64

Passengers / Hour (Dedicated Service)

Kms / Passenger (Dedicated Service)

Average Speed (Dedicated Service)

PASSENGER DATA**Ded. Service****Non-Ded. Service**

Ambulatory 3,179

Wheelchair/Scooter Users 6,399

Attendants 2,807

Companions

Other (specified)

TOTAL 12,385

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	2	2	5	12
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A
Vehicle ownership:				
Vehicle maintenance responsibility:				
Accessible taxis:				

* Specialized Transit Financial Data (Revenue and Expense) has been consolidated with the 2014 Urban Transit Statistics report.

Kenora**Kenora Handi Transit**

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

	Population served:	16,300	REGISTRANTS	Active	Total
Service area (km²):	75.1	Wheelchair/Scooter Users:	152	152	
Communities served:	1	Ambulatory:	88	88	
Service began:	16/06/1980	Attendants:			
Advisory Committee members:	N/A	Companions:			
Eligibility Committee members:	N/A	Other:			
		Total:	240	240	

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: Eligibility Criteria: Unable to Board
 Private Contractor(s), number: Taxi Scrip Program Available:
 Private Non-Profit Org.

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.

2014

49,794
 51,018
 3,083
 3,236

2015

57,471
 58,695
 4,109
 4,263

SERVICE HOURS / SCHEDULING

Weekday: 07:00 to 17:00 Sunday: to
 Saturday: 07:00 to 17:00 Holiday: to
 Advanced booking notice: 60 day(s)
 Minimum notice for reservation: 24.0 hour(s)
 Reservations / Scheduling: Fully Computerized

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

2014

8,502

2015

9,128

FARE STRUCTURE

Effective Date: 01/03/2008

Cash

Tickets/Cards
(unit price)

Monthly Pass**Free****TOTAL PASSENGERS**

Subscription / Pre-booked

8,502

9,128

Adult

\$5.00

Child

\$5.00

Student

\$5.00

Senior

\$5.00

Attendant

\$5.00

Companion

\$5.00

Other

Reservation
 On-Demand / Day of trip

Cancelled in advance

No-shows / Cancelled at door

Unaccommodated trips

Number of complaints

OPERATING EXPENSES

Administration

\$24,278

\$26,650

Operations:

Internal - Dedicated Service

\$70,211

\$75,202

Contract - Dedicated Service

Contract - Non-Dedicated Service

Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)

\$10,665

\$13,393

Fuel

\$16,221

\$12,387**TOTAL OPERATING EXPENSES**

\$121,375

\$127,632**OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS**

Passenger Revenue

\$43,519

\$45,410

Other Operating Revenue

Total Operating Revenue

\$43,519

\$45,410

Federal Contributions

Provincial Contributions

Municipal Contributions

Other / Donations

TOTAL

\$138,034

\$138,642**CAPITAL EXPENSES**

Vehicles Purchased

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES**CAPITAL FUNDING SOURCES**

Transit System

Federal Contributions

Provincial Contributions

Municipal Contributions

Other / Donations

TOTAL CAPITAL FUNDING**PERFORMANCE INDICATORS****FINANCIAL****2014****2015**

R/C Ratio	36%	36%
Net Operating Cost / Capita	\$4.78	\$5.04
Total Exp. / Passenger	\$14.28	\$13.98
Total Exp. / Eligible Passenger	\$15.10	\$14.78
Transportation Exp. / Passenger		
Dedicated Service	\$11.42	\$11.06
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$30.01	\$23.69
OPERATING		
Registrants / Capita	0.0129	0.0147
Passengers / Capita	0.5216	0.5600
Passengers / Registrant	40.29	38.03
Passengers / Hour (Dedicated Service)	2.76	2.22
Kms / Passenger (Dedicated Service)	5.86	6.30
Average Speed (Dedicated Service)	16.15	13.99

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	2,431	
Wheelchair/Scooter Users	6,204	
Attendants	493	
Companions		
Other (specified)		
TOTAL	9,128	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.
		Wheelchair	Ambulatory
Non-Accessible Cars		N/A	
Accessible Vans / Minivans	2	2	5
Small Buses			
Other			
TOTAL DED. VEHICLES	2	2	N/A
Vehicle ownership:			Non-Profit Organization
Vehicle maintenance responsibility:			City of Kenora
Accessible taxis:			

Kingston

Kingston Access Services

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

Population served:	123,363	REGISTRANTS	Active	Total
Service area (km ²):	451.2	Wheelchair/Scooter Users:	726	1,320
Communities served:	1	Ambulatory:	1,180	1,560
Service began:	01/09/1967	Attendants:		
Advisory Committee members:	9	Companions:		
Eligibility Committee members:	N/A	Other:		
		Total:	1,906	2,880

Dedicated Serv. Operated by:	<input type="checkbox"/> Transit System/Municipality	Non-Dedicated Service:	<input checked="" type="checkbox"/> Contractors: 1	Eligibility Criteria:	<input checked="" type="checkbox"/> Unable to Board
	<input type="checkbox"/> Private Contractor(s), number:	Taxi Scrip Program Available:	<input type="checkbox"/>		<input checked="" type="checkbox"/> Unable to Use
	<input checked="" type="checkbox"/> Private Non-Profit Org.				<input type="checkbox"/> Other Criteria

VEHICLE KILOMETRES & HOURS

	2014	2015	SERVICE HOURS / SCHEDULING		
Rev. Veh. Km. - Dedicated Service	606,203	620,135	Weekday:	07:00 to 23:00	Sunday:
Tot. Veh. Km. - Dedicated Service	606,203	620,135	Saturday:	09:00 to 23:00	Holiday:
Rev. Veh. Hrs. - Dedicated Service		34,302			
Tot. Veh. Hrs. - Dedicated Service		34,302	Advanced booking notice:	14 day(s)	
Non-Dedicated Service - Veh. Km.			Minimum notice for reservation:	1.0 hour(s)	
Non-Dedicated Service - Veh. Hrs.			Reservations / Scheduling:	Partially Computerized	

PASSENGER DATA

	2014	2015	FARE STRUCTURE	
Dedicated Service	76,613	78,912	Effective Date: 01/01/2014	
Non-Dedicated Service	1,896	1,205	Cash	Tickets/Cards (unit price)
TOTAL PASSENGERS	78,509	80,117	\$2.75	Monthly Pass
Subscription / Pre-booked	55%	49%	\$2.75	<input type="checkbox"/>
Reservation	45%	51%	\$2.75	<input type="checkbox"/>
On-Demand / Day of trip	0%	0%	\$2.75	<input checked="" type="checkbox"/>
Cancelled in advance	17,253	19,164	Attendant	
No-shows / Cancelled at door	1,646	1,795	Companion	\$2.75
Unaccommodated trips	2,168	1,799	Other	
Number of complaints				

OPERATING EXPENSES

	2014	2015	EMPLOYEE DATA	Full-time	Part-time
Administration	\$282,297	\$346,786	Operators	15	8
Operations:			Other Operations	5	1
Internal - Dedicated Service	\$1,473,256	\$1,471,628	Vehicle Mechanics		
Contract - Dedicated Service			General and Administration	4	
Contract - Non-Dedicated Service	\$17,848	\$11,414	Other		
Contract - Taxi Scrip			TOTAL NUMBER OF EMPLOYEES	24	9
Maintenance (Vehicles & Facilities)	\$246,359	\$256,062	Union Affiliations: Operators: Unifor 4266		
Fuel	\$217,716	\$184,298	Mechanics:		
TOTAL OPERATING EXPENSES	\$2,237,476	\$2,270,188	Other (specify):		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2014	2015	PERFORMANCE INDICATORS		
Passenger Revenue	\$199,093	\$196,193	FINANCIAL		
Other Operating Revenue		\$4,828	R/C Ratio	9%	9%
Total Operating Revenue	\$199,093	\$201,021	Net Operating Cost / Capita	\$16.52	\$16.77
Federal Contributions			Total Exp. / Passenger	\$28.50	\$28.34
Provincial Contributions	\$60,917	\$65,007	Total Exp. / Eligible Passenger	\$34.10	\$33.54
Municipal Contributions	\$1,929,860	\$2,016,560	Transportation Exp. / Passenger		
Other / Donations	\$14,726	\$18,851	Dedicated Service	\$25.29	\$24.23
TOTAL	\$2,204,596	\$2,301,439	Non-Dedicated Service	\$9.41	\$9.47

CAPITAL EXPENSES

	2014	2015	OPERATING		
Vehicles Purchased	\$470,000	\$170,579	Registrants / Capita	0.0190	0.0234
Debt Servicing			Passengers / Capita	0.6364	0.6494
Other Capital Expenses	\$59,966		Passengers / Registrant	33.51	27.82
TOTAL CAPITAL EXPENSES	\$529,966	\$170,579	Passengers / Hour (Dedicated Service)		2.30
Federal Contributions			Kms / Passenger (Dedicated Service)	7.91	7.86
Provincial Contributions			Average Speed (Dedicated Service)		18.08
Municipal Contributions	\$529,966	\$170,579			
Other / Donations					
TOTAL CAPITAL FUNDING	\$529,966	\$170,579			

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	32,692	1,205
Wheelchair/Scooter Users	33,794	
Attendants	10,266	
Companions	2,160	
Other (specified)		
TOTAL	78,912	1,205

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars				
Accessible Vans / Minivans	1	1		6
Small Buses	20	17	4	6
Other				
TOTAL DED. VEHICLES	21	18	N/A	N/A
Vehicle ownership:			Non-profit organization	
Vehicle maintenance responsibility:			Non-profit organization	
Accessible taxis:				

Lanark County

Lanark Transportation Association

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

Population served:	74,645	REGISTRANTS	Active	Total
Service area (km ²):	3,043.4	Wheelchair/Scooter Users:	151	472
Communities served:	9	Ambulatory:	593	6,974
Service began:	01/01/1991	Attendants:		
Advisory Committee members:	4	Companions:		
Eligibility Committee members:	N/A	Other:		
		Total:	744	7,446

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors:
 Private Contractor(s), number: Taxi Scrip Program Available:
 Private Non-Profit Org.

Eligibility Criteria: Unable to Board
 Unable to Use
 Other Criteria

VEHICLE KILOMETRES & HOURS

Rev. Veh. Km. - Dedicated Service	520,987
Tot. Veh. Km. - Dedicated Service	524,727
Rev. Veh. Hrs. - Dedicated Service	13,500
Tot. Veh. Hrs. - Dedicated Service	13,852
Non-Dedicated Service - Veh. Km.	65
Non-Dedicated Service - Veh. Hrs.	2

2014

2015

SERVICE HOURS / SCHEDULING

Weekday:	05:00 to 23:00	Sunday:	to
Saturday:	08:00 to 20:00	Holiday:	to
Advanced booking notice:	180 day(s)		
Minimum notice for reservation:	1.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult				
Child				
Student				
Senior				
Attendant				
Companion				
Other	\$16 in town, maximum \$70 to Ottawa, fee subsidy available			

PASSENGER DATA

Dedicated Service	15,182
Non-Dedicated Service	46
TOTAL PASSENGERS	15,228
Subscription / Pre-booked	5%
Reservation	90%
On-Demand / Day of trip	5%

2015

16,900

EMPLOYEE DATA

Operators	13	Full-time	Part-time
Other Operations	2		
Vehicle Mechanics			
General and Administration			
Other	1		
TOTAL NUMBER OF EMPLOYEES	3	14	

Union Affiliations:

Operators:
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$16.95

Top Mechanic Wage Rate:

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$365,681
Other Operating Revenue	\$2,566
Total Operating Revenue	\$368,247

2014

PERFORMANCE INDICATORS

FINANCIAL	2014	2015
R/C Ratio	49%	50%
Net Operating Cost / Capita	\$5.09	\$4.94
Total Exp. / Passenger	\$49.14	\$43.88
Total Exp. / Eligible Passenger	\$50.14	\$45.38
Transportation Exp. / Passenger		
Dedicated Service	\$40.15	\$36.16
Non-Dedicated Service	\$26.24	
Transportation Exp. / Hour (Dedicated Service)	\$44.00	\$45.02
OPERATING		
Registrants / Capita	0.0768	0.0998
Passengers / Capita	0.2040	0.2264
Passengers / Registrant	2.66	2.27
Passengers / Hour (Dedicated Service)	1.12	1.25
Kms / Passenger (Dedicated Service)	34.32	30.98
Average Speed (Dedicated Service)	38.59	38.78

PASSENGER DATA		Ded. Service	Non-Ded. Service
Ambulatory		15,172	
Wheelchair/Scooter Users		1,168	
Attendants		560	
Companions			
Other (specified)			
TOTAL		16,900	
VEHICLE DATA		Veh. Peak	Avg. Capacity per Veh.
Number		N/A	6
Non-Accessible Cars	9	9	
Accessible Vans / Minivans	4		2
Small Buses			
Other			
TOTAL DED. VEHICLES	13	9	N/A
Vehicle ownership:			LTA - Non-Profit
Vehicle maintenance responsibility:			LTA - Non-Profit
Accessible taxis:			

Leamington

South Essex Community Council

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

	Population served:	55,541	REGISTRANTS	Active	Total
Service area (km ²):	590.0	Wheelchair/Scooter Users:	187	187	
Communities served:	3	Ambulatory:	346	346	
Service began:	01/10/1991	Attendants:			
Advisory Committee members:	8	Companions:			
Eligibility Committee members:	N/A	Other:			
		Total:	533	533	

Dedicated Serv. Operated by:	<input type="checkbox"/> Transit System/Municipality	Non-Dedicated Service:	<input type="checkbox"/> Contractors:	Eligibility Criteria:	<input checked="" type="checkbox"/> Unable to Board
	<input type="checkbox"/> Private Contractor(s), number:	Taxi Scrip Program Available:	<input type="checkbox"/>		<input checked="" type="checkbox"/> Unable to Use
	<input checked="" type="checkbox"/> Private Non-Profit Org.				<input checked="" type="checkbox"/> Other Criteria

VEHICLE KILOMETRES & HOURS		2014	2015	SERVICE HOURS / SCHEDULING		
Rev. Veh. Km. - Dedicated Service		127,698	128,856	Weekday:	07:30 to 16:30	Sunday:
Tot. Veh. Km. - Dedicated Service		127,698	128,856	Saturday:	to	to
Rev. Veh. Hrs. - Dedicated Service		5,018				
Tot. Veh. Hrs. - Dedicated Service		5,018		Advanced booking notice:	30 day(s)	
Non-Dedicated Service - Veh. Km.				Minimum notice for reservation:	24.0 hour(s)	
Non-Dedicated Service - Veh. Hrs.				Reservations / Scheduling:	Partially Computerized	
PASSENGER DATA		FARE STRUCTURE			TICKETS/CARDS	
Dedicated Service	6,820	6,292	Effective Date: 02/01/2014	Cash	(unit price)	Monthly Pass
Non-Dedicated Service				\$12.00		Free
TOTAL PASSENGERS	6,820	6,292	Adult	\$12.00		
Subscription / Pre-booked	50%	29%	Child	\$12.00		
Reservation	49%	70%	Student	\$12.00		
On-Demand / Day of trip	1%	1%	Senior	\$12.00		
Cancelled in advance	287	18	Attendant			
No-shows / Cancelled at door	162	134	Companion			
Unaccommodated trips	15	2	Other	Fare varies for travel to Essex County and Windsor		
Number of complaints	2	3				
OPERATING EXPENSES		EMPLOYEE DATA			Full-time	Part-time
Administration	\$13,656	\$14,076	Operators	1		4
Operations:			Other Operations	1		
Internal - Dedicated Service	\$216,483	\$237,126	Vehicle Mechanics			
Contract - Dedicated Service			General and Administration	2		
Contract - Non-Dedicated Service			Other			
Contract - Taxi Scrip						
Maintenance (Vehicles & Facilities)	\$38,190	\$29,948	TOTAL NUMBER OF EMPLOYEES			4
Fuel	\$24,898	\$20,601	Union Affiliations:	Operators:	CUPE Local 4523	
TOTAL OPERATING EXPENSES	\$293,227	\$301,751		Mechanics:		
				Other (specify):		
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		Top Operator Wage Rate: \$18.08				
Passenger Revenue	\$64,898	\$78,997	Top Mechanic Wage Rate:			
Other Operating Revenue						
Total Operating Revenue	\$64,898	\$78,997	PERFORMANCE INDICATORS			
Federal Contributions			FINANCIAL			2014
Provincial Contributions	\$207,317	\$201,742	R/C Ratio	22%	26%	
Municipal Contributions	\$21,012	\$21,012	Net Operating Cost / Capita	\$4.11	\$4.01	
Other / Donations			Total Exp. / Passenger	\$43.00	\$47.96	
TOTAL	\$293,227	\$301,751	Total Exp. / Eligible Passenger	\$45.57	\$49.84	
CAPITAL EXPENSES		Transportation Exp. / Passenger				
Vehicles Purchased			Dedicated Service	\$40.99	\$45.72	
Debt Servicing			Non-Dedicated Service			
Other Capital Expenses			Transportation Exp. / Hour (Dedicated Service)	\$55.71		
TOTAL CAPITAL EXPENSES	\$42,568					
CAPITAL FUNDING SOURCES		OPERATING				
Transit System			Registrants / Capita	0.0094	0.0096	
Federal Contributions			Passengers / Capita	0.1228	0.1133	
Provincial Contributions			Passengers / Registrant	13.09	11.80	
Municipal Contributions			Passengers / Hour (Dedicated Service)	1.36		
Other / Donations	\$42,568	\$9,624	Kms / Passenger (Dedicated Service)	18.72	20.48	
TOTAL CAPITAL FUNDING	\$42,568		Average Speed (Dedicated Service)	25.45		

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.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	4,609	
Wheelchair/Scooter Users	1,445	
Attendants	238	
Companions		
Other (specified)		
TOTAL	6,292	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
		Wheelchair	Ambulatory	
Non-Accessible Cars	1	1	N/A	14
Accessible Vans / Minivans	1	1	2	5
Small Buses	2	2	5	16
Other				
TOTAL DED. VEHICLES	4	4	N/A	N/A
Vehicle ownership:			Non-Profit Organization	
Vehicle maintenance responsibility:			Private Operation	
Accessible taxis:				

London**London Community Transportation Brokerage**

Contact: Kelly Paleczny
 Title: General Manager
 Telephone: 519-451-1340 x337
 Fax: 519-451-0153
 Email: kpaleczn@london.ca

Population served:	377,500	REGISTRANTS	Active	Total
Service area (km²):	166.0	Wheelchair/Scooter Users:	2,394	2,394
Communities served:	1	Ambulatory:	4,648	4,648
Service began:	01/10/1997	Attendants:		
Advisory Committee members:	9	Companions:		
Eligibility Committee members:	N/A	Other:		
		Total:	7,042	7,042

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:
 Private Non-Profit Org.

VEHICLE KILOMETRES & HOURS		2014	2015	SERVICE HOURS / SCHEDULING		
Rev. Veh. Km. - Dedicated Service				Weekday: 06:00 to 00:00	Sunday: 08:30 to 23:00	
Tot. Veh. Km. - Dedicated Service				Saturday: 06:00 to 00:00	Holiday: 08:30 to 23:00	
Rev. Veh. Hrs. - Dedicated Service	108,145	116,224		Advanced booking notice: 3 day(s)		
Tot. Veh. Hrs. - Dedicated Service	108,145	116,224		Minimum notice for reservation: 1.0 hour(s)		
Non-Dedicated Service - Veh. Km.				Reservations / Scheduling: Partially Computerized		
Non-Dedicated Service - Veh. Hrs.						
PASSENGER DATA		FARE STRUCTURE			TICKETS/CARDS	
Dedicated Service	258,604	272,331	Effective Date: 01/12/2008	Cash	(unit price)	Monthly Pass
Non-Dedicated Service				Adult	\$2.75	\$81.00
TOTAL PASSENGERS	258,604	272,331	Child	\$1.90		<input type="checkbox"/>
Subscription / Pre-booked	33%	31%	Student	\$1.10		<input type="checkbox"/>
Reservation	60%	62%	Senior	\$1.54		<input type="checkbox"/>
On-Demand / Day of trip	7%	7%	Attendant	\$2.75	\$57.00	<input type="checkbox"/>
Cancelled in advance	44,157	46,588	Companion	\$2.75		<input type="checkbox"/>
No-shows / Cancelled at door	5,272	5,478	Other			<input type="checkbox"/>
Unaccommodated trips	15,034	16,783				
Number of complaints	115	132	EMPLOYEE DATA			Part-time
OPERATING EXPENSES		FULL-TIME			Part-time	
Administration	\$123,322	\$121,340	Operators		8	
Operations:			Other Operations			
Internal - Dedicated Service	\$801,162	\$820,243	Vehicle Mechanics		2	
Contract - Dedicated Service	\$4,427,573	\$4,825,455	General and Administration			
Contract - Non-Dedicated Service			Other			
Contract - Taxi Scrip			TOTAL NUMBER OF EMPLOYEES			10
Maintenance (Vehicles & Facilities)			UNION AFFILIATIONS			
Fuel			Operators:			
TOTAL OPERATING EXPENSES	\$5,352,057	\$5,767,038	Mechanics:			
Passenger Revenue	\$470,268	\$493,402	Other (specify):			
Other Operating Revenue			PERFORMANCE INDICATORS			
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS			2014			2015
Total Operating Revenue	\$470,268	\$493,402	FINANCIAL			
Federal Contributions			R/C Ratio	9%	9%	
Provincial Contributions	\$1,019,789	\$1,112,836	Net Operating Cost / Capita	\$13.06	\$13.97	
Municipal Contributions	\$3,862,000	\$4,160,800	Total Exp. / Passenger	\$20.70	\$21.18	
Other / Donations			Total Exp. / Eligible Passenger	\$23.15	\$23.55	
TOTAL	\$5,352,057	\$5,767,038	Transportation Exp. / Passenger			
CAPITAL EXPENSES			Dedicated Service	\$20.22	\$20.73	
Vehicles Purchased			Non-Dedicated Service			
Debt Servicing			Transportation Exp. / Hour (Dedicated Service)	\$48.35	\$48.58	
Other Capital Expenses			OPERATING			
TOTAL CAPITAL EXPENSES			Registrants / Capita	0.0167	0.0187	
CAPITAL FUNDING SOURCES			Passengers / Capita	0.6920	0.7214	
Transit System			Passengers / Registrant	41.35	38.67	
Federal Contributions			Passengers / Hour (Dedicated Service)	2.39	2.34	
Provincial Contributions			Kms / Passenger (Dedicated Service)			
Municipal Contributions			Average Speed (Dedicated Service)			
Other / Donations			PASSENGER DATA			
TOTAL CAPITAL FUNDING			Ded. Service	Non-Ded. Service		
* 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			Ambulatory	161,655		
			Wheelchair/Scooter Users	83,277		
			Attendants			
			Companions	27,399		
			Other (specified)			
			VEHICLE DATA			
			Number	Veh. Peak	Avg. Capacity per Veh.	
					Wheelchair	Ambulatory
			Non-Accessible Cars		N/A	
			Accessible Vans / Minivans	34	34	6
			Small Buses	2	2	12
			Other			
TOTAL DED. VEHICLES	36	36		N/A	N/A	
Vehicle ownership:						
Vehicle maintenance responsibility:						
Accessible taxis:						

Machin

Municipality of Machin	Population served:	906	REGISTRANTS	Active	Total
Contact: Tammy Rob	Service area (km ²):	.0	Wheelchair/Scooter Users:	3	3
Title: Clerk Treasurer	Communities served:	1	Ambulatory:		
Telephone: 807-227-2633	Service began:	01/01/1991	Attendants:	30	30
Fax: 807-227-5443	Advisory Committee members:	6	Companions:		
Email: clerktreasurer@visitmachin.com	Eligibility Committee members:	6	Other:		
Dedicated Serv. Operated by: <input checked="" type="checkbox"/> Transit System/Municipality	Non-Dedicated Service: <input type="checkbox"/> Contractors:		Eligibility Criteria:	<input type="checkbox"/> Unable to Board	
	<input type="checkbox"/> Private Contractor(s), number:	Taxi Scrip Program Available: <input type="checkbox"/>		<input type="checkbox"/> Unable to Use	
	<input type="checkbox"/> Private Non-Profit Org.			<input type="checkbox"/> Other Criteria	

VEHICLE KILOMETRES & HOURS		2014	2015	SERVICE HOURS / SCHEDULING				
Rev. Veh. Km. - Dedicated Service				Weekday:	08:00 to	16:00	Sunday:	to
Tot. Veh. Km. - Dedicated Service				Saturday:			Holiday:	to
Rev. Veh. Hrs. - Dedicated Service				Advanced booking notice:			day(s)	
Tot. Veh. Hrs. - Dedicated Service				Minimum notice for reservation:			1.0 hour(s)	
Non-Dedicated Service - Veh. Km.				Reservations / Scheduling:			Manual	
Non-Dedicated Service - Veh. Hrs.								
PASSENGER DATA					FARE STRUCTURE			
Dedicated Service	982	968		Effective Date: 01/01/2015		Tickets/Cards (unit price)		
Non-Dedicated Service				Cash				
TOTAL PASSENGERS		982	968	Adult		Monthly Pass		Free
Subscription / Pre-booked	0%	100%		\$10.00				<input type="checkbox"/>
Reservation	0%	0%		\$10.00				<input type="checkbox"/>
On-Demand / Day of trip	0%	0%		\$10.00				<input type="checkbox"/>
Cancelled in advance				Student				<input type="checkbox"/>
No-shows / Cancelled at door				\$10.00				<input type="checkbox"/>
Unaccommodated trips				Senior				<input type="checkbox"/>
Number of complaints				\$10.00				<input type="checkbox"/>
OPERATING EXPENSES				Attendant				
Administration				\$10.00				
Operations:				Companion				
Internal - Dedicated Service	\$15,026			\$10.00				
Contract - Dedicated Service	\$1,800			Other				
Contract - Non-Dedicated Service							EMPLOYEE DATA	
Contract - Taxi Script							Full-time	Part-time
Maintenance (Vehicles & Facilities)	\$3,458	\$5,678		Operators				1
Fuel	\$8,324	\$5,000		Other Operations				
TOTAL OPERATING EXPENSES	\$28,608	\$27,271		Vehicle Mechanics				1
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS				General and Administration				1
Passenger Revenue	\$9,429			Other				
Other Operating Revenue		\$9,226						
		\$17,823		TOTAL NUMBER OF EMPLOYEES				2
				Union Affiliations:				
				Operators:			1	
				Mechanics:				
				Other (specify):				
				Top Operator Wage Rate: \$17.50				
				Top Mechanic Wage Rate:				
				PERFORMANCE INDICATORS				

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS	
Passenger Revenue	\$9,429
Other Operating Revenue	
Total Operating Revenue	\$9,429
Federal Contributions	
Provincial Contributions	\$19,179
Municipal Contributions	
Other / Donations	
TOTAL	\$28,608
CAPITAL EXPENSES	
Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	
CAPITAL FUNDING SOURCES	
Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	
Other / Donations	
TOTAL CAPITAL FUNDING	

PERFORMANCE INDICATORS

FINANCIAL	2014	2015
R/C Ratio	33%	99%
Net Operating Cost / Capita	\$20.94	\$0.25
Total Exp. / Passenger	\$29.13	\$28.17
Total Exp. / Eligible Passenger	\$29.13	\$401.04
Transportation Exp. / Passenger		
Dedicated Service	\$29.13	\$11.03
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita		0.0364
Passengers / Capita	1.0721	1.0684
Passengers / Registrant		29.33
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory		
Wheelchair/Scooter Users	68	
Attendants	900	
Companions		
Other (specified)		
TOTAL	968	

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

Vehicle ownership:
 Vehicle maintenance responsibility:
 Accessible taxis:

Meaford

Georgian HandiVan

Contact: Brady Carbert
 Title: Manager of Purchasing and Asset Management
 Telephone: 519-538-1060 x1112
 Fax: 519-538-5599
 Email: bcarbert@meaford.ca

Population served:	11,100	REGISTRANTS	Active	Total
Service area (km ²):	588.6	Wheelchair/Scooter Users:	12	41
Communities served:	1	Ambulatory:	93	293
Service began:	01/06/1990	Attendants:	4	4
Advisory Committee members:	6	Companions:	1	1
Eligibility Committee members:	2	Other:	11	11
		Total:	121	350

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

Non-Dedicated Service: <input type="checkbox"/>	Contractors:	Eligibility Criteria:	<input checked="" type="checkbox"/> Unable to Board
Taxi Scrip Program Available: <input type="checkbox"/>			<input type="checkbox"/> Unable to Use
			<input type="checkbox"/> Other Criteria

VEHICLE KILOMETRES & HOURS

	2014	2015	SERVICE HOURS / SCHEDULING
Rev. Veh. Km. - Dedicated Service	26,129	30,261	Weekday: 08:00 to 16:00
Tot. Veh. Km. - Dedicated Service	26,129	30,261	Saturday: to
Rev. Veh. Hrs. - Dedicated Service	1,372	1,508	Sunday: to
Tot. Veh. Hrs. - Dedicated Service	2,058	2,003	Holiday: to
Non-Dedicated Service - Veh. Km.			Advanced booking notice: 14 day(s)
Non-Dedicated Service - Veh. Hrs.			Minimum notice for reservation: 8.0 hour(s)
			Reservations / Scheduling: Manual

PASSENGER DATA

	2014	2015	FARE STRUCTURE
Dedicated Service	4,052	4,449	Effective Date: 01/01/2013
Non-Dedicated Service			Cash
TOTAL PASSENGERS	4,052	4,449	\$2.00
Subscription / Pre-booked	50%	50%	Child \$2.00
Reservation	40%	40%	Student \$2.00
On-Demand / Day of trip	10%	10%	Senior \$2.00
Cancelled in advance			Attendant
No-shows / Cancelled at door			Companion \$2.00
Unaccommodated trips			Other Other \$3.00 to \$7.00
Number of complaints			

OPERATING EXPENSES

	2014	2015	EMPLOYEE DATA	Full-time	Part-time
Administration			Operators		
Operations:			Other Operations		
Internal - Dedicated Service			Vehicle Mechanics		
Contract - Dedicated Service	\$63,117	\$69,000	General and Administration		
Contract - Non-Dedicated Service			Other		
Contract - Taxi Scrip			TOTAL NUMBER OF EMPLOYEES		
Maintenance (Vehicles & Facilities)	\$12,957	\$11,000	Union Affiliations: Operators:		
Fuel	\$10,000	\$10,000	Mechanics:		
TOTAL OPERATING EXPENSES	\$86,074	\$90,000	Other (specify):		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2014	2015	PERFORMANCE INDICATORS
Passenger Revenue	\$5,829	\$5,892	FINANCIAL
Other Operating Revenue	\$16,986	\$15,809	R/C Ratio 27% 24%
Total Operating Revenue	\$22,815	\$21,701	Net Operating Cost / Capita \$5.70 \$6.15
Federal Contributions			Total Exp. / Passenger \$21.24 \$20.23
Provincial Contributions	\$10,000	\$10,000	Total Exp. / Eligible Passenger \$33.45 \$34.10
Municipal Contributions	\$53,259	\$77,226	Transportation Exp. / Passenger Dedicated Service \$21.24 \$20.23
Other / Donations			Non-Dedicated Service
TOTAL	\$86,074	\$108,927	Transportation Exp. / Hour (Dedicated Service) \$41.81 \$44.93

CAPITAL EXPENSES

	2014	2015	OPERATING
Vehicles Purchased			Registrants / Capita 0.0315 0.0315
Debt Servicing			Passengers / Capita 0.3651 0.4008
Other Capital Expenses			Passengers / Registrant 11.58 12.71
TOTAL CAPITAL EXPENSES			Passengers / Hour (Dedicated Service) 2.95 2.95
CAPITAL FUNDING SOURCES			Kms / Passenger (Dedicated Service) 6.45 6.80
Transit System			Average Speed (Dedicated Service) 19.04 20.07
Federal Contributions			
Provincial Contributions			
Municipal Contributions			
Other / Donations			
TOTAL CAPITAL FUNDING			

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	2,532	
Wheelchair/Scooter Users	107	
Attendants	20	
Companions		
Other (specified)	1,790	
TOTAL	4,449	

VEHICLE DATA	Number	Veh.	Avg. Capacity per Veh.	
		Peak	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 Operator	
Accessible taxis:				

Midland

Midland Accessible Transit

Contact: Rick Ignas
 Title: Transportation Manager
 Telephone: 705-526-4321
 Fax: 705-528-6990
 Email: transportation@communityreach.ca

Population served:	17,000	REGISTRANTS	Active	Total
Service area (km ²):	100.0	Wheelchair/Scooter Users:	70	110
Communities served:	1	Ambulatory:	215	240
Service began:	15/12/2005	Attendants:	36	36
Advisory Committee members:	N/A	Companions:	25	25
Eligibility Committee members:	N/A	Other:		
		Total:	346	411

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: Eligibility Criteria: Unable to Board
 Private Contractor(s), number: Taxi Scrip Program Available: Unable to Use
 Private Non-Profit Org. Other Criteria

VEHICLE KILOMETRES & HOURS

Rev. Veh. Km. - Dedicated Service	43,365
Tot. Veh. Km. - Dedicated Service	46,065
Rev. Veh. Hrs. - Dedicated Service	4,160
Tot. Veh. Hrs. - Dedicated Service	4,560
Non-Dedicated Service - Veh. Km.	
Non-Dedicated Service - Veh. Hrs.	

2014

2015	SERVICE HOURS / SCHEDULING
44,286	Weekday: 08:00 to 17:00
46,486	Saturday: to
4,430	Advanced booking notice: 30 day(s)
4,680	Minimum notice for reservation: 1.0 hour(s)
	Reservations / Scheduling: Manual

Milton**Milton access+**

Contact: Tony D'Alessandro
 Title: Coordinator, Transit
 Telephone: 905-878-7252 x2548
 Fax: 905-876-5029
 Email: tony.dalessandro@milton.ca

		REGISTRANTS	Active	Total
Population served:	103,700	Wheelchair/Scooter Users:	62	62
Service area (km²):	380.0	Ambulatory:	281	281
Communities served:	1	Attendants:	116	116
Service began:		Companions:		
Advisory Committee members:	N/A	Other:		
Eligibility Committee members:	1	Total:	459	459

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: 1 Eligibility Criteria: Unable to Board
 Private Contractor(s), number: 1 Taxi Scrip Program Available:
 Private Non-Profit Org.

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.

2014**2015****SERVICE HOURS / SCHEDULING**

Weekday:	05:40 to 20:30	Sunday:	to
Saturday:	07:10 to 20:10	Holiday:	to
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	1.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

PASSENGER DATA

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

15,496**15,227****15,227****FARE STRUCTURE**

Effective Date: 01/01/2015	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.25	\$2.60	\$70.00	
Child				
Student	\$3.25	\$1.90	\$50.00	
Senior	\$3.25	\$1.90	\$50.00	
Attendant				
Companion				
Other	Companions pay fare according to age category			

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

\$235,461**\$261,188**

Maintenance (Vehicles & Facilities)

Fuel

TOTAL OPERATING EXPENSES**\$235,461****\$261,188****OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS**

Passenger Revenue
 Other Operating Revenue

\$35,966**\$35,664****Total Operating Revenue****\$35,966****\$35,664**

Federal Contributions
 Provincial Contributions

\$199,495**\$225,524**

Municipal Contributions
 Other / Donations

\$235,461**\$261,188****TOTAL****CAPITAL EXPENSES**

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES**\$459,127****\$459,127****CAPITAL FUNDING SOURCES**

Transit System

Federal Contributions
 Provincial Contributions

Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING**\$459,127****\$459,127**

Reservationist / dispatch function provided by service contractor for full year of operations (prior year was 3/4 of the year).

EMPLOYEE DATA

Operators	Full-time	Part-time
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	2014	2015
R/C Ratio	15%	14%
Net Operating Cost / Capita	\$1.98	\$2.17
Total Exp. / Passenger	\$15.19	\$17.15
Total Exp. / Eligible Passenger	\$15.19	\$17.15
Transportation Exp. / Passenger		
Dedicated Service		
Non-Dedicated Service	\$15.19	\$17.15
Transportation Exp. / Hour (Dedicated Service)		

OPERATING

Registrants / Capita	0.0035	0.0044
Passengers / Capita	0.1538	0.1468
Passengers / Registrant	44.15	33.17
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA

Ambulatory	Ded. Service	Non-Ded. Service
Wheelchair/Scooter Users		15,227
Attendants		
Companions		
Other (specified)		
TOTAL		15,227

VEHICLE DATA

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

Niagara Falls, ON

Niagara Chair-A-Van

Contact: Beth Paul
 Title: Branch Manager
 Telephone: 905-356-7461
 Fax: 905-356-1647
 Email: beth.paul@on.sja.ca

		REGISTRANTS	Active	Total
Population served:	82,997	Wheelchair/Scooter Users:	786	786
Service area (km²):	212.0	Ambulatory:	863	863
Communities served:	1	Attendants:	180	180
Service began:	01/07/1977	Companions:		
Advisory Committee members:	11	Other:		
Eligibility Committee members:	4	Total:	1,829	1,829

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: 2 Eligibility Criteria: Unable to Board
 Private Contractor(s), number: Taxi Scrip Program Available:
 Private Non-Profit Org.

VEHICLE KILOMETRES & HOURS

	2014	2015	SERVICE HOURS / SCHEDULING				
Rev. Veh. Km. - Dedicated Service	230,159	230,159	Weekday:	06:30 to 23:00	Sunday:	09:00 to 19:00	
Tot. Veh. Km. - Dedicated Service	230,159	230,159	Saturday:	09:00 to 23:00	Holiday:	09:00 to 19:00	
Rev. Veh. Hrs. - Dedicated Service	10,888	11,634	Advanced booking notice:	30 day(s)			
Tot. Veh. Hrs. - Dedicated Service	10,888	11,634	Minimum notice for reservation:	0.0 hour(s)			
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling:	Partially Computerized			
Non-Dedicated Service - Veh. Hrs.							

PASSENGER DATA

	2014	2015	FARE STRUCTURE	Tickets/Cards (unit price)	Monthly Pass	Free
Dedicated Service	30,424	29,967	Effective Date: 01/07/2015			
Non-Dedicated Service	760	1,118	Cash	\$2.75		
TOTAL PASSENGERS	31,184	31,085	Adult	\$2.75		
Subscription / Pre-booked	0%	16%	Child	\$2.75		
Reservation	0%	82%	Student	\$2.75		
On-Demand / Day of trip	0%	2%	Senior	\$2.50		
Cancelled in advance	3,519	3,515	Attendant			
No-shows / Cancelled at door	190	230	Companion	\$2.75		
Unaccommodated trips	675	593	Other			
Number of complaints	1	1				

OPERATING EXPENSES

	2014	2015	EMPLOYEE DATA	Full-time	Part-time
Administration			Operators	2	8
Operations:			Other Operations	2	
Internal - Dedicated Service			Vehicle Mechanics		
Contract - Dedicated Service			General and Administration	1	1
Contract - Non-Dedicated Service			Other		
Contract - Taxi Scrip			TOTAL NUMBER OF EMPLOYEES	5	9
Maintenance (Vehicles & Facilities)			Union Affiliations: Operators:		
Fuel			Mechanics:		
TOTAL OPERATING EXPENSES	\$659,455	\$520,051	Other (specify):		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2014	2015	PERFORMANCE INDICATORS	2014	2015
Passenger Revenue	\$41,153	\$51,982	FINANCIAL		
Other Operating Revenue			R/C Ratio	6%	10%
Total Operating Revenue	\$41,153	\$51,982	Net Operating Cost / Capita	\$7.27	\$5.64
Federal Contributions			Total Exp. / Passenger	\$21.15	\$16.73
Provincial Contributions			Total Exp. / Eligible Passenger	\$23.84	\$17.31
Municipal Contributions	\$618,302	\$468,201	Transportation Exp. / Passenger		
Other / Donations			Dedicated Service		\$15.59
TOTAL	\$659,455	\$520,183	Non-Dedicated Service		\$13.04
CAPITAL EXPENSES			Transportation Exp. / Hour (Dedicated Service)		\$40.15
Vehicles Purchased			OPERATING		
Debt Servicing	\$88,777	\$88,777	Registrants / Capita	0.0182	0.0220
Other Capital Expenses			Passengers / Capita	0.3669	0.3745
TOTAL CAPITAL EXPENSES	\$88,777	\$88,777	Passengers / Registrant	20.12	17.00
CAPITAL FUNDING SOURCES			Passengers / Hour (Dedicated Service)	2.79	2.58
Transit System			Kms / Passenger (Dedicated Service)	7.57	7.68
Federal Contributions			Average Speed (Dedicated Service)	21.14	19.78
Provincial Contributions					
Municipal Contributions					
Other / Donations					
TOTAL CAPITAL FUNDING	\$88,777	\$88,777			

	Ded. Service	Non-Ded. Service
Ambulatory	16,980	952
Wheelchair/Scooter Users	11,950	166
Attendants	1,037	
Companions		
Other (specified)		
TOTAL	29,967	1,118

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

Niagara Region

Niagara Specialized Transit

Contact: Sarah Holmes
 Title: Niagara Region Transit Coordinator
 Telephone: 905-980-6000 x3488
 Fax: 905-685-0013
 Email: sarah.holmes@niagararegion.ca

	Population served:	449,098	REGISTRANTS	Active	Total
Service area (km ²):	1,850.9	Wheelchair/Scooter Users:	985	1,725	
Communities served:	12	Ambulatory:	733	1,203	
Service began:	06/11/2006	Attendants:	1,121	1,529	
Advisory Committee members:	N/A	Companions:	80	80	
Eligibility Committee members:	N/A	Other:			
		Total:	2,919	4,537	

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:
 Private Non-Profit Org.

VEHICLE KILOMETRES & HOURS

	2014	2015	SERVICE HOURS / SCHEDULING
Rev. Veh. Km. - Dedicated Service	491,307	422,852	Weekday: 07:00 to 22:00
Tot. Veh. Km. - Dedicated Service	491,307	422,852	Saturday: 08:00 to 16:00
Rev. Veh. Hrs. - Dedicated Service	13,440	13,585	Advanced booking notice: day(s)
Tot. Veh. Hrs. - Dedicated Service	13,440	13,585	Minimum notice for reservation: 48.0 hour(s)
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling: Partially Computerized
Non-Dedicated Service - Veh. Hrs.			

PASSENGER DATA

	2014	2015	FARE STRUCTURE	Tickets/Cards (unit price)	Monthly Pass	Free
Dedicated Service	13,611	14,523	Effective Date: 06/11/2006	Cash		
Non-Dedicated Service			Adult	\$7.50		
TOTAL PASSENGERS	13,611	14,523	Child	\$7.50		
Subscription / Pre-booked	0%	25%	Student	\$7.50		
Reservation	0%	70%	Senior	\$7.50		
On-Demand / Day of trip	0%	5%	Attendant			
Cancelled in advance	2,306	3,059	Companion	\$7.50		
No-shows / Cancelled at door	16	81	Other			
Unaccommodated trips	58	697				
Number of complaints		34				

OPERATING EXPENSES

Administration	
Operations:	
Internal - Dedicated Service	
Contract - Dedicated Service	\$543,456
Contract - Non-Dedicated Service	
Contract - Taxi Scrip	
Maintenance (Vehicles & Facilities)	\$136,553
Fuel	\$119,800
TOTAL OPERATING EXPENSES	\$799,809

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$100,249
Other Operating Revenue	
Total Operating Revenue	\$100,249
Federal Contributions	
Provincial Contributions	\$328,165
Municipal Contributions	\$371,395
Other / Donations	
TOTAL	\$799,809

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 provider changed December 1, 2015. During this transition, the first month of service experienced a higher complaint volume.

PERFORMANCE INDICATORS

	2014	2015
FINANCIAL		
R/C Ratio	13%	13%
Net Operating Cost / Capita	\$1.61	\$1.84
Total Exp. / Passenger	\$58.76	\$65.74
Total Exp. / Eligible Passenger	\$70.37	\$78.23
Transportation Exp. / Passenger		
Dedicated Service	\$58.76	\$65.74
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$59.51	\$70.28
OPERATING		
Registrants / Capita	0.0109	0.0101
Passengers / Capita	0.0313	0.0323
Passengers / Registrant	2.87	3.20
Passengers / Hour (Dedicated Service)	1.01	1.07
Kms / Passenger (Dedicated Service)	36.10	29.12
Average Speed (Dedicated Service)	36.56	31.13

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	6,618	
Wheelchair/Scooter Users	5,585	
Attendants	2,187	
Companions	133	
Other (specified)		
TOTAL	14,523	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	1	1	N/A	4
Accessible Vans / Minivans	10	10	2	4
Small Buses				
Other				
TOTAL DED. VEHICLES	11	11	N/A	N/A
Vehicle ownership:			Private Operation	
Vehicle maintenance responsibility:			Private Operation	
Accessible taxis:				

North Bay**North Bay Para Bus**

Contact: Alice Radley
 Title: Executive Director
 Telephone: 705-476-0733
 Fax: 705-476-9287
 Email: phara@phara.org

Population served:	53,651	REGISTRANTS	Active	Total
Service area (km²):	314.9	Wheelchair/Scooter Users:	1,336	1,336
Communities served:	1	Ambulatory:	984	984
Service began:	01/06/1982	Attendants:		
Advisory Committee members:	N/A	Companions:		
Eligibility Committee members:	N/A	Other:		
		Total:	2,320	2,320

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: 1 Eligibility Criteria: Unable to Board
 Private Contractor(s), number: Taxi Scrip Program Available:
 Private Non-Profit Org.

VEHICLE KILOMETRES & HOURS

	2014	2015	SERVICE HOURS / SCHEDULING	
Rev. Veh. Km. - Dedicated Service	168,798	162,669	Weekday: 07:30 to 23:00	Sunday: 09:00 to 18:00
Tot. Veh. Km. - Dedicated Service	168,798	162,669	Saturday: 08:30 to 23:00	Holiday: to
Rev. Veh. Hrs. - Dedicated Service	10,468	10,161	Advanced booking notice: 2 day(s)	
Tot. Veh. Hrs. - Dedicated Service	10,468	10,161	Minimum notice for reservation: 48.0 hour(s)	
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling:	
Non-Dedicated Service - Veh. Hrs.				

PASSENGER DATA

Dedicated Service	26,937	24,914	FARE STRUCTURE	
Non-Dedicated Service	9,104	7,123	Effective Date: 01/06/2015	Tickets/Cards (unit price)
TOTAL PASSENGERS	36,041	32,037	Adult \$3.00	Monthly Pass
Subscription / Pre-booked	99%	0%	Cash \$2.70	Free
Reservation	0%	0%	Child \$2.70	
On-Demand / Day of trip	1%	0%	Student \$2.70	
Cancelled in advance	8,825	4,316	Senior \$2.70	
No-shows / Cancelled at door	345	3,681	Attendant \$2.70	
Unaccommodated trips		145	Companion \$2.70	
Number of complaints	9		Other	

OPERATING EXPENSES

Administration	\$18,582	\$21,331	EMPLOYEE DATA	Full-time	Part-time
Operations:			Operators 4	4	
Internal - Dedicated Service			Other Operations		
Contract - Dedicated Service	\$397,593	\$411,893	Vehicle Mechanics		
Contract - Non-Dedicated Service	\$98,845	\$79,520	General and Administration		
Contract - Taxi Scrip			Other		
Maintenance (Vehicles & Facilities)	\$147,855	\$208,073	TOTAL NUMBER OF EMPLOYEES	4	4
Fuel	\$70,985	\$56,633	Union Affiliations: Operators: Teamsters Local 230		
TOTAL OPERATING EXPENSES	\$733,860	\$777,450	Mechanics:		
			Other (specify):		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$106,269	\$110,015	PERFORMANCE INDICATORS	2014	2015
Other Operating Revenue			FINANCIAL		
Total Operating Revenue	\$106,269	\$110,015	R/C Ratio 14% 14%		
Federal Contributions			Net Operating Cost / Capita \$11.21 \$12.44		
Provincial Contributions			Total Exp. / Passenger \$20.36 \$24.27		
Municipal Contributions	\$627,591	\$667,435	Total Exp. / Eligible Passenger \$22.81 \$27.43		
Other / Donations			Transportation Exp. / Passenger Dedicated Service \$22.88 \$27.16		
TOTAL	\$733,860	\$777,450	Non-Dedicated Service \$10.86 \$11.16		
			Transportation Exp. / Hour (Dedicated Service) \$58.89 \$66.59		

CAPITAL EXPENSES

Vehicles Purchased		\$103,418	OPERATING	
Debt Servicing			Registrants / Capita 0.0409 0.0432	
Other Capital Expenses			Passengers / Capita 0.6436 0.5971	
TOTAL CAPITAL EXPENSES	\$103,418		Passengers / Registrant 15.74 13.81	
			Passengers / Hour (Dedicated Service) 2.57 2.45	

CAPITAL FUNDING SOURCES

Transit System			Average Speed (Dedicated Service) 16.13 16.01	
Federal Contributions				
Provincial Contributions				
Municipal Contributions	\$6,619	\$96,799		
Other / Donations				
TOTAL CAPITAL FUNDING	\$103,418			

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	10,652	1,251
Wheelchair/Scooter Users	11,184	5,259
Attendants	3,078	613
Companions		
Other (specified)		
TOTAL	24,914	7,123

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars				
Accessible Vans / Minivans				
Small Buses	5	5	4	8
Other				
TOTAL DED. VEHICLES	5	5	N/A	N/A
Vehicle ownership:			Transit System	
Vehicle maintenance responsibility:			Transit System	
Accessible taxis:	1			

North Perth

Victorian Order of Nurses, Ontario Branch (VON)

Contact: Jennifer O'Grady
 Title: Coordinator of Client Services
 Telephone: 519-291-5898
 Fax: 519-291-3141
 Email: Jennifer.Ogrady@von.ca

	Population served:	12,631	REGISTRANTS	Active	Total
Service area (km ²):	493.2	Wheelchair/Scooter Users:	61	61	
Communities served:	1	Ambulatory:	235	235	
Service began:	01/06/1998	Attendants:	74	74	
Advisory Committee members:	N/A	Companions:			
Eligibility Committee members:	N/A	Other:			
		Total:	370	370	

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

	2014	2015	SERVICE HOURS / SCHEDULING			
Rev. Veh. Km. - Dedicated Service	26,260	32,923	Weekday: 08:00 to 17:00	Sunday:	09:00 to	12:00
Tot. Veh. Km. - Dedicated Service	26,260	32,923	Saturday: to	Holiday:	to	
Rev. Veh. Hrs. - Dedicated Service	2,271	2,296	Advanced booking notice: day(s)			
Tot. Veh. Hrs. - Dedicated Service	2,271	2,296	Minimum notice for reservation: 24.0 hour(s)			
Non-Dedicated Service - Veh. Km.	62,971	60,548	Reservations / Scheduling: Fully Computerized			
Non-Dedicated Service - Veh. Hrs.	1,928	1,595				

PASSENGER DATA

	2014	2015	FARE STRUCTURE			
Dedicated Service	6,988	7,084	Effective Date: 01/08/2014			
Non-Dedicated Service	1,470	1,292	Cash			
TOTAL PASSENGERS	8,458	8,376	Adult			
Subscription / Pre-booked	63%	62%	Child	\$5.00		
Reservation	35%	36%	Student	\$5.00		
On-Demand / Day of trip	2%	2%	Senior	\$5.00		
Cancelled in advance	1,603	1,207	Attendant			
No-shows / Cancelled at door	148	347	Companion	\$5.00		
Unaccommodated trips	191	79	Other			
Number of complaints						

OPERATING EXPENSES

	2014	2015	EMPLOYEE DATA	Full-time	Part-time
Administration	\$25,063	\$28,128	Operators		5
Operations:			Other Operations		
Internal - Dedicated Service	\$93,556	\$66,909	Vehicle Mechanics		
Contract - Dedicated Service	\$1,986	\$2,253	General and Administration		2
Contract - Non-Dedicated Service	\$22,787	\$23,033	Other		
Contract - Taxi Scrip			TOTAL NUMBER OF EMPLOYEES	7	
Maintenance (Vehicles & Facilities)	\$7,093	\$4,757	Union Affiliations: Operators:		
Fuel	\$9,245	\$7,393	Mechanics:		
TOTAL OPERATING EXPENSES	\$159,730	\$132,473	Other (specify):		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2014	2015	PERFORMANCE INDICATORS		
Passenger Revenue	\$71,274	\$88,395	FINANCIAL	2014	2015
Other Operating Revenue			R/C Ratio	45%	67%
Total Operating Revenue	\$71,274	\$88,395	Net Operating Cost / Capita	\$7.00	\$3.49
Federal Contributions			Total Exp. / Passenger	\$18.89	\$15.82
Provincial Contributions	\$81,926	\$33,705	Total Exp. / Eligible Passenger	\$20.75	\$17.55
Municipal Contributions	\$6,530	\$6,623	Transportation Exp. / Passenger		
Other / Donations			Dedicated Service	\$16.01	\$11.48
TOTAL	\$159,730	\$132,473	Non-Dedicated Service	\$15.50	\$17.83
			Transportation Exp. / Hour (Dedicated Service)	\$49.26	\$35.41

CAPITAL EXPENSES

	2014	2015	OPERATING		
Vehicles Purchased			Registrants / Capita	0.0286	0.0293
Debt Servicing			Passengers / Capita	0.6696	0.6631
Other Capital Expenses			Passengers / Registrant	23.43	22.64
TOTAL CAPITAL EXPENSES			Passengers / Hour (Dedicated Service)	3.08	3.09
			Kms / Passenger (Dedicated Service)	3.76	4.65
			Average Speed (Dedicated Service)	11.56	14.34

CAPITAL FUNDING SOURCES

	Ded. Service	Non-Ded. Service
Ambulatory	5,192	1,134
Wheelchair/Scooter Users	1,176	46
Attendants	716	112
Companions		
Other (specified)		
TOTAL	7,084	1,292

*Other Eligibility Criteria: Seniors and persons with disabilities. *Non-dedicated service provided by VON Volunteers; Volunteer Transportation rates based upon a mileage rate of \$.40/km or \$5.00 for in-town trips (as of August 1st, 2014). *Fare structure shows in-town one-way fare; other fares are as follows: within North Perth \$10.00 one-way; \$.80/km for out-of-town travel plus wait time of \$15.00/hour; Adult Day Program Transportation rate of \$10.00/day regardless of distance or mode of transport; charter rate \$40.00/hour driving time & \$25.00/hour waiting time. *Cancellation trip data is high due to the large volume of subscription trip bookings. *VON Perth-Huron is part of EasyRide, an integrated transportation system for Perth & Huron Counties, all bookings are taken by the centralized EasyRide office in Stratford and web-based scheduling software from Trapeze Novus is utilized by all of the agencies involved.

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	1	1	1	3
Small Buses	1	1	4	14
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: 905-338-4703
 Email: ragini.govender@oakville.ca

		REGISTRANTS	Active	Total
Population served:	188,000	Wheelchair/Scooter Users:	303	540
Service area (km ²):	103.5	Ambulatory:	1,328	2,366
Communities served:	1	Attendants:	115	205
Service began:	01/04/1980	Companions:	18	32
Advisory Committee members:	7	Other:		
Eligibility Committee members:	N/A	Total:	1,764	3,143

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: 2 Eligibility Criteria: Unable to Board
 Private Contractor(s), number: Taxi Scrip Program Available:
 Private Non-Profit Org.

VEHICLE KILOMETRES & HOURS

	2014	2015	SERVICE HOURS / SCHEDULING				
Rev. Veh. Km. - Dedicated Service	335,882	363,546	Weekday:	06:00 to 02:00	Sunday:	08:00 to 20:00	
Tot. Veh. Km. - Dedicated Service	335,882	363,546	Saturday:	07:00 to 02:00	Holiday:	08:00 to 20:00	
Rev. Veh. Hrs. - Dedicated Service	19,308	19,404	Advanced booking notice:	10 day(s)			
Tot. Veh. Hrs. - Dedicated Service	19,308	19,404	Minimum notice for reservation:	1.0 hour(s)			
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling:	Partially Computerized			
Non-Dedicated Service - Veh. Hrs.							

PASSENGER DATA

	2014	2015	FARE STRUCTURE				
Dedicated Service	43,894	42,145	Effective Date:	03/01/2015	Tickets/Cards (unit price)		
Non-Dedicated Service	40,510	55,308	Adult	\$3.50	\$2.80	\$110.00	<input checked="" type="checkbox"/>
TOTAL PASSENGERS	84,404	97,453	Child				
Subscription / Pre-booked	32%	33%	Student	\$3.50	\$2.20	\$70.00	<input type="checkbox"/>
Reservation	67%	53%	Senior	\$3.50	\$1.80	\$50.00	<input type="checkbox"/>
On-Demand / Day of trip	1%	14%	Attendant				<input checked="" type="checkbox"/>
Cancelled in advance	5,946	6,458	Companion	\$3.50			
No-shows / Cancelled at door	784	907	Other		GO Riders - 75 cents, Student Freedom Monthly Pass \$15, PRESTO - Blind		
Unaccommodated trips							
Number of complaints							

OPERATING EXPENSES

	2014	2015	EMPLOYEE DATA				
Administration	\$189,421	\$198,325	Operators		8		
Operations:			Other Operations		3	2	
Internal - Dedicated Service	\$924,074	\$1,009,345	Vehicle Mechanics				
Contract - Dedicated Service			General and Administration				
Contract - Non-Dedicated Service	\$593,877	\$839,845	Other		1		
Contract - Taxi Scrip			TOTAL NUMBER OF EMPLOYEES	12	2		
Maintenance (Vehicles & Facilities)	\$93,420	\$115,211	Union Affiliations: Operators:	Unifor 1256			
Fuel	\$99,558	\$79,817	Mechanics:	Unifor 1256			
TOTAL OPERATING EXPENSES	\$1,900,350	\$2,242,543	Other (specify):	CUPE 1329			

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2014	2015	PERFORMANCE INDICATORS				
Passenger Revenue	\$164,763	\$200,170	FINANCIAL		2014	2015	
Other Operating Revenue			R/C Ratio		9%	9%	
Total Operating Revenue	\$164,763	\$200,170	Net Operating Cost / Capita		\$9.23	\$10.86	
Federal Contributions			Total Exp. / Passenger		\$22.51	\$23.01	
Provincial Contributions			Total Exp. / Eligible Passenger		\$24.22	\$24.89	
Municipal Contributions	\$1,735,587	\$2,042,373	Transportation Exp. / Passenger				
Other / Donations			Dedicated Service		\$25.45	\$28.58	
TOTAL	\$1,900,350	\$2,242,543	Non-Dedicated Service		\$14.66	\$15.18	

CAPITAL EXPENSES

	2014	2015	PERFORMANCE INDICATORS				
Vehicles Purchased	\$14,460	\$1,471,953	FINANCIAL		2014	2015	
Debt Servicing			R/C Ratio		9%	9%	
Other Capital Expenses			Net Operating Cost / Capita		\$9.23	\$10.86	
TOTAL CAPITAL EXPENSES	\$14,460	\$1,472,953	Total Exp. / Passenger		\$22.51	\$23.01	

CAPITAL FUNDING SOURCES

	2014	2015	OPERATING				
Transit System			Registrants / Capita		0.0127	0.0167	
Federal Contributions			Passengers / Capita		0.4490	0.5184	
Provincial Contributions	\$69,768	\$780,503	Passengers / Registrant		35.23	31.01	
Municipal Contributions	\$4,500	\$20,000	Passengers / Hour (Dedicated Service)		2.27	2.17	
Other / Donations	\$414	\$738,326	Kms / Passenger (Dedicated Service)		7.65	8.63	
TOTAL CAPITAL FUNDING	\$74,682	\$1,538,829	Average Speed (Dedicated Service)		17.40	18.73	

*Other eligibility: as per Town's definition *On going - seniors ride for free on Mondays.

*On going - mandatory attendants ride for free. * Accessibility Advisory Committee for the Town of Oakville - not a specific committee for Para Transit. * Specialized Transit revenue is an estimation based on the % of Specialized ridership to total of Specialized & Conventional Ridership. * Attendants and companions are not registered users. * Companions - non-dedicated service is an estimate based on actual companions for dedicated service.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	27,921	45,448
Wheelchair/Scooter Users	10,882	5,858
Attendants	2,932	3,412
Companions	410	590
Other (specified)		
TOTAL	42,145	55,308

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.
		Wheelchair	Ambulatory
Non-Accessible Cars			
Accessible Vans / Minivans			
Small Buses	16	7	5
Other			10
TOTAL DED. VEHICLES	16	7	N/A
Vehicle ownership:			Municipal Transit System
Vehicle maintenance responsibility:			Municipal Transit System
Accessible taxis:	4		

Orillia

Orillia Wheelchair Limousine Service

Contact: George Bowa
 Title: Director of Public Works
 Telephone: 705-329-7246
 Fax:
 Email: gbow@orillia.ca

		REGISTRANTS	Active	Total
Population served:	32,945	Wheelchair/Scooter Users:	417	417
Service area (km²):	28.8	Ambulatory:		
Communities served:	1	Attendants:		
Service began:	01/01/1987	Companions:	39	39
Advisory Committee members:	11	Other:	165	165
Eligibility Committee members:	N/A	Total:	621	621

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors:
 Private Contractor(s), number: 1 Taxi Scrip Program Available:
 Private Non-Profit Org.

VEHICLE KILOMETRES & HOURS

	2014	2015	SERVICE HOURS / SCHEDULING		
Rev. Veh. Km. - Dedicated Service	47,071	48,111	Weekday:	06:15 to 22:45	Sunday:
Tot. Veh. Km. - Dedicated Service	47,071	48,111	Saturday:	08:45 to 18:15	Holiday:
Rev. Veh. Hrs. - Dedicated Service	5,948	6,013	Advanced booking notice:	2 day(s)	
Tot. Veh. Hrs. - Dedicated Service	5,948	6,013	Minimum notice for reservation:	24.0 hour(s)	
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling:	Partially Computerized	
Non-Dedicated Service - Veh. Hrs.					

PASSENGER DATA

	2014	2015	FARE STRUCTURE		
Dedicated Service	8,682	8,405	Effective Date:		
Non-Dedicated Service			Cash	Tickets/Cards (unit price)	Monthly Pass
TOTAL PASSENGERS	8,682	8,405	Adult	\$2.00	\$47.00
Subscription / Pre-booked	0%	0%	Child	\$1.84	\$47.00
Reservation	0%	0%	Student	\$2.00	\$47.00
On-Demand / Day of trip	0%	0%	Senior	\$2.00	\$47.00
Cancelled in advance	281	507	Attendant		
No-shows / Cancelled at door	116	150	Companion	\$2.00	
Unaccommodated trips	204	222	Other		
Number of complaints					

OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$226,441	\$237,607
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$226,441	\$237,607

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$15,616	\$14,682
Other Operating Revenue		
Total Operating Revenue	\$15,616	\$14,682
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$210,825	\$222,425
Other / Donations		\$500
TOTAL	\$226,441	\$237,607

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	

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

	2014	2015
R/C Ratio	7%	6%
Net Operating Cost / Capita	\$6.40	\$6.77
Total Exp. / Passenger	\$26.08	\$28.27
Total Exp. / Eligible Passenger	\$28.06	\$29.19
Transportation Exp. / Passenger		
Dedicated Service		
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$38.07	\$39.52
OPERATING		
Registrants / Capita	0.0169	0.0189
Passengers / Capita	0.2635	0.2551
Passengers / Registrant	15.59	13.53
Passengers / Hour (Dedicated Service)	1.46	1.40
Kms / Passenger (Dedicated Service)	5.42	5.72
Average Speed (Dedicated Service)	7.91	8.00

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory		
Wheelchair/Scooter Users	8,140	
Attendants	265	
Companions		
Other (specified)		
TOTAL		8,405

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
		Wheelchair	N/A	Ambulatory
Non-Accessible Cars				
Accessible Vans / Minivans				
Small Buses	1	1	10	6
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Vehicle ownership:			Municipality	
Vehicle maintenance responsibility:			Contracted operator	
Accessible taxis:				

Ottawa**Para Transpo**

Contact: Andy Versteeg
 Title: Consultant
 Telephone: 613-842-3636 x52404
 Fax: 613-244-4329
 Email: andy.versteeg@ottawa.ca

Population served:	943,260	REGISTRANTS	Active	Total
Service area (km²):	2,778.0	Wheelchair/Scooter Users:		4,059
Communities served:	1	Ambulatory:		9,910
Service began:	01/01/1974	Attendants:		
Advisory Committee members:	N/A	Companions:		
Eligibility Committee members:	N/A	Other:		
		Total:		13,969

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: 2 Eligibility Criteria: Unable to Board
 Private Contractor(s), number: Taxi Scrip Program Available:
 Private Non-Profit Org.

VEHICLE KILOMETRES & HOURS

	2014	2015	SERVICE HOURS / SCHEDULING				
Rev. Veh. Km. - Dedicated Service	4,613,865	4,245,398	Weekday:	06:00 to 01:00	Sunday:	06:30 to 01:00	
Tot. Veh. Km. - Dedicated Service	5,235,604	4,750,600	Saturday:	06:30 to 01:00	Holiday:	06:30 to 01:00	
Rev. Veh. Hrs. - Dedicated Service	204,853	192,535	Advanced booking notice:	1 day(s)			
Tot. Veh. Hrs. - Dedicated Service	230,339	216,575	Minimum notice for reservation:	0.0 hour(s)			
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling:				
Non-Dedicated Service - Veh. Hrs.							

PASSENGER DATA

	2014	2015	FARE STRUCTURE		
Dedicated Service	486,190	449,909	Effective Date: 01/07/2015	Tickets/Cards (unit price)	
Non-Dedicated Service	397,477	459,346	Cash	Monthly Pass	Free
TOTAL PASSENGERS	883,667	909,255	Adult	\$1.60	\$103.25
Subscription / Pre-booked	58%	60%	Child	\$1.60	
Reservation	38%	36%	Student	\$1.60	\$82.25
On-Demand / Day of trip	4%	5%	Senior	\$1.60	\$41.75
Cancelled in advance	148,866	49,730	Attendant		
No-shows / Cancelled at door	23,940	25,184	Companion	\$1.60	
Unaccommodated trips	59,490	56,528	Other		
Number of complaints	786	766			

OPERATING EXPENSES

	2014	2015	EMPLOYEE DATA	Full-time	Part-time
Administration	\$2,370,180	\$2,443,903	Operators	155	1
Operations:			Other Operations	25	6
Internal - Dedicated Service	\$13,702,879	\$13,035,689	Vehicle Mechanics	14	
Contract - Dedicated Service			General and Administration	15	
Contract - Non-Dedicated Service	\$10,105,346	\$12,005,822	Other	8	
Contract - Taxi Scrip	\$345,339	\$131,296	TOTAL NUMBER OF EMPLOYEES	217	7
Maintenance (Vehicles & Facilities)	\$3,374,722	\$3,190,616	Union Affiliations: Operators:	ATU Local 279	
Fuel	\$1,512,788	\$1,460,060	Mechanics:	ATU Local 279	
TOTAL OPERATING EXPENSES	\$31,411,254	\$32,267,386	Other (specify):	ATU Local 1760 Administration	

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2014	2015	PERFORMANCE INDICATORS	2014	2015
Passenger Revenue	\$2,243,138	\$2,242,039	R/C Ratio	7%	7%
Other Operating Revenue	\$16,817	\$27,883	Net Operating Cost / Capita	\$30.90	\$31.80
Total Operating Revenue	\$2,259,955	\$2,269,922	Total Exp. / Passenger	\$35.55	\$35.49
Federal Contributions			Total Exp. / Eligible Passenger	\$40.29	\$40.51
Provincial Contributions			Transportation Exp. / Passenger		
Municipal Contributions	\$29,151,299	\$29,997,464	Dedicated Service	\$38.24	\$39.31
Other / Donations			Non-Dedicated Service	\$26.29	\$26.42
TOTAL	\$31,411,254	\$32,267,386	Transportation Exp. / Hour (Dedicated Service)	\$80.71	\$81.66

CAPITAL EXPENSES

	2014	2015	OPERATING	2014	2015
Vehicles Purchased			Registrants / Capita	0.0135	0.0148
Debt Servicing			Passengers / Capita	0.9368	0.9640
Other Capital Expenses	\$36,212	\$4,511	Passengers / Registrant	69.56	65.09
TOTAL CAPITAL EXPENSES	\$36,212	\$2,851,037	Passengers / Hour (Dedicated Service)	2.37	2.34

CAPITAL FUNDING SOURCES

	2014	2015	PASSENGER DATA	Ded. Service	Non-Ded. Service
Transit System			Ambulatory	250,548	314,113
Federal Contributions	\$31,000	\$2,846,500	Wheelchair/Scooter Users	137,103	94,700
Provincial Contributions			Attendants	22,450	21,403
Municipal Contributions	\$5,212	\$4,537	Companions	39,808	17,829
Other / Donations			Other (specified)		11,301
TOTAL CAPITAL FUNDING	\$36,212	\$2,851,037	TOTAL	449,909	459,346

	2014	2015	VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			Wheelchair	N/A		
Accessible Vans / Minivans			Ambulatory	N/A		
Small Buses	89	89		3		4
Other						
TOTAL DED. VEHICLES	89	89		N/A	N/A	N/A
Vehicle ownership:			Municipal Transit System			
Vehicle maintenance responsibility:			Municipal Transit System			
Accessible taxis:	104					

Owen Sound

Owen Sound Transit

Contact: Chris Hughes
 Title: Manager of Contract Services
 Telephone: 519-376-4440 x3223
 Fax: 519-372-1209
 Email: chughes@owensound.ca

	Population served:	22,000	REGISTRANTS	Active	Total
Service area (km²):	23.7	Wheelchair/Scooter Users:	117	117	
Communities served:	1	Ambulatory:	153	153	
Service began:	06/01/1989	Attendants:	127	127	
Advisory Committee members:	N/A	Companions:			
Eligibility Committee members:	N/A	Other:			
		Total:	397	397	

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors:
 Private Contractor(s), number: 1 Taxi Scrip Program Available:
 Private Non-Profit Org.

Eligibility Criteria: Unable to Board
 Unable to Use
 Other Criteria

VEHICLE KILOMETRES & HOURS		2014	2015	SERVICE HOURS / SCHEDULING		
Rev. Veh. Km. - Dedicated Service		39,362	40,775	Weekday:	06:30 to 18:30	Sunday:
Tot. Veh. Km. - Dedicated Service		41,432	42,920	Saturday:	09:00 to 16:30	Holiday:
Rev. Veh. Hrs. - Dedicated Service		3,402	3,407	Advanced booking notice:	3 day(s)	
Tot. Veh. Hrs. - Dedicated Service		3,566	3,558	Minimum notice for reservation:	1.0 hour(s)	
Non-Dedicated Service - Veh. Km.				Reservations / Scheduling:	Manual	
Non-Dedicated Service - Veh. Hrs.						
PASSENGER DATA				FARE STRUCTURE		
Dedicated Service		7,308	7,905	Effective Date: 01/04/2015		
Non-Dedicated Service				Cash		
TOTAL PASSENGERS		7,308	7,905	Adult	\$2.75	
Subscription / Pre-booked		0%	0%			\$65.00
Reservation		0%	0%	Child		
On-Demand / Day of trip		0%	0%	Student	\$2.25	
Cancelled in advance		319	504	Senior	\$2.75	
No-shows / Cancelled at door		70	78	Attendant		\$40.00
Unaccommodated trips		22	51	Companion	\$2.75	
Number of complaints		7	5	Other		\$50.00
OPERATING EXPENSES				EMPLOYEE DATA		
Administration		\$18,554	\$13,703	Operators	2	1
Operations:				Other Operations	1	1
Internal - Dedicated Service		\$130		Vehicle Mechanics	1	
Contract - Dedicated Service		\$218,907	\$218,546	General and Administration		
Contract - Non-Dedicated Service				Other		
Contract - Taxi Scrip				TOTAL NUMBER OF EMPLOYEES	4	2
Maintenance (Vehicles & Facilities)				Union Affiliations:	Operators: Unifor Local 4268	
Fuel		\$12,024	\$14,286	Mechanics:		
TOTAL OPERATING EXPENSES		\$249,615	\$246,535	Other (specify):		
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS						
Passenger Revenue		\$12,000	\$22,013	Top Operator Wage Rate:	\$17.08	
Other Operating Revenue				Top Mechanic Wage Rate:		
Total Operating Revenue		\$12,000	\$22,013			
Federal Contributions				PERFORMANCE INDICATORS		
Provincial Contributions				FINANCIAL		
Municipal Contributions		\$237,615	\$224,522	R/C Ratio	5%	9%
Other / Donations				Net Operating Cost / Capita	\$10.80	\$10.21
TOTAL		\$249,615	\$246,535	Total Exp. / Passenger	\$34.16	\$31.19
CAPITAL EXPENSES						
Vehicles Purchased				Total Exp. / Eligible Passenger	\$38.72	\$35.05
Debt Servicing				Transportation Exp. / Passenger		
Other Capital Expenses				Dedicated Service	\$31.62	\$29.45
TOTAL CAPITAL EXPENSES				Non-Dedicated Service		
CAPITAL FUNDING SOURCES				Transportation Exp. / Hour (Dedicated Service)	\$64.80	\$65.44
Transit System				OPERATING		
Federal Contributions				Registrants / Capita	0.0159	0.0181
Provincial Contributions				Passengers / Capita	0.3322	0.3593
Municipal Contributions				Passengers / Registrant	20.94	19.91
Other / Donations				Passengers / Hour (Dedicated Service)	2.15	2.32
TOTAL CAPITAL FUNDING				Kms / Passenger (Dedicated Service)	5.39	5.16
Mobility Service Hours match Conventional Transit Service Hours to meet AODA Requirements				Average Speed (Dedicated Service)	11.57	11.97

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	5,157	
Wheelchair/Scooter Users	1,876	
Attendants	872	
Companions		
Other (specified)		
TOTAL	7,905	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
		Wheelchair	N/A	Ambulatory
Non-Accessible Cars				
Accessible Vans / Minivans				
Small Buses	1	1	2	13
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Vehicle ownership:			Contracted Operator	
Vehicle maintenance responsibility:			Contracted Operator	
Accessible taxis:				

Parry Sound

Parry Sound Specialized Transit

Contact: Martha Vincent
 Title: Public Works Administrative Assistant
 Telephone: 705-746-2101 x236
 Fax: 705-746-2506
 Email: mvincent@townofparrysound.com

	Population served:	6,191	REGISTRANTS	Active	Total
	Service area (km²):	13.3	Wheelchair/Scooter Users:	14	14
	Communities served:	1	Ambulatory:		
	Service began:	01/06/2008	Attendants:		
	Advisory Committee members:	N/A	Companions:		
	Eligibility Committee members:	N/A	Other:		
			Total:	14	14
Dedicated Serv. Operated by:	<input type="checkbox"/> Transit System/Municipality <input checked="" type="checkbox"/> Private Contractor(s), number: 2 <input type="checkbox"/> Private Non-Profit Org.	Non-Dedicated Service: <input type="checkbox"/>	Contractors: <input type="checkbox"/>	Eligibility Criteria: <input checked="" type="checkbox"/> Unable to Board <input type="checkbox"/> Unable to Use <input type="checkbox"/> 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.

2014

3,535
3,535
354
354

2015 SERVICE HOURS / SCHEDULING

763 Weekday: 09:30 to 14:30 Sunday:
 763 Saturday: to Holiday:
 Advanced booking notice: day(s)
 Minimum notice for reservation: 72.0 hour(s)
 Reservations / Scheduling: Partially Computerized

to
to

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

2014

820

FARE STRUCTURE

Effective Date: 01/07/2011

	Cash
Adult	\$3.00
Child	\$3.00
Student	\$3.00
Senior	\$3.00

Tickets/Cards
(unit price)

Monthly Pass	Free
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

TOTAL PASSENGERS

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

2015

820
0%
0%
0%

228 Adult
Child
Student
Senior

Attendant
Companion
Other

OPERATING EXPENSES

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

2014

\$32,965

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):

Maintenance (Vehicles & Facilities)

Fuel

Top Operator Wage Rate:
Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL

2014

2015

	2014	2015
R/C Ratio	8%	9%
Net Operating Cost / Capita	\$4.91	\$1.30
Total Exp. / Passenger	\$40.20	\$38.77
Total Exp. / Eligible Passenger	\$40.20	\$38.77
Transportation Exp. / Passenger		
Dedicated Service	\$40.20	\$38.77
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$93.12	\$101.60

OPERATING

	2014	2015
Registrants / Capita	0.0021	0.0023
Passengers / Capita	0.1325	0.0368
Passengers / Registrant	63.08	16.29
Passengers / Hour (Dedicated Service)	2.32	2.62
Kms / Passenger (Dedicated Service)	4.31	3.35
Average Speed (Dedicated Service)	9.99	8.77

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

	PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory			
Wheelchair/Scooter Users		228	
Attendants			
Companions			
Other (specified)			
TOTAL		228	

TOTAL OPERATING EXPENSES

2014

\$8,839

2015

\$8,839

OPERATING REVENUE AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue

	2014	2015
R/C Ratio	8%	9%
Net Operating Cost / Capita	\$4.91	\$1.30
Total Exp. / Passenger	\$40.20	\$38.77
Total Exp. / Eligible Passenger	\$40.20	\$38.77
Transportation Exp. / Passenger		
Dedicated Service	\$40.20	\$38.77
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$93.12	\$101.60

Other Operating Revenue

2014

\$788

2015

\$788

TOTAL OPERATING REVENUE

2014

\$2,553

2015

\$2,553

FEDERAL CONTRIBUTIONS

2014

\$7,222

2015

\$7,263

PROVINCIAL CONTRIBUTIONS

2014

\$22,690

2015

\$788

MUNICIPAL CONTRIBUTIONS

2014

\$22,690

2015

\$788

OTHER / DONATIONS

2014

\$32,965

2015

\$8,839

TOTAL

2014

\$32,965

2015

\$8,839

CAPITAL EXPENSES

2014

\$74,667

2015

\$74,667

VEHICLES PURCHASED

2014

\$74,667

2015

\$74,667

DEBT SERVICING

2014

\$74,667

2015

\$74,667

OTHER CAPITAL EXPENSES

2014

\$74,667

2015

\$74,667

TOTAL CAPITAL EXPENSES

2014

\$74,667

2015

\$74,667

CAPITAL FUNDING SOURCES

2014

\$74,667

2015

\$74,667

TRANSIT SYSTEM

2014

\$74,667

2015

\$74,667

FEDERAL CONTRIBUTIONS

2014

\$74,667

2015

\$74,667

PROVINCIAL CONTRIBUTIONS

2014

\$74,667

2015

\$74,667

MUNICIPAL CONTRIBUTIONS

2014

\$74,667

2015

\$74,667

OTHER / DONATIONS

2014

\$74,667

2015

\$74,667

TOTAL CAPITAL FUNDING

2014

\$74,667

2015

\$74,667

Service operated during the period January 1st 2015 to March 31st 2015 only. Service was cancelled until new van arrived. Service resumed in 2016.

Peel Region

TransHelp

Contact: Maarit Varga
 Title: Supervisor, Client & Administration Services
 Telephone: 905-791-7800 x6856
 Fax: 905-277-5864
 Email: maarit.varga@peelregion.ca

	REGISTRANTS	Active	Total
Population served:	1,296,814	6,281	6,281
Service area (km ²):	1,253.0	9,422	9,422
Communities served:	3		
Service began:	01/06/1981		
Advisory Committee members:	3		
Eligibility Committee members:	3		
	Total:	1,766	17,469

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: 3 Eligibility Criteria: Unable to Board
 Private Contractor(s), number: 5 Taxi Scrip Program Available:
 Private Non-Profit Org.

VEHICLE KILOMETRES & HOURS		2014	2015	SERVICE HOURS / SCHEDULING			
Rev. Veh. Km. - Dedicated Service		4,911,057	5,904,593	Weekday:	06:00 to 01:00	Sunday:	06:00 to 01:00
Tot. Veh. Km. - Dedicated Service		5,576,295	6,613,501	Saturday:	06:00 to 01:00	Holiday:	to
Rev. Veh. Hrs. - Dedicated Service		242,563	243,286	Advanced booking notice:	7 day(s)		
Tot. Veh. Hrs. - Dedicated Service		264,068	265,928	Minimum notice for reservation:	24.0 hour(s)		
Non-Dedicated Service - Veh. Km.		43,293	48,196	Reservations / Scheduling:	Fully Computerized		
Non-Dedicated Service - Veh. Hrs.		11,416	11,659				
PASSENGER DATA		FARE STRUCTURE				TICKETS/CARDS	
Dedicated Service	528,742	527,777	Effective Date: 04/01/2014			(unit price)	
Non-Dedicated Service	65,358	67,254				Cash	
TOTAL PASSENGERS	594,100	595,031	Adult	\$3.50			Monthly Pass
Subscription / Pre-booked	40%	40%	Child	\$3.50			\$112.00
Reservation	55%	55%	Student	\$3.50			\$112.00
On-Demand / Day of trip	5%	5%	Senior	\$3.50			\$112.00
Cancelled in advance	51,812	53,276	Attendant				
No-shows / Cancelled at door	9,389	9,707	Companion	\$3.50			
Unaccommodated trips	3,166	756	Other				
Number of complaints	2,196	1,977					
OPERATING EXPENSES		EMPLOYEE DATA				Full-time	Part-time
Administration	\$2,066,529	\$1,937,491	Operators	50			24
Operations:			Other Operations	8			
Internal - Dedicated Service	\$7,007,311	\$7,078,852	Vehicle Mechanics	3			
Contract - Dedicated Service	\$4,282,866	\$4,137,122	General and Administration	18			
Contract - Non-Dedicated Service	\$4,270,862	\$4,495,265	Other	5			3
Contract - Taxi Scrip	\$221,203	\$230,374	TOTAL NUMBER OF EMPLOYEES	84			27
Maintenance (Vehicles & Facilities)	\$1,118,254	\$1,620,256	Union Affiliations: Operators: CUPE 966				
Fuel	\$607,987	\$337,938	Mechanics: CUPE 966				
TOTAL OPERATING EXPENSES	\$19,575,012	\$19,837,298	Other (specify):				
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		Top Operator Wage Rate: \$26.53 Top Mechanic Wage Rate: \$32.74				PERFORMANCE INDICATORS	
Passenger Revenue	\$1,696,249	\$1,804,400	FINANCIAL				2014
Other Operating Revenue	\$80,943	\$114,808	R/C Ratio	9%			2015
Total Operating Revenue	\$1,777,192	\$1,919,208	Net Operating Cost / Capita	\$13.72			\$13.82
Federal Contributions			Total Exp. / Passenger	\$32.95			\$33.34
Provincial Contributions	\$352,932	\$165,009	Total Exp. / Eligible Passenger	\$45.31			\$44.94
Municipal Contributions	\$17,439,328	\$17,753,186	Transportation Exp. / Passenger				
Other / Donations	\$5,560	\$105	Dedicated Service	\$24.62			\$24.96
TOTAL	\$19,575,012	\$19,837,508	Non-Dedicated Service	\$68.73			\$70.27
CAPITAL EXPENSES		Transportation Exp. / Hour (Dedicated Service)	\$49.29				\$49.54
Vehicles Purchased			OPERATING				
Debt Servicing			Registrants / Capita	0.0120			0.0135
Other Capital Expenses	\$569,420	\$814,190	Passengers / Capita	0.4581			0.4588
TOTAL CAPITAL EXPENSES	\$569,420	\$1,566,812	Passengers / Registrant	38.03			34.06
CAPITAL FUNDING SOURCES		Passengers / Hour (Dedicated Service)	2.18				2.17
Transit System			Kms / Passenger (Dedicated Service)	9.29			11.19
Federal Contributions	\$537,241	\$1,300,484	Average Speed (Dedicated Service)	20.25			24.27
Provincial Contributions			PASSENGER DATA				
Municipal Contributions	\$32,179	\$266,329	Ded. Service				
Other / Donations			Ambulatory	242,764			44,139
TOTAL CAPITAL FUNDING	\$569,420	\$1,566,813	Wheelchair/Scooter Users	154,486			
Other criteria - cognitive and behavioural disabilities			Attendants	61,890			4,658
			Companions	15,253			3,813
			Other (specified)	53,384			14,644
			TOTAL	527,777			67,254
		VEHICLE DATA				Veh. Peak	Avg. Capacity per Veh.
		Number				Wheelchair	Ambulatory
		Non-Accessible Cars	70	30		N/A	4
		Accessible Vans / Minivans	40	38		1	5
		Small Buses	66	55		4	6
		Other	29	29		4	6
		TOTAL DED. VEHICLES	205	152		N/A	N/A
Vehicle ownership:							
Vehicle maintenance responsibility:							
Accessible taxis:	40						

Perth East

Perth East Transportation

Contact: Darlene Raycraft
 Title: Finance and Business Manager
 Telephone: 519-595-8755
 Fax: 519-595-7755
 Email: dlichti@knollcrestlodge.com

Population served:	12,000	REGISTRANTS	Active	Total
Service area (km ²):	171.0	Wheelchair/Scooter Users:	120	120
Communities served:	1	Ambulatory:	814	814
Service began:	07/01/1999	Attendants:		
Advisory Committee members:	14	Companions:		
Eligibility Committee members:	14	Other:		
		Total:	934	934

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors:
 Private Contractor(s), number: 2 Taxi Scrip Program Available:
 Private Non-Profit Org.

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.

2014**2015**
SERVICE HOURS / SCHEDULING

104,950

113,103

106,450

114,853

Weekday: 08:30 to 16:00

Sunday:

to

Saturday:

Holiday:

to

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

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

11,614

11,797

FARE STRUCTURE

Effective Date: 01/09/2013

Tickets/Cards (unit price)

Monthly Pass

TOTAL PASSENGERS
11,614**11,797****Cash**

Adult \$5.00
 Child \$0.50
 Student \$5.00

Senior \$5.00

Attendant

Companion

Other

OPERATING EXPENSES

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

\$3,101

\$5,500

EMPLOYEE DATA
Full-time**Part-time**

1

4

Operators
 Other Operations
 Vehicle Mechanics

General and Administration

Other

TOTAL NUMBER OF EMPLOYEES

1

5

Union Affiliations: Operators:

Mechanics:

Other (specify):

Top Operator Wage Rate: \$16.91

Top Mechanic Wage Rate:

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

\$70,859

\$76,614

PERFORMANCE INDICATORS
FINANCIAL
2014**2015**

R/C Ratio	41%	43%
Net Operating Cost / Capita	\$8.39	\$8.62
Total Exp. / Passenger	\$14.77	\$15.26
Total Exp. / Eligible Passenger	\$15.79	\$16.20
Transportation Exp. / Passenger		
Dedicated Service	\$13.98	\$14.23
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		

OPERATING

Registrants / Capita	0.0727	0.0778
Passengers / Capita	0.9678	0.9831
Passengers / Registrant	13.32	12.63
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)	9.04	9.59
Average Speed (Dedicated Service)		

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

\$70,859**\$76,614**
PASSENGER DATA
Ded. Service**Non-Ded. Service**

Ambulatory	9,948	
Wheelchair/Scooter Users	1,161	
Attendants	688	
Companions		
Other (specified)		
TOTAL	11,797	

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

\$75,487**\$75,487**

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	3	3	2	10
Other				
TOTAL DED. VEHICLES	3	3	N/A	N/A
Vehicle ownership:	Knollcrest Lodge - Community Outreach Service			
Vehicle maintenance responsibility:	Knollcrest Lodge - Community Outreach Service			
Accessible taxis:				

Other criteria - community members with no access to a vehicle (Anabaptist)

Peterborough

Peterborough Transit

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

		REGISTRANTS	Active	Total
Population served:	80,000	Wheelchair/Scooter Users:	463	463
Service area (km²):	67.4	Ambulatory:	308	308
Communities served:	1	Attendants:		
Service began:	01/09/1976	Companions:		
Advisory Committee members:	11	Other:		
Eligibility Committee members:	3	Total:	771	771

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

	2014	2015	SERVICE HOURS / SCHEDULING
Rev. Veh. Km. - Dedicated Service	263,998	287,529	Weekday: 06:00 to 23:00
Tot. Veh. Km. - Dedicated Service	263,998	287,529	Saturday: 06:30 to 23:00
Rev. Veh. Hrs. - Dedicated Service	16,488	18,135	Advanced booking notice: 14 day(s)
Tot. Veh. Hrs. - Dedicated Service	16,488	18,135	Minimum notice for reservation: 1.0 hour(s)
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling: Fully Computerized
Non-Dedicated Service - Veh. Hrs.			

PASSENGER DATA

	2014	2015	FARE STRUCTURE
Dedicated Service	39,077	40,787	Effective Date: 02/01/2013
Non-Dedicated Service			Cash
TOTAL PASSENGERS	39,077	40,787	Adult \$2.50
Subscription / Pre-booked	37%	31%	Child \$2.50
Reservation	62%	68%	Student \$2.50
On-Demand / Day of trip	1%	1%	Senior \$2.50
Cancelled in advance	10,847	2,613	Attendant \$2.50
No-shows / Cancelled at door	691	820	Companion \$2.50
Unaccommodated trips	550		Other CNIB, Veterans, and Companions are free with Pass
Number of complaints	4	5	

OPERATING EXPENSES

	2014	2015	EMPLOYEE DATA	Full-time	Part-time
Administration	\$146,606	\$153,549	Operators 8	4	
Operations:			Other Operations 1	1	
Internal - Dedicated Service	\$532,179	\$548,057	Vehicle Mechanics 1	1	
Contract - Dedicated Service			General and Administration 1	2	
Contract - Non-Dedicated Service	\$59	\$271	Other		
Contract - Taxi Scrip			TOTAL NUMBER OF EMPLOYEES 9	8	
Maintenance (Vehicles & Facilities)	\$134,901	\$232,462	Union Affiliations: Operators: ATU Local 1320		
Fuel	\$105,404	\$96,875	Mechanics: CUPE Local 504		
TOTAL OPERATING EXPENSES	\$919,149	\$1,031,214	Other (specify): (Administration) CUPE 126		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2014	2015	PERFORMANCE INDICATORS
Passenger Revenue	\$87,923	\$105,317	FINANCIAL
Other Operating Revenue			R/C Ratio 10% 10%
Total Operating Revenue	\$87,923	\$105,317	Net Operating Cost / Capita \$10.39 \$11.57
Federal Contributions			Total Exp. / Passenger \$23.52 \$25.28
Provincial Contributions	\$169,400	\$169,400	Total Exp. / Eligible Passenger \$26.26 \$25.28
Municipal Contributions	\$661,826	\$756,497	Transportation Exp. / Passenger Dedicated Service \$19.77 \$21.51
Other / Donations			Non-Dedicated Service
TOTAL	\$919,149	\$1,031,214	Transportation Exp. / Hour (Dedicated Service) \$46.85 \$48.38

CAPITAL EXPENSES

	2014	2015	OPERATING
Vehicles Purchased			Registrants / Capita 0.0225 0.0096
Debt Servicing			Passengers / Capita 0.4885 0.5098
Other Capital Expenses			Passengers / Registrant 21.70 52.90
TOTAL CAPITAL EXPENSES			Passengers / Hour (Dedicated Service) 2.37 2.25
CAPITAL FUNDING SOURCES			Kms / Passenger (Dedicated Service) 6.76 7.05
Transit System			Average Speed (Dedicated Service) 16.01 15.85
Federal Contributions			
Provincial Contributions			
Municipal Contributions			
Other / Donations			
TOTAL CAPITAL FUNDING			

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	24,472	
Wheelchair/Scooter Users	16,315	
Attendants		
Companions		
Other (specified)		
TOTAL	40,787	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair
			Ambulatory
Non-Accessible Cars			N/A
Accessible Vans / Minivans	10	8	4
Small Buses			4
Other			
TOTAL DED. VEHICLES	10	8	N/A
Vehicle ownership:			Municipality
Vehicle maintenance responsibility:			Municipality
Accessible taxis:			

Peterborough County

Caremobile

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

Population served:	56,700	REGISTRANTS	Active	Total
Service area (km ²):	3,769.3	Wheelchair/Scooter Users:	48	161
Communities served:	8	Ambulatory:	45	101
Service began:	18/01/1992	Attendants:		
Advisory Committee members:	N/A	Companions:		
Eligibility Committee members:	N/A	Other:		
		Total:	93	262

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: Eligibility Criteria: Unable to Board
 Private Contractor(s), number: Taxi Scrip Program Available: Unable to Use
 Private Non-Profit Org. Other Criteria

VEHICLE KILOMETRES & HOURS

	2014	2015	SERVICE HOURS / SCHEDULING		
Rev. Veh. Km. - Dedicated Service	44,482	40,172	Weekday:	06:30 to 18:00	Sunday:
Tot. Veh. Km. - Dedicated Service	88,964	80,344	Saturday:	to	Holiday:
Rev. Veh. Hrs. - Dedicated Service	1,500	2,000	Advanced booking notice:	60 day(s)	to
Tot. Veh. Hrs. - Dedicated Service	3,000	4,000	Minimum notice for reservation:	24.0 hour(s)	to
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling:	Manual	
Non-Dedicated Service - Veh. Hrs.					

PASSENGER DATA

	2014	2015	FARE STRUCTURE	Tickets/Cards (unit price)	Monthly Pass	Free
Dedicated Service	2,842	2,649	Effective Date: 01/04/2011			
Non-Dedicated Service			Cash			
TOTAL PASSENGERS	2,842	2,649	Adult			
Subscription / Pre-booked	80%	0%	Child			
Reservation	19%	0%	Student			
On-Demand / Day of trip	1%	0%	Senior			
Cancelled in advance	90	144	Attendant			
No-shows / Cancelled at door	2	2	Companion			
Unaccommodated trips		46	Other	\$15.00 or \$30.00 depending on distance		
Number of complaints						

OPERATING EXPENSES

	2014	2015	EMPLOYEE DATA	Full-time	Part-time
Administration	\$15,623	\$15,258	Operators	1	2
Operations:			Other Operations		
Internal - Dedicated Service	\$88,392	\$89,794	Vehicle Mechanics		
Contract - Dedicated Service			General and Administration	1	
Contract - Non-Dedicated Service			Other	1	
Contract - Taxi Scrip			TOTAL NUMBER OF EMPLOYEES	1	4
Maintenance (Vehicles & Facilities)	\$22,205	\$18,636	Union Affiliations: Operators:		
Fuel	\$26,472	\$21,070	Mechanics:		
TOTAL OPERATING EXPENSES	\$152,692	\$144,758	Other (specify):		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2014	2015	PERFORMANCE INDICATORS		
Passenger Revenue	\$17,562	\$19,551	FINANCIAL		
Other Operating Revenue	\$124	\$110	R/C Ratio	12%	14%
Total Operating Revenue	\$17,686	\$19,661	Net Operating Cost / Capita	\$2.33	\$2.21
Federal Contributions			Total Exp. / Passenger	\$53.73	\$54.65
Provincial Contributions	\$96,011	\$84,438	Total Exp. / Eligible Passenger	\$66.97	\$69.86
Municipal Contributions	\$28,875	\$30,319	Transportation Exp. / Passenger		
Other / Donations	\$10,120	\$10,340	Dedicated Service	\$48.23	\$48.89
TOTAL	\$152,692	\$144,758	Non-Dedicated Service		

CAPITAL EXPENSES

	2014	2015	OPERATING		
Vehicles Purchased			Registrants / Capita	0.0042	0.0046
Debt Servicing			Passengers / Capita	0.0490	0.0467
Other Capital Expenses			Passengers / Registrant	11.65	10.11
TOTAL CAPITAL EXPENSES			Passengers / Hour (Dedicated Service)	1.89	1.32

CAPITAL FUNDING SOURCES

	2014	2015	TRANSPORTATION		
Transit System			Kms / Passenger (Dedicated Service)	15.65	15.16
Federal Contributions			Average Speed (Dedicated Service)	29.65	20.09
Provincial Contributions					
Municipal Contributions					
Other / Donations					

TOTAL CAPITAL FUNDING

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	1,328	
Wheelchair/Scooter Users	744	
Attendants	577	
Companions		
Other (specified)		
TOTAL	2,649	

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:			County of Peterborough	
Vehicle maintenance responsibility:			Non-Profit Organization	
Accessible taxis:				

Port Hope

Rolls Service

Contact: Warren Nicholishen
 Title: Transportation Operations Manager
 Telephone: 905-885-2414
 Fax:
 Email: wnicholishen@porthope.ca

		Population served:	12,350	REGISTRANTS	Active	Total
		Service area (km²):	.0	Wheelchair/Scooter Users:		187
		Communities served:	1	Ambulatory:		
		Service began:		Attendants:		
		Advisory Committee members:	N/A	Companions:		
		Eligibility Committee members:	N/A	Other:		
				Total:		
Dedicated Serv. Operated by:	<input checked="" type="checkbox"/> Transit System/Municipality	Non-Dedicated Service:	<input type="checkbox"/>	Contractors:	<input checked="" type="checkbox"/> Unable to Board	
	<input type="checkbox"/> Private Contractor(s), number:	Taxi Scrip Program Available:	<input type="checkbox"/>		<input checked="" type="checkbox"/> Unable to Use	
	<input type="checkbox"/> Private Non-Profit Org.				<input type="checkbox"/> 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.

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

TOTAL PASSENGERS

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

Cancelled in advance
 No-shows / Cancelled at door

Unaccommodated trips

Number of complaints

OPERATING EXPENSES

Administration
 Operations:

Internal - Dedicated Service

Contract - Dedicated Service

Contract - Non-Dedicated Service

Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)

Fuel

TOTAL OPERATING EXPENSES
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

Total Operating Revenue

Federal Contributions

Provincial Contributions

Municipal Contributions

Other / Donations

TOTAL
CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES
CAPITAL FUNDING SOURCES

Transit System

Federal Contributions

Provincial Contributions

Municipal Contributions

Other / Donations

TOTAL CAPITAL FUNDING
2014
2015
SERVICE HOURS / SCHEDULING

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.

FARE STRUCTURE

Effective Date: 01/01/2014	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
4,984	5,772	Adult \$2.00	\$2.00	\$50.00
69%	40%	Child		
23%	58%	Student \$1.50	\$1.50	\$30.00
8%	2%	Senior \$1.50	\$1.50	\$30.00
398	758	Attendant		
401	510	Companion		
289	58	Other		

EMPLOYEE DATA

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

TOTAL NUMBER OF EMPLOYEES 6 3

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS
FINANCIAL 2014 2015

R/C Ratio	4%	4%
Net Operating Cost / Capita	\$6.69	\$8.87
Total Exp. / Passenger	\$22.58	\$19.69
Total Exp. / Eligible Passenger	\$24.20	\$64.83
Transportation Exp. / Passenger		
Dedicated Service \$21.18		\$18.48
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$29.21	\$28.49

OPERATING

Registrants / Capita 0.0211	0.0151
Passengers / Capita 0.3074	0.4674
Passengers / Registrant 14.57	30.87
Passengers / Hour (Dedicated Service) 1.38	1.54
Kms / Passenger (Dedicated Service) 4.50	
Average Speed (Dedicated Service) 6.94	

PASSENGER DATA Ded. Service Non-Ded. Service

Ambulatory 950	
Wheelchair/Scooter Users 803	
Attendants 347	
Companions	
Other (specified) 3,672	
TOTAL 5,772	

VEHICLE DATA Number Veh. Peak Avg. Capacity per Veh.

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			N/A
Accessible Vans / Minivans 1	1	1	2
Small Buses			4
Other 1	1		
TOTAL DED. VEHICLES 2	2	1	N/A
Vehicle ownership: Contracted Operator			
Vehicle maintenance responsibility: Contracted Operator			
Accessible taxis:			

Prince Edward County

Prince Edward County

Contact: Shelly Ackers
 Title: Administrator Internal Operations
 Telephone: 613-392-9664
 Fax: 613-392-3872
 Email: sackers@bellnet.ca

		REGISTRANTS	Active	Total
Population served:	25,490	Wheelchair/Scooter Users:	376	376
Service area (km²):	1,048.3	Ambulatory:	408	408
Communities served:	1	Attendants:	116	116
Service began:	05/06/2007	Companions:		
Advisory Committee members:	N/A	Other:		
Eligibility Committee members:	2	Total:	900	900

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	99,562	96,692
Tot. Veh. Km. - Dedicated Service	103,954	100,473
Rev. Veh. Hrs. - Dedicated Service	2,660	2,270
Tot. Veh. Hrs. - Dedicated Service	3,045	2,656
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

SERVICE HOURS / SCHEDULING

Weekday: 08:00 to 16:30 Sunday: to to
 Saturday: to Holiday: to
 Advanced booking notice: day(s)
 Minimum notice for reservation: 24.0 hour(s)
 Reservations / Scheduling: Fully Computerized

FARE STRUCTURE

	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Subscription / Pre-booked	\$5.00			
Reservation	\$5.00			
On-Demand / Day of trip	\$5.00			
Cancelled in advance	Attendant			
No-shows / Cancelled at door	Companion			
Unaccommodated trips	Other	Zone Fares: \$5 OWO trip Picton to Wellington, Wellington to Wellington, ET		

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

	2014	2015
R/C Ratio	38%	35%
Net Operating Cost / Capita	\$3.25	\$3.62
Total Exp. / Passenger	\$18.22	\$18.00
Total Exp. / Eligible Passenger	\$20.25	\$20.17
Transportation Exp. / Passenger		
Dedicated Service	\$16.82	\$15.87
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$40.86	\$47.46
OPERATING		
Registrants / Capita	0.0365	0.0353
Passengers / Capita	0.2902	0.3117
Passengers / Registrant	7.96	8.83
Passengers / Hour (Dedicated Service)	2.78	3.50
Kms / Passenger (Dedicated Service)	13.46	12.17
Average Speed (Dedicated Service)	37.43	42.60

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	5,641	
Wheelchair/Scooter Users	1,450	
Attendants	854	
Companions		
Other (specified)		
TOTAL	7,945	

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

Vehicle ownership: City of 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:	54,014	REGISTRANTS	Active	Total
Service area (km²):	722.0	Wheelchair/Scooter Users:	762	762	
Communities served:	2	Ambulatory:	1,334	1,334	
Service began:	17/01/1994	Attendants:	315	315	
Advisory Committee members:	8	Companions:			
Eligibility Committee members:	2	Other:			
		Total:	2,411	2,411	

Dedicated Serv. Operated by:	<input type="checkbox"/> Transit System/Municipality	Non-Dedicated Service:	<input type="checkbox"/> Contractors:	Eligibility Criteria:	<input checked="" type="checkbox"/> Unable to Board
	<input type="checkbox"/> Private Contractor(s), number:	Taxi Scrip Program Available:	<input type="checkbox"/>		<input checked="" type="checkbox"/> Unable to Use
	<input checked="" type="checkbox"/> Private Non-Profit Org.				<input checked="" type="checkbox"/> Other Criteria

VEHICLE KILOMETRES & HOURS	2014	2015	SERVICE HOURS / SCHEDULING			
Rev. Veh. Km. - Dedicated Service	370,347	378,438	Weekday: 06:00 to 19:30	Sunday:	07:00 to 00:00	
Tot. Veh. Km. - Dedicated Service	385,920	393,565	Saturday: 09:00 to 16:30	Holiday:	07:00 to 00:00	
Rev. Veh. Hrs. - Dedicated Service	11,509	12,054	Advanced booking notice: day(s)			
Tot. Veh. Hrs. - Dedicated Service	13,429	14,042	Minimum notice for reservation: 24.0 hour(s)			
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling: Fully Computerized			
Non-Dedicated Service - Veh. Hrs.						

PASSENGER DATA

Dedicated Service	32,158	35,135	Effective Date: 01/01/2013	Tickets/Cards (unit price)	Monthly Pass	Free
Non-Dedicated Service			Cash			
TOTAL PASSENGERS	32,158	35,135	Adult \$2.00			
Subscription / Pre-booked	60%	35%	Child \$2.00			
Reservation	38%	63%	Student \$2.00			
On-Demand / Day of trip	2%	2%	Senior \$2.00			
Cancelled in advance	4,520	4,450	Attendant			
No-shows / Cancelled at door	74	213	Companion			
Unaccommodated trips	52	53	Other	Rates are Zone Based: \$2 = OWO trip within Trenton Ward		
Number of complaints						

OPERATING EXPENSES

Administration	\$125,358	\$191,154	EMPLOYEE DATA	Full-time	Part-time
Operations:			Operators	6	9
Internal - Dedicated Service	\$343,774	\$323,109	Other Operations	1	
Contract - Dedicated Service			Vehicle Mechanics		
Contract - Non-Dedicated Service			General and Administration	2	2
Contract - Taxi Scrip			Other		
Maintenance (Vehicles & Facilities)	\$84,808	\$65,016	TOTAL NUMBER OF EMPLOYEES	9	11
Fuel	\$82,985	\$72,567			
TOTAL OPERATING EXPENSES	\$636,925	\$651,847			

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$170,594	\$175,937	Union Affiliations: Operators:	
Other Operating Revenue			Mechanics:	
Total Operating Revenue	\$170,594	\$175,937	Other (specify):	
Federal Contributions			Top Operator Wage Rate: \$16.73	
Provincial Contributions	\$181,402	\$195,449	Top Mechanic Wage Rate:	
Municipal Contributions	\$202,540	\$206,975		
Other / Donations	\$82,390	\$73,486		
TOTAL	\$636,925	\$651,847		

CAPITAL EXPENSES

Vehicles Purchased	\$46,599	\$44,701	PERFORMANCE INDICATORS	2014	2015
Debt Servicing			FINANCIAL		
Other Capital Expenses			R/C Ratio	27%	27%
TOTAL CAPITAL EXPENSES	\$46,599	\$102,891	Net Operating Cost / Capita	\$8.81	\$8.81
Federal Contributions			Total Exp. / Passenger	\$19.81	\$18.55
Provincial Contributions			Total Exp. / Eligible Passenger	\$21.38	\$20.81
Municipal Contributions	\$46,599	\$102,891	Transportation Exp. / Passenger		
Other / Donations			Dedicated Service	\$15.91	\$13.11
TOTAL CAPITAL FUNDING	\$46,599	\$102,891	Non-Dedicated Service		
Transport System			Transportation Exp. / Hour (Dedicated Service)	\$38.09	\$32.81

CAPITAL FUNDING SOURCES

Transit System			Registrants / Capita	0.0310	0.0446
Federal Contributions			Passengers / Capita	0.6077	0.6505
Provincial Contributions			Passengers / Registrant	19.61	14.57
Municipal Contributions			Passengers / Hour (Dedicated Service)	2.79	2.91
Other / Donations			Kms / Passenger (Dedicated Service)	11.52	10.77
TOTAL CAPITAL FUNDING	\$46,599	\$102,891	Average Speed (Dedicated Service)	32.18	31.40

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	23,203	
Wheelchair/Scooter Users	8,123	
Attendants	3,809	
Companions		
Other (specified)		
TOTAL	35,135	

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	5	4	5	16
Other				
TOTAL DED. VEHICLES	8	7	N/A	N/A
Vehicle ownership:			City of Quinte West	
Vehicle maintenance responsibility:			Quinte Access Transportation	
Accessible taxis:				

Renfrew

Sunshine Coach Service
 Contact: Neil Virgin
 Title: Operations Manager
 Telephone: 613-432-2134
 Fax: 613-432-0957
 Email: sunshinecoach@sunshinecoach.ca

Population served:	26,950	REGISTRANTS	Active	Total
Service area (km ²):	2,861.4	Wheelchair/Scooter Users:	300	300
Communities served:	6	Ambulatory:	450	450
Service began:	01/03/1985	Attendants:		
Advisory Committee members:	7	Companions:		
Eligibility Committee members:	7	Other:		
		Total:	750	750

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: Eligibility Criteria: Unable to Board
 Private Contractor(s), number: Taxi Scrip Program Available:
 Private Non-Profit Org.

VEHICLE KILOMETRES & HOURS		2014	2015	SERVICE HOURS / SCHEDULING			
Rev. Veh. Km. - Dedicated Service		400,657	371,168	Weekday:	07:30 to 16:30	Sunday:	09:00 to 22:00
Tot. Veh. Km. - Dedicated Service		616,393	571,027	Saturday:	10:00 to 22:00	Holiday:	to
Rev. Veh. Hrs. - Dedicated Service		11,675	13,480	Advanced booking notice:	90 day(s)		
Tot. Veh. Hrs. - Dedicated Service		17,962	20,739	Minimum notice for reservation:	0.0 hour(s)		
Non-Dedicated Service - Veh. Km.				Reservations / Scheduling:	Partially Computerized		
Non-Dedicated Service - Veh. Hrs.							

PASSENGER DATA		2014	2015	FARE STRUCTURE			
Dedicated Service		38,109	38,901	Effective Date: 01/04/2014		Tickets/Cards (unit price)	
Non-Dedicated Service						Cash	
TOTAL PASSENGERS	38,109	38,901		Adult	\$6.00	\$6.00	
Subscription / Pre-booked	65%	65%		Child	\$6.00	\$6.00	
Reservation	25%	25%		Student	\$6.00	\$6.00	
On-Demand / Day of trip	10%	10%		Senior	\$6.00	\$6.00	
Cancelled in advance				Attendant			
No-shows / Cancelled at door				Companion			
Unaccommodated trips				Other			
Number of complaints							

OPERATING EXPENSES		2014	2015	EMPLOYEE DATA	Full-time	Part-time
Administration		\$137,257	\$124,400	Operators	3	14
Operations:				Other Operations		
Internal - Dedicated Service	\$618,041	\$641,510		Vehicle Mechanics		
Contract - Dedicated Service				General and Administration	2	2
Contract - Non-Dedicated Service				Other		
Contract - Taxi Scrip				TOTAL NUMBER OF EMPLOYEES	5	16
Maintenance (Vehicles & Facilities)	\$51,394	\$52,701		Union Affiliations:	Operators:	
Fuel	\$90,972	\$79,286			Mechanics:	
TOTAL OPERATING EXPENSES	\$897,664	\$897,897			Other (specify):	

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		2014	2015	PERFORMANCE INDICATORS		
Passenger Revenue	\$491,086	\$554,163		FINANCIAL	2014	2015
Other Operating Revenue	\$31,922	\$36,863		R/C Ratio	58%	66%
Total Operating Revenue	\$523,008	\$591,026		Net Operating Cost / Capita	\$13.90	\$11.39
Federal Contributions				Total Exp. / Passenger	\$23.56	\$23.08
Provincial Contributions	\$152,699	\$151,248		Total Exp. / Eligible Passenger	\$26.81	\$26.68
Municipal Contributions	\$17,000	\$17,050		Transportation Exp. / Passenger		
Other / Donations	\$204,957	\$138,573		Dedicated Service	\$19.95	\$19.88
TOTAL	\$897,664	\$897,897		Non-Dedicated Service		

CAPITAL EXPENSES		2014	2015	OPERATING		
Vehicles Purchased		\$99,077	\$55,815	Registrants / Capita	0.0278	0.0278
Debt Servicing				Passengers / Capita	1.4141	1.4435
Other Capital Expenses				Passengers / Registrant	50.81	51.87
TOTAL CAPITAL EXPENSES	\$99,077	\$55,815		Passengers / Hour (Dedicated Service)	3.26	2.89
CAPITAL FUNDING SOURCES				Kms / Passenger (Dedicated Service)	10.51	9.54
Transit System				Average Speed (Dedicated Service)	34.32	27.53
Federal Contributions						
Provincial Contributions						
Municipal Contributions						
Other / Donations	\$99,077	\$55,815				
TOTAL CAPITAL FUNDING	\$99,077	\$55,815				

*Number of Registrants: based on estimates only due to no automated system for tracking *Operating Statistics-Revenue Vehicle Hours and Kilometres vs deadheading ratio has been estimated to be 65% / 35% * Service area size and population are from Statistics Canada Census 2011 * Trip volume growth of 0.32% attributable to aging population, increased awareness of disabilities under the AODA, increased awareness of Sunshine Coach Service as an accessible transportation provider within our service area * Dedicated Stretcher Transfer Service (STS) vehicle (surplus ambulance) does not appear in Section IV - Operating Statistics - Revenue Vehicles

PASSENGER DATA		Ded. Service	Non-Ded. Service
Ambulatory		22,746	
Wheelchair/Scooter Users		10,906	
Attendants		5,182	
Companions			
Other (specified)		67	
TOTAL		38,901	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
		Peak	Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	9	9	2	4
Small Buses	1	1	4	10
Other	1	1	2	7
TOTAL DED. VEHICLES	11	11	N/A	N/A
Vehicle ownership:			Non-Profit Organization	
Vehicle maintenance responsibility:			Non-Profit Organization	
Accessible taxis:				

Sarnia

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Sarnia Care-A-Van

Contact: Jim Stevens
Title: Director of Transit
Telephone: 519-336-3271
Fax: 519-336-3361
Email: jim.stevens@sarnia.ca

		REGISTRANTS	Active	Total
Population served:	71,420	Wheelchair/Scooter Users:	1,204	1,204
Service area (km ²):	167.3	Ambulatory:	1,132	1,132
Communities served:	2	Attendants:		
Service began:	01/04/1981	Companions:		
Advisory Committee members:	12	Other:	39	39
Eligibility Committee members:	N/A	Total:	2,375	2,375

Dedicated Serv. Operated by: Transit System/Municipality
 Private Contractor(s), numb
 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		2014	2015	SERVICE HOURS / SCHEDULING			
Rev. Veh. Km. - Dedicated Service	211,613	208,650	Weekday:	06:30 to 22:30	Sunday:	09:00 to 18:30	
Tot. Veh. Km. - Dedicated Service	211,613	208,650	Saturday:	08:00 to 22:30	Holiday:		
Rev. Veh. Hrs. - Dedicated Service	12,961	12,962	Advanced booking notice:	7 day(s)			
Tot. Veh. Hrs. - Dedicated Service	12,961	12,962	Minimum notice for reservation:	24.0 hour(s)			
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling:	Partially Computerized			
Non-Dedicated Service - Veh. Hrs.							
PASSENGER DATA							
Dedicated Service	32,556	34,374	FARE STRUCTURE				
Non-Dedicated Service			Effective Date:		Tickets/Cards (unit price)		
TOTAL PASSENGERS	32,556	34,374	Adult	\$2.75	\$2.25	Monthly Pass	Free
Subscription / Pre-booked	50%	50%	Child				
Reservation	48%	48%	Student	\$2.75	\$2.25	\$67.50	
On-Demand / Day of trip	2%	2%	Senior	\$2.75	\$2.25	\$67.50	
Cancelled in advance	5,209	4,406	Attendant				
No-shows / Cancelled at door	507	491	Companion	\$2.75	\$2.25	\$67.50	
Unaccommodated trips	509	746	Other	College Sem Pass \$168.50, Elem/Sec.Sem Pass \$151.00, Blind Pass Yrly \$			
Number of complaints			EMPLOYEE DATA				
OPERATING EXPENSES							
Administration	\$103,246	\$113,197	Operators	6	Full-time	Part-time	
Operations:			Other Operations	1			
Internal - Dedicated Service	\$515,831	\$540,175	Vehicle Mechanics				1
Contract - Dedicated Service			General and Administration				1
Contract - Non-Dedicated Service			Other				
Contract - Taxi Scrip			TOTAL NUMBER OF EMPLOYEES				2
Maintenance (Vehicles & Facilities)	\$117,221	\$124,976	Union Affiliations:				
Fuel	\$66,067	\$56,229	Operators:	Unifor L 127			
TOTAL OPERATING EXPENSES	\$802,365	\$834,577	Mechanics:	Unifor L 127			
			Other (specify):	CUPE 3690			
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS							
Passenger Revenue	\$67,720	\$78,107	Top Operator Wage Rate:	\$26.07			
Other Operating Revenue			Top Mechanic Wage Rate:	\$30.38			
Total Operating Revenue	\$67,720	\$78,107	PERFORMANCE INDICATORS				
CAPITAL EXPENSES							
Vehicles Purchased		FINANCIAL		2014	2015		
Debt Servicing	\$1,192	\$23,779	R/C Ratio	8%	9%		
Other Capital Expenses	\$6,100	\$2,026	Net Operating Cost / Capita	\$10.29	\$10.59		
TOTAL CAPITAL EXPENSES	\$7,292	\$676,208	Total Exp. / Passenger	\$24.65	\$24.28		
CAPITAL FUNDING SOURCES							
Transit System		\$834,577	Total Exp. / Eligible Passenger	\$25.73	\$25.75		
Federal Contributions			Transportation Exp. / Passenger				
Provincial Contributions	\$67,590		Dedicated Service	\$21.47	\$20.99		
Municipal Contributions	\$667,055		Non-Dedicated Service				
Other / Donations			Transportation Exp. / Hour (Dedicated Service)	\$53.94	\$55.65		
TOTAL	\$802,365		OPERATING				
			Registrants / Capita	0.0309	0.0333		
			Passengers / Capita	0.4558	0.4813		
			Passengers / Registrant	14.75	14.47		
			Passengers / Hour (Dedicated Service)	2.51	2.65		
			Kms / Passenger (Dedicated Service)	6.50	6.07		
			Average Speed (Dedicated Service)	16.33	16.10		
TOTAL CAPITAL FUNDING	\$7,292	\$25,805	PASSENGER DATA				

Pt. Edward passenger revenue \$615.00, Pt. Edward contract revenue \$28,443, Pt Edward ridership 759, Pt Edward registrants for 2015 = 43

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	20,918	
Wheelchair/Scooter Users	11,487	
Attendants	1,819	
Companions	150	
Other (specified)		
TOTAL	34,374	

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	1	1	1	3
TOTAL DED. VEHICLES	7	7	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: Area Coordinator of Transit and Parking
 Telephone: 705-759-5434
 Fax: 705-759-5834
 Email: s.piraino@citysm.on.ca

Population served:	69,900	REGISTRANTS	Active	Total
Service area (km²):	223.5	Wheelchair/Scooter Users:	1,720	1,720
Communities served:	1	Ambulatory:	1,111	1,111
Service began:	01/01/1975	Attendants:		
Advisory Committee members:	12	Companions:		
Eligibility Committee members:	N/A	Other:		
		Total:	2,831	2,831

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

	2014	2015	SERVICE HOURS / SCHEDULING				
Rev. Veh. Km. - Dedicated Service	283,934	250,469	Weekday:	06:00 to 23:30	Sunday:	06:00 to 23:30	
Tot. Veh. Km. - Dedicated Service	283,934	250,469	Saturday:	06:00 to 23:30	Holiday:	06:00 to 23:30	
Rev. Veh. Hrs. - Dedicated Service	17,459	17,074	Advanced booking notice:	14 day(s)			
Tot. Veh. Hrs. - Dedicated Service	17,459	17,074	Minimum notice for reservation:	24.0 hour(s)			
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling:	Fully Computerized			
Non-Dedicated Service - Veh. Hrs.							

PASSENGER DATA

	2014	2015	FARE STRUCTURE		
Dedicated Service	38,480	33,593	Effective Date: 01/02/2014		
Non-Dedicated Service	12,183	13,197	Cash		
TOTAL PASSENGERS	50,663	46,790	Adult	\$2.50	\$1.75
Subscription / Pre-booked	28%	30%	Child	\$2.50	\$1.75
Reservation	71%	69%	Student	\$2.50	\$1.75
On-Demand / Day of trip	1%	1%	Senior	\$2.50	\$1.30
Cancelled in advance	2,834	3,875	Attendant		
No-shows / Cancelled at door	615	719	Companion	\$2.50	
Unaccommodated trips	638	677	Other		
Number of complaints	18	16			

OPERATING EXPENSES

	2014	2015	Full-time	Part-time
Administration	\$351	\$1,803	Operators	6
Operations:			Other Operations	1
Internal - Dedicated Service	\$679,961	\$705,494	Vehicle Mechanics	1
Contract - Dedicated Service	\$181,804	\$222,705	General and Administration	1
Contract - Non-Dedicated Service			Other	
Contract - Taxi Scrip				
Maintenance (Vehicles & Facilities)	\$99,602	\$91,435	TOTAL NUMBER OF EMPLOYEES	9
Fuel	\$106,704	\$108,963		8
TOTAL OPERATING EXPENSES	\$1,068,422	\$1,130,400		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2014	2015	2014	2015
Passenger Revenue	\$76,566	\$78,039	R/C Ratio	7% 7%
Other Operating Revenue			Net Operating Cost / Capita	\$14.19 \$15.06
Total Operating Revenue	\$76,566	\$78,039	Total Exp. / Passenger	\$21.09 \$24.16
Federal Contributions			Total Exp. / Eligible Passenger	\$23.70 \$26.65
Provincial Contributions	\$343,130	\$349,130	Transportation Exp. / Passenger	
Municipal Contributions	\$657,081	\$703,231	Dedicated Service	\$27.76 \$33.60
Other / Donations			Non-Dedicated Service	
TOTAL	\$1,076,777	\$1,130,400	Transportation Exp. / Hour (Dedicated Service)	\$61.18 \$66.10

CAPITAL EXPENSES

	2014	2015	2014	2015
Vehicles Purchased	\$141,154	\$260,177	R/C Ratio	7% 7%
Debt Servicing			Net Operating Cost / Capita	\$14.19 \$15.06
Other Capital Expenses			Total Exp. / Passenger	\$21.09 \$24.16
TOTAL CAPITAL EXPENSES	\$141,154	\$260,177	Total Exp. / Eligible Passenger	\$23.70 \$26.65

CAPITAL FUNDING SOURCES

	2014	2015	2014	2015
Transit System			R/C Ratio	7% 7%
Federal Contributions			Net Operating Cost / Capita	\$14.19 \$15.06
Provincial Contributions			Total Exp. / Passenger	\$21.09 \$24.16
Municipal Contributions			Total Exp. / Eligible Passenger	\$23.70 \$26.65
Other / Donations			Transportation Exp. / Passenger	
TOTAL CAPITAL FUNDING	\$141,154	\$260,177	Dedicated Service	\$27.76 \$33.60
			Non-Dedicated Service	
			Transportation Exp. / Hour (Dedicated Service)	\$61.18 \$66.10

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	11,844	13,197
Wheelchair/Scooter Users	17,378	
Attendants	4,371	
Companions		
Other (specified)		
TOTAL	33,593	13,197

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars				
Accessible Vans / Minivans	10	6		
Small Buses				
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 Handitransit

Contact: Don McArthur
 Title: CAO/Clerk
 Telephone: 807-824-2711 x225
 Fax: 807-824-3231
 Email: cao@schreiber.ca

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

Population served:	2,526	REGISTRANTS	Active	Total
Service area (km ²):	187.8	Wheelchair/Scooter Users:	15	15
Communities served:	2	Ambulatory:	98	98
Service began:	01/01/1986	Attendants:		
Advisory Committee members:	7	Companions:	6	6
Eligibility Committee members:	3	Other:		
		Total:	119	119

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

Eligibility Criteria: Unable to Board
 Unable to Use
 Other Criteria

VEHICLE KILOMETRES & HOURS

	2014	2015	SERVICE HOURS / SCHEDULING		
Rev. Veh. Km. - Dedicated Service	16,207	13,069	Weekday:	07:00 to 23:00	Sunday:
Tot. Veh. Km. - Dedicated Service	23,814	23,044	Saturday:	10:00 to 23:00	Holiday:
Rev. Veh. Hrs. - Dedicated Service	365	380	Advanced booking notice:	1 day(s)	
Tot. Veh. Hrs. - Dedicated Service	508	575	Minimum notice for reservation:	24.0 hour(s)	
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling:	Manual	
Non-Dedicated Service - Veh. Hrs.					

PASSENGER DATA

Dedicated Service	1,962	1,861	Effective Date: 01/01/2015	Tickets/Cards (unit price)	Monthly Pass	Free
Non-Dedicated Service			Cash			
TOTAL PASSENGERS	1,962	1,861	Adult	\$3.00		
Subscription / Pre-booked	100%	0%	Child	\$3.00		
Reservation	0%	100%	Student	\$3.00		
On-Demand / Day of trip	0%	0%	Senior	\$3.00		
Cancelled in advance			Attendant			
No-shows / Cancelled at door			Companion	\$3.00		
Unaccommodated trips			Other	\$5.00 out of town		
Number of complaints						

OPERATING EXPENSES

Administration	\$49,306	\$47,387	EMPLOYEE DATA	Full-time	Part-time
Operations:			Operators	1	2
Internal - Dedicated Service			Other Operations		
Contract - Dedicated Service			Vehicle Mechanics		
Contract - Non-Dedicated Service			General and Administration		
Contract - Taxi Scrip			Other		
Maintenance (Vehicles & Facilities)	\$1,166	\$1,434	TOTAL NUMBER OF EMPLOYEES	1	2
Fuel	\$6,307	\$4,050	Union Affiliations: Operators:		
TOTAL OPERATING EXPENSES	\$56,779	\$52,871	Mechanics:		
			Other (specify):		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$7,603	\$6,969	PERFORMANCE INDICATORS		
Other Operating Revenue			FINANCIAL	2014	2015
Total Operating Revenue	\$7,603	\$6,969	R/C Ratio	13%	13%
Federal Contributions			Net Operating Cost / Capita	\$19.47	\$18.17
Provincial Contributions			Total Exp. / Passenger	\$28.94	\$28.41
Municipal Contributions	\$49,176	\$45,902	Total Exp. / Eligible Passenger	\$29.16	\$28.56
Other / Donations			Transportation Exp. / Passenger		
TOTAL	\$56,779	\$52,871	Dedicated Service	\$3.81	\$2.95
			Non-Dedicated Service		
			Transportation Exp. / Hour (Dedicated Service)	\$14.71	\$9.54

CAPITAL EXPENSES

Vehicles Purchased			OPERATING		
Debt Servicing			Registrants / Capita	0.0432	0.0471
Other Capital Expenses			Passengers / Capita	0.7767	0.7367
TOTAL CAPITAL EXPENSES	\$7,603	\$6,969	Passengers / Registrant	18.00	15.64

CAPITAL FUNDING SOURCES

Transit System			Passengers / Hour (Dedicated Service)	5.38	4.90
Federal Contributions			Kms / Passenger (Dedicated Service)	8.26	7.02
Provincial Contributions			Average Speed (Dedicated Service)	44.40	34.39
Municipal Contributions					
Other / Donations					

TOTAL CAPITAL FUNDING

Other eligibility criteria: elderly, visually impaired, cognitively disabled, epilepsy if coupled with physical mobility prevents those from using conventional transit.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	1,176	
Wheelchair/Scooter Users	675	
Attendants		
Companions	10	
Other (specified)		
TOTAL	1,861	

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:			Municipality	
Vehicle maintenance responsibility:			Municipality	
Accessible taxis:				

St. Catharines

Paratransit System of St. Catharines
 Contact: Debbie Grandbois
 Title: Paratransit Supervisor
 Telephone: 905-685-4228 x250
 Fax: 905-685-4050
 Email: dgrandbois@yourbus.com

Population served:	131,400	REGISTRANTS	Active	Total
Service area (km ²):	97.0	Wheelchair/Scooter Users:	400	1,000
Communities served:	2	Ambulatory:	550	887
Service began:	06/01/1979	Attendants:		
Advisory Committee members:	7	Companions:		
Eligibility Committee members:	2	Other:		
		Total:	950	1,887

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: 1 Eligibility Criteria: Unable to Board
 Private Contractor(s), number: Taxi Scrip Program Available:
 Private Non-Profit Org.

VEHICLE KILOMETRES & HOURS

	2014	2015	SERVICE HOURS / SCHEDULING			
Rev. Veh. Km. - Dedicated Service	283,052	265,129	Weekday:	07:30 to 23:00	Sunday:	09:00 to 20:00
Tot. Veh. Km. - Dedicated Service	283,052	265,129	Saturday:	09:00 to 23:00	Holiday:	10:30 to 18:00
Rev. Veh. Hrs. - Dedicated Service	15,287	14,675	Advanced booking notice:	14 day(s)		
Tot. Veh. Hrs. - Dedicated Service	15,287	14,675	Minimum notice for reservation:	24.0 hour(s)		
Non-Dedicated Service - Veh. Km.	22,862	21,595	Reservations / Scheduling:	Fully Computerized		
Non-Dedicated Service - Veh. Hrs.	1,631	1,540				

PASSENGER DATA

Dedicated Service	30,155	29,362	FARE STRUCTURE		
Non-Dedicated Service	6,277	5,861	Effective Date: 01/09/2014	Tickets/Cards (unit price)	
TOTAL PASSENGERS	36,432	35,223	Adult	\$3.00	Monthly Pass
Subscription / Pre-booked	5%	5%	Child	\$2.50	
Reservation	90%	90%	Student	\$2.50	\$62.00
On-Demand / Day of trip	5%	5%	Senior	\$3.00	\$57.00
Cancelled in advance	1,594	1,070	Attendant	\$3.00	
No-shows / Cancelled at door	290	372	Companion	\$3.00	
Unaccommodated trips	728	1,308	Other	Child < 5 and registered attendant free	
Number of complaints	15	12			

OPERATING EXPENSES

Administration	\$163,169	\$201,155	EMPLOYEE DATA	Full-time	Part-time
Operations:			Operators	8	
Internal - Dedicated Service	\$739,699	\$767,541	Other Operations		
Contract - Dedicated Service	\$96,897	\$93,332	Vehicle Mechanics		
Contract - Non-Dedicated Service	\$82,123	\$67,227	General and Administration	1	2
Contract - Taxi Scrip			Other		
Maintenance (Vehicles & Facilities)	\$228,836	\$217,237	TOTAL NUMBER OF EMPLOYEES	9	2
Fuel	\$72,950	\$54,636			
TOTAL OPERATING EXPENSES	\$1,383,674	\$1,401,128			

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$97,102	\$93,783	UNION AFFILIATIONS	2014	2015
Other Operating Revenue	\$476	\$11,337	Union Affiliations: Operators:	ATU Local 846	
Total Operating Revenue	\$97,578	\$105,120	Mechanics:	ATU Local 846	
Federal Contributions			Other (specify):		
Provincial Contributions					
Municipal Contributions	\$1,275,696	\$1,296,008	Top Operator Wage Rate:	\$27.63	
Other / Donations	\$10,400		Top Mechanic Wage Rate:	\$33.09	
TOTAL	\$1,383,674	\$1,401,128			

CAPITAL EXPENSES

Vehicles Purchased	\$190,007		PERFORMANCE INDICATORS		
Debt Servicing			FINANCIAL	2014	2015
Other Capital Expenses	\$182,269	\$61,109	R/C Ratio	7%	8%
TOTAL CAPITAL EXPENSES	\$372,276	\$61,109	Net Operating Cost / Capita	\$9.79	\$9.86
			Total Exp. / Passenger	\$37.98	\$39.78
			Total Exp. / Eligible Passenger	\$40.65	\$43.65
			Transportation Exp. / Passenger		
			Dedicated Service	\$37.75	\$38.58
			Non-Dedicated Service	\$13.08	\$11.47
			Transportation Exp. / Hour (Dedicated Service)	\$74.47	\$77.19
			OPERATING		
			Registrants / Capita	0.0122	0.0144
			Passengers / Capita	0.2773	0.2681
			Passengers / Registrant	22.67	18.67
			Passengers / Hour (Dedicated Service)	1.97	2.00
			Kms / Passenger (Dedicated Service)	9.39	9.03
			Average Speed (Dedicated Service)	18.52	18.07

CAPITAL FUNDING SOURCES

Transit System					
Federal Contributions					
Provincial Contributions	\$182,269	\$61,109			
Municipal Contributions	\$190,007				
Other / Donations					
TOTAL CAPITAL FUNDING	\$372,276	\$61,109			

Thorold 2015 Stats: Registrants 65, Passengers 2,302, Contract Revenue \$66,787, Passenger Revenue \$4,878

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	16,603	2,606
Wheelchair/Scooter Users	10,197	2,696
Attendants	1,360	414
Companions	1,202	145
Other (specified)		
TOTAL	29,362	5,861

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	3	2		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 and Area Mobility Service

Contact: Jaclynn Casey
 Title: Manager
 Telephone: 519-284-4010
 Fax: 519-284-0261
 Email: mobility@town.stmarys.on.ca

Population served:	10,749	REGISTRANTS	Active	Total
Service area (km ²):	530.2	Wheelchair/Scooter Users:	105	105
Communities served:	3	Ambulatory:	411	411
Service began:	01/01/1991	Attendants:		
Advisory Committee members:	7	Companions:		
Eligibility Committee members:	N/A	Other:		
		Total:	516	516

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: 2 Eligibility Criteria: Unable to Board
 Private Contractor(s), number: 20 Taxi Scrip Program Available:
 Private Non-Profit Org.

VEHICLE KILOMETRES & HOURS

Rev. Veh. Km. - Dedicated Service	50,987	2014	2015	SERVICE HOURS / SCHEDULING
Tot. Veh. Km. - Dedicated Service	50,987	55,008	55,008	Weekday: 00:00 to 00:00
Rev. Veh. Hrs. - Dedicated Service				Sunday: 00:00 to 00:00
Tot. Veh. Hrs. - Dedicated Service				Holiday: 00:00 to 00:00
Non-Dedicated Service - Veh. Km.				Advanced booking notice: 30 day(s)
Non-Dedicated Service - Veh. Hrs.				Minimum notice for reservation: 1.0 hour(s)
				Reservations / Scheduling: Fully Computerized

PASSENGER DATA

Dedicated Service	10,669	10,534	Effective Date: 01/08/2011	Tickets/Cards (unit price)	Monthly Pass	Free
Non-Dedicated Service	528	1,100	Cash \$4.75			
TOTAL PASSENGERS	11,197	11,634	Adult			
Subscription / Pre-booked	30%	28%	Child \$4.75			
Reservation	69%	68%	Student \$4.75			
On-Demand / Day of trip	1%	4%	Senior \$4.75			
Cancelled in advance	1,720	1,921	Attendant			
No-shows / Cancelled at door	71	103	Companion			
Unaccommodated trips			Other			
Number of complaints						

OPERATING EXPENSES

Administration	\$48,192	\$52,626	EMPLOYEE DATA	Full-time	Part-time
Operations:			Operators 1	3	
Internal - Dedicated Service	\$152,717	\$128,162	Other Operations		
Contract - Dedicated Service		\$27,270	Vehicle Mechanics		
Contract - Non-Dedicated Service	\$30,991	\$20,563	General and Administration 1	1	
Contract - Taxi Scrip			Other		
Maintenance (Vehicles & Facilities)	\$12,715	\$15,778	TOTAL NUMBER OF EMPLOYEES 2	4	
Fuel	\$12,559	\$10,961	Union Affiliations: Operators:		
TOTAL OPERATING EXPENSES	\$257,174	\$255,360	Mechanics:		
			Other (specify):		
			Top Operator Wage Rate: \$17.68		
			Top Mechanic Wage Rate:		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$109,972	\$111,165	PERFORMANCE INDICATORS	2014	2015
Other Operating Revenue	\$2,369	\$306	FINANCIAL		
Total Operating Revenue	\$112,341	\$111,471	R/C Ratio 44% 44%		
Federal Contributions			Net Operating Cost / Capita \$13.47 \$13.39		
Provincial Contributions	\$133,145	\$242,917	Total Exp. / Passenger \$22.97 \$21.95		
Municipal Contributions	\$19,733	\$18,862	Total Exp. / Eligible Passenger \$22.97 \$21.95		
Other / Donations	\$14,830	\$8,955	Transportation Exp. / Passenger		
TOTAL	\$280,049	\$382,205	Dedicated Service \$16.68 \$17.29		
			Non-Dedicated Service \$58.70 \$18.69		
			Transportation Exp. / Hour (Dedicated Service)		

CAPITAL EXPENSES

Vehicles Purchased	\$44,800	\$146,042	OPERATING		
Debt Servicing			Registrants / Capita 0.0527 0.0480		
Other Capital Expenses			Passengers / Capita 1.0417 1.0823		
TOTAL CAPITAL EXPENSES	\$44,800	\$146,042	Passengers / Registrant 19.78 22.55		
			Passengers / Hour (Dedicated Service)		
			Kms / Passenger (Dedicated Service) 4.78 5.22		
			Average Speed (Dedicated Service)		

CAPITAL FUNDING SOURCES

Transit System					
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Federal Contributions					
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Provincial Contributions	\$44,800	\$146,042			
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Municipal Contributions					
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Other / Donations					
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TOTAL CAPITAL FUNDING	\$44,800	\$146,042			
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We charge both a flat in-town rate and an out-of-town rate dependent on mileage and waiting time. Clients travelling out of town are charged the round trip mileage. In town clients are only charged for the trips they take.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	8,234	1,100
Wheelchair/Scooter Users	2,300	
Attendants		
Companions		
Other (specified)		
TOTAL	10,534	1,100

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	3	3	2	2
Small Buses	1	1	5	12
Other				
TOTAL DED. VEHICLES	4	4	N/A	N/A
Vehicle ownership:			non-profit organization	
Vehicle maintenance responsibility:			non-profit organization	
Accessible taxis:				

St. Thomas

City of St. Thomas Transit

Contact: Ross Patrick
 Title: Transportation Technician
 Telephone: 519-631-0368 x5133
 Fax: 519-631-5542
 Email: rpatrick@stthomas.ca

		Population served:	36,000	REGISTRANTS	Active	Total
		Service area (km²):	35.7	Wheelchair/Scooter Users:	490	490
		Communities served:	1	Ambulatory:	290	290
		Service began:		Attendants:		
		Advisory Committee members:	N/A	Companions:		
		Eligibility Committee members:	N/A	Other:		
				Total:	780	780

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.

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

TOTAL PASSENGERS

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

Cancelled in advance
 No-shows / Cancelled at door

Unaccommodated trips

Number of complaints

OPERATING EXPENSES

Administration \$11,497
 Operations:

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

Maintenance (Vehicles & Facilities)

Fuel

TOTAL OPERATING EXPENSES

\$372,245

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue \$20,090
 Other Operating Revenue

Total Operating Revenue

\$20,090

Federal Contributions

Provincial Contributions

Municipal Contributions

Other / Donations

TOTAL

\$372,245

CAPITAL EXPENSES

Vehicles Purchased \$166,474

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES

\$166,474

CAPITAL FUNDING SOURCES

Transit System

Federal Contributions

Provincial Contributions

Municipal Contributions

Other / Donations

TOTAL CAPITAL FUNDING

\$166,474

\$110,983

\$55,491

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Stratford

Parallel Transit

Contact: Michael Mousley
Title: Manager of Transi
Telephone: 519-271-0250 x34

Fax:
Email: mmousley@stratfordcanada.ca

		REGISTRANTS	Active	Total
Population served:	32,000	Wheelchair/Scooter Users:	128	128
Service area (km ²):	27.4	Ambulatory:	126	126
Communities served:	1	Attendants:	62	62
Service began:	06/01/2005	Companions:		
Advisory Committee members:	8	Other:	88	88
Eligibility Committee members:	N/A	Total:	404	404

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

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

Eligibility Criteria: Unable to Board
 Unable to Use
 Other Criteria

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	9,033	
Wheelchair/Scooter Users	9,315	
Attendants	1,782	
Companions		
Other (specified)	455	
TOTAL	20,555	

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

Thunder Bay

Lift+ Specialized Transit

Contact: Dana Earle
 Title: Supervisor - Customer Care & Admin Services
 Telephone: 807-684-3191
 Fax: 807-345-5744
 Email: dearle@thunderbay.ca

		REGISTRANTS	Active	Total
Population served:	146,000	Wheelchair/Scooter Users:	352	409
Service area (km²):	256.0	Ambulatory:	413	538
Communities served:	1	Attendants:		
Service began:	01/01/2014	Companions:		
Advisory Committee members:	13	Other:		
Eligibility Committee members:	2	Total:	765	947

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: 3 Eligibility Criteria: Unable to Board
 Private Contractor(s), number: Taxi Scrip Program Available:
 Private Non-Profit Org.

VEHICLE KILOMETRES & HOURS		2014	2015	SERVICE HOURS / SCHEDULING			
Rev. Veh. Km. - Dedicated Service		392,851	352,615	Weekday:	06:00 to 00:30	Sunday:	08:00 to 23:30
Tot. Veh. Km. - Dedicated Service		574,480	543,349	Saturday:	06:00 to 00:30	Holiday:	08:00 to 23:30
Rev. Veh. Hrs. - Dedicated Service		24,952	27,382	Advanced booking notice:	7 day(s)		
Tot. Veh. Hrs. - Dedicated Service		29,346	31,489	Minimum notice for reservation:	0.0 hour(s)		
Non-Dedicated Service - Veh. Km.				Reservations / Scheduling:	Fully Computerized		
Non-Dedicated Service - Veh. Hrs.							
PASSENGER DATA				FARE STRUCTURE			
Dedicated Service		72,366	68,944	Effective Date: 01/04/2015		Tickets/Cards	
Non-Dedicated Service		2,236	6,623			(unit price)	
TOTAL PASSENGERS	74,602	75,567		Adult	\$2.65	\$2.40	\$64.50
Subscription / Pre-booked		45%	38%	Child			
Reservation		55%	61%	Student	\$2.65	\$2.40	\$54.00
On-Demand / Day of trip		1%	1%	Senior	\$2.65	\$2.40	\$54.00
Cancelled in advance		12,080	11,469	Attendant			
No-shows / Cancelled at door		966	995	Companion	\$2.65	\$2.40	
Unaccommodated trips		589	346	Other		Senior Annual Pass \$486, 20 for \$43	
Number of complaints		55	54				
OPERATING EXPENSES				EMPLOYEE DATA			
Administration		\$233,777	\$295,284			Full-time	
Operations:				Operators		9	13
Internal - Dedicated Service		\$946,476	\$996,453	Other Operations		3	
Contract - Dedicated Service				Vehicle Mechanics			
Contract - Non-Dedicated Service		\$45,945	\$59,911	General and Administration		1	
Contract - Taxi Scrip		\$67,281	\$61,417	Other			
Maintenance (Vehicles & Facilities)		\$592,709	\$517,119				
Fuel				TOTAL NUMBER OF EMPLOYEES	13	13	
TOTAL OPERATING EXPENSES	\$1,886,188	\$1,930,184		Union Affiliations: Operators: ATU 966			
				Mechanics:			
				Other (specify):			
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS							
Passenger Revenue		\$136,021	\$294,776	Top Operator Wage Rate:	\$22.03		
Other Operating Revenue		\$141,960		Top Mechanic Wage Rate:			
Total Operating Revenue	\$277,981	\$294,776					
Federal Contributions				PERFORMANCE INDICATORS			
Provincial Contributions		\$141,956	\$153,896	FINANCIAL	2014	2015	
Municipal Contributions		\$2,113,400	\$1,481,512	R/C Ratio	15%	15%	
Other / Donations		\$75,869		Net Operating Cost / Capita	\$14.75	\$11.20	
TOTAL	\$2,609,206	\$1,930,184		Total Exp. / Passenger	\$25.28	\$25.54	
CAPITAL EXPENSES				Total Exp. / Eligible Passenger	\$27.54	\$28.21	
Vehicles Purchased				Transportation Exp. / Passenger			
Debt Servicing				Dedicated Service	\$21.27	\$21.95	
Other Capital Expenses				Non-Dedicated Service	\$50.64	\$18.32	
TOTAL CAPITAL EXPENSES	\$418,826	\$73,326		Transportation Exp. / Hour (Dedicated Service)	\$52.45	\$48.07	
CAPITAL FUNDING SOURCES				OPERATING			
Transit System				Registrants / Capita	0.0088	0.0065	
Federal Contributions				Passengers / Capita	0.6844	0.5176	
Provincial Contributions				Passengers / Registrant	77.47	79.80	
Municipal Contributions				Passengers / Hour (Dedicated Service)	2.90	2.52	
Other / Donations				Kms / Passenger (Dedicated Service)	5.43	5.11	
TOTAL CAPITAL FUNDING	\$418,826	\$73,326		Average Speed (Dedicated Service)	15.74	12.88	
				PASSENGER DATA			
				Ded. Service	Non-Ded. Service		
				Ambulatory	44,310	5,050	
				Wheelchair/Scooter Users	17,788	1,266	
				Attendants	4,202	228	
				Companions	1,533	79	
				Other (specified)	1,111		
				TOTAL	68,944	6,623	
VEHICLE DATA							
VEHICLE DATA		Number	Veh. Peak	Avg. Capacity per Veh.			
Non-Accessible Cars				Wheelchair	N/A		
Accessible Vans / Minivans		26	12	Ambulatory			
Small Buses							
Other							
TOTAL DED. VEHICLES	26	12					
Vehicle ownership:							
Vehicle maintenance responsibility:				Transit System			
Accessible taxis:				Private Operation			

Timmins

Timmins Handy Transit

Contact: Catherine Verreault
 Title: Manager of Timmins Transit
 Telephone: 705-360-2600 x3501
 Fax: 705-360-2698
 Email: catherine.verreault@timmins.ca

		REGISTRANTS	Active	Total
Population served:	38,622	Wheelchair/Scooter Users:	361	361
Service area (km²):	24.0	Ambulatory:	182	182
Communities served:	1	Attendants:	4	4
Service began:	01/01/1985	Companions:		
Advisory Committee members:	N/A	Other:		
Eligibility Committee members:	N/A	Total:	547	547

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: **Eligibility Criteria:** Unable to Board
 Private Contractor(s), number: **Taxi Scrip Program Available:**
 Private Non-Profit Org.

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.

	2014	2015	SERVICE HOURS / SCHEDULING
Rev. Veh. Km. - Dedicated Service	114,349	98,561	Weekday: 06:00 to 23:30
Tot. Veh. Km. - Dedicated Service	114,349	98,561	Saturday: 06:30 to 23:30
Rev. Veh. Hrs. - Dedicated Service	5,596	5,264	Advanced booking notice: 28 day(s)
Tot. Veh. Hrs. - Dedicated Service	5,596	5,264	Minimum notice for reservation: 1.0 hour(s)
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling: Partially Computerized
Non-Dedicated Service - Veh. Hrs.			

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

	2014	2015	FARE STRUCTURE	Tickets/Cards (unit price)	Monthly Pass	Free
Subscription / Pre-booked	72%	76%	Adult	\$2.75	\$2.75	
Reservation	27%	23%	Child			
On-Demand / Day of trip	1%	1%	Student	\$2.25	\$2.25	
Cancelled in advance	3,355	3,341	Senior	\$2.25	\$2.25	
No-shows / Cancelled at door	82	64	Attendant			
Unaccommodated trips	87	330	Companion			
Number of complaints			Other			

OPERATING EXPENSES

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

	2014	2015	EMPLOYEE DATA	Full-time	Part-time
Administration	\$58,075	\$58,519	Operators	2	8
Operations:			Other Operations		
Internal - Dedicated Service	\$277,516	\$233,309	Vehicle Mechanics		
Contract - Dedicated Service			General and Administration		
Contract - Non-Dedicated Service			Other		
Contract - Taxi Scrip			TOTAL NUMBER OF EMPLOYEES	2	8
Maintenance (Vehicles & Facilities)	\$169,235	\$169,518	Union Affiliations: Operators: CUPE Local 1544		
Fuel	\$28,042	\$20,645	Mechanics: CUPE Local 1544		
TOTAL OPERATING EXPENSES	\$532,868	\$481,991	Other (specify): CUPE Local 434		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue
Total Operating Revenue

	2014	2015	PERFORMANCE INDICATORS
R/C Ratio	6%	5%	FINANCIAL
Net Operating Cost / Capita	\$12.98	\$11.82	
Total Exp. / Passenger	\$40.29	\$38.79	
Total Exp. / Eligible Passenger	\$40.74	\$39.07	
Transportation Exp. / Passenger			
Dedicated Service	\$35.90	\$34.08	
Non-Dedicated Service			
Transportation Exp. / Hour (Dedicated Service)	\$84.85	\$80.44	

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

	2014	2015
Total Operating Revenue	\$31,687	\$25,406
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$501,181	\$456,585
Other / Donations		
TOTAL	\$532,868	\$481,991

CAPITAL FUNDING SOURCES

Transit System

	OPERATING
Registrants / Capita	0.0150
Passengers / Capita	0.3424
Passengers / Registrant	22.76
Passengers / Hour (Dedicated Service)	2.36
Kms / Passenger (Dedicated Service)	8.65
Average Speed (Dedicated Service)	20.43
	18.72

Federal Contributions

	PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory		12,337	
Wheelchair/Scooter Users			
Attendants		90	
Companions			
Other (specified)			
TOTAL		12,427	

Provincial Contributions

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

Municipal Contributions

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

Dispatchers, mechanics, administration and maintenance employees are shared with the conventional bus service

Toronto**Wheel-Trans**

Contact: Daniel Mrusk
 Title: Budget Coordinator
 Telephone: 416-393-4963
 Fax: 416-338-0139
 Email: daniel.mrusk@ttc.ca

Population served:	2,808,500	REGISTRANTS	Active	Total
Service area (km²):	630.0	Wheelchair/Scooter Users:	16,577	16,577
Communities served:	1	Ambulatory:	28,550	28,550
Service began:	03/04/1975	Attendants:		
Advisory Committee members:	15	Companions:		
Eligibility Committee members:	N/A	Other:		
		Total:	45,127	45,127

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: 2 Eligibility Criteria: Unable to Board
 Private Contractor(s), number: 4 Taxi Scrip Program Available:
 Private Non-Profit Org.

VEHICLE KILOMETRES & HOURS

	2014	2015	SERVICE HOURS / SCHEDULING			
Rev. Veh. Km. - Dedicated Service	14,024,459	14,909,500	Weekday:	00:00 to 23:59	Sunday:	00:00 to 23:59
Tot. Veh. Km. - Dedicated Service	16,829,351	17,891,400	Saturday:	00:00 to 23:59	Holiday:	00:00 to 23:59
Rev. Veh. Hrs. - Dedicated Service	716,865	781,001	Advanced booking notice:	7 day(s)		
Tot. Veh. Hrs. - Dedicated Service	845,900	921,581	Minimum notice for reservation:	3.0 hour(s)		
Non-Dedicated Service - Veh. Km.	6,741,500	6,826,602	Reservations / Scheduling:	Fully Computerized		
Non-Dedicated Service - Veh. Hrs.	219,899	228,517				

PASSENGER DATA

	2014	2015	FARE STRUCTURE			
Dedicated Service	2,160,373	2,492,944	Effective Date: 01/04/2015			
Non-Dedicated Service	966,129	1,042,389	Cash			
TOTAL PASSENGERS	3,126,502	3,535,333	Adult	\$3.00	\$2.80	\$141.50
Subscription / Pre-booked	45%	44%	Child			
Reservation	54%	55%	Student	\$2.00	\$1.95	\$112.00
On-Demand / Day of trip	1%	1%	Senior	\$2.00	\$1.95	\$112.00
Cancelled in advance	1,139,709	1,128,286	Attendant			
No-shows / Cancelled at door	99,671	66,538	Companion			
Unaccommodated trips	56,957	28,691	Other			
Number of complaints	5,340	6,587				

OPERATING EXPENSES

	2014	2015	EMPLOYEE DATA	Full-time	Part-time
Administration	\$15,584,321	\$16,887,918	Operators	350	
Operations:			Other Operations	94	
Internal - Dedicated Service	\$36,686,566	\$36,605,697	Vehicle Mechanics	90	
Contract - Dedicated Service	\$19,876,113	\$27,887,244	General and Administration	7	
Contract - Non-Dedicated Service	\$18,229,432	\$18,576,801	Other		
Contract - Taxi Scrip					
Maintenance (Vehicles & Facilities)	\$17,267,536	\$17,313,574	TOTAL NUMBER OF EMPLOYEES	541	
Fuel	\$3,750,888	\$3,386,265	Union Affiliations:	Operators: ATU Local 113	
TOTAL OPERATING EXPENSES	\$111,394,856	\$120,657,499	Mechanics: ATU Local 113		
			Other (specify): (Divisional Clerk) ATU Local 113		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2014	2015	PERFORMANCE INDICATORS	2014	2015
Passenger Revenue	\$5,778,064	\$6,508,869	FINANCIAL		
Other Operating Revenue			R/C Ratio	5%	5%
Total Operating Revenue	\$5,778,064	\$6,508,869	Net Operating Cost / Capita	\$37.61	\$40.64
Federal Contributions			Total Exp. / Passenger	\$35.63	\$34.13
Provincial Contributions			Total Exp. / Eligible Passenger	\$35.63	\$34.13
Municipal Contributions	\$105,616,793	\$114,148,630	Transportation Exp. / Passenger		
Other / Donations			Dedicated Service	\$35.91	\$34.17
TOTAL	\$111,394,857	\$120,657,499	Non-Dedicated Service	\$18.87	\$17.82
			Transportation Exp. / Hour (Dedicated Service)	\$91.71	\$92.44

CAPITAL EXPENSES

	2014	2015	OPERATING	2014	2015
Vehicles Purchased			Registrants / Capita	0.0124	0.0161
Debt Servicing			Passengers / Capita	1.1132	1.2588
Other Capital Expenses			Passengers / Registrant	89.67	78.34
TOTAL CAPITAL EXPENSES			Passengers / Hour (Dedicated Service)	3.01	3.19
			Kms / Passenger (Dedicated Service)	6.49	5.98
CAPITAL FUNDING SOURCES			Average Speed (Dedicated Service)	19.56	19.09
Transit System					
Federal Contributions					
Provincial Contributions					
Municipal Contributions					
Other / Donations					
TOTAL CAPITAL FUNDING					

This service operates 24 hours a day. Eligibility are users who have restricted physical functional mobility.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	1,753,345	1,035,576
Wheelchair/Scooter Users	739,599	6,813
Attendants		
Companions		
Other (specified)		
TOTAL	2,492,944	1,042,389

VEHICLE DATA	Number	Veh.	Avg. Capacity per Veh.	
		Peak	Wheelchair	Ambulatory
Non-Accessible Cars	150	130	N/A	3
Accessible Vans / Minivans	210	180	1	2
Small Buses	205	166	4	8
Other				
TOTAL DED. VEHICLES	565	476	N/A	N/A
Vehicle ownership:			Transit Commission	
Vehicle maintenance responsibility:			Transit Commission	
Accessible taxis:				

Trent Hills

Community Care Northumberland Specialized Transport

Contact: Charlotte Clay-Ireland
 Title: Transportation Program Coordinator
 Telephone: 905-885-0466
 Fax: 905-885-1818
 Email: c.clay-ireland@commcare.ca

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

	Population served:	12,604	REGISTRANTS	Active	Total
Service area (km ²):	511.9	Wheelchair/Scooter Users:	213	213	
Communities served:	1	Ambulatory:	276	276	
Service began:	06/05/1992	Attendants:	31	31	
Advisory Committee members:	9	Companions:			
Eligibility Committee members:	N/A	Other:			
		Total:	520	520	

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.

PASSENGER DATA

	2014	2015	SERVICE HOURS / SCHEDULING
Rev. Veh. Km. - Dedicated Service	94,721	106,533	Weekday: 08:00 to 17:00
Tot. Veh. Km. - Dedicated Service	118,401	143,863	Saturday: to
Rev. Veh. Hrs. - Dedicated Service	3,324	3,290	Holiday: to
Tot. Veh. Hrs. - Dedicated Service	3,957	3,908	Advanced booking notice: 7 day(s)
Non-Dedicated Service - Veh. Km.			Minimum notice for reservation: 48.0 hour(s)
Non-Dedicated Service - Veh. Hrs.			Reservations / Scheduling: Partially Computerized
TOTAL PASSENGERS	4,030	4,017	FARE STRUCTURE
Subscription / Pre-booked	50%	50%	Effective Date: 01/01/2015
Reservation	50%	50%	Cash
On-Demand / Day of trip	0%	0%	\$4.00
Cancelled in advance	1,155	1,403	\$3.33
No-shows / Cancelled at door	50	50	\$3.33
Unaccommodated trips	28	30	\$3.33
Number of complaints	10	8	\$3.33

OPERATING EXPENSES

Administration	\$39,663	\$47,448	Tickets/Cards (unit price)
Operations:			Monthly Pass
Internal - Dedicated Service	\$131,554	\$124,575	Free
Contract - Dedicated Service			
Contract - Non-Dedicated Service			
Contract - Taxi Scrip			
Maintenance (Vehicles & Facilities)	\$31,357	\$9,703	
Fuel		\$13,729	
TOTAL OPERATING EXPENSES	\$202,574	\$195,455	

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$28,406	\$23,811	EMPLOYEE DATA
Other Operating Revenue	\$23,870	\$44,065	Full-time
Total Operating Revenue	\$52,276	\$67,876	Part-time
Federal Contributions			3
Provincial Contributions	\$80,959	\$82,079	1
Municipal Contributions	\$69,339	\$45,500	
Other / Donations			
TOTAL	\$202,574	\$195,455	TOTAL NUMBER OF EMPLOYEES

CAPITAL EXPENSES

Vehicles Purchased	\$30,000	\$60,000	PERFORMANCE INDICATORS
Debt Servicing			FINANCIAL
Other Capital Expenses			2014
TOTAL CAPITAL EXPENSES	\$30,000	\$60,000	2015
Federal Contributions			R/C Ratio
Provincial Contributions	\$30,000		26%
Municipal Contributions			35%
Other / Donations			Net Operating Cost / Capita
TOTAL CAPITAL FUNDING	\$30,000	\$60,000	\$11.92
			Total Exp. / Passenger
			\$50.27
			Total Exp. / Eligible Passenger
			\$50.52
			Transportation Exp. / Passenger
			Dedicated Service
			Non-Dedicated Service
			Transportation Exp. / Hour (Dedicated Service)
			\$40.42
			\$36.85
			Passengers / Registrant
			11.82
			7.73
			Passengers / Hour (Dedicated Service)
			1.21
			1.22
			Kms / Passenger (Dedicated Service)
			23.50
			26.52
			Average Speed (Dedicated Service)
			28.50
			32.38

A 2015 MB Sprinter wheelchair accessible vehicle was purchased in April 2015 with monies from the Central East - LHIN/MOH by the Campbellford Memorial Hospital and provided to Community Care Northumberland to assist in operating the GAINS program on behalf of the hospital.

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	1,024	
Wheelchair/Scooter Users	2,973	
Attendants	20	
Companions		
Other (specified)		
TOTAL	4,017	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	2	2	3	4
Small Buses	1	1	4	8
Other				
TOTAL DED. VEHICLES	3	3	N/A	N/A
Vehicle ownership:			Non-profit Organization	
Vehicle maintenance responsibility:			Non-profit Organization	
Accessible taxis:				

Wallaceburg

CKTransit Wallaceburg Accessible Service

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

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

		REGISTRANTS	Active	Total
Population served:	11,000	Wheelchair/Scooter Users:	159	159
Service area (km²):	10.7	Ambulatory:	352	352
Communities served:	1	Attendants:	149	149
Service began:	01/09/1991	Companions:		
Advisory Committee members:	N/A	Other:		
Eligibility Committee members:	N/A	Total:	660	660

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	25,500
Tot. Veh. Km. - Dedicated Service	32,000
Rev. Veh. Hrs. - Dedicated Service	3,340
Tot. Veh. Hrs. - Dedicated Service	3,340
Non-Dedicated Service - Veh. Km.	
Non-Dedicated Service - Veh. Hrs.	

2014

2015

SERVICE HOURS / SCHEDULING

Weekday:	06:15 to 19:15	Sunday:	08:00 to 17:00
Saturday:	06:15 to 19:15	Holiday:	to
Advanced booking notice:	1 day(s)	Minimum notice for reservation:	24.0 hour(s)
Reservations / Scheduling:	Partially Computerized		

PASSENGER DATA

Dedicated Service	6,302
Non-Dedicated Service	
TOTAL PASSENGERS	6,302
Subscription / Pre-booked	0%
Reservation	100%
On-Demand / Day of trip	0%
Cancelled in advance	288
No-shows / Cancelled at door	11
Unaccommodated trips	
Number of complaints	

FARE STRUCTURE

Effective Date: 01/01/2007		Tickets/Cards (unit price)	Monthly Pass	Free
	Cash	\$3.00		
Adult	\$3.00	\$3.00		
Child	\$3.00	\$3.00		
Student	\$3.00	\$3.00		
Senior	\$3.00	\$3.00		
Attendant				
Companion	\$3.00	\$3.00		
Other				

OPERATING EXPENSES

Administration	\$11,116
Operations:	
Internal - Dedicated Service	\$2,197
Contract - Dedicated Service	\$160,775
Contract - Non-Dedicated Service	
Contract - Taxi Scrip	
Maintenance (Vehicles & Facilities)	
Fuel	\$3,055
TOTAL OPERATING EXPENSES	\$177,143

EMPLOYEE DATA

Operators	Full-time
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:	

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$16,710
Other Operating Revenue	
Total Operating Revenue	\$16,710
Federal Contributions	
Provincial Contributions	\$8,823
Municipal Contributions	\$151,610
Other / Donations	
TOTAL	\$177,143

PERFORMANCE INDICATORS

	2014	2015
R/C Ratio	9%	11%
Net Operating Cost / Capita	\$14.58	\$15.77
Total Exp. / Passenger	\$28.11	\$29.12
Total Exp. / Eligible Passenger	\$29.05	\$31.08
Transportation Exp. / Passenger		
Dedicated Service	\$26.35	\$27.49
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$49.71	\$55.39
OPERATING		
Registrants / Capita	0.0608	0.0600
Passengers / Capita	0.5729	0.6071
Passengers / Registrant	9.42	10.12
Passengers / Hour (Dedicated Service)	1.89	2.02
Kms / Passenger (Dedicated Service)	4.05	4.32
Average Speed (Dedicated Service)	7.63	8.71

CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	5,811	
Wheelchair/Scooter Users	445	
Attendants	422	
Companions		
Other (specified)		
TOTAL	6,678	

CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	\$8,823
Municipal Contributions	\$151,610
Other / Donations	
TOTAL	\$177,143

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
		Wheelchair	Ambulatory	
Non-Accessible Cars				
Accessible Vans / Minivans				
Small Buses	2	1	3	4
Other				
TOTAL DED. VEHICLES	2	1	N/A	N/A
Vehicle ownership:	Contracted operators			
Vehicle maintenance responsibility:	Contracted operators			
Accessible taxis:				

Waterloo Region - Rural

Woolwich Transit Inc. o/a Kiwanis Transit

Contact: Cheryl Fisher
Title: KT Transit Manager
Telephone: 519-669-4533 x223
Fax: 519-669-3124
Email: cheryl@k-transit.com

		REGISTRANTS	Active	Total
Population served:	58,000	Wheelchair/Scooter Users:	749	749
Service area (km²):	843.0	Ambulatory:	1,173	1,173
Communities served:	3	Attendants:		
Service began:	02/07/1992	Companions:		
Advisory Committee members:	12	Other:		
Eligibility Committee members:	N/A	Total:	1,922	1,922

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: 3 Eligibility Criteria: Unable to Board
 Private Contractor(s), number: 1 Taxi Scrip Program Available:
 Private Non-Profit Org.

VEHICLE KILOMETRES & HOURS

	2014	2015	SERVICE HOURS / SCHEDULING
Rev. Veh. Km. - Dedicated Service	549,603	550,124	Weekday: 06:00 to 18:00
Tot. Veh. Km. - Dedicated Service	549,603	550,124	Saturday: 07:00 to 17:00
Rev. Veh. Hrs. - Dedicated Service	16,602	14,509	Sunday: to
Tot. Veh. Hrs. - Dedicated Service	16,602	14,509	Holiday: to
Non-Dedicated Service - Veh. Km.	95,726	123,649	Advanced booking notice: 30 day(s)
Non-Dedicated Service - Veh. Hrs.	1,367	2,358	Minimum notice for reservation: 48.0 hour(s)
			Reservations / Scheduling: Fully Computerized

PASSENGER DATA

Dedicated Service	36,388	37,547	FARE STRUCTURE
Non-Dedicated Service	7,376	9,363	Effective Date: 01/07/2015
TOTAL PASSENGERS	43,764	46,910	Tickets/Cards (unit price)
Subscription / Pre-booked	72%	68%	Cash
Reservation	27%	31%	Adult \$3.00
On-Demand / Day of trip	1%	1%	Child \$2.57
Cancelled in advance	7,599	7,564	Student \$2.23
No-shows / Cancelled at door	298	360	Senior \$67.00
Unaccommodated trips	780	1,040	Attendant \$67.00
Number of complaints			Companion \$3.00
			Other

OPERATING EXPENSES

Administration			EMPLOYEE DATA	Full-time	Part-time
Operations:			Operators 5	6	
Internal - Dedicated Service			Other Operations 2	1	
Contract - Dedicated Service	\$1,149,160	\$1,106,395	Vehicle Mechanics		
Contract - Non-Dedicated Service	\$197,227	\$274,000	General and Administration 1		
Contract - Taxi Scrip			Other 1		
Maintenance (Vehicles & Facilities)			TOTAL NUMBER OF EMPLOYEES 8	8	
Fuel					
TOTAL OPERATING EXPENSES	\$1,346,387	\$1,380,395			

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$91,238	\$92,794	PERFORMANCE INDICATORS
Other Operating Revenue			
Total Operating Revenue	\$91,238	\$92,794	
Federal Contributions			FINANCIAL
Provincial Contributions			R/C Ratio 7% 7%
Municipal Contributions	\$1,256,363	\$1,324,981	Net Operating Cost / Capita \$22.02 \$22.20
Other / Donations			Total Exp. / Passenger \$30.76 \$29.43
TOTAL	\$1,347,601	\$1,417,775	Total Exp. / Eligible Passenger \$33.54 \$32.24

CAPITAL EXPENSES

Vehicles Purchased	\$82,495	\$82,495	Transportation Exp. / Passenger Dedicated Service \$31.58 \$29.47
Debt Servicing			Non-Dedicated Service \$26.74 \$29.26
Other Capital Expenses			Transportation Exp. / Hour (Dedicated Service) \$69.22 \$76.26
TOTAL CAPITAL EXPENSES	\$82,495	\$82,495	

CAPITAL FUNDING SOURCES

Transit System			OPERATING
Federal Contributions			Registrants / Capita 0.0294 0.0331
Provincial Contributions			Passengers / Capita 0.7678 0.8088
Municipal Contributions	\$82,495	\$82,495	Passengers / Registrant 26.13 24.41
Other / Donations			Passengers / Hour (Dedicated Service) 2.19 2.59
TOTAL CAPITAL FUNDING	\$82,495	\$82,495	Kms / Passenger (Dedicated Service) 15.10 14.65
			Average Speed (Dedicated Service) 33.10 37.92

*Other Eligibility: Persons age 65 and older, CNIB registrants, physically or developmentally disabled or have a temporary disability

	Ded. Service	Non-Ded. Service
Ambulatory	27,102	5,552
Wheelchair/Scooter Users	7,909	2,255
Attendants	2,536	1,556
Companions		
Other (specified)		
TOTAL	37,547	9,363

	VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory	
Non-Accessible Cars					
Accessible Vans / Minivans					
Small Buses	6	5	6		12
Other					
TOTAL DED. VEHICLES	6	5	N/A	N/A	
Vehicle ownership:				Regional Municipality	
Vehicle maintenance responsibility:				Non profit organization	
Accessible taxis:					

Welland

WellTrans

Contact: Lorraine Denis
 Title: WellTrans Co-ordinator
 Telephone: 905-735-1700 x3102
 Fax: 905-732-9422
 Email: lorraine.denis@welland.ca

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

	Population served:	50,331	REGISTRANTS	Active	Total
Service area (km ²):	86.0	Wheelchair/Scooter Users:	204	820	
Communities served:	1	Ambulatory:	177	630	
Service began:	01/08/1981	Attendants:	125	428	
Advisory Committee members:	N/A	Companions:			
Eligibility Committee members:	N/A	Other:			
		Total:	506	1,878	

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.

2014

85,178
 91,584
 5,645
 6,261

2015

80,402
 86,827
 5,663
 6,345

SERVICE HOURS / SCHEDULING

Weekday: 07:15 to 18:45
 Saturday: 09:30 to 18:15
 Advanced booking notice: 14 day(s)
 Minimum notice for reservation: 24.0 hour(s)
 Reservations / Scheduling: Fully Computerized

Sunday: to
 Holiday: to

FARE STRUCTURE

Effective Date: 01/07/2015

	Cash	Tickets/Cards (unit price)
Adult	\$2.75	\$2.40
Child	\$2.75	\$2.40
Student	\$2.75	\$2.40
Senior	\$2.75	\$2.40
Attendant	\$2.75	\$2.40
Companion	\$2.75	\$2.40
Other	Free with CNIB card	

Monthly Pass Free

EMPLOYEE DATA

Full-time Part-time

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

3 7

TOTAL NUMBER OF EMPLOYEES

3 7
 Union Affiliations: Operators: ATU Local 1633
 Mechanics: ATU Local 1633
 Other (specify):

Top Operator Wage Rate: \$27.45
 Top Mechanic Wage Rate: \$33.83

PERFORMANCE INDICATORS

	2014	2015
R/C Ratio	8%	9%
Net Operating Cost / Capita	\$8.13	\$7.16
Total Exp. / Passenger	\$27.74	\$25.15
Total Exp. / Eligible Passenger	\$30.82	\$28.73
Transportation Exp. / Passenger		
Dedicated Service	\$20.12	\$19.27
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$51.55	\$47.95
OPERATING		
Registrants / Capita	0.0349	0.0373
Passengers / Capita	0.3187	0.3137
Passengers / Registrant	9.14	8.41
Passengers / Hour (Dedicated Service)	2.84	2.79
Kms / Passenger (Dedicated Service)	5.31	5.09
Average Speed (Dedicated Service)	15.09	14.20

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	7,037	
Wheelchair/Scooter Users	6,780	
Attendants	1,970	
Companions		
Other (specified)		
TOTAL	15,787	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars				
Accessible Vans / Minivans				
Small Buses	5	3	5	14
Other				
TOTAL DED. VEHICLES	5	3	N/A	N/A
Vehicle ownership:			Municipal Transit System	
Vehicle maintenance responsibility:			Municipal Transit System	
Accessible taxis:				

West Elgin

Four Counties Transportation

Contact: Spencer Pray
 Title: Deputy Clerk
 Telephone: 519-785-0560
 Fax: 519-785-0644
 Email: spray@westelgin.net

		REGISTRANTS	Active	Total
Population served:	22,955	Wheelchair/Scooter Users:	16	16
Service area (km²):	1,555.0	Ambulatory:	81	81
Communities served:	4	Attendants:		
Service began:	01/04/1994	Companions:		
Advisory Committee members:	N/A	Other:		
Eligibility Committee members:	6	Total:	97	97

Dedicated Serv. Operated by: Transit System/Municipality

Non-Dedicated Service: Contractors:

Eligibility Criteria: Unable to Board

Private Contractor(s), number:

Taxi Scrip Program Available:

Unable to Use

Private Non-Profit Org.

Other Criteria

VEHICLE KILOMETRES & HOURS

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.

2014

59,211
 59,211
 1,745
 1,745

2015

62,059
 62,059
 1,949
 1,949

SERVICE HOURS / SCHEDULING

Weekday: 09:00 to 17:00 Sunday: to Holiday: to
 Saturday: to Advanced booking notice: 1 day(s)
 Minimum notice for reservation: 24.0 hour(s)
 Reservations / Scheduling: Manual

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

2,364

2,724

FARE STRUCTURE

Effective Date: 01/03/2013

Tickets/Cards (unit price)

Monthly Pass


TOTAL PASSENGERS

Subscription / Pre-booked

2,364

2,724

Adult

Cash

Tickets/Cards (unit price)

Free

\$5.00

Child

\$5.00

Student

\$5.00

Senior

\$5.00

Attendant

\$5.00

Companion

\$5.00

Other

OPERATING EXPENSES

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

\$4,236

\$1,236

Adult

Tickets/Cards (unit price)

Free

\$5.00

Child

\$5.00

Student

\$5.00

Senior

\$5.00

Attendant

\$5.00

Companion

\$5.00

Other

Maintenance (Vehicles & Facilities)

Fuel

\$19,842

\$9,893

Adult

Tickets/Cards (unit price)

Free

TOTAL OPERATING EXPENSES

\$9,771

\$9,533

Child

Student

Senior

Attendant

Companion

Other

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

\$14,000

\$17,749

Adult

Child

Student

Senior

Attendant

Companion

Other

Total Operating Revenue

\$14,000

\$17,749

Adult

Child

Student

Senior

Attendant

Companion

Other

Federal Contributions
Provincial Contributions
Municipal Contributions
Other / Donations

\$26,354

\$35,189

Adult

Child

Student

Senior

Attendant

Companion

Other

TOTAL

\$63,382

\$81,679

Adult

Child

Student

Senior

Attendant

Companion

Other

CAPITAL EXPENSES
Vehicles Purchased
Debt Servicing
Other Capital Expenses

\$72,972

\$72,972

Adult

Child

Student

Senior

Attendant

Companion

Other

TOTAL CAPITAL EXPENSES

\$72,972

\$72,972

Adult

Child

Student

Senior

Attendant

Companion

Other

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

\$72,972

\$72,972

Adult

Child

Student

Senior

Attendant

Companion

Other

TOTAL CAPITAL FUNDING

\$72,972

\$72,972

Adult

Child

Student

Senior

Attendant

Companion

Other

PERFORMANCE INDICATORS
FINANCIAL

R/C Ratio

2014

19%

2015

26%

Net Operating Cost / Capita

\$2.53

\$2.18

Total Exp. / Passenger

\$30.50

\$24.93

Total Exp. / Eligible Passenger

\$35.68

\$28.83

Transportation Exp. / Passenger

\$28.71

\$24.47

Dedicated Service

Non-Dedicated Service

Transportation Exp. / Hour (Dedicated Service)

\$38.90

\$34.20

OPERATING

Registrants / Capita

0.0044

0.0042

Passengers / Capita

0.1030

0.1187

Passengers / Registrant

23.18

28.08

Passengers / Hour (Dedicated Service)

1.35

1.40

Kms / Passenger (Dedicated Service)

25.05

22.78

Average Speed (Dedicated Service)

33.93

31.83

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	2,149	
Wheelchair/Scooter Users	206	
Attendants		
Companions		
Other (specified)	369	
TOTAL	2,724	

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

*Other Eligibility Criteria includes persons with an application signed by a Health Care Professional or Doctor. *Contributions by the Municipality of Chatham-Kent \$4,783.95, Village of Newbury \$744.44, Municipality of Southwest Middlesex \$12,577.88 and the Municipality of West Elgin \$10,654.06. *Dedicated Gas Tax Funds for New Initiatives Program on Mondays and Tuesdays-Fridays. This program has been in place since 2007 and reported on yearly on the Dedicated Gas Tax Forms for Public Transportation.

West Perth

Mitchell and Area Mobility Bus

Contact: Vicky Wolfe Hinz
 Title: Manager of Outreach Services
 Telephone: 519-348-8612 x226
 Fax: 519-348-4420
 Email: maco@ritzlutheranvilla.com

	Population served:	9,129	REGISTRANTS	Active	Total
Service area (km²):	567,000.0	Wheelchair/Scooter Users:	104	104	
Communities served:	1	Ambulatory:	260	260	
Service began:	01/09/1985	Attendants:	49	49	
Advisory Committee members:	12	Companions:			
Eligibility Committee members:	1	Other:			
		Total:	413	413	

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

Non-Dedicated Service: Contractors: 1
 Taxi Scrip Program Available:
 Unable to Use
 Other Criteria

VEHICLE KILOMETRES & HOURS

	2014	2015
Rev. Veh. Km. - Dedicated Service	26,086	23,346
Tot. Veh. Km. - Dedicated Service	27,086	24,125
Rev. Veh. Hrs. - Dedicated Service	2,099	2,194
Tot. Veh. Hrs. - Dedicated Service	2,243	2,314
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2014	2015
Dedicated Service	3,303	3,609
Non-Dedicated Service	406	266
TOTAL PASSENGERS	3,709	3,875
Subscription / Pre-booked	15%	25%
Reservation	80%	70%
On-Demand / Day of trip	5%	5%
Cancelled in advance	218	294
No-shows / Cancelled at door	26	17
Unaccommodated trips	5	3
Number of complaints	4	2

OPERATING EXPENSES

	2014	2015
Administration	\$29,346	\$36,969
Operations:		
Internal - Dedicated Service	\$48,783	\$73,563
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$8,951	
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$8,262	\$9,434
Fuel	\$4,868	\$4,748
TOTAL OPERATING EXPENSES	\$100,210	\$124,714

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2014	2015
Passenger Revenue	\$24,751	\$21,689
Other Operating Revenue	\$12,912	\$14,890
Total Operating Revenue	\$37,663	\$36,579
Federal Contributions		
Provincial Contributions	\$60,126	\$77,884
Municipal Contributions	\$12,000	\$12,000
Other / Donations	\$13,780	\$15,440
TOTAL	\$123,569	\$141,903

CAPITAL EXPENSES

	2014	2015
Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$163,371	\$163,371
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING	\$163,371	\$163,371

Note: All statistical and financial information is based on a fiscal year. Fare Structure-fares shown are for intown; rural is \$8.00 one way; out of service area during service hours within Huron/Perth is \$.80/km & \$12/hr waiting; if beyond these counties is \$.65/km \$12/hr waiting. Outside of service hours & group charters \$44/hr driving; \$34/hr standby/loading/waiting. *Service hours: Mondays/Wednesdays 09:00-13:00hrs; Tuesdays 10:00-15:00hrs; Thursdays/Fridays 09:00-17:00hrs. General admin staff are spare drivers when required. *NOTE*: information is based on fiscal data as we have no way of collecting data annually as we operate on a fiscal year. Increase in no shows & trips cancelled in advance due to computerized data being accessed. Non-dedicated taxi service hours/kms-unable to access as taxi doesn't keep this data separate for our service/clients

SERVICE HOURS / SCHEDULING

Weekday:	to	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:		1 day(s)	
Minimum notice for reservation:		24.0 hour(s)	

Reservations / Scheduling:
FARE STRUCTURE

	Effective Date: 01/08/2014	Tickets/Cards (unit price)	Monthly Pass	Free
		Cash		
Adult	\$4.00			
Child	\$4.00			
Student	\$4.00			
Senior	\$4.00			
Attendant				
Companion				
Other	see remarks			

EMPLOYEE DATA

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

TOTAL NUMBER OF EMPLOYEES

	2014	2015
Union Affiliations:		
Operators:		
Mechanics:		
Other (specify):		
Top Operator Wage Rate:	\$18.66	
Top Mechanic Wage Rate:		

PERFORMANCE INDICATORS

	2014	2015
R/C Ratio	38%	29%
Net Operating Cost / Capita	\$6.85	\$9.65
Total Exp. / Passenger	\$27.02	\$32.18
Total Exp. / Eligible Passenger	\$27.02	\$32.18
Transportation Exp. / Passenger		
Dedicated Service	\$18.74	\$24.31
Non-Dedicated Service	\$22.05	
Transportation Exp. / Hour (Dedicated Service)	\$27.60	\$37.92
REGISTRANTS / Capita		
Passengers / Capita	0.0381	0.0452
Passengers / Registrant	0.4063	0.4245
Passengers / Hour (Dedicated Service)	10.66	9.38
Kms / Passenger (Dedicated Service)	1.57	1.64
Average Speed (Dedicated Service)	7.90	6.47
	12.43	10.64

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	3,609	266
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
TOTAL	3,609	266

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
		Wheelchair	Ambulatory	
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	1	1	2	4
Small Buses	1	1	5	14
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A
Vehicle ownership:			Municipality	
Vehicle maintenance responsibility:			Non-Profit Organization	
Accessible taxis:				

Windsor**Handi-Transit Windsor**

Contact: Lori Colenutt
 Title: General Manager
 Telephone: 519-966-0930
 Fax: 519-966-1249
 Email: handitransitwindsor@gmail.com

Population served:	233,687	REGISTRANTS	Active	Total
Service area (km²):	195.6	Wheelchair/Scooter Users:	1,638	1,638
Communities served:	2	Ambulatory:	2,369	2,369
Service began:	01/09/1978	Attendants:		
Advisory Committee members:	11	Companions:		
Eligibility Committee members:	2	Other:		
		Total:	4,007	4,007

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors: Eligibility Criteria: Unable to Board
 Private Contractor(s), number: Taxi Scrip Program Available:
 Private Non-Profit Org.

VEHICLE KILOMETRES & HOURS		2014	2015	SERVICE HOURS / SCHEDULING				
Rev. Veh. Km. - Dedicated Service		311,737	309,655	Weekday:	06:30 to 00:30	Sunday:		
Tot. Veh. Km. - Dedicated Service		432,477	445,781	Saturday:	08:00 to 00:30	Holiday:		
Rev. Veh. Hrs. - Dedicated Service		20,407	20,540	Advanced booking notice:	28 day(s)			
Tot. Veh. Hrs. - Dedicated Service		20,407	20,540	Minimum notice for reservation:	2.0 hour(s)			
Non-Dedicated Service - Veh. Km.				Reservations / Scheduling:	Partially Computerized			
Non-Dedicated Service - Veh. Hrs.								
PASSENGER DATA				FARE STRUCTURE				
Dedicated Service		52,747	54,077	Effective Date: 01/04/2014				
Non-Dedicated Service				Cash				
TOTAL PASSENGERS		52,747	54,077	Adult	\$2.75	\$2.75		
Subscription / Pre-booked		38%	38%	Child	\$2.75	\$2.75		
Reservation		60%	60%	Student	\$2.75	\$2.75		
On-Demand / Day of trip		2%	2%	Senior	\$2.75	\$2.75		
Cancelled in advance		20,838	21,037	Attendant	\$2.75	\$2.75		
No-shows / Cancelled at door		743	779	Companion	\$2.75	\$2.75		
Unaccommodated trips		18	2	Other	LaSalle \$5.25/trip			
Number of complaints		1	3					
OPERATING EXPENSES				EMPLOYEE DATA	Full-time	Part-time		
Administration		\$366,220	\$362,041	Operators	5	11		
Operations:				Other Operations	3	2		
Internal - Dedicated Service		\$664,291	\$662,194	Vehicle Mechanics				
Contract - Dedicated Service				General and Administration	2			
Contract - Non-Dedicated Service				Other				
Contract - Taxi Scrip				TOTAL NUMBER OF EMPLOYEES	10	13		
Maintenance (Vehicles & Facilities)		\$144,496	\$144,729	Union Affiliations: Operators:	Teamsters Local 879			
Fuel		\$139,860	\$115,553	Mechanics:				
TOTAL OPERATING EXPENSES		\$1,314,867	\$1,284,517	Other (specify):				
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS								
Passenger Revenue		\$256,974	\$259,847	Top Operator Wage Rate:	\$21.26			
Other Operating Revenue		\$275	\$315	Top Mechanic Wage Rate:				
Total Operating Revenue		\$257,249	\$260,162					
Federal Contributions				PERFORMANCE INDICATORS				
Provincial Contributions				FINANCIAL				
Municipal Contributions		\$1,067,100	\$1,071,600	R/C Ratio	20%	20%		
Other / Donations		\$2,517		Net Operating Cost / Capita	\$4.53	\$4.38		
TOTAL		\$1,326,866	\$1,331,762	Total Exp. / Passenger	\$24.93	\$23.75		
CAPITAL EXPENSES								
Vehicles Purchased				Total Exp. / Eligible Passenger	\$26.05	\$24.94		
Debt Servicing				Transportation Exp. / Passenger				
Other Capital Expenses				Dedicated Service	\$17.98	\$17.06		
TOTAL CAPITAL EXPENSES				Non-Dedicated Service				
CAPITAL FUNDING SOURCES								
Transit System				Transportation Exp. / Hour (Dedicated Service)	\$46.49	\$44.91		
Federal Contributions								
Provincial Contributions								
Municipal Contributions								
Other / Donations								
TOTAL CAPITAL FUNDING								
The data for Windsor also includes the specialized transit service for the Town of LaSalle. In 2015, 100 registered clients took 3,132 trips. LaSalle service contract revenue for 2015 was \$58,568.40 and the passenger revenue was \$16,443.00								
PASSENGER DATA			Ded. Service	Non-Ded. Service				
Ambulatory			30,093					
Wheelchair/Scooter Users			21,408					
Attendants			2,576					
Companions								
Other (specified)								
TOTAL			54,077					
VEHICLE DATA			Veh. Peak	Avg. Capacity per Veh.				
Non-Accessible Cars				Wheelchair	N/A			
Accessible Vans / Minivans				Ambulatory				
Small Buses		13	12	6	6			
Other								
TOTAL DED. VEHICLES		13	12	N/A	N/A			
Vehicle ownership:								
Vehicle maintenance responsibility:								
Accessible taxis:								

Woodstock

City of Woodstock

Contact: Alex Piggott
 Title: Works Superintendent
 Telephone: 519-539-2382 x3140
 Fax: 519-537-6984
 Email: apiggott@cityofwoodstock.ca

Population served:	38,000	REGISTRANTS	Active	Total
Service area (km ²):	52.0	Wheelchair/Scooter Users:	143	143
Communities served:	1	Ambulatory:	337	337
Service began:	01/01/1979	Attendants:		
Advisory Committee members:	10	Companions:		
Eligibility Committee members:	4	Other:		
		Total:	480	480

Dedicated Serv. Operated by: Transit System/Municipality Non-Dedicated Service: Contractors:
 Private Contractor(s), number: 2 Taxi Scrip Program Available:
 Private Non-Profit Org.

Eligibility Criteria: Unable to Board
 Unable to Use
 Other Criteria

VEHICLE KILOMETRES & HOURS

	2014	2015	SERVICE HOURS / SCHEDULING		
Rev. Veh. Km. - Dedicated Service	58,001	65,132	Weekday:	06:30 to 18:30	Sunday:
Tot. Veh. Km. - Dedicated Service	105,001	118,172	Saturday:	08:30 to 18:30	Holiday:
Rev. Veh. Hrs. - Dedicated Service	5,916	2,056	Advanced booking notice:	365 day(s)	to
Tot. Veh. Hrs. - Dedicated Service	10,444	11,360	Minimum notice for reservation:	24.0 hour(s)	to
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling:	Fully Computerized	
Non-Dedicated Service - Veh. Hrs.					

PASSENGER DATA

	2014	2015	FARE STRUCTURE		
Dedicated Service	24,074	27,262	Effective Date:	01/01/2013	
Non-Dedicated Service			Cash		
TOTAL PASSENGERS	24,074	27,262	Adult	\$2.00	Tickets/Cards (unit price)
Subscription / Pre-booked	46%	45%		\$1.66	Monthly Pass
Reservation	0%	0%	Child		\$50.00
On-Demand / Day of trip	54%	55%	Student	\$2.00	
Cancelled in advance	3,776	4,720	Senior	\$2.00	
No-shows / Cancelled at door	69	123	Attendant		
Unaccommodated trips	234	548	Companion	\$2.00	
Number of complaints			Other	\$1.66	

OPERATING EXPENSES

Administration	\$28,821	\$30,504	EMPLOYEE DATA	Full-time	Part-time
Operations:			Operators	6	
Internal - Dedicated Service	\$75,299	\$150,908	Other Operations		
Contract - Dedicated Service	\$448,442	\$429,844	Vehicle Mechanics	1	
Contract - Non-Dedicated Service			General and Administration	1	
Contract - Taxi Scrip			Other		
Maintenance (Vehicles & Facilities)	\$25,129		TOTAL NUMBER OF EMPLOYEES	8	
Fuel	\$19,104	\$11,503	Union Affiliations: Operators:	CUPE 1146	
TOTAL OPERATING EXPENSES	\$596,795	\$622,759	Mechanics:	CUPE 1146	
			Other (specify):		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$31,942	\$43,296	PERFORMANCE INDICATORS	2014	2015
Other Operating Revenue			FINANCIAL		
Total Operating Revenue	\$31,942	\$43,296	R/C Ratio	5%	7%
Federal Contributions			Net Operating Cost / Capita	\$14.86	\$15.25
Provincial Contributions			Total Exp. / Passenger	\$24.79	\$22.84
Municipal Contributions	\$564,853	\$579,463	Total Exp. / Eligible Passenger	\$29.79	\$27.84
Other / Donations			Transportation Exp. / Passenger		
TOTAL	\$596,795	\$622,759	Dedicated Service	\$23.59	\$21.72
			Non-Dedicated Service		
			Transportation Exp. / Hour (Dedicated Service)	\$54.38	\$52.13

CAPITAL EXPENSES

Vehicles Purchased			REGISTRANTS / CAPITA		
Debt Servicing			Registrants / Capita	0.0098	0.0126
Other Capital Expenses			Passengers / Capita	0.6335	0.7174
TOTAL CAPITAL EXPENSES	\$31,942	\$43,296	Passengers / Registrant	64.37	56.80
			Passengers / Hour (Dedicated Service)	4.07	13.26

CAPITAL FUNDING SOURCES

Federal Contributions			Average Speed (Dedicated Service)	9.80	31.67
Provincial Contributions					
Municipal Contributions					
Other / Donations					
TOTAL CAPITAL FUNDING	\$31,942	\$43,296			

2 Buses are owned and operated by the City. Up to 4 buses are available for scheduling and are owned and operated by the service contractor. Dispatch service is provided by the Red Cross

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	21,458	
Wheelchair/Scooter Users	914	
Attendants	912	
Companions	3,978	
Other (specified)		
TOTAL	27,262	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
		Wheelchair	N/A	Ambulatory
Non-Accessible Cars				
Accessible Vans / Minivans				
Small Buses	6	6	4	14
Other				
TOTAL DED. VEHICLES	6	6	N/A	N/A
Vehicle ownership:				
Vehicle maintenance responsibility:				
Accessible taxis:				

York Region

YRT - Mobility Plus

Contact: Steven Baldo
 Title: Supervisor, Contract Administration
 Telephone: 905-762-1282 x75629
 Fax: 905-762-2110
 Email: steven.baldo@york.ca

Population served:	1,166,300	REGISTRANTS	Active	Total
Service area (km ²):	1,776.0	Wheelchair/Scooter Users:	5,028	5,870
Communities served:	9	Ambulatory:	2,789	3,466
Service began:	01/01/2001	Attendants:		
Advisory Committee members:	13	Companions:		
Eligibility Committee members:	3	Other:		
		Total:	7,817	9,336

Dedicated Serv. Operated by: Transit System/Municipality
 Private Contractor(s), number: 3
 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

	2014	2015	SERVICE HOURS / SCHEDULING		
Rev. Veh. Km. - Dedicated Service	2,735,255	2,894,812	Weekday:	05:00 to 03:00	Sunday:
Tot. Veh. Km. - Dedicated Service	2,735,255	5,125,362	Saturday:	05:00 to 03:00	Holiday:
Rev. Veh. Hrs. - Dedicated Service	181,875	196,391	Advanced booking notice:	7 day(s)	
Tot. Veh. Hrs. - Dedicated Service	207,779	223,172	Minimum notice for reservation:	18.0 hour(s)	
Non-Dedicated Service - Veh. Km.	10,302	8,289	Reservations / Scheduling:	Fully Computerized	
Non-Dedicated Service - Veh. Hrs.	2,853	2,353			

PASSENGER DATA

	2014	2015	FARE STRUCTURE	
Dedicated Service	355,768	378,886	Effective Date: 01/07/2015	
Non-Dedicated Service	2,141	2,202	Cash	
TOTAL PASSENGERS	357,909	381,088	Adult \$4.00	Tickets/Cards (unit price)
Subscription / Pre-booked	47%	55%	\$3.40	Monthly Pass
Reservation	52%	44%	\$2.10	Free
On-Demand / Day of trip	1%	1%	\$2.60	
Attendant			\$2.10	
Cancelled in advance	57,737	20,966	Companion \$3.40	
No-shows / Cancelled at door	6,157	6,883	Other Zone 2 - \$5.00, Zone 2 Monthly Pass = \$181.00	\$136.00
Unaccommodated trips		64		
Number of complaints	725	469		

OPERATING EXPENSES

	2014	2015	EMPLOYEE DATA	
Administration	\$1,313,400	\$1,311,471	Operators	
Operations:			Other Operations	11
Internal - Dedicated Service	\$3,554,597	\$3,512,846	Vehicle Mechanics	5
Contract - Dedicated Service	\$9,118,727	\$9,346,988	General and Administration	
Contract - Non-Dedicated Service			Other	
Contract - Taxi Scrip	\$29,603	\$23,617	TOTAL NUMBER OF EMPLOYEES	18
Maintenance (Vehicles & Facilities)	\$289	\$1,421	Union Affiliations: Operators:	
Fuel	\$39,102		Mechanics:	
TOTAL OPERATING EXPENSES	\$14,055,718	\$14,196,343	Other (specify):	

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2014	2015	PERFORMANCE INDICATORS
Passenger Revenue	\$841,550	\$897,406	FINANCIAL
Other Operating Revenue			R/C Ratio 6% 6%
Total Operating Revenue	\$841,550	\$897,406	Net Operating Cost / Capita \$11.54 \$11.40
Federal Contributions			Total Exp. / Passenger \$39.27 \$37.25
Provincial Contributions			Total Exp. / Eligible Passenger \$46.00 \$43.93
Municipal Contributions	\$13,198,922	\$13,295,929	Transportation Exp. / Passenger
Other / Donations	\$15,246	\$3,008	Dedicated Service \$35.73 \$33.94
TOTAL	\$14,055,718	\$14,196,343	Non-Dedicated Service \$13.83 \$10.73
			Transportation Exp. / Hour (Dedicated Service) \$61.18 \$57.63

CAPITAL EXPENSES

	2014	2015	OPERATING
Vehicles Purchased			Registrants / Capita 0.0070 0.0080
Debt Servicing			Passengers / Capita 0.3126 0.3268
Other Capital Expenses			Passengers / Registrant 44.59 40.82
TOTAL CAPITAL EXPENSES			Passengers / Hour (Dedicated Service) 1.96 1.93
CAPITAL FUNDING SOURCES			Kms / Passenger (Dedicated Service) 7.69 7.64
Transit System			Average Speed (Dedicated Service) 15.04 14.74
Federal Contributions			
Provincial Contributions			
Municipal Contributions			
Other / Donations			
TOTAL CAPITAL FUNDING			

* Other passenger trips includes "Family of Service" passenger trips.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	252,703	1,698
Wheelchair/Scooter Users	68,790	
Attendants	37,203	318
Companions	11,067	186
Other (specified)	9,123	
TOTAL	378,886	2,202

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
		Wheelchair	Ambulatory	
Non-Accessible Cars	48	36	N/A	3
Accessible Vans / Minivans	38	30	2	2
Small Buses	10	6	5	10
Other				
TOTAL DED. VEHICLES	96	72	N/A	N/A
Vehicle ownership:	Mobility Plus for bus and private operation for s			
Vehicle maintenance responsibility:	Private operation			
Accessible taxis:				

IV. 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)	= $\frac{\text{Passengers (Dedicated Service)}}{\text{Revenue Vehicle Hours (Dedicated Service)}}$
Kilometres / Passengers (Dedicated Service)	= $\frac{\text{Revenue Vehicle Kilometres (Dedicated Service)}}{\text{Passengers (Dedicated Service)}}$
Average Speed (Dedicated Service)	= $\frac{\text{Revenue Vehicle Kilometres (Dedicated Service)}}{\text{Revenue Vehicle Hours (Dedicated Service)}}$