

# **Ontario Urban Transit Fact Book**

## **2013 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 and performance indicators, collected from information submitted by transit systems in Ontario, 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).

This report contains detailed data for 2012 and 2013, along with key performance indicators, for each of the transit systems.

## CUTA DATA PRODUCT TERMS OF USE

### COPYRIGHT

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

### TERMS OF USE

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

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

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

### WARRANTIES AND DISCLAIMERS

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

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

For further information please contact the CUTA License Administrator:

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

## CUTA REPORT DOCUMENTATION FORM

CUTA Report No.  RTS-14-20	ISBN No.	Publication Date  October 2014
<p>Title and Sub-title</p> <p><b>ONTARIO URBAN TRANSIT FACT BOOK 2013 OPERATING DATA</b></p>		
<p>Prepared By</p> <p>Tammy Siu Industry Data Coordinator</p>		<p>Performing Agency <b>Canadian Urban Transit Association</b> 55 York Street, Suite 1401 Toronto, CANADA M5J 1R7 Tel: 416-365-9800 E-mail: techservices@cutaactu.ca Website: www.cutaactu.ca</p>
<p>Project Manager</p> <p>Wendy Reuter Director of Research and Technical Services</p>		<p>Sponsoring Agency <b>Ontario Ministry of Transportation</b> Division Services and Program Management Office 27th Floor 777 Bay Street Toronto, ON M7A 2J8 Tel: 416-585-7141 E-mail: rita.debartolo@ontario.ca Website: www.mto.gov.on.ca</p>
<p>Supplementary Notes</p> <p>Please contact CUTA's Research and Technical Services Department for any corrections or comments.</p> <p>Copyright © 2014 Canadian Urban Transit Association (CUTA) - Association canadienne du transport urbain (ACTU)</p>		
<p>Abstract</p> <p>The <b>Ontario Urban Transit Fact Book - 2013 Operating Data</b> contains operating statistics collected from <b>65</b> Ontario transit systems which provide transit services for the public.</p> <p>The Fact Book provides detailed data for 2012 and 2013, along with key performance indicators, for each transit system. The report also provides summary information for the province and summary reports for revenue buses by accessibility and by fuel type.</p>		
<p>Key Words</p> <p>Urban Transit; Conventional Transit; Regular Transit; Operating and Financial Statistics; Performance Indicators</p>		<p>Language</p> <p>RTS-14-20: English</p>
<p>No. of Pages</p> <p style="text-align: center;">160</p>		<p>Distribution</p> <p>Available to Ontario transit systems</p>

This page is intentionally left blank.

## Table of Contents

List of Transit Systems.....	G1
Supplementary Notes .....	G2
I. Ontario and Ontario (without GO Transit) Summaries.....	G3
II. Population Group Summaries .....	G7
• MTO Population Group 1 (population > 400,000).....	G8
• MTO Population Group 2 (population between 150,001 and 400,000).....	G9
• MTO Population Group 3 (population between 50,000 and 150,000).....	G10
• MTO Population Group 4 (population < 50,000).....	G11
III. Summary of Revenue Buses by Accessibility.....	G13
IV. Summary of Revenue Buses by Fuel Type .....	G15
V. Individual Transit System Data .....	1
VI. Appendix - Urban Transit Statistics Glossary .....	A1

This page is intentionally left blank.

## List of Transit Systems

<b>Municipality</b>	<b>Page</b>	<b>Municipality</b>	<b>Page</b>
Bancroft .....	2	Niagara-on-the-Lake .....	68
Barrie .....	4	Norfolk County .....	70
Belleville .....	6	North Bay .....	72
Brampton .....	8	Oakville .....	74
Brantford .....	10	Orangeville .....	76
Brockville .....	12	Orillia .....	78
Burlington .....	14	Ottawa (OC Transpo) .....	80
Chatham-Kent (CK Transit) .....	16	Owen Sound .....	82
Clarence-Rockland .....	18	Parry Sound .....	84
Cobourg .....	20	Peterborough .....	86
Collingwood .....	22	Port Colborne .....	88
Cornwall .....	24	Port Hope .....	90
Deseronto .....	26	Quinte West – Trenton Ward (Quinte Access) .....	92
Durham Region (DRT) .....	28	Russell Township .....	94
Elliot Lake .....	30	Sarnia .....	96
Fort Erie .....	32	Sault Ste Marie .....	98
GO (Metrolinx) .....	34	St. Catharines .....	100
Greater Sudbury .....	36	St. Thomas .....	102
Guelph .....	38	Stratford .....	104
Hamilton (HSR) .....	40	Tecumseh .....	106
Huntsville .....	42	Temiskaming Shores .....	108
Kawartha Lakes (Urban) (Lindsay) .....	44	The Nation .....	110
Kenora .....	46	Thunder Bay .....	112
Kingston .....	48	Timmins .....	114
Leamington .....	50	Toronto (TTC) .....	116
London (LTC) .....	52	Wasaga Beach .....	118
Loyalist Township .....	54	Waterloo Region (GRT) .....	120
Marmora and Lake .....	56	Wawa .....	122
Midland .....	58	Welland .....	124
Milton .....	60	Windsor (Transit Windsor) .....	126
Mississauga .....	62	Woodstock .....	128
Niagara Falls .....	64	York Region (YRT) .....	130
Niagara Region .....	66		

## SUPPLEMENTARY NOTES

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

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

### Transit Strikes / Service Interruptions:

Municipality	From	To	Days	Remarks
<b>For 2013</b>				
Deseronto	08/02/2013	08/02/2013	1	Snowstorm
Ottawa (OC Transpo)	27/04/2013	02/09/2013	128	Light Rail Service Improvements
<b>For 2012</b>				
Brockville	27/12/2012	27/12/2012	1	Snowstorm
Norfolk County	27/12/2012	27/12/2012	1	Bad weather
York Region (YRT)	01/01/2012	28/01/2012	28	Strike



## **I. Ontario and Ontario (without GO) Summaries**

# Ontario Summary

Municipal Population:	11,384,047
Service Area Population:	10,564,327
Number of Fixed Routes:	1,296
Number of Accessible Routes:	1,081

<b>FARES</b>	Cash	Unit Price	Monthly Pass
Adults	\$3.40	\$2.83	\$86.57
Children	\$2.19	\$2.02	\$53.32
Students	\$2.67	\$2.17	\$64.27
Seniors	\$2.64	\$2.09	\$52.13

<b>EMPLOYEE STATISTICS</b>	Full-time	Part-time
Operators	12,232	603
Other Transportation Operations	1,957	174
Vehicle Mechanics	1,389	19
Other Vehicle Maintenance and Servicing	2,757	91
Plant and Other Maintenance	2,891	37
General and Administration	2,650	231
<b>TOTAL EMPLOYEES</b>	<b>23,875</b>	<b>1,155</b>

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

## ENERGY CONSUMPTION

- Diesel	254,969,421	litres
- Biodiesel B5	31,594,326	litres
- Biodiesel B20	9,186,534	litres
- Biodiesel - Other	52,621	litres
- Natural Gas	1,400,736	cubic-metres
- Electricity	369,773,200	kilowatt-hours

REVENUE VEHICLES (2013)	Total Vehicles	Peak (Est.)	Avg. Age
	Access.	Non-Acc.	Access.

Ferry				
Streetcar	249	194	31.6	
Commuter Rail	53	521	552	8.9
Light Rail	31		26	27.3
Heavy Rail	772		562	11.2
Locomotive		68	65	6.2
Bus	6,328	83	5,147	6.1
<b>TOTAL VEHICLES</b>	<b>7,184</b>	<b>921</b>	<b>6,546</b>	
Total Low-Floor Bus (30'-60')	5,600	Percentage of accessible bus fleet:		98.71%
Average Bus Age (years)	6.2	Percentage of accessible transit fleet:		88.64%

<b>OPERATING DATA</b>	<b>2012</b>	<b>2013</b>	<b>CAPITAL EXPENSES AND FUNDING SOURCES</b>	<b>2012</b>	<b>2013</b>
<b>VEHICLE KILOMETRES AND HOURS</b>			<b>TOTAL CAPITAL EXPENDITURES</b>	<b>\$3,585,682,791</b>	<b>\$3,433,863,846</b>
Number of transit systems reporting	65	65	Total Capital Disposals	\$4,172,159	\$2,608,373
Revenue Vehicle Kilometres	496,148,756	507,628,314	<b>TOTAL CAPITAL FUNDING</b>	<b>\$3,582,863,805</b>	<b>\$3,443,320,784</b>
Total Vehicle Kilometres	546,791,591	560,017,679	Federal Capital Contribution	\$364,113,465	\$364,569,885
Revenue Vehicle Hours	22,536,076	23,334,284	Provincial Capital Contribution	\$2,499,729,861	\$2,408,823,917
Total Vehicle Hours	24,158,686	25,043,146	Municipal Capital Contribution	\$628,104,251	\$551,294,302
Operators Paid Hours	29,895,266	29,209,439	Other Capital Contributions	\$90,916,228	\$118,632,680
Vehicle Mechanics Paid Hours	7,359,352	7,111,077			
Total Employee Paid Hours	52,959,715	48,627,862			
<b>PASSENGER DATA</b>			<b>PERFORMANCE INDICATORS</b>	<b>2012</b>	<b>2013</b>
Adult Passenger Trips	519,768,619	591,992,680	<b>FINANCIAL</b>		
Concession Fare Trips	191,155,894	235,553,314	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	62%	63%
Concession Fare Trips Details:			Municipal Operating Contribution / Capita	\$88.15	\$87.61
Child Passenger Trips	13,971,696	17,985,883	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$1.34	\$1.38
Student Passenger Trips	110,632,164	140,888,888	<b>AVERAGE FARE</b>		
Senior Passenger Trips	10,759,856	13,829,209	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$2.15	\$2.24
<b>REG. SERVICE PASSENGER TRIPS</b>	<b>887,417,624</b>	<b>899,081,847</b>	<b>COST EFFECTIVENESS</b>		
Regular Service Passenger Kms	8,484,346,331	8,562,282,466	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$3.58	\$3.71
Auxiliary Service Passenger Trips	2,938,446	3,153,878	<b>COST EFFICIENCY</b>		
<b>OPERATING EXPENSES</b>			Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$131.95	\$133.67
Transportation Operations Expenses	\$1,437,708,883	\$1,506,306,512	<b>SERVICE UTILIZATION</b>		
Fuel/Energy Exp. for Vehicles	\$333,087,954	\$354,881,561	Reg. Serv. Pass. / Capita	82.45	82.62
Vehicle Maintenance Expenses	\$559,328,442	\$598,648,744	Reg. Serv. Pass. / Rev. Veh. Hr.	39.31	38.47
Plant Maintenance Expenses	\$359,675,964	\$382,782,344	<b>AMOUNT OF SERVICE</b>		
General/Administration Expenses	\$485,769,560	\$493,949,983	Rev. Veh. Hrs. / Capita	2.11	2.16
<b>TOTAL DIRECT OPERATING EXP.</b>	<b>\$3,175,570,803</b>	<b>\$3,336,569,146</b>	<b>AVERAGE SPEED</b>		
Total Operating Expenses	\$3,580,459,582	\$3,783,969,121	Rev. Veh. Kms. / Rev. Veh. Hr.	21.99	21.72
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>			<b>LABOUR PRODUCTIVITY</b>		
<b>REGULAR SERV. PASS. REVENUES</b>	<b>\$1,910,448,323</b>	<b>\$2,014,799,126</b>	Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.71	0.66
<b>TOTAL OPERATING REVENUES</b>	<b>\$1,984,452,698</b>	<b>\$2,092,519,001</b>	<b>AVERAGE TOP WAGE RATE</b>		
Total Revenues	\$2,302,785,424	\$2,450,369,574	Operators	\$24.60	\$24.88
<b>NET DIRECT OPERATING COST</b>	<b>\$1,191,118,105</b>	<b>\$1,244,050,145</b>	Mechanics	\$30.41	\$30.53
<b>NET OPERATING COST</b>	<b>\$1,277,674,157</b>	<b>\$1,333,599,547</b>			
Federal Operating Contribution	\$3,125	\$3,031			
Provincial Operating Contribution	\$304,526,409	\$353,704,074			
Municipal Operating Contribution	\$948,798,027	\$953,390,380			
Other Operating Contributions	\$278,211	\$48,904			
Federal Debt Service Contribution					
Provincial Debt Service Contribution	\$433,408	\$433,392			
Municipal Debt Service Contribution	\$6,409,023	\$9,035,432			

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

À  
À  
À

# Ontario (without GO Transit) Summary

Municipal Population:	11,384,047
Service Area Population:	10,564,327
Number of Fixed Routes:	1,242
Number of Accessible Routes:	1,027

FARES	Cash	Unit Price	Monthly Pass
Adults	\$3.40	\$2.83	\$86.57
Children	\$2.19	\$2.02	\$53.32
Students	\$2.67	\$2.17	\$64.27
Seniors	\$2.64	\$2.09	\$52.13

EMPLOYEE STATISTICS	Full-time	Part-time
Operators	11,546	525
Other Transportation Operations	1,247	20
Vehicle Mechanics	1,294	19
Other Vehicle Maintenance and Servicing	2,709	91
Plant and Other Maintenance	2,591	22
General and Administration	1,988	192
TOTAL EMPLOYEES	21,374	869

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

## ENERGY CONSUMPTION

- Diesel	193,966,011	litres
- Biodiesel B5	31,594,326	litres
- Biodiesel B20	9,186,534	litres
- Biodiesel - Other	52,621	litres
- Natural Gas	1,400,736	cubic-metres
- Electricity	369,773,200	kilowatt-hours

REVENUE VEHICLES (2013)	Total Vehicles		Peak (Est.)	Avg. Age	
	Access.	Non-Acc.		Access.	Non-Acc.

Ferry					
Streetcar		249	194		31.6
Commuter Rail					
Light Rail	31		26	27.3	
Heavy Rail	772		562	11.2	
Locomotive					
Bus	5,864	83	4,760	6.2	17.2
TOTAL VEHICLES	6,667	332	5,542		
Total Low-Floor Bus (30'-60')	5,553	Percentage of accessible bus fleet:			98.60%
Average Bus Age (years)	6.4	Percentage of accessible transit fleet:			95.26%

OPERATING DATA	2012	2013	CAPITAL EXPENSES AND FUNDING SOURCES	2012	2013
<b>VEHICLE KILOMETRES AND HOURS</b>			<b>TOTAL CAPITAL EXPENDITURES</b>	<b>\$1,709,166,990</b>	<b>\$1,539,310,650</b>
Number of transit systems reporting	64	64	Total Capital Disposals	\$3,096,768	\$2,136,666
Revenue Vehicle Kilometres	435,154,119	442,513,056	<b>TOTAL CAPITAL FUNDING</b>	<b>\$1,706,348,004</b>	<b>\$1,548,767,587</b>
Total Vehicle Kilometres	475,617,547	485,652,835	Federal Capital Contribution	\$359,432,306	\$361,851,625
Revenue Vehicle Hours	19,869,648	20,534,691	Provincial Capital Contribution	\$655,772,481	\$551,019,530
Total Vehicle Hours	21,312,151	22,028,637	Municipal Capital Contribution	\$600,226,989	\$517,983,752
Operators Paid Hours	28,207,750	29,209,439	Other Capital Contributions	\$90,916,228	\$117,912,680
Vehicle Mechanics Paid Hours	7,154,454	7,111,077			
Total Employee Paid Hours	47,410,140	48,627,862			
<b>PASSENGER DATA</b>			<b>PERFORMANCE INDICATORS</b>	<b>2012</b>	<b>2013</b>
Adult Passenger Trips	519,768,619	591,992,680	<b>FINANCIAL</b>		
Concession Fare Trips	191,155,894	235,553,314	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	61%	62%
Concession Fare Trips Details:			Municipal Operating Contribution / Capita	\$88.15	\$87.61
Child Passenger Trips	13,971,696	17,985,883	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$1.26	\$1.25
Student Passenger Trips	110,632,164	140,888,888	<b>AVERAGE FARE</b>		
Senior Passenger Trips	10,759,856	13,829,209	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.88	\$1.94
<b>REG. SERVICE PASSENGER TRIPS</b>	<b>824,945,892</b>	<b>836,594,976</b>	<b>COST EFFECTIVENESS</b>		
Regular Service Passenger Kms	6,372,801,790	6,450,226,227	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$3.22	\$3.27
Auxiliary Service Passenger Trips	2,938,446	3,153,878	<b>COST EFFICIENCY</b>		
<b>OPERATING EXPENSES</b>			Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$125.36	\$124.59
Transportation Operations Expenses	\$1,304,456,273	\$1,360,519,466	<b>SERVICE UTILIZATION</b>		
Fuel/Energy Exp. for Vehicles	\$268,313,537	\$281,499,430	Reg. Serv. Pass. / Capita	76.65	76.88
Vehicle Maintenance Expenses	\$500,638,223	\$512,833,707	Reg. Serv. Pass. / Rev. Veh. Hr.	41.44	40.67
Plant Maintenance Expenses	\$259,480,256	\$270,114,009	<b>AMOUNT OF SERVICE</b>		
General/Administration Expenses	\$326,593,109	\$308,493,934	Rev. Veh. Hrs. / Capita	1.86	1.90
<b>TOTAL DIRECT OPERATING EXP.</b>	<b>\$2,659,481,399</b>	<b>\$2,733,460,548</b>	<b>AVERAGE SPEED</b>		
Total Operating Expenses	\$2,798,839,041	\$2,875,615,176	Rev. Veh. Kms. / Rev. Veh. Hr.	21.87	21.51
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>			<b>LABOUR PRODUCTIVITY</b>		
<b>REGULAR SERV. PASS. REVENUES</b>	<b>\$1,553,114,849</b>	<b>\$1,621,225,388</b>	Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.65	0.66
<b>TOTAL OPERATING REVENUES</b>	<b>\$1,616,779,888</b>	<b>\$1,687,109,763</b>	<b>AVERAGE TOP WAGE RATE</b>		
Total Revenues	\$1,650,759,577	\$1,720,452,425	Operators	\$24.43	\$24.71
<b>NET DIRECT OPERATING COST</b>	<b>\$1,042,701,511</b>	<b>\$1,046,350,785</b>	Mechanics	\$30.22	\$30.34
<b>NET OPERATING COST</b>	<b>\$1,148,079,464</b>	<b>\$1,155,162,751</b>			
Federal Operating Contribution	\$3,125	\$3,031			
Provincial Operating Contribution	\$192,157,952	\$192,224,017			
Municipal Operating Contribution	\$948,798,027	\$953,390,380			
Other Operating Contributions	\$278,211	\$48,904			
Federal Debt Service Contribution					
Provincial Debt Service Contribution	\$433,408	\$433,392			
Municipal Debt Service Contribution	\$6,409,023	\$9,035,432			

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

À  
À  
À

This page is intentionally left blank.

## II. Population Group Summaries

<b>Municipality</b>	<b>Page</b>	<b>Municipality</b>	<b>Page</b>
<b>MTO Population Group 1 (&gt;400,000)</b>		Chatham-Kent (CK Transit) .....	16
Brampton.....	8	Clarence-Rockland .....	18
Durham Region (DRT) .....	28	Cobourg .....	20
GO (Metrolinx).....	34	Collingwood .....	22
Hamilton (HSR) .....	40	Cornwall .....	24
Mississauga .....	62	Deseronto .....	26
Ottawa (OC Transpo).....	80	Elliot Lake .....	30
Toronto (TTC) .....	116	Fort Erie .....	32
Waterloo Region (GRT) .....	120	Huntsville .....	42
York Region (YRT).....	130	Kawartha Lakes (Urban) (Lindsay) .....	44
		Kenora .....	46
<b>MTO Population Group 2 (150,001 - 400,000)</b>		Leamington .....	50
Burlington .....	14	Loyalist Township .....	54
London (LTC) .....	52	Marmora and Lake.....	56
Niagara Region .....	66	Midland .....	58
Oakville.....	74	Niagara-on-the-Lake .....	68
Windsor (Transit Windsor) .....	126	Norfolk County .....	70
		North Bay .....	72
<b>MTO Population Group 3 (50,000 - 150,000)</b>		Orangeville.....	76
Barrie.....	4	Orillia.....	78
Brantford.....	10	Owen Sound .....	82
Greater Sudbury.....	36	Parry Sound .....	84
Guelph.....	38	Port Colborne.....	88
Kingston .....	48	Port Hope.....	90
Milton.....	60	Quinte West - Trenton Ward (Quinte Access) .	92
Niagara Falls .....	64	Russell Township.....	94
Peterborough .....	86	St. Thomas .....	102
Sarnia.....	96	Stratford .....	104
Sault Ste Marie.....	98	Tecumseh .....	106
St. Catharines .....	100	Temiskaming Shores .....	108
Thunder Bay.....	112	The Nation .....	110
		Timmins .....	114
<b>MTO Population Group 4 (&lt;50,000)</b>		Wasaga Beach.....	118
Bancroft.....	2	Wawa .....	122
Belleville .....	6	Welland .....	124
Brockville .....	12	Woodstock .....	128

# MTO Population Group 1 (>400,000)

Municipal Population:	9,952,705
Service Area Population:	9,785,870
Number of Fixed Routes:	783
Number of Accessible Routes:	700

FARES	Cash	Unit Price	Monthly Pass
Adults	\$3.19	\$2.65	\$105.53
Children	\$2.48	\$1.71	\$70.45
Students	\$2.98	\$2.15	\$87.28
Seniors	\$2.41	\$1.84	\$61.19

EMPLOYEE STATISTICS	Full-time	Part-time
Operators	10,460	261
Other Transportation Operations	1,818	158
Vehicle Mechanics	1,197	15
Other Vehicle Maintenance and Servicing	2,574	66
Plant and Other Maintenance	2,859	32
General and Administration	2,490	187
TOTAL EMPLOYEES	21,398	719

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

## ENERGY CONSUMPTION

- Diesel	223,845,490	litres
- Biodiesel B5	26,009,202	litres
- Biodiesel B20	7,658,162	litres
- Biodiesel - Other		
- Natural Gas	1,391,790	cubic-metres
- Electricity	369,773,200	kilowatt-hours

REVENUE VEHICLES (2013)	Total Vehicles		Peak (Est.)	Avg. Age	
	Access.	Non-Acc.		Access.	Non-Acc.

Ferry				
Streetcar	249	194	31.6	
Commuter Rail	53	521	552	8.9
Light Rail	31		26	27.3
Heavy Rail	772		562	11.2
Locomotive		68	65	6.2
Bus	5,185	16	4,230	6.1
TOTAL VEHICLES	6,041	854	5,629	13.0
Total Low-Floor Bus (30'-60')	4,505	Percentage of accessible bus fleet:		99.69%
Average Bus Age (years)	6.1	Percentage of accessible transit fleet:		87.61%

OPERATING DATA	2012	2013	CAPITAL EXPENSES AND FUNDING SOURCES	2012	2013
<b>VEHICLE KILOMETRES AND HOURS</b>			<b>TOTAL CAPITAL EXPENDITURES</b>	<b>\$3,539,891,504</b>	<b>\$3,374,191,035</b>
Number of transit systems reporting	9	9	Total Capital Disposals	\$3,968,934	\$2,499,541
Revenue Vehicle Kilometres	429,945,584	439,789,761	<b>TOTAL CAPITAL FUNDING</b>	<b>\$3,538,683,065</b>	<b>\$3,383,781,807</b>
Total Vehicle Kilometres	476,069,560	487,853,737	Federal Capital Contribution	\$358,623,456	\$361,440,083
Revenue Vehicle Hours	19,475,861	20,205,681	Provincial Capital Contribution	\$2,486,252,659	\$2,391,223,326
Total Vehicle Hours	20,918,204	21,694,729	Municipal Capital Contribution	\$607,832,577	\$521,056,027
Operators Paid Hours	26,335,975	25,250,783	Other Capital Contributions	\$85,974,373	\$110,062,371
Vehicle Mechanics Paid Hours	6,992,483	6,698,373			
Total Employee Paid Hours	48,026,353	43,226,448			
<b>PASSENGER DATA</b>			<b>PERFORMANCE INDICATORS</b>	<b>2012</b>	<b>2013</b>
Adult Passenger Trips	486,384,814	558,190,308	<b>FINANCIAL</b>		
Concession Fare Trips	151,749,180	197,211,550	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	65%	65%
Concession Fare Trips Details:			Municipal Operating Contribution / Capita	\$107.53	\$105.74
Child Passenger Trips	12,999,113	17,045,577	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$1.26	\$1.30
Student Passenger Trips	85,863,426	116,588,785	<b>AVERAGE FARE</b>		
Senior Passenger Trips	6,510,719	9,591,668	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$2.21	\$2.31
<b>REG. SERVICE PASSENGER TRIPS</b>	<b>806,114,953</b>	<b>817,838,729</b>	<b>COST EFFECTIVENESS</b>		
Regular Service Passenger Kms	8,320,639,550	8,399,053,760	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$3.56	\$3.69
Auxiliary Service Passenger Trips	2,283,532	2,495,611	<b>COST EFFICIENCY</b>		
<b>OPERATING EXPENSES</b>			Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$138.02	\$139.93
Transportation Operations Expenses	\$1,258,052,152	\$1,319,254,419	<b>SERVICE UTILIZATION</b>		
Fuel/Energy Exp. for Vehicles	\$294,366,746	\$315,161,083	Reg. Serv. Pass. / Capita	108.64	109.05
Vehicle Maintenance Expenses	\$509,319,504	\$546,882,660	Reg. Serv. Pass. / Rev. Veh. Hr.	41.39	40.48
Plant Maintenance Expenses	\$343,554,572	\$365,764,383	<b>AMOUNT OF SERVICE</b>		
General/Administration Expenses	\$464,112,484	\$471,749,639	Rev. Veh. Hrs. / Capita	2.62	2.69
<b>TOTAL DIRECT OPERATING EXP.</b>	<b>\$2,869,405,457</b>	<b>\$3,018,812,184</b>	<b>AVERAGE SPEED</b>		
Total Operating Expenses	\$3,265,994,657	\$3,457,995,990	Rev. Veh. Kms. / Rev. Veh. Hr.	22.08	21.77
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>			<b>LABOUR PRODUCTIVITY</b>		
<b>REGULAR SERV. PASS. REVENUES</b>	<b>\$1,784,488,983</b>	<b>\$1,887,604,758</b>	Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.70	0.65
<b>TOTAL OPERATING REVENUES</b>	<b>\$1,852,794,633</b>	<b>\$1,958,681,534</b>	<b>AVERAGE TOP WAGE RATE</b>		
Total Revenues	\$2,166,246,564	\$2,310,855,563	Operators	\$29.26	\$29.91
<b>NET DIRECT OPERATING COST</b>	<b>\$1,016,610,824</b>	<b>\$1,060,130,650</b>	Mechanics	\$34.47	\$35.40
<b>NET OPERATING COST</b>	<b>\$1,099,748,094</b>	<b>\$1,147,140,427</b>			
Federal Operating Contribution					
Provincial Operating Contribution	\$277,836,877	\$327,716,289			
Municipal Operating Contribution	\$797,842,549	\$792,998,576			
Other Operating Contributions					
Federal Debt Service Contribution					
Provincial Debt Service Contribution	\$433,408	\$433,392			
Municipal Debt Service Contribution	\$6,409,023	\$9,035,432			

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

À  
À  
À

# MTO Population Group 2 (150,001 - 400,000)

Municipal Population:	1,381,167
Service Area Population:	1,263,195
Number of Fixed Routes:	134
Number of Accessible Routes:	102

FARES	Cash	Unit Price	Monthly Pass
Adults	\$3.55	\$2.80	\$102.80
Children	\$1.63	\$1.33	\$0.00
Students	\$3.35	\$2.25	\$79.75
Seniors	\$3.35	\$2.13	\$67.20

## EMPLOYEE STATISTICS

	Full-time	Part-time
Operators	847	90
Other Transportation Operations	67	2
Vehicle Mechanics	90	
Other Vehicle Maintenance and Servicing	98	2
Plant and Other Maintenance	13	1
General and Administration	75	18
TOTAL EMPLOYEES	1,189	113

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

## ENERGY CONSUMPTION

- Diesel	15,306,482	litres
- Biodiesel B5		
- Biodiesel B20		
- Biodiesel - Other		
- Natural Gas		
- Electricity		

## REVENUE VEHICLES (2013)

	Total Vehicles	Peak (Est.)	Avg. Age
	Access.	Non-Acc.	Access. Non-Acc.
Ferry			
Streetcar			
Commuter Rail			
Light Rail			
Heavy Rail			
Locomotive			
Bus	423	24	355 6.2 23.8
TOTAL VEHICLES	423	24	355
Total Low-Floor Bus (30'-60')	423		Percentage of accessible bus fleet: 94.63%
Average Bus Age (years)	7.1		Percentage of accessible transit fleet: 94.63%

## OPERATING DATA

### VEHICLE KILOMETRES AND HOURS

	2012	2013
Number of transit systems reporting	5	5
Revenue Vehicle Kilometres	24,137,879	24,464,460
Total Vehicle Kilometres	26,737,578	26,673,081
Revenue Vehicle Hours	1,186,786	1,164,942
Total Vehicle Hours	1,277,345	1,301,173
Operators Paid Hours	1,552,361	1,557,254
Vehicle Mechanics Paid Hours	182,667	175,738
Total Employee Paid Hours	2,222,632	2,204,575

### PASSENGER DATA

Adult Passenger Trips	16,409,329	16,611,215
Concession Fare Trips	18,784,525	18,749,594

#### Concession Fare Trips Details:

Child Passenger Trips	305,745	315,905
Student Passenger Trips	15,820,889	15,674,651
Senior Passenger Trips	1,789,308	1,830,972

### REG. SERVICE PASSENGER TRIPS

Regular Service Passenger Kms	35,193,854	35,360,809
Auxiliary Service Passenger Trips	85,200	17,800

### OPERATING EXPENSES

Transportation Operations Expenses	\$66,121,064	\$68,451,106
Fuel/Energy Exp. for Vehicles	\$15,561,367	\$15,696,411
Vehicle Maintenance Expenses	\$22,246,762	\$21,871,149
Plant Maintenance Expenses	\$6,154,100	\$6,424,312
General/Administration Expenses	\$9,076,510	\$9,049,583
TOTAL DIRECT OPERATING EXP.	\$119,159,803	\$121,492,561
Total Operating Expenses	\$123,127,168	\$124,342,561

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$54,164,470	\$55,432,491
TOTAL OPERATING REVENUES	\$56,520,591	\$57,662,017
Total Revenues	\$58,119,087	\$59,331,089
NET DIRECT OPERATING COST	\$62,639,211	\$63,830,544
NET OPERATING COST	\$65,008,081	\$65,011,471
Federal Operating Contribution		
Provincial Operating Contribution	\$8,434,085	\$7,634,937
Municipal Operating Contribution	\$56,458,241	\$57,376,534
Other Operating Contributions	\$115,755	
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

## CAPITAL EXPENSES AND FUNDING SOURCES

	2012	2013
TOTAL CAPITAL EXPENDITURES	\$21,777,836	\$16,458,481
Total Capital Disposals	\$93,231	\$77,865
TOTAL CAPITAL FUNDING	\$20,064,445	\$16,936,407
Federal Capital Contribution	\$1,024,160	\$2,482,645
Provincial Capital Contribution	\$4,103,211	\$4,106,430
Municipal Capital Contribution	\$12,445,156	\$6,824,163
Other Capital Contributions	\$2,491,918	\$3,523,169

## PERFORMANCE INDICATORS

	2012	2013
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	47%	47%
Municipal Operating Contribution / Capita	\$45.06	\$45.42
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$1.78	\$1.81
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.54	\$1.57
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$3.39	\$3.44
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$93.29	\$93.37
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	28.09	27.99
Reg. Serv. Pass. / Rev. Veh. Hr.	29.65	30.35
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	0.95	0.92
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	20.34	21.00
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.75	0.76
AVERAGE TOP WAGE RATE		
Operators	\$25.82	\$26.39
Mechanics	\$30.96	\$31.63

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

À  
À  
À

# MTO Population Group 3 (50,000 - 150,000)

Municipal Population:	1,360,669
Service Area Population:	1,246,625
Number of Fixed Routes:	202
Number of Accessible Routes:	157

FARES	Cash	Unit Price	Monthly Pass
Adults	\$2.70	\$2.30	\$70.97
Children	\$2.21	\$2.06	\$47.13
Students	\$2.65	\$2.08	\$57.86
Seniors	\$2.52	\$1.97	\$52.02

## EMPLOYEE STATISTICS

	Full-time	Part-time
Operators	898	178
Other Transportation Operations	73	11
Vehicle Mechanics	97	
Other Vehicle Maintenance and Servicing	89	16
Plant and Other Maintenance	17	1
General and Administration	73	15
TOTAL EMPLOYEES	1,247	221

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

## ENERGY CONSUMPTION

- Diesel	11,623,439	litres
- Biodiesel B5	5,557,946	litres
- Biodiesel B20	1,469,431	litres
- Biodiesel - Other		
- Natural Gas		
- Electricity		

## REVENUE VEHICLES (2013)

	Total Vehicles	Peak (Est.)	Avg. Age
	Access.	Non-Acc.	Access. Non-Acc.
Ferry			
Streetcar			
Commuter Rail			
Light Rail			
Heavy Rail			
Locomotive			
Bus	513	17	395 6.7 19.2
TOTAL VEHICLES	513	17	395
Total Low-Floor Bus (30'-60')	495	Percentage of accessible bus fleet: 96.79%	
Average Bus Age (years)	7.1	Percentage of accessible transit fleet: 96.79%	

## OPERATING DATA

### VEHICLE KILOMETRES AND HOURS

	2012	2013
Number of transit systems reporting	12	12
Revenue Vehicle Kilometres	30,989,417	32,069,005
Total Vehicle Kilometres	31,872,937	33,133,477
Revenue Vehicle Hours	1,375,435	1,456,218
Total Vehicle Hours	1,434,322	1,508,472
Operators Paid Hours	1,678,459	2,006,246
Vehicle Mechanics Paid Hours	153,934	205,766
Total Employee Paid Hours	2,265,650	2,683,487

### PASSENGER DATA

Adult Passenger Trips	14,501,100	14,837,928
Concession Fare Trips	18,671,915	18,101,699
Concession Fare Trips Details:		
Child Passenger Trips	614,166	569,871
Student Passenger Trips	8,118,985	7,985,794
Senior Passenger Trips	1,710,079	1,842,023

### REG. SERVICE PASSENGER TRIPS

Regular Service Passenger Kms	135,781,437	133,235,212
Auxiliary Service Passenger Trips	432,017	507,212

### OPERATING EXPENSES

Transportation Operations Expenses	\$83,404,232	\$87,659,274
Fuel/Energy Exp. for Vehicles	\$18,668,011	\$19,424,411
Vehicle Maintenance Expenses	\$22,203,805	\$23,460,917
Plant Maintenance Expenses	\$8,407,855	\$8,937,654
General/Administration Expenses	\$9,893,564	\$10,210,807
TOTAL DIRECT OPERATING EXP.	\$142,577,468	\$149,693,062
Total Operating Expenses	\$146,444,401	\$154,738,154

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$55,673,896	\$55,387,528
TOTAL OPERATING REVENUES	\$58,315,636	\$59,050,129
Total Revenues	\$61,030,928	\$62,366,044
NET DIRECT OPERATING COST	\$84,261,832	\$90,642,933
NET OPERATING COST	\$85,413,473	\$92,372,111
Federal Operating Contribution		
Provincial Operating Contribution	\$12,516,317	\$12,204,511
Municipal Operating Contribution	\$72,863,598	\$80,167,600
Other Operating Contributions	\$33,558	
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

## CAPITAL EXPENSES AND FUNDING SOURCES

	2012	2013
TOTAL CAPITAL EXPENDITURES	\$17,072,986	\$36,315,177
Total Capital Disposals	\$5,000	\$28,716
TOTAL CAPITAL FUNDING	\$17,179,866	\$35,703,415
Federal Capital Contribution	\$3,636,952	\$169,943
Provincial Capital Contribution	\$5,462,269	\$8,688,128
Municipal Capital Contribution	\$5,914,893	\$22,442,280
Other Capital Contributions	\$2,165,752	\$4,403,064

## PERFORMANCE INDICATORS

	2012	2013
FINANCIAL		
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	41%	39%
Municipal Operating Contribution / Capita	\$58.99	\$64.31
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.29	\$2.48
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.52	\$1.52
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$3.88	\$4.10
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$96.33	\$96.20
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	29.73	29.30
Reg. Serv. Pass. / Rev. Veh. Hr.	25.75	24.20
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	1.18	1.24
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	21.61	21.15
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.72	0.71
AVERAGE TOP WAGE RATE		
Operators	\$24.93	\$25.39
Mechanics	\$29.37	\$29.97

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

À  
À  
À



# MTO Population Group 4 (<50,000)

Municipal Population:	1,163,446
Service Area Population:	872,553
Number of Fixed Routes:	177
Number of Accessible Routes:	122

FARES	Cash	Unit Price	Monthly Pass
Adults	\$3.65	\$3.07	\$85.04
Children	\$2.15	\$2.27	\$46.56
Students	\$2.52	\$2.20	\$57.50
Seniors	\$2.62	\$2.19	\$45.75

EMPLOYEE STATISTICS	Full-time	Part-time
Operators	184	84
Other Transportation Operations	11	3
Vehicle Mechanics	18	4
Other Vehicle Maintenance and Servicing	9	7
Plant and Other Maintenance	2	3
General and Administration	26	11
TOTAL EMPLOYEES	250	112

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

## ENERGY CONSUMPTION

- Diesel	4,194,010	litres
- Biodiesel B5	27,178	litres
- Biodiesel B20	58,941	litres
- Biodiesel - Other	52,621	litres
- Natural Gas	8,946	cubic-metres
- Electricity		

REVENUE	Total Vehicles	Peak (Est.)	Avg. Age
VEHICLES (2013)	Access. Non-Acc.		Access. Non-Acc.

Ferry					
Streetcar					
Commuter Rail					
Light Rail					
Heavy Rail					
Locomotive					
Bus	207	26	167	5.5	12.3
TOTAL VEHICLES	207	26	167		
Total Low-Floor Bus (30'-60')	177		Percentage of accessible bus fleet:		88.84%
Average Bus Age (years)	6.3		Percentage of accessible transit fleet:		88.84%

OPERATING DATA	2012	2013	CAPITAL EXPENSES AND FUNDING SOURCES	2012	2013
<b>VEHICLE KILOMETRES AND HOURS</b>			<b>TOTAL CAPITAL EXPENDITURES</b>	<b>\$6,940,465</b>	<b>\$6,899,154</b>
Number of transit systems reporting	39	39	Total Capital Disposals	\$104,994	\$2,250
Revenue Vehicle Kilometres	11,075,876	11,305,088	<b>TOTAL CAPITAL FUNDING</b>	<b>\$6,936,429</b>	<b>\$6,899,155</b>
Total Vehicle Kilometres	12,111,516	12,357,384	Federal Capital Contribution	\$828,897	\$477,214
Revenue Vehicle Hours	497,994	507,443	Provincial Capital Contribution	\$3,911,722	\$4,806,033
Total Vehicle Hours	528,815	538,772	Municipal Capital Contribution	\$1,911,625	\$971,832
Operators Paid Hours	328,471	395,156	Other Capital Contributions	\$284,185	\$644,076
Vehicle Mechanics Paid Hours	30,268	31,200			
Total Employee Paid Hours	445,080	513,352			
<b>PASSENGER DATA</b>			<b>PERFORMANCE INDICATORS</b>	<b>2012</b>	<b>2013</b>
Adult Passenger Trips	2,473,376	2,353,229	<b>FINANCIAL</b>		
Concession Fare Trips	1,950,274	1,490,471	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	38%	37%
Concession Fare Trips Details:			Municipal Operating Contribution / Capita	\$25.30	\$26.18
Child Passenger Trips	52,672	54,530	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.94	\$3.15
Student Passenger Trips	828,864	639,658	<b>AVERAGE FARE</b>		
Senior Passenger Trips	749,750	564,546	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.72	\$1.75
<b>REG. SERVICE PASSENGER TRIPS</b>	<b>9,380,336</b>	<b>9,356,920</b>	<b>COST EFFECTIVENESS</b>		
Regular Service Passenger Kms	27,925,344	29,993,494	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$4.74	\$4.98
Auxiliary Service Passenger Trips	137,697	133,255	<b>COST EFFICIENCY</b>		
<b>OPERATING EXPENSES</b>			Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$81.83	\$84.15
Transportation Operations Expenses	\$30,131,436	\$30,941,714	<b>SERVICE UTILIZATION</b>		
Fuel/Energy Exp. for Vehicles	\$4,491,830	\$4,599,657	Reg. Serv. Pass. / Capita	10.97	10.72
Vehicle Maintenance Expenses	\$5,558,370	\$6,434,019	Reg. Serv. Pass. / Rev. Veh. Hr.	18.54	18.18
Plant Maintenance Expenses	\$1,559,438	\$1,655,995	<b>AMOUNT OF SERVICE</b>		
General/Administration Expenses	\$2,687,001	\$2,939,954	Rev. Veh. Hrs. / Capita	0.60	0.60
<b>TOTAL DIRECT OPERATING EXP.</b>	<b>\$44,428,076</b>	<b>\$46,571,339</b>	<b>AVERAGE SPEED</b>		
Total Operating Expenses	\$44,893,356	\$46,892,416	Rev. Veh. Kms. / Rev. Veh. Hr.	23.53	23.47
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>			<b>LABOUR PRODUCTIVITY</b>		
<b>REGULAR SERV. PASS. REVENUES</b>	<b>\$16,120,975</b>	<b>\$16,374,348</b>	Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.84	0.77
<b>TOTAL OPERATING REVENUES</b>	<b>\$16,821,838</b>	<b>\$17,125,321</b>	<b>AVERAGE TOP WAGE RATE</b>		
Total Revenues	\$17,388,846	\$17,816,878	Operators	\$21.53	\$21.64
<b>NET DIRECT OPERATING COST</b>	<b>\$27,606,238</b>	<b>\$29,446,018</b>	Mechanics	\$27.82	\$27.42
<b>NET OPERATING COST</b>	<b>\$27,504,510</b>	<b>\$29,075,538</b>			
Federal Operating Contribution	\$3,125	\$3,031			
Provincial Operating Contribution	\$5,739,130	\$6,148,338			
Municipal Operating Contribution	\$21,633,638	\$22,847,670			
Other Operating Contributions	\$128,898	\$48,904			
Federal Debt Service Contribution					
Provincial Debt Service Contribution					
Municipal Debt Service Contribution					

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

À  
À  
À

This page is intentionally left blank.

### **III. Summary of Revenue Buses by Accessibility**

## III. Summary of Revenue Buses by Accessibility

Municipality	Accessible Buses		Non-Accessible Buses		Total Revenue Buses	Average Age	% Accessibility	No. of Low-Floor Buses
	Number	Avg. Age	Number	Avg. Age				
Bancroft *								
Barrie	42	6.1			42	6.1	100.00%	42
Belleville	15	4.7			15	4.7	100.00%	15
Brampton	325	5.5	16	13.0	341	5.9	95.31%	325
Brantford	31	5.8			31	5.8	100.00%	31
Brockville	4	2.0			4	2.0	100.00%	
Burlington	52	5.3	1	19.0	53	5.5	98.11%	52
Chatham *								
Clarence-Rockland	3	6.7	10	8.2	13	7.8	23.08%	3
Cobourg	5	8.8			5	8.8	100.00%	4
Collingwood	6	3.3			6	3.3	100.00%	5
Cornwall	15	10.4	1	28.0	16	11.5	93.75%	13
Deseronto	2	3.0	2	4.0	4	3.5	50.00%	2
Durham Region	200	5.3			200	5.3	100.00%	194
Elliot Lake	3	7.3			3	7.3	100.00%	3
Fort Erie	3	1.0			3	1.0	100.00%	
GO (Metrolinx)	464	4.7			464	4.7	100.00%	47
Greater Sudbury	63	7.3	1	5.0	64	7.2	98.44%	63
Guelph	73	6.6			73	6.6	100.00%	73
Hamilton	221	5.6			221	5.6	100.00%	221
Huntsville	3	4.3			3	4.3	100.00%	2
Kawartha Lakes	8	3.4			8	3.4	100.00%	8
Kenora	3	3.0			3	3.0	100.00%	3
Kingston	58	4.1			58	4.1	100.00%	57
Leamington	2	1.0			2	1.0	100.00%	2
London	194	5.8			194	5.8	100.00%	194
Loyalist Township *								
Marmora and Lake	1	4.0	1	5.0	2	4.5	50.00%	1
Midland	3	4.7			3	4.7	100.00%	2
Milton	16	3.7			16	3.7	100.00%	16
Mississauga	463	5.2			463	5.2	100.00%	463
Niagara Falls	23	5.3	4	12.0	27	6.3	85.19%	23
Niagara Region *								
Niagara-on-the-Lake	4	3.0			4	3.0	100.00%	
Norfolk County *								
North Bay	23	5.6	1	22.0	24	6.3	95.83%	22
Oakville	96	6.3			96	6.3	100.00%	96
Orangeville	4	3.3			4	3.3	100.00%	
Orillia	8	4.4			8	4.4	100.00%	8
Ottawa	936	4.5			936	4.5	100.00%	936
Owen Sound	5	7.8			5	7.8	100.00%	5
Parry Sound			1	6.0	1	6.0	0.00%	
Peterborough	40	6.2	10	23.7	50	9.7	80.00%	40
Port Colborne *								
Port Hope	3	5.0			3	5.0	100.00%	3
Quinte West	3	4.0			3	4.0	100.00%	3
Russell			4	8.5	4	8.5	0.00%	
Sarnia	23	9.6			23	9.6	100.00%	12
Sault Ste Marie	27	11.6	2	18.5	29	12.1	93.10%	21
St. Catharines	69	6.8			69	6.8	100.00%	69
St. Thomas	11	4.1			11	4.1	100.00%	8
Stratford	15	9.4			15	9.4	100.00%	15
Tecumseh	2	3.0			2	3.0	100.00%	
Temiskaming Shores	4	1.0			4	1.0	100.00%	4
The Nation *								
Thunder Bay	48	7.8			48	7.8	100.00%	48
Timmins	21	7.9	1	11.0	22	8.0	95.45%	22
Toronto	1,851	7.6			1,851	7.6	100.00%	1,623
Wasaga Beach	3	3.0			3	3.0	100.00%	
Waterloo Region	243	6.2			243	6.2	100.00%	243
Wawa	1	11.0			1	11.0	100.00%	1
Welland	17	3.8	3	21.0	20	6.4	85.00%	16
Windsor	81	7.7	23	24.0	104	11.3	77.88%	81
Woodstock	7	5.1	2	30.5	9	10.8	77.78%	7
York Region	482	6.1			482	6.1	100.00%	453
<b>Total</b>	<b>6,328</b>	<b>6.1</b>	<b>83</b>	<b>17.2</b>	<b>6,411</b>	<b>6.2</b>	<b>98.71%</b>	<b>5,600</b>

## Remarks

\* Bancroft: service provided by non-profit organization. Vehicle information not available.

\* Chatham: switched service provider in 2013. Vehicle information not available.

\* Loyalist Township: vehicles reported under Kingston Transit.

\* Niagara Region: contracted out. Niagara Region provided grant for the purchase of eight fully accessible transit buses which are reported under its operators.

\* Norfolk County: contracted out. Vehicle information not available.

\* Port Colborne: vehicles reported under Welland Transit.

\* The Nation: contracted out. Vehicle information not available.

#### **IV. Summary of Revenue Buses by Fuel Type**

## IV. Summary of Revenue Buses by Fuel Type

Municipality	Conventional					Hybrid Drive				Electric			Total
	Diesel	Biodiesel	Natural Gas	Other		Diesel	Natural Gas	Other		Trolley	Battery	Fuel Cell	
				Specify	Number			Specify	Number				
Bancroft *													
Barrie	42												42
Belleville	15												15
Brampton		278					63						341
Brantford	26						5						31
Brockville				Gasoline	4								4
Burlington	53												53
Chatham *													
Clarence-Rockland	13												13
Cobourg	5												5
Collingwood 6													6
Cornwall	14		2										16
Deseronto	1			Gasoline	3								4
Durham Region	200												200
Elliot Lake	3												3
Fort Erie	3												3
GO (Metrolinx)	464												464
Greater Sudbury	64												64
Guelph		73											73
Hamilton	158		35				28						221
Huntsville 2				Gasoline	1								3
Kawartha Lakes	5			Gasoline	3								8
Kenora 3													3
Kingston	58												58
Leamington 2													2
London	186						8						194
Loyalist Township *													
Marmora and Lake				Gasoline	2								2
Midland	3												3
Milton	16												16
Mississauga	294	169											463
Niagara Falls	27												27
Niagara Region *													
Niagara-on-the-Lake	4												4
Norfolk County *													
North Bay	24												24
Oakville	96												96
Orangeville	4												4
Orillia	8												8
Ottawa	759						177						936
Owen Sound	5												5
Parry Sound	1												1
Peterborough	50												50
Port Colborne *													
Port Hope	3												3
Quinte West	3												3
Russell	4												4
Sarnia 23													23
Sault Ste Marie	29												29
St. Catharines	47						22						69
St. Thomas	11												11
Stratford	15												15
Tecumseh	2												2
Temiskaming Shores	4												4
The Nation *													
Thunder Bay		48											48
Timmins	22												22
Toronto	1,160						691						1,851
Wasaga Beach	2			Gasoline	1								3
Waterloo Region	237						6						243
Wawa	1												1
Welland	20												20
Windsor	75						29						104
Woodstock	9												9
York Region	381	101											482
Total	4,662	669	37		14	1,029	669						6,411

## Remarks

\* Bancroft: service provided by non-profit organization. Vehicle information not available.

\* Chatham: switched service provider in 2013. Vehicle information not available.

\* Loyalist Township: vehicles reported under Kingston Transit.

\* Niagara Region: contracted out. Niagara Region provided grant for the purchase of eight fully accessible transit buses which are reported under its operators.

\* Norfolk County: contracted out. Vehicle information not available.

\* Port Colborne: vehicles reported under Welland Transit.

\* The Nation: contracted out. Vehicle information not available.

## **V. Individual Transit System Data**

## Bancroft

Transit Contact: Gord MacDonald  
Executive Director

Statistical Contact: Gord MacDonald  
Executive Director

Phone: 613-332-4700 x22 Fax: 613-332-0432

Email: gmacdonald@comcarenh.org

### SYSTEM HIGHLIGHTS:

▪ System established:	03/05/2010	▪ Adult Cash Fare:	\$10.00
▪ Serves:	North Hastings (7 Municipalities), Highlands East (1 Municipality)	▪ Ridership (revenue passengers):	2,551
▪ Municipal Population:	15,303	▪ Total Operating Revenues:	\$17,161
▪ Service Area Population:	13,678	▪ Total Direct Operating Expenses:	\$45,748
▪ Service Area Size:	.0 square kilometres		
▪ Service provided by:	Private Operation		
▪ Hours of Service:			
Monday	0930 - 1430	Friday	0730 - 1630
Tuesday	0730 - 1630	Saturday	0900 - 1500
Wednesday	0730 - 1630	Sunday	0900 - 1330
Thursday	0830 - 1530	Holidays	N/A
▪ Employees Statistics:	<b>Full-time</b>	<b>Part-time</b>	
Operators	1	6	
Other Transportation Operations			
Vehicle Mechanics			
Other Vehicle Maintenance and Servicing			
Plant and Other Maintenance			
General and Administration			
TOTAL EMPLOYEES	1	6	
▪ Union Affiliations:	Non-union (Operators)		
	Union Information N/A (Mechanics)		
▪ Number of Fixed Routes:		5	
▪ Number of Accessible Routes:		0	
▪ Energy Consumption:			
- Diesel:		6,168	litres
- Biodiesel B5:			
- Biodiesel B20:			
- Biodiesel - Other:			
- Natural Gas:			
- Electricity:			
- Gasoline (in litres)		9,252	

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	2,551 100.00%	3,920 100.00%	65,075 100.00%	16.60
<b>TOTAL</b>	<b>2,551</b>	<b>3,920</b>	<b>65,075</b>	<b>16.60</b>

### REMARKS:

The Rural Overland Utility Transit (TROUT) blends bus stop route service with door-to-door service for seniors and adults with physical disabilities. Special destination service and individualized service are also incorporated into the public transportation service mix.



## Bancroft

### FARE STRUCTURE

Effective Date: 03/05/2010	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$10.00	\$5.00			fare varies by distance
Children					under 5 years - free
Students	\$9.00	\$5.00			
Seniors	\$9.00	\$5.00			

	<b>Active</b>		<b>Average Age</b>		<b>Peak (Est.)</b>	<b>Base (Est.)</b>
<b>VEHICLES (2013)</b>	Access.	Non-Acc.	Access.	Non-Acc.		
Bus					1	1
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
<b>TOTAL ACTIVE VEHICLES</b>					<b>1</b>	<b>1</b>

<b>VEHICLE KILOMETRES AND HOURS</b>	<b>2012</b>	<b>2013</b>	<b>PERFORMANCE INDICATORS</b>	<b>2012</b>	<b>2013</b>
Revenue Vehicle Kilometres	53,413	65,075	<b>FINANCIAL</b>		
Total Vehicle Kilometres	53,497	65,125	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	45%	38%
Revenue Vehicle Hours	4,427	3,920	Municipal Operating Contribution / Capita	\$0.33	\$0.46
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$10.92	\$11.21
Total Vehicle Hours	4,427	3,920	<b>AVERAGE FARE</b>		
Operators Paid Hours	4,427	3,920	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$2.73	\$3.51
Vehicle Mechanics Paid Hours			<b>COST EFFECTIVENESS</b>		
Total Employee Paid Hours	4,427	3,920	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$19.89	\$17.93
<b>PASSENGER DATA</b>			<b>COST EFFICIENCY</b>		
Adult Passenger Trips	681	593	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$13.92	\$11.67
Concession Fare Trips	2,416	1,958	<b>SERVICE UTILIZATION</b>		
<i>Concession Fare Trips Details:</i>			Reg. Serv. Pass. / Capita	0.23	0.19
<i>Child Passenger Trips</i>	93	94	Reg. Serv. Pass. / Rev. Veh. Hr.	0.70	0.65
<i>Student Passenger Trips</i>			<b>AMOUNT OF SERVICE</b>		
<i>Senior Passenger Trips</i>	2,323	1,864	Rev. Veh. Hrs. / Capita	0.32	0.29
<b>REGULAR SERVICE PASSENGER TRIPS</b>	<b>3,097</b>	<b>2,551</b>	<b>AVERAGE SPEED</b>		
Regular Service Passenger-Kms	136,268	66,326	Rev. Veh. Kms. / Rev. Veh. Hr.	12.07	16.60
Auxiliary Service Passenger Trips			<b>LABOUR PRODUCTIVITY</b>		
<b>OPERATING EXPENSES</b>			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	1.00	1.00
Transportation Operations Expenses	\$30,350	\$30,906	<b>TOP WAGE RATES</b>		
Fuel/Energy Exp. for Vehicles	\$9,422	\$9,046	Operators	\$15.00	\$15.00
Vehicle Maintenance Expenses	\$12,449	\$4,509	Mechanics		
Plant Maintenance Expenses					
General/Administration Expenses	\$9,384	\$1,287			
<b>TOTAL DIRECT OPERATING EXPENSES</b>	<b>\$61,605</b>	<b>\$45,748</b>			
Debt Service Payment					
Total Operating Expenses	\$61,605	\$45,748			
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>					
<b>REGULAR SERV. PASS. REVENUES</b>	<b>\$8,470</b>	<b>\$8,965</b>			
<b>TOTAL OPERATING REVENUES</b>	<b>\$27,795</b>	<b>\$17,161</b>			
Total Revenues	\$27,795	\$17,161			
<b>NET DIRECT OPERATING COST</b>	<b>\$33,810</b>	<b>\$28,587</b>			
<b>NET OPERATING COST</b>	<b>\$33,810</b>	<b>\$28,587</b>			
Federal Operating Contribution	\$3,125	\$3,031			
Provincial Operating Contribution	\$26,134	\$19,280			
Municipal Operating Contribution	\$4,551	\$6,276			
Other Operating Contributions					
Federal Debt Service Contribution					
Provincial Debt Service Contribution					
Municipal Debt Service Contribution					
<b>CAPITAL EXPENSES AND FUNDING SOURCES</b>					
<b>TOTAL CAPITAL EXPENDITURES</b>					
Total Capital Disposals					
<b>TOTAL CAPITAL FUNDING</b>					
Federal Capital Contribution					
Provincial Capital Contribution					
Municipal Capital Contribution					
Other Capital Contributions					

## Barrie

Transit Contact: Dan Burton  
Manager of Transit

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

### SYSTEM HIGHLIGHTS:

▪ System established:	01/09/1965	▪ Adult Cash Fare:	\$3.00
▪ Serves:	City of Barrie, Essa Township - Angus and Base Bord	▪ Ridership (revenue passengers):	2,563,123
▪ Municipal Population:	150,603	▪ Total Operating Revenues:	\$5,579,874
▪ Service Area Population:	135,542	▪ Total Direct Operating Expenses:	\$13,973,324
▪ Service Area Size:	113.0 square kilometres	▪ Active Vehicles:	42
▪ Service provided by:	Municipal Department, under contract with Miller Transit, First Canada, Veolia Transportation, York BRT (Veolia)	- Small Community Buses	1
		- Standard Buses	41
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	100.00%
Monday	0530 - 0000	▪ Percentage of accessible transit fleet:	100.00%
Tuesday	0530 - 0000		
Wednesday	0530 - 0000	▪ Number of Fixed Routes:	12
Thursday	0530 - 0000	▪ Number of Accessible Routes:	12
		▪ Energy Consumption:	
▪ Employees Statistics:		- Diesel:	1,973,361 litres
Operators	Full-time	- Biodiesel B5:	
	138	- Biodiesel B20:	
Other Transportation Operations	10	- Biodiesel - Other:	
Vehicle Mechanics	9	- Natural Gas:	
Other Vehicle Maintenance and Servicing	8	- Electricity:	
Plant and Other Maintenance		- Other:	
General and Administration	8		
TOTAL EMPLOYEES	173		
▪ Union Affiliations:	ATU 1415 (Operators)		
	ATU 1415 (Mechanics)		

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	3,152,641 100.00%	150,176 100.00%	3,509,371 100.00%	23.37
<b>TOTAL</b>	<b>3,152,641</b>	<b>150,176</b>	<b>3,509,371</b>	<b>23.37</b>

### REMARKS:

\* On August 17, 2013, Barrie Transit launched a new transit route system. \* On August 26, 2013, Barrie Transit started providing service to Essa Township - Angus / Base Borden via 2 routes. The data for Barrie Transit also included the regular transit service for Essa Township. In 2013 this Essa Township provided 15,240 trips. The 2013 contract cost to Essa Township was \$51,027.92, the total passenger revenue was \$38,770.14. \* Fares for Angus Zone: Cash \$2; Monthly Pass (Adult \$82.40, Student \$63.85, Child/Senior \$54); 2 zones (Barrie - Angus): Cash \$6; Monthly Pass (Adult \$125, Student \$96, Child/Senior \$81).

## Barrie

### FARE STRUCTURE

Effective Date: 01/05/2013	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Semester Pass	Criteria
Adults	\$3.00	\$2.60	\$82.40		
Children	\$3.00	\$2.30	\$35.50		<6 yrs free; Elementary pass limit to sch. days
Students	\$3.00	\$2.30	\$63.85		High School Student with Valid Photo ID
Seniors	\$2.60	\$2.30	\$54.00		age 65 and over
Other: Student	\$3.00	\$2.60	\$63.85	\$247	Georgian College

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	42		6.1		36	19	Internal Combustion
Commuter Rail							- Diesel 42
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other
Locomotive							Electric
Streetcar							- Trolley
							- Battery
							- Fuel Cell
<b>TOTAL ACTIVE VEHICLES</b>	<b>42</b>	<b>0</b>			<b>36</b>	<b>19</b>	<b>TOTAL 42</b>
Total Low-Floor Bus (30'-60')	42		Average Bus Age (years)		6.1		

VEHICLE KILOMETRES AND HOURS		2012	2013	PERFORMANCE INDICATORS	2012	2013
Revenue Vehicle Kilometres		3,046,555	3,509,371	<b>FINANCIAL</b>		
Total Vehicle Kilometres		3,046,555	3,509,371	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	42%	40%
Revenue Vehicle Hours		139,284	150,176	Municipal Operating Contribution / Capita	\$53.56	\$53.22
Auxiliary Revenue Vehicle Hours				Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.91	\$3.27
Total Vehicle Hours		143,810	155,057	<b>AVERAGE FARE</b>		
Operators Paid Hours			265,512	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$2.08	\$2.09
Vehicle Mechanics Paid Hours			18,720	<b>COST EFFECTIVENESS</b>		
Total Employee Paid Hours			337,064	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$4.99	\$5.45
<b>PASSENGER DATA</b>				<b>COST EFFICIENCY</b>		
Adult Passenger Trips		1,656,608	1,605,166	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$91.24	\$90.12
Concession Fare Trips		972,929	957,957	<b>SERVICE UTILIZATION</b>		
Concession Fare Trips Details:				Reg. Serv. Pass. / Capita	20.43	18.91
Child Passenger Trips		52,591	50,958	Reg. Serv. Pass. / Rev. Veh. Hr.	18.88	17.07
Student Passenger Trips		815,157	789,844	<b>AMOUNT OF SERVICE</b>		
Senior Passenger Trips		105,181	101,915	Rev. Veh. Hrs. / Capita	1.08	1.11
<b>REGULAR SERVICE PASSENGER TRIPS</b>		<b>2,629,537</b>	<b>2,563,123</b>	<b>AVERAGE SPEED</b>		
Regular Service Passenger-Kms				Rev. Veh. Kms. / Rev. Veh. Hr.	21.87	23.37
Auxiliary Service Passenger Trips				<b>LABOUR PRODUCTIVITY</b>		
<b>OPERATING EXPENSES</b>				Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		0.57
Transportation Operations Expenses		\$10,998,553	\$11,301,975	<b>TOP WAGE RATES</b>		
Fuel/Energy Exp. for Vehicles		\$856,289	\$977,839	Operators	\$22.84	\$22.84
Vehicle Maintenance Expenses		\$14,590	\$34,174	Mechanics	\$29.29	\$29.35
Plant Maintenance Expenses		\$685,165	\$886,030			
General/Administration Expenses		\$566,927	\$773,306			
<b>TOTAL DIRECT OPERATING EXPENSES</b>		<b>\$13,121,524</b>	<b>\$13,973,324</b>			
Debt Service Payment						
Total Operating Expenses		\$13,121,524	\$13,993,223			
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>						
<b>REGULAR SERV. PASS. REVENUES</b>		<b>\$5,478,617</b>	<b>\$5,366,390</b>			
<b>TOTAL OPERATING REVENUES</b>		<b>\$5,478,617</b>	<b>\$5,579,874</b>			
Total Revenues		\$5,478,617	\$5,579,874			
<b>NET DIRECT OPERATING COST</b>		<b>\$7,642,907</b>	<b>\$8,393,451</b>			
<b>NET OPERATING COST</b>		<b>\$7,642,907</b>	<b>\$8,413,350</b>			
Federal Operating Contribution						
Provincial Operating Contribution		\$750,000	\$1,199,600			
Municipal Operating Contribution		\$6,892,907	\$7,213,750			
Other Operating Contributions						
Federal Debt Service Contribution						
Provincial Debt Service Contribution						
Municipal Debt Service Contribution						
<b>CAPITAL EXPENSES AND FUNDING SOURCES</b>						
<b>TOTAL CAPITAL EXPENDITURES</b>		<b>\$2,142,111</b>	<b>\$2,018,179</b>			
Total Capital Disposals						
<b>TOTAL CAPITAL FUNDING</b>		<b>\$2,142,111</b>	<b>\$2,018,179</b>			
Federal Capital Contribution						
Provincial Capital Contribution		\$1,285,340	\$631,548			
Municipal Capital Contribution		\$856,771	\$1,386,631			
Other Capital Contributions						

## Belleville

Transit Contact: Matt Coffey  
Manager

Statistical Contact: Matt Coffey  
Manager

Phone: 613-962-4344 Fax: 613-967-4721

Email: mcoffey@city.belleville.on.ca

### SYSTEM HIGHLIGHTS:

▪ System established:	01/05/1960	▪ Adult Cash Fare:	\$2.40
▪ Serves:	City of Belleville	▪ Ridership (revenue passengers):	917,459
▪ Municipal Population:	49,454	▪ Total Operating Revenues:	\$1,766,469
▪ Service Area Population:	37,000	▪ Total Direct Operating Expenses:	\$3,726,362
▪ Service Area Size:	247.2 square kilometres	▪ Active Vehicles:	15
▪ Service provided by:	Municipal Department	- Standard Buses	15
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	100.00%
Monday 0500 - 2200	Friday 0500 - 2200	▪ Percentage of accessible transit fleet:	100.00%
Tuesday 0500 - 2200	Saturday 0530 - 1930	▪ Number of Fixed Routes:	9
Wednesday 0500 - 2200	Sunday 0900 - 1830	▪ Number of Accessible Routes:	9
Thursday 0500 - 2200	Holidays N/A	▪ Energy Consumption:	
▪ <b>Employees Statistics:</b>	<b>Full-time</b>	<b>Part-time</b>	- Diesel: 521,470 litres
Operators	26		- Biodiesel B5:
Other Transportation Operations			- Biodiesel B20:
Vehicle Mechanics	3		- Biodiesel - Other:
Other Vehicle Maintenance and Servicing			- Natural Gas:
Plant and Other Maintenance			- Electricity:
General and Administration	4		- Other:
TOTAL EMPLOYEES	33		
▪ Union Affiliations:	CAW 1839 (Operators)		
	CUPE 907 (Mechanics)		

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	1,089,246 100.00%	40,536 100.00%	808,134 100.00%	19.94
<b>TOTAL</b>	<b>1,089,246</b>	<b>40,536</b>	<b>808,134</b>	<b>19.94</b>

## Belleville

### FARE STRUCTURE

Effective Date: 03/09/2013	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Semester Pass	Criteria
Adults	\$2.40	\$2.23	\$72.00		
Children	\$1.80	\$1.54			5-11 years; under 4 free
Students	\$2.05	\$1.83	\$57.00		12 years and over with valid ID
Seniors	\$2.05	\$1.83	\$57.00		Over 65
Other: Student	\$2.40	\$2.23	\$65.00	\$244.00	College Pass w. student ID

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	15		4.7		11	10	Internal Combustion - Diesel - Biodiesel (all blends) - Natural Gas (CNG or LNG) - Other
Commuter Rail							
Ferry							
Heavy Rail							
Light Rail							Electric - Trolley - Battery - Fuel Cell
Locomotive							
Streetcar							
<b>TOTAL ACTIVE VEHICLES</b>	<b>15</b>	<b>0</b>			<b>11</b>	<b>10</b>	
Total Low-Floor Bus (30'-60')	15		Average Bus Age (years)		4.7		<b>TOTAL</b>
							<b>15</b>

VEHICLE KILOMETRES AND HOURS		2012	2013	PERFORMANCE INDICATORS	2012	2013
Revenue Vehicle Kilometres		806,893	808,134	<b>FINANCIAL</b>		
Total Vehicle Kilometres		808,926	808,134	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	48%	47%
Revenue Vehicle Hours		40,474	40,536	Municipal Operating Contribution / Capita	\$47.94	\$57.24
Auxiliary Revenue Vehicle Hours				Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.01	\$2.14
Total Vehicle Hours		42,268	40,536	<b>AVERAGE FARE</b>		
Operators Paid Hours		56,820	58,466	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.83	\$1.84
Vehicle Mechanics Paid Hours		5,850	5,850	<b>COST EFFECTIVENESS</b>		
Total Employee Paid Hours		70,470	72,116	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$3.89	\$4.06
<b>PASSENGER DATA</b>				<b>COST EFFICIENCY</b>		
Adult Passenger Trips		674,624	608,599	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$83.70	\$91.93
Concession Fare Trips		234,378	308,860	<b>SERVICE UTILIZATION</b>		
Concession Fare Trips Details:				Reg. Serv. Pass. / Capita	24.57	24.80
Child Passenger Trips		3,459	10,265	Reg. Serv. Pass. / Rev. Veh. Hr.	22.46	22.63
Student Passenger Trips		41,906	70,847	<b>AMOUNT OF SERVICE</b>		
Senior Passenger Trips		82,396	120,620	Rev. Veh. Hrs. / Capita	1.09	1.10
<b>REGULAR SERVICE PASSENGER TRIPS</b>		<b>909,002</b>	<b>917,459</b>	<b>AVERAGE SPEED</b>		
Regular Service Passenger-Kms				Rev. Veh. Kms. / Rev. Veh. Hr.	19.94	19.94
Auxiliary Service Passenger Trips		70		<b>LABOUR PRODUCTIVITY</b>		
<b>OPERATING EXPENSES</b>				Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.71	0.69
Transportation Operations Expenses		\$1,966,410	\$2,101,083	<b>TOP WAGE RATES</b>		
Fuel/Energy Exp. for Vehicles		\$573,033	\$581,674	Operators	\$22.87	\$23.92
Vehicle Maintenance Expenses		\$471,135	\$569,810	Mechanics	\$29.72	\$30.88
Plant Maintenance Expenses		\$149,597	\$128,096			
General/Administration Expenses		\$377,748	\$345,699			
<b>TOTAL DIRECT OPERATING EXPENSES</b>		<b>\$3,537,923</b>	<b>\$3,726,362</b>			
Debt Service Payment						
Total Operating Expenses		\$3,695,923	\$3,884,362			
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>						
<b>REGULAR SERV. PASS. REVENUES</b>		<b>\$1,658,995</b>	<b>\$1,691,800</b>			
<b>TOTAL OPERATING REVENUES</b>		<b>\$1,713,097</b>	<b>\$1,766,469</b>			
Total Revenues		\$1,733,103	\$1,766,469			
<b>NET DIRECT OPERATING COST</b>		<b>\$1,824,826</b>	<b>\$1,959,893</b>			
<b>NET OPERATING COST</b>		<b>\$1,962,820</b>	<b>\$2,117,893</b>			
Federal Operating Contribution						
Provincial Operating Contribution		\$189,160				
Municipal Operating Contribution		\$1,773,660	\$2,117,893			
Other Operating Contributions						
Federal Debt Service Contribution						
Provincial Debt Service Contribution						
Municipal Debt Service Contribution						
<b>CAPITAL EXPENSES AND FUNDING SOURCES</b>						
<b>TOTAL CAPITAL EXPENDITURES</b>		<b>\$481,292</b>	<b>\$471,605</b>			
Total Capital Disposals						
<b>TOTAL CAPITAL FUNDING</b>		<b>\$481,292</b>	<b>\$471,605</b>			
Federal Capital Contribution						
Provincial Capital Contribution		\$481,292	\$471,605			
Municipal Capital Contribution						
Other Capital Contributions						

# Brampton

Transit Contact: Suzanne Connor  
Executive Director

Statistical Contact: Meva Sellars  
Manager of Administrative Services  
Phone: 905-874-2750 x62306 Fax: 905-874-2799  
Email: meva.sellars@brampton.ca

## SYSTEM HIGHLIGHTS:

▪ System established:	01/01/1974	▪ Adult Cash Fare:	\$3.50
▪ Serves:	City of Brampton	▪ Ridership (revenue passengers):	19,405,803
▪ Municipal Population:	557,800	▪ Total Operating Revenues:	\$47,317,463
▪ Service Area Population:	547,760	▪ Total Direct Operating Expenses:	\$101,581,807
▪ Service Area Size:	266.8 square kilometres	▪ Active Vehicles:	341
▪ Service provided by:	Municipal Department	- Standard Buses	321
		- Articulated Buses	20
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	95.31%
Monday 0400 - 0200	Friday 0400 - 0200	▪ Percentage of accessible transit fleet:	95.31%
Tuesday 0400 - 0200	Saturday 0430 - 0200		
Wednesday 0400 - 0200	Sunday 0630 - 0100	▪ Number of Fixed Routes:	42
Thursday 0400 - 0200	Holidays 0630 - 0100	▪ Number of Accessible Routes:	38
▪ Employees Statistics:		▪ Energy Consumption:	
	<b>Full-time</b>	- Diesel:	
Operators	645	- Biodiesel B5:	6,831,343 litres
Other Transportation Operations	46	- Biodiesel B20:	5,130,279 litres
Vehicle Mechanics	52	- Biodiesel - Other:	
Other Vehicle Maintenance and Servicing	59	- Natural Gas:	
Plant and Other Maintenance	12	- Electricity:	
General and Administration	44	- Other:	
TOTAL EMPLOYEES	858		
▪ Union Affiliations:	ATU 1573 (Operators)		
	ATU 1573 (Mechanics)		
	ATU 1573 (PT Employees)		

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	31,425,552 100.00%	898,160 100.00%	20,184,037 100.00%	22.47
<b>TOTAL</b>	<b>31,425,552</b>	<b>898,160</b>	<b>20,184,037</b>	<b>22.47</b>

## Brampton

### FARE STRUCTURE

Effective Date:	01/04/2013	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Weekly Pass	Criteria
Adults		\$3.50	\$2.75	\$115.00	\$30	Incl. College & University Students
Children		\$3.50	\$2.50	\$105.00	\$27	Under 16, 5 & Under Free
Students		\$3.50	\$2.50	\$105.00	\$27	19 & Under Attending High School
Seniors		\$1.00	\$1.55	\$50.00	\$15	65+ years of age with valid ID
Other: GTA Passes \$55						

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	325	16	5.5	13.0	268	124	Internal Combustion
Commuter Rail							- Diesel 63
Ferry							- Biodiesel (all blends) 278
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other
Locomotive							Electric
Streetcar							- Trolley
							- Battery
							- Fuel Cell
<b>TOTAL ACTIVE VEHICLES</b>	<b>325</b>	<b>16</b>			<b>268</b>	<b>124</b>	<b>TOTAL 341</b>
Total Low-Floor Bus (30'-60')	325		Average Bus Age (years)		5.9		

### VEHICLE KILOMETRES AND HOURS

	2012	2013
Revenue Vehicle Kilometres	18,931,404	20,184,037
Total Vehicle Kilometres	21,406,306	23,324,191
Revenue Vehicle Hours	840,860	898,160
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	927,813	977,852
Operators Paid Hours	1,283,360	1,341,600
Vehicle Mechanics Paid Hours	99,840	108,160
Total Employee Paid Hours	1,765,816	1,860,040

### PASSENGER DATA

Adult Passenger Trips	13,867,255	15,730,638
Concession Fare Trips	4,494,947	3,675,165
<i>Concession Fare Trips Details:</i>		
Child Passenger Trips	348,974	365,478
Student Passenger Trips	1,937,860	1,328,836
Senior Passenger Trips	931,142	807,845
<b>REGULAR SERVICE PASSENGER TRIPS</b>	<b>18,362,202</b>	<b>19,405,803</b>

Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips		

### OPERATING EXPENSES

Transportation Operations Expenses	\$57,526,936	\$62,428,813
Fuel/Energy Exp. for Vehicles	\$11,630,059	\$12,595,864
Vehicle Maintenance Expenses	\$14,922,157	\$15,878,648
Plant Maintenance Expenses	\$4,361,160	\$4,404,773
General/Administration Expenses	\$5,599,448	\$6,273,709
<b>TOTAL DIRECT OPERATING EXPENSES</b>	<b>\$94,039,760</b>	<b>\$101,581,807</b>
Debt Service Payment		
Total Operating Expenses	\$94,039,760	\$101,581,807

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

<b>REGULAR SERV. PASS. REVENUES</b>	<b>\$41,214,634</b>	<b>\$46,361,736</b>
<b>TOTAL OPERATING REVENUES</b>	<b>\$42,319,234</b>	<b>\$47,317,463</b>
Total Revenues	\$42,319,234	\$47,317,463
<b>NET DIRECT OPERATING COST</b>	<b>\$51,720,526</b>	<b>\$54,264,344</b>
<b>NET OPERATING COST</b>	<b>\$51,720,526</b>	<b>\$54,264,344</b>
Federal Operating Contribution		
Provincial Operating Contribution	\$8,144,208	\$8,144,208
Municipal Operating Contribution	\$43,576,318	\$46,120,136
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

### CAPITAL EXPENSES AND FUNDING SOURCES

<b>TOTAL CAPITAL EXPENDITURES</b>	<b>\$63,163,368</b>	<b>\$19,848,997</b>
Total Capital Disposals		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$63,163,368</b>	<b>\$19,848,997</b>
Federal Capital Contribution	\$23,302,714	\$1,209,318
Provincial Capital Contribution	\$10,983,420	\$13,963,862
Municipal Capital Contribution	\$28,877,234	\$4,675,817
Other Capital Contributions		

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	45%	47%
Municipal Operating Contribution / Capita	\$82.41	\$84.20
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.82	\$2.80

### AVERAGE FARE

Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$2.24	\$2.39
--	--------	--------

### COST EFFECTIVENESS

Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$5.12	\$5.23
---	--------	--------

### COST EFFICIENCY

Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$101.36	\$103.88
---	----------	----------

### SERVICE UTILIZATION

Reg. Serv. Pass. / Capita	34.72	35.43
Reg. Serv. Pass. / Rev. Veh. Hr.	21.84	21.61

### AMOUNT OF SERVICE

Rev. Veh. Hrs. / Capita	1.59	1.64
-------------------------	------	------

### AVERAGE SPEED

Rev. Veh. Kms. / Rev. Veh. Hr.	22.51	22.47
--------------------------------	-------	-------

### LABOUR PRODUCTIVITY

Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.66	0.67
---	------	------

### TOP WAGE RATES

Operators	\$30.60	\$31.21
Mechanics	\$36.43	\$37.16

## Brantford

Transit Contact: Elisabeth Van Der Made  
Manager of Transit

Statistical Contact: Gary Daters  
Senior Inspector

Phone: 519-753-3847 x201 Fax: 519-750-0491

Email: gdaters@brantford.ca

### SYSTEM HIGHLIGHTS:

▪ System established:		▪ Adult Cash Fare:	\$2.75
▪ Serves:	City of Brantford	▪ Ridership (revenue passengers):	1,571,812
▪ Municipal Population:	94,586	▪ Total Operating Revenues:	\$3,080,067
▪ Service Area Population:	94,586	▪ Total Direct Operating Expenses:	\$8,832,101
▪ Service Area Size:	75.1 square kilometres	▪ Active Vehicles:	31
▪ Service provided by:	Municipal Department	- Standard Buses	31
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	100.00%
Monday 0600 - 0100	Friday 0600 - 0100	▪ Percentage of accessible transit fleet:	100.00%
Tuesday 0600 - 0100	Saturday 0600 - 0100	▪ Number of Fixed Routes:	15
Wednesday 0600 - 0100	Sunday 0830 - 1830	▪ Number of Accessible Routes:	15
Thursday 0600 - 0100	Holidays 0830 - 1830	▪ Energy Consumption:	
▪ <b>Employees Statistics:</b>	<b>Full-time</b>	<b>Part-time</b>	
Operators	43	12	- Diesel: 1,054,401 litres
Other Transportation Operations	8		- Biodiesel B5:
Vehicle Mechanics	7		- Biodiesel B20:
Other Vehicle Maintenance and Servicing	2	3	- Biodiesel - Other:
Plant and Other Maintenance	6	1	- Natural Gas:
General and Administration	1		- Electricity:
TOTAL EMPLOYEES	67	16	- Other:
▪ Union Affiliations:	ATU 685 (Operators)		
	ATU 685 (Mechanics)		

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	1,829,219 100.00%	76,149 100.00%	1,731,532 100.00%	22.74
<b>TOTAL</b>	<b>1,829,219</b>	<b>76,149</b>	<b>1,731,532</b>	<b>22.74</b>



# Brantford

## FARE STRUCTURE

Effective Date: 01/04/2013

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other
Adults	\$2.75	\$2.30	\$70.00	
Children	\$1.75	\$1.65		
Students	\$2.75	\$2.30	\$53.00	
Seniors	\$2.75	\$2.30	\$53.00	

Other: Blind

w. CNIB Card \$37/3-month

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	31		5.8		26	21	<b>Internal Combustion</b>
Commuter Rail							- Diesel 31
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other
Locomotive							<b>Electric</b>
Streetcar							- Trolley
							- Battery
							- Fuel Cell
<b>TOTAL ACTIVE VEHICLES</b>	<b>31</b>	<b>0</b>			<b>26</b>	<b>21</b>	<b>TOTAL 31</b>
Total Low-Floor Bus (30'-60')	31		Average Bus Age (years)		5.8		

## VEHICLE KILOMETRES AND HOURS

	2012	2013
Revenue Vehicle Kilometres	1,706,389	1,731,532
Total Vehicle Kilometres	1,706,389	1,731,532
Revenue Vehicle Hours	76,149	76,149
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	76,149	76,149
Operators Paid Hours	126,548	108,018
Vehicle Mechanics Paid Hours	18,792	14,560
Total Employee Paid Hours	171,600	161,097

## PASSENGER DATA

Adult Passenger Trips	1,071,597	1,066,268
Concession Fare Trips	519,070	505,544
<i>Concession Fare Trips Details:</i>		
Child Passenger Trips	6,254	8,188
Student Passenger Trips	308,359	280,065
Senior Passenger Trips	66,363	72,667

## REGULAR SERVICE PASSENGER TRIPS

Regular Service Passenger-Kms	1,590,667	1,571,812
Auxiliary Service Passenger Trips		

## OPERATING EXPENSES

Transportation Operations Expenses	\$4,219,100	\$4,681,957
Fuel/Energy Exp. for Vehicles	\$1,098,640	\$1,129,447
Vehicle Maintenance Expenses	\$1,561,099	\$1,479,220
Plant Maintenance Expenses	\$1,447,957	\$1,446,917
General/Administration Expenses	\$37,947	\$94,560
<b>TOTAL DIRECT OPERATING EXPENSES</b>	<b>\$8,364,743</b>	<b>\$8,832,101</b>
Debt Service Payment		
Total Operating Expenses	\$8,364,743	\$8,832,101

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$2,809,136	\$2,916,822
<b>TOTAL OPERATING REVENUES</b>	<b>\$2,987,252</b>	<b>\$3,080,067</b>
Total Revenues	\$3,092,118	\$3,177,650
<b>NET DIRECT OPERATING COST</b>	<b>\$5,377,491</b>	<b>\$5,752,034</b>
<b>NET OPERATING COST</b>	<b>\$5,272,625</b>	<b>\$5,654,451</b>
Federal Operating Contribution		
Provincial Operating Contribution	\$968,867	\$1,054,696
Municipal Operating Contribution	\$4,303,758	\$4,599,755
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

## CAPITAL EXPENSES AND FUNDING SOURCES

<b>TOTAL CAPITAL EXPENDITURES</b>	<b>\$2,141,677</b>	<b>\$286,688</b>
Total Capital Disposals		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$2,141,677</b>	<b>\$286,688</b>
Federal Capital Contribution	\$1,476,345	\$9,496
Provincial Capital Contribution	\$1,867	\$39,793
Municipal Capital Contribution	\$663,465	\$237,399
Other Capital Contributions		

## PERFORMANCE INDICATORS

FINANCIAL	2012	2013
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	36%	35%
Municipal Operating Contribution / Capita	\$45.50	\$48.63
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$3.38	\$3.66

## AVERAGE FARE

Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.77	\$1.86
--	--------	--------

## COST EFFECTIVENESS

Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$5.26	\$5.62
---	--------	--------

## COST EFFICIENCY

Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$109.85	\$115.98
---	----------	----------

## SERVICE UTILIZATION

Reg. Serv. Pass. / Capita	16.82	16.62
Reg. Serv. Pass. / Rev. Veh. Hr.	20.89	20.64

## AMOUNT OF SERVICE

Rev. Veh. Hrs. / Capita	0.81	0.81
-------------------------	------	------

## AVERAGE SPEED

Rev. Veh. Kms. / Rev. Veh. Hr.	22.41	22.74
--------------------------------	-------	-------

## LABOUR PRODUCTIVITY

Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.60	0.70
---	------	------

## TOP WAGE RATES

Operators	\$24.47	\$24.47
Mechanics	\$28.81	\$28.81

## Brockville

Transit Contact: Paul McMunn  
Supervisor of Transportation Services

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

### SYSTEM HIGHLIGHTS:

- System established: 01/05/1982
- Serves: City of Brockville
- Municipal Population: 21,870
- Service Area Population: 21,870
- Service Area Size: 20.3 square kilometres
- Service provided by: Municipal Department
- Hours of Service:
 

Monday	0645 - 1815	Friday	0645 - 1815
Tuesday	0645 - 1815	Saturday	0845 - 1815
Wednesday	0645 - 1815	Sunday	N/A
Thursday	0645 - 1815	Holidays	N/A
- Employees Statistics:
 

	Full-time	Part-time
Operators	6	8
Other Transportation Operations		1
Vehicle Mechanics		3
Other Vehicle Maintenance and Servicing		2
Plant and Other Maintenance		
General and Administration		2
<b>TOTAL EMPLOYEES</b>	<b>6</b>	<b>16</b>
- Union Affiliations:
 

CUPE	115 (Operators)
CUPE	115 (Mechanics)
- Disruption during 2012:
 

snowstorm
Start Date: 12/27/2012
End Date: 12/27/2012
Duration: 1 days
- Adult Cash Fare: \$2.25
- Ridership (revenue passengers): 102,764
- Total Operating Revenues: \$197,206
- Total Direct Operating Expenses: \$615,259
- Active Vehicles: 4
 

- Small Community Buses	4
-------------------------	---
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 3
- Number of Accessible Routes: 3
- Energy Consumption:
 

- Diesel:	
- Biodiesel B5:	
- Biodiesel B20:	
- Biodiesel - Other:	
- Natural Gas:	
- Electricity:	
- Gasoline (in litres)	79,028

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	123,256 100.00%	10,496 100.00%	199,140 100.00%	18.97
<b>TOTAL</b>	<b>123,256</b>	<b>10,496</b>	<b>199,140</b>	<b>18.97</b>

### REMARKS:

During 2012 the City of Brockville used the population number provided by MPAC of 18,104 for all Federal and Provincial submissions. As of 2013 the City of Brockville is using a population number of 21,870 as supplied by Statistics Canada.

## Brockville

### FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
01/04/2012				40 ride pass	
Adults	\$2.25	\$1.70	\$62.00	\$62.00	
Children	\$2.25	\$1.70	\$62.00	\$62.00	5 and under - 2 free per passenger
Students	\$2.25	\$1.70	\$62.00	\$62.00	
Seniors	\$2.25	\$1.70	\$62.00	\$62.00	
Other: Support Persons - free					medical escorts

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	4		2.0		3	3	Internal Combustion
Commuter Rail							- Diesel
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other
Locomotive							
Streetcar							4
<b>TOTAL ACTIVE VEHICLES</b>	<b>4</b>	<b>0</b>			<b>3</b>	<b>3</b>	<b>Electric</b>
Total Low-Floor Bus (30'-60')	0		Average Bus Age (years)		2.0		- Trolley
							- Battery
							- Fuel Cell
							<b>TOTAL</b>
							<b>4</b>

VEHICLE KILOMETRES AND HOURS		2012	2013	PERFORMANCE INDICATORS	2012	2013
Revenue Vehicle Kilometres		197,428	199,140	<b>FINANCIAL</b>		
Total Vehicle Kilometres		198,395	199,705	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	30%	32%
Revenue Vehicle Hours		10,142	10,496	Municipal Operating Contribution / Capita	\$14.28	\$10.92
Auxiliary Revenue Vehicle Hours				Net Dir. Oper. Cost / Reg. Serv. Pass.	\$4.15	\$4.07
Total Vehicle Hours		10,142	10,816	<b>AVERAGE FARE</b>		
Operators Paid Hours		15,208	16,678	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.70	\$1.81
Vehicle Mechanics Paid Hours		504	357	<b>COST EFFECTIVENESS</b>		
Total Employee Paid Hours		17,874	19,197	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$5.96	\$5.99
<b>PASSENGER DATA</b>				<b>COST EFFICIENCY</b>		
Adult Passenger Trips				Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$65.22	\$56.88
Concession Fare Trips				<b>SERVICE UTILIZATION</b>		
Concession Fare Trips Details:				Reg. Serv. Pass. / Capita	6.13	4.70
Child Passenger Trips				Reg. Serv. Pass. / Rev. Veh. Hr.	10.94	9.79
Student Passenger Trips				<b>AMOUNT OF SERVICE</b>		
Senior Passenger Trips				Rev. Veh. Hrs. / Capita	0.56	0.48
<b>REGULAR SERVICE PASSENGER TRIPS</b>		<b>111,001</b>	<b>102,764</b>	<b>AVERAGE SPEED</b>		
Regular Service Passenger-Kms				Rev. Veh. Kms. / Rev. Veh. Hr.	19.47	18.97
Auxiliary Service Passenger Trips				<b>LABOUR PRODUCTIVITY</b>		
<b>OPERATING EXPENSES</b>				Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.67	0.63
Transportation Operations Expenses		\$425,347	\$372,247	<b>TOP WAGE RATES</b>		
Fuel/Energy Exp. for Vehicles		\$87,984	\$84,636	Operators	\$25.57	\$25.95
Vehicle Maintenance Expenses		\$62,513	\$60,745	Mechanics	\$29.23	\$29.67
Plant Maintenance Expenses		\$54,225	\$65,373			
General/Administration Expenses		\$31,411	\$32,258			
<b>TOTAL DIRECT OPERATING EXPENSES</b>		<b>\$661,480</b>	<b>\$615,259</b>			
Debt Service Payment						
Total Operating Expenses		\$661,480	\$615,259			
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>						
<b>REGULAR SERV. PASS. REVENUES</b>		<b>\$188,863</b>	<b>\$186,024</b>			
<b>TOTAL OPERATING REVENUES</b>		<b>\$200,877</b>	<b>\$197,206</b>			
Total Revenues		\$200,877	\$197,206			
<b>NET DIRECT OPERATING COST</b>		<b>\$460,603</b>	<b>\$418,053</b>			
<b>NET OPERATING COST</b>		<b>\$460,603</b>	<b>\$418,053</b>			
Federal Operating Contribution						
Provincial Operating Contribution		\$202,000	\$179,340			
Municipal Operating Contribution		\$258,603	\$238,713			
Other Operating Contributions						
Federal Debt Service Contribution						
Provincial Debt Service Contribution						
Municipal Debt Service Contribution						
<b>CAPITAL EXPENSES AND FUNDING SOURCES</b>						
<b>TOTAL CAPITAL EXPENDITURES</b>			<b>\$83,103</b>			
Total Capital Disposals		\$2,925				
<b>TOTAL CAPITAL FUNDING</b>			<b>\$83,103</b>			
Federal Capital Contribution			\$83,103			
Provincial Capital Contribution						
Municipal Capital Contribution						
Other Capital Contributions						

# Burlington

Transit Contact: Mike Spicer  
Director

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

## SYSTEM HIGHLIGHTS:

- System established: 05/09/1975
- Serves: Burlington

- Municipal Population: 177,200
- Service Area Population: 172,774
- Service Area Size: 98.0 square kilometres
- Service provided by: Municipal Department

### ▪ Hours of Service:

Monday	0500 - 0100	Friday	0500 - 0100
Tuesday	0500 - 0100	Saturday	0630 - 0100
Wednesday	0500 - 0100	Sunday	0700 - 2100
Thursday	0500 - 0100	Holidays	N/A

### ▪ Employees Statistics:

	Full-time	Part-time
Operators	75	29
Other Transportation Operations	4	
Vehicle Mechanics	7	
Other Vehicle Maintenance and Servicing	7	
Plant and Other Maintenance	1	
General and Administration	12	3
<b>TOTAL EMPLOYEES</b>	<b>106</b>	<b>32</b>

- Union Affiliations: CUPE 2723 (Operators)  
CUPE 2723 (Mechanics)

- Adult Cash Fare: \$3.25
- Ridership (revenue passengers): 2,212,814
- Total Operating Revenues: \$5,460,372
- Total Direct Operating Expenses: \$13,613,912
- Active Vehicles: 53
  - Standard Buses 53
- Percentage of accessible bus fleet: 98.11%
- Percentage of accessible transit fleet: 98.11%

- Number of Fixed Routes: 25
- Number of Accessible Routes: 25

### ▪ Energy Consumption:

- Diesel: 2,018,393 litres
- Biodiesel B5:
- Biodiesel B20:
- Biodiesel - Other:
- Natural Gas:
- Electricity:
- Other:

## Modal Statistics

	Boardings		Rev. Vehicle Hrs.		Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	3,362,430	100.00%	152,647	100.00%	3,405,905	22.31
<b>TOTAL</b>	<b>3,362,430</b>		<b>152,647</b>		<b>3,405,905</b>	<b>22.31</b>

## Burlington

### FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other PRESTO	Criteria
01/05/2013					
Adults	\$3.25	\$2.70	\$95.00	\$2.70	
Children	\$1.90	\$1.55		\$1.55	age 5 -12
Students	\$3.25	\$1.85	\$69.00	\$1.85	age 13-19, must be in secondary school
Seniors	\$3.25	\$1.85	\$58.50	\$1.85	age 65+
Other: GO Passenger	\$0.70			\$0.70	GO Fare Integration

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	52	1	5.3	19.0	41	21	Internal Combustion
Commuter Rail							- Diesel 53
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other
Locomotive							Electric
Streetcar							- Trolley
							- Battery
							- Fuel Cell
<b>TOTAL ACTIVE VEHICLES</b>	<b>52</b>	<b>1</b>			<b>41</b>	<b>21</b>	<b>TOTAL</b>
Total Low-Floor Bus (30'-60')	52		Average Bus Age (years)		5.5		<b>53</b>

### VEHICLE KILOMETRES AND HOURS

	2012	2013
Revenue Vehicle Kilometres	3,409,585	3,405,905
Total Vehicle Kilometres	3,585,263	3,581,393
Revenue Vehicle Hours	148,111	152,647
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	155,264	159,765
Operators Paid Hours	192,190	192,966
Vehicle Mechanics Paid Hours	15,839	13,640
Total Employee Paid Hours	252,066	251,294

### PASSENGER DATA

Adult Passenger Trips	1,505,850	1,533,946
Concession Fare Trips	748,690	678,868
<i>Concession Fare Trips Details:</i>		
Child Passenger Trips	48,536	40,409
Student Passenger Trips	471,652	420,729
Senior Passenger Trips	171,346	169,615

### REGULAR SERVICE PASSENGER TRIPS

Regular Service Passenger-Kms	2,254,540	2,212,814
Auxiliary Service Passenger Trips		

### OPERATING EXPENSES

Transportation Operations Expenses	\$7,293,290	\$7,448,985
Fuel/Energy Exp. for Vehicles	\$2,132,770	\$2,197,605
Vehicle Maintenance Expenses	\$2,175,145	\$2,166,039
Plant Maintenance Expenses	\$374,976	\$366,507
General/Administration Expenses	\$1,434,590	\$1,434,776
<b>TOTAL DIRECT OPERATING EXPENSES</b>	<b>\$13,410,771</b>	<b>\$13,613,912</b>
Debt Service Payment		\$14,289
Total Operating Expenses	\$13,413,455	\$13,633,975

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$4,896,046	\$5,076,725
<b>TOTAL OPERATING REVENUES</b>	<b>\$5,231,955</b>	<b>\$5,460,372</b>
Total Revenues	\$5,254,018	\$5,463,353
<b>NET DIRECT OPERATING COST</b>	<b>\$8,178,816</b>	<b>\$8,153,540</b>
<b>NET OPERATING COST</b>	<b>\$8,159,437</b>	<b>\$8,170,622</b>
Federal Operating Contribution		
Provincial Operating Contribution	\$738,804	\$789,430
Municipal Operating Contribution	\$7,420,633	\$7,381,192
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

### CAPITAL EXPENSES AND FUNDING SOURCES

<b>TOTAL CAPITAL EXPENDITURES</b>	<b>\$3,388,708</b>	<b>\$1,083,848</b>
Total Capital Disposals	\$14,570	
<b>TOTAL CAPITAL FUNDING</b>	<b>\$3,388,708</b>	<b>\$1,083,848</b>
Federal Capital Contribution	\$587,837	\$404,045
Provincial Capital Contribution	\$926,572	\$478,060
Municipal Capital Contribution		
Other Capital Contributions	\$1,874,299	\$201,743

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	39%	40%
Municipal Operating Contribution / Capita	\$43.17	\$42.72
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$3.63	\$3.68

### AVERAGE FARE

Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$2.17	\$2.29
--	--------	--------

### COST EFFECTIVENESS

Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$5.95	\$6.15
---	--------	--------

### COST EFFICIENCY

Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$86.37	\$85.21
---	---------	---------

### SERVICE UTILIZATION

Reg. Serv. Pass. / Capita	13.12	12.81
Reg. Serv. Pass. / Rev. Veh. Hr.	15.22	14.50

### AMOUNT OF SERVICE

Rev. Veh. Hrs. / Capita	0.86	0.88
-------------------------	------	------

### AVERAGE SPEED

Rev. Veh. Kms. / Rev. Veh. Hr.	23.02	22.31
--------------------------------	-------	-------

### LABOUR PRODUCTIVITY

Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.77	0.79
---	------	------

### TOP WAGE RATES

Operators	\$24.82	\$25.29
Mechanics	\$30.82	\$31.41

# Chatham

Transit Contact: Stephen Jahns, P.Eng.  
Manager, Infrastructure and Transportation

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

## SYSTEM HIGHLIGHTS:

- System established: 01/01/1946
- Serves: Community of Chatham
- Municipal Population: 105,000
- Service Area Population: 45,000
- Service Area Size: 44.2 square kilometres
- Service provided by: Municipal Department, under contract with Voyageur Transportation
- Hours of Service:
 

Monday	0615 - 1915	Friday	0615 - 1915
Tuesday	0615 - 1915	Saturday	0615 - 1915
Wednesday	0615 - 1915	Sunday	N/A
Thursday	0615 - 1915	Holidays	N/A
- Adult Cash Fare: \$2.00
- Ridership (revenue passengers): 259,186
- Total Operating Revenues: \$458,419
- Total Direct Operating Expenses: \$1,531,083
- Number of Fixed Routes: 8
- Number of Accessible Routes: 8
- Energy Consumption:
  - Diesel:
  - Biodiesel B5:
  - Biodiesel B20:
  - Biodiesel - Other:
  - Natural Gas:
  - Electricity:
  - Other:
- Employees Statistics:
 

	Full-time	Part-time
Operators		
Other Transportation Operations		
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration		
TOTAL EMPLOYEES		
- Union Affiliations: Union Information N/A (Operators)  
Union Information N/A (Mechanics)

Modal Statistics	Boardings		Rev. Vehicle Hrs.		Rev. Vehicle Kms		Avg. Speed (km/h)
Bus	368,322	100.00%	15,808	100.00%	0	0.00%	
<b>TOTAL</b>	<b>368,322</b>		<b>15,808</b>		<b>0</b>		<b>0.00</b>

## REMARKS:

On November 30, 2013, the service provider (Aboutown Transportation) was released from the contract at their request. Statistical information for annual vehicle kilometres (Box 350a) have been provided by the interim service provider (Voyageur Transportation) for December 2013 only.

# Chatham

## FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Other Passes	Criteria
01/01/2005					
Adults	\$2.00	\$1.59			
Children	\$1.00	\$0.75			Under 5 years old
Students	\$1.75	\$1.23			5 - 18 years old
Seniors	\$1.75	\$1.23		\$75/annual	65 years old and older
Other: Student				\$120/semester	registered college student

	Active		Average Age		Peak (Est.)	Base (Est.)
	Access.	Non-Acc.	Access.	Non-Acc.		
<b>VEHICLES (2013)</b>						
Bus					4	4
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
<b>TOTAL ACTIVE VEHICLES</b>					<b>4</b>	<b>4</b>

VEHICLE KILOMETRES AND HOURS		2012	2013	PERFORMANCE INDICATORS	2012	2013
Revenue Vehicle Kilometres		433,465		<b>FINANCIAL</b>		
Total Vehicle Kilometres		433,465		Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	24%	30%
Revenue Vehicle Hours		15,704	15,808	Municipal Operating Contribution / Capita	\$14.61	\$13.18
Auxiliary Revenue Vehicle Hours				Net Dir. Oper. Cost / Reg. Serv. Pass.	\$5.68	\$4.14
Total Vehicle Hours		15,704	15,808	<b>AVERAGE FARE</b>		
Operators Paid Hours				Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.79	\$1.73
Vehicle Mechanics Paid Hours				<b>COST EFFECTIVENESS</b>		
Total Employee Paid Hours				Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$7.47	\$5.91
<b>PASSENGER DATA</b>				<b>COST EFFICIENCY</b>		
Adult Passenger Trips		128,533	140,917	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$105.90	\$96.85
Concession Fare Trips		94,217	118,269	<b>SERVICE UTILIZATION</b>		
Concession Fare Trips Details:				Reg. Serv. Pass. / Capita	4.95	5.76
Child Passenger Trips		11,313	6,858	Reg. Serv. Pass. / Rev. Veh. Hr.	14.18	16.40
Student Passenger Trips		47,273	79,768	<b>AMOUNT OF SERVICE</b>		
Senior Passenger Trips		15,435	9,818	Rev. Veh. Hrs. / Capita	0.35	0.35
<b>REGULAR SERVICE PASSENGER TRIPS</b>		<b>222,750</b>	<b>259,186</b>	<b>AVERAGE SPEED</b>		
Regular Service Passenger-Kms				Rev. Veh. Kms. / Rev. Veh. Hr.	27.60	
Auxiliary Service Passenger Trips				<b>LABOUR PRODUCTIVITY</b>		
<b>OPERATING EXPENSES</b>				Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
Transportation Operations Expenses		\$1,556,529	\$1,391,529	<b>TOP WAGE RATES</b>		
Fuel/Energy Exp. for Vehicles		\$62,628	\$58,185	Operators		
Vehicle Maintenance Expenses				Mechanics		
Plant Maintenance Expenses		\$23,312	\$52,719			
General/Administration Expenses		\$20,516	\$28,650			
<b>TOTAL DIRECT OPERATING EXPENSES</b>		<b>\$1,662,985</b>	<b>\$1,531,083</b>			
Debt Service Payment						
Total Operating Expenses		\$1,662,985	\$1,531,083			
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>						
<b>REGULAR SERV. PASS. REVENUES</b>		<b>\$398,493</b>	<b>\$448,939</b>			
<b>TOTAL OPERATING REVENUES</b>		<b>\$398,493</b>	<b>\$458,419</b>			
Total Revenues		\$398,493	\$458,419			
<b>NET DIRECT OPERATING COST</b>		<b>\$1,264,492</b>	<b>\$1,072,664</b>			
<b>NET OPERATING COST</b>		<b>\$1,264,492</b>	<b>\$1,072,664</b>			
Federal Operating Contribution						
Provincial Operating Contribution		\$607,242	\$479,756			
Municipal Operating Contribution		\$657,250	\$592,908			
Other Operating Contributions						
Federal Debt Service Contribution						
Provincial Debt Service Contribution						
Municipal Debt Service Contribution						
<b>CAPITAL EXPENSES AND FUNDING SOURCES</b>						
<b>TOTAL CAPITAL EXPENDITURES</b>						
Total Capital Disposals						
<b>TOTAL CAPITAL FUNDING</b>						
Federal Capital Contribution						
Provincial Capital Contribution						
Municipal Capital Contribution						
Other Capital Contributions						

## Clarence-Rockland

Transit Contact: Thérèse Lefaiivre  
Director, Community Services

Statistical Contact: Thérèse Lefaiivre  
Director, Community Services  
Phone: 613-446-6022 x2226 Fax: 613-446-1497  
Email: tlefaivre@clarence-rockland.com

### SYSTEM HIGHLIGHTS:

- System established:
- Serves: City of Clarence-Rockland
- Municipal Population: 23,537
- Service Area Population: 23,537
- Service Area Size: 298.0 square kilometres
- Service provided by: Municipal Department, under contract with Leduc Bus Line
- Hours of Service:
 

Monday	0530 - 1905	Friday	0530 - 1905
Tuesday	0530 - 1905	Saturday	N/A
Wednesday	0530 - 1905	Sunday	N/A
Thursday	0530 - 1905	Holidays	N/A
- Employees Statistics:
 

	Full-time	Part-time
Operators		
Other Transportation Operations		
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration		
TOTAL EMPLOYEES		
- Union Affiliations:
 

Non-union (Operators)
Non-union (Mechanics)
- Adult Cash Fare:
- Ridership (revenue passengers): 178,792
- Total Operating Revenues: \$1,375,503
- Total Direct Operating Expenses: \$2,282,578
- Active Vehicles: 13
 

- Small Community Buses	4
- Standard Buses	9
- Percentage of accessible bus fleet: 23.08%
- Percentage of accessible transit fleet: 23.08%
- Number of Fixed Routes: 2
- Number of Accessible Routes: 0
- Energy Consumption:
 

- Diesel:
- Biodiesel B5:
- Biodiesel B20:
- Biodiesel - Other:
- Natural Gas:
- Electricity:
- Other:

Modal Statistics	Boardings		Rev. Vehicle Hrs.		Rev. Vehicle Kms		Avg. Speed (km/h)
Bus	178,792	100.00%	8,691	100.00%	358,930	100.00%	41.30
<b>TOTAL</b>	<b>178,792</b>		<b>8,691</b>		<b>358,930</b>		<b>41.30</b>



## Clarence-Rockland

### FARE STRUCTURE

Effective Date: 01/04/2013

	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults		\$12.00	\$228.00		
Children		\$12.00			
Students		\$12.00	\$164.00		
Seniors		\$12.00			

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	3	10	6.7	8.2	11	11	Internal Combustion
Commuter Rail							- Diesel 13
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other
Locomotive							Electric
Streetcar							- Trolley
<b>TOTAL ACTIVE VEHICLES</b>	<b>3</b>	<b>10</b>			<b>11</b>	<b>11</b>	- Battery
Total Low-Floor Bus (30'-60')	3		Average Bus Age (years)		7.8		- Fuel Cell
							<b>TOTAL 13</b>

### VEHICLE KILOMETRES AND HOURS

	2012	2013
Revenue Vehicle Kilometres	364,600	358,930
Total Vehicle Kilometres	729,200	717,860
Revenue Vehicle Hours	8,940	8,691
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	16,856	17,426

Operators Paid Hours

Vehicle Mechanics Paid Hours

Total Employee Paid Hours

### PASSENGER DATA

Adult Passenger Trips

Concession Fare Trips

Concession Fare Trips Details:

Child Passenger Trips

Student Passenger Trips

Senior Passenger Trips

<b>REGULAR SERVICE PASSENGER TRIPS</b>	<b>195,655</b>	<b>178,792</b>
Regular Service Passenger-Kms	10,761,025	9,833,560
Auxiliary Service Passenger Trips		

### OPERATING EXPENSES

Transportation Operations Expenses	\$2,269,163	\$2,168,791
Fuel/Energy Exp. for Vehicles		
Vehicle Maintenance Expenses		
Plant Maintenance Expenses	\$9,098	\$11,049
General/Administration Expenses	\$83,560	\$102,738
<b>TOTAL DIRECT OPERATING EXPENSES</b>	<b>\$2,361,821</b>	<b>\$2,282,578</b>
Debt Service Payment		
Total Operating Expenses	\$2,361,821	\$2,282,578

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

<b>REGULAR SERV. PASS. REVENUES</b>	<b>\$1,438,886</b>	<b>\$1,369,103</b>
<b>TOTAL OPERATING REVENUES</b>	<b>\$1,442,386</b>	<b>\$1,375,503</b>
Total Revenues	\$1,442,386	\$1,375,503
<b>NET DIRECT OPERATING COST</b>	<b>\$919,435</b>	<b>\$907,075</b>
<b>NET OPERATING COST</b>	<b>\$919,435</b>	<b>\$907,075</b>
Federal Operating Contribution		
Provincial Operating Contribution	\$235,849	\$239,570
Municipal Operating Contribution	\$683,586	\$650,674
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

### CAPITAL EXPENSES AND FUNDING SOURCES

<b>TOTAL CAPITAL EXPENDITURES</b>	<b>\$17,630</b>
Total Capital Disposals	
<b>TOTAL CAPITAL FUNDING</b>	<b>\$17,630</b>
Federal Capital Contribution	
Provincial Capital Contribution	\$8,815
Municipal Capital Contribution	\$8,815
Other Capital Contributions	

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	61%	60%
Municipal Operating Contribution / Capita	\$28.85	\$27.64
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$4.70	\$5.07

### AVERAGE FARE

Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$7.35	\$7.66
--	--------	--------

### COST EFFECTIVENESS

Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$12.07	\$12.77
---	---------	---------

### COST EFFICIENCY

Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$140.12	\$130.99
---	----------	----------

### SERVICE UTILIZATION

Reg. Serv. Pass. / Capita	8.26	7.60
Reg. Serv. Pass. / Rev. Veh. Hr.	21.89	20.57

### AMOUNT OF SERVICE

Rev. Veh. Hrs. / Capita	0.38	0.37
-------------------------	------	------

### AVERAGE SPEED

Rev. Veh. Kms. / Rev. Veh. Hr.	40.78	41.30
--------------------------------	-------	-------

### LABOUR PRODUCTIVITY

Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
---	--	--

### TOP WAGE RATES

Operators

Mechanics

## Cobourg

Transit Contact: Teresa Behan  
Manager of Engineering

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

### SYSTEM HIGHLIGHTS:

▪ System established:	01/01/1976	▪ Adult Cash Fare:	\$2.00
▪ Serves:	Town of Cobourg	▪ Ridership (revenue passengers):	103,080
▪ Municipal Population:	18,519	▪ Total Operating Revenues:	\$121,395
▪ Service Area Population:	10,741	▪ Total Direct Operating Expenses:	\$584,495
▪ Service Area Size:	13.0 square kilometres	▪ Active Vehicles:	5
▪ Service provided by:	Municipal Department, under contract with Coach Canada	- Small Community Buses	1
		- Standard Buses	4
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	100.00%
Monday 0615 - 1945	Friday 0615 - 1945	▪ Percentage of accessible transit fleet:	100.00%
Tuesday 0615 - 1945	Saturday 0815 - 1845		
Wednesday 0615 - 1945	Sunday 0845 - 1545	▪ Number of Fixed Routes:	3
Thursday 0615 - 1945	Holidays 1115 - 1715	▪ Number of Accessible Routes:	3
▪ Employees Statistics:	Full-time Part-time	▪ Energy Consumption:	
Operators		- Diesel:	110,880 litres
Other Transportation Operations		- Biodiesel B5:	
Vehicle Mechanics		- Biodiesel B20:	
Other Vehicle Maintenance and Servicing		- Biodiesel - Other:	
Plant and Other Maintenance		- Natural Gas:	
General and Administration		- Electricity:	
TOTAL EMPLOYEES		- Other:	
▪ Union Affiliations:	Union Information N/A (Operators)		
	Union Information N/A (Mechanics)		

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	103,080 100.00%	8,840 100.00%	225,481 100.00%	25.51
<b>TOTAL</b>	<b>103,080</b>	<b>8,840</b>	<b>225,481</b>	<b>25.51</b>

# Cobourg

## FARE STRUCTURE

Effective Date:	11/01/2011	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults		\$2.00	\$1.60	\$60.00		
Children		\$2.00	\$1.60	\$50.00		5 & under free
Students		\$2.00	\$1.60	\$50.00		14-19 with valid student ID
Seniors		\$2.00	\$1.60	\$30.00		60 and over
Other: Student		\$2.00	\$1.60	\$15.00		After 2.30pm & weekends

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	5		8.8		2	2	Internal Combustion - Diesel - Biodiesel (all blends) - Natural Gas (CNG or LNG) - Other
Commuter Rail							
Ferry							
Heavy Rail							
Light Rail							Electric - Trolley - Battery - Fuel Cell
Locomotive							
Streetcar							
<b>TOTAL ACTIVE VEHICLES</b>	<b>5</b>	<b>0</b>			<b>2</b>	<b>2</b>	
Total Low-Floor Bus (30'-60')	4		Average Bus Age (years)		8.8		<b>TOTAL</b>
							<b>5</b>

## VEHICLE KILOMETRES AND HOURS

	2012	2013
Revenue Vehicle Kilometres	218,914	225,481
Total Vehicle Kilometres	218,914	225,481
Revenue Vehicle Hours	8,726	8,840
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	8,726	8,840

Operators Paid Hours

Vehicle Mechanics Paid Hours

Total Employee Paid Hours

## PASSENGER DATA

Adult Passenger Trips

Concession Fare Trips

Concession Fare Trips Details:

Child Passenger Trips

Student Passenger Trips

Senior Passenger Trips

## REGULAR SERVICE PASSENGER TRIPS

Regular Service Passenger-Kms	107,642	103,080
Auxiliary Service Passenger Trips	753,494	721,560

## OPERATING EXPENSES

Transportation Operations Expenses	\$539,299	\$566,446
Fuel/Energy Exp. for Vehicles		
Vehicle Maintenance Expenses		
Plant Maintenance Expenses	\$11,947	\$13,966
General/Administration Expenses	\$5,656	\$4,083
<b>TOTAL DIRECT OPERATING EXPENSES</b>	<b>\$556,902</b>	<b>\$584,495</b>
Debt Service Payment		
Total Operating Expenses	\$663,712	\$691,305

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

<b>REGULAR SERV. PASS. REVENUES</b>	<b>\$148,252</b>	<b>\$117,995</b>
<b>TOTAL OPERATING REVENUES</b>	<b>\$151,801</b>	<b>\$121,395</b>
Total Revenues	\$151,801	\$121,395
<b>NET DIRECT OPERATING COST</b>	<b>\$405,102</b>	<b>\$463,100</b>
<b>NET OPERATING COST</b>	<b>\$511,912</b>	<b>\$569,910</b>
Federal Operating Contribution		
Provincial Operating Contribution	\$188,267	\$186,051
Municipal Operating Contribution	\$323,645	\$383,859
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

## CAPITAL EXPENSES AND FUNDING SOURCES

<b>TOTAL CAPITAL EXPENDITURES</b>	<b>\$8,497</b>
Total Capital Disposals	
<b>TOTAL CAPITAL FUNDING</b>	<b>\$8,497</b>
Federal Capital Contribution	
Provincial Capital Contribution	
Municipal Capital Contribution	\$8,497
Other Capital Contributions	

## PERFORMANCE INDICATORS

FINANCIAL	2012	2013
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	27%	21%
Municipal Operating Contribution / Capita	\$30.53	\$35.74
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$3.76	\$4.49

## AVERAGE FARE

Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.38	\$1.14
--	--------	--------

## COST EFFECTIVENESS

Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$5.17	\$5.67
---	--------	--------

## COST EFFICIENCY

Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$66.11	\$68.38
---	---------	---------

## SERVICE UTILIZATION

Reg. Serv. Pass. / Capita	10.15	9.60
Reg. Serv. Pass. / Rev. Veh. Hr.	12.34	11.66

## AMOUNT OF SERVICE

Rev. Veh. Hrs. / Capita	0.82	0.82
-------------------------	------	------

## AVERAGE SPEED

Rev. Veh. Kms. / Rev. Veh. Hr.	25.09	25.51
--------------------------------	-------	-------

## LABOUR PRODUCTIVITY

Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
---	--	--

## TOP WAGE RATES

Operators

Mechanics

## Collingwood

Transit Contact: Kristofer Wiszniak  
Engineering Technician

Statistical Contact: Kristofer Wiszniak  
Engineering Technician  
Phone: 7054451292 Fax: 7054451286  
Email: kwiszniak@collingwood.ca

### SYSTEM HIGHLIGHTS:

▪ System established:	20/10/1982	▪ Adult Cash Fare:	\$1.75
▪ Serves:	Town of Collingwood, Town of Wasaga Beach, Town of The Blue Mountains	▪ Ridership (revenue passengers):	198,448
▪ Municipal Population:	43,231	▪ Total Operating Revenues:	\$213,246
▪ Service Area Population:	19,000	▪ Total Direct Operating Expenses:	\$992,445
▪ Service Area Size:	27.1 square kilometres	▪ Active Vehicles:	6
▪ Service provided by:	Municipal Department, under contract with Sinton Landmark	- Standard Buses	6
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	100.00%
Monday 0630 - 2100	Friday 0630 - 2100	▪ Percentage of accessible transit fleet:	100.00%
Tuesday 0630 - 2100	Saturday 700 - 1800		
Wednesday 0630 - 2100	Sunday 900 - 1700	▪ Number of Fixed Routes:	5
Thursday 0630 - 2100	Holidays N/A	▪ Number of Accessible Routes:	5
▪ Employees Statistics:	Full-time Part-time	▪ Energy Consumption:	
Operators		- Diesel:	161,082 litres
Other Transportation Operations		- Biodiesel B5:	
Vehicle Mechanics		- Biodiesel B20:	
Other Vehicle Maintenance and Servicing		- Biodiesel - Other:	
Plant and Other Maintenance		- Natural Gas:	
General and Administration		- Electricity:	
TOTAL EMPLOYEES		- Other:	
▪ Union Affiliations:	Non-union (Operators)		
	Non-union (Mechanics)		

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	198,448 100.00%	18,053 100.00%	417,261 100.00%	23.11
<b>TOTAL</b>	<b>198,448</b>	<b>18,053</b>	<b>417,261</b>	<b>23.11</b>

### REMARKS:

\* The Town of Collingwood in partnership with the Town of Wasaga Beach and The Blue Mountains has been providing an inter-municipal cross boundary service among these three municipalities. Since the Town of Collingwood has been handling the administration of this joint service, it reports the operating and financial data of this service on its Fact Book pages. Two new buses were purchased in 2012 to increase its bus fleet to five full size buses. A new bus was purchased in 2013 for the Collingwood-Wasaga Beach Link.

# Collingwood

## FARE STRUCTURE

Effective Date:	01/01/2012	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults		\$1.75		\$40.00		
Children						under 5 years
Students		\$1.25		\$30.00		
Seniors		\$1.25		\$30.00		

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	6		3.3		5	4	Internal Combustion
Commuter Rail							- Diesel 6
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other
Locomotive							Electric
Streetcar							- Trolley
TOTAL ACTIVE VEHICLES	6	0			5	4	- Battery
Total Low-Floor Bus (30'-60')	5		Average Bus Age (years)		3.3		- Fuel Cell
							TOTAL 6

## VEHICLE KILOMETRES AND HOURS

	2012	2013
Revenue Vehicle Kilometres	411,127	417,261
Total Vehicle Kilometres	426,103	417,261
Revenue Vehicle Hours	15,702	18,053
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	16,147	18,527

Operators Paid Hours

Vehicle Mechanics Paid Hours

Total Employee Paid Hours

## PASSENGER DATA

Adult Passenger Trips

Concession Fare Trips

Concession Fare Trips Details:

Child Passenger Trips

Student Passenger Trips

Senior Passenger Trips

## REGULAR SERVICE PASSENGER TRIPS

169,947 198,448

Regular Service Passenger-Kms

Auxiliary Service Passenger Trips

## OPERATING EXPENSES

Transportation Operations Expenses	\$696,431	\$768,039
Fuel/Energy Exp. for Vehicles	\$175,196	\$169,051
Vehicle Maintenance Expenses	\$9,712	\$15,497
Plant Maintenance Expenses	\$38,018	\$38,398
General/Administration Expenses	\$4,702	\$1,460
TOTAL DIRECT OPERATING EXPENSES	\$924,059	\$992,445
Debt Service Payment		
Total Operating Expenses	\$924,059	\$992,445

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$227,678	\$213,246
TOTAL OPERATING REVENUES	\$227,678	\$213,246
Total Revenues	\$227,678	\$396,272
NET DIRECT OPERATING COST	\$696,381	\$779,199
NET OPERATING COST	\$696,381	\$596,173

Federal Operating Contribution		
Provincial Operating Contribution	\$201,792	\$203,375
Municipal Operating Contribution	\$451,132	\$392,797
Other Operating Contributions	\$43,457	
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

## CAPITAL EXPENSES AND FUNDING SOURCES

TOTAL CAPITAL EXPENDITURES	\$838,665	\$115,824
Total Capital Disposals		
TOTAL CAPITAL FUNDING	\$838,683	\$115,825
Federal Capital Contribution	\$828,897	\$33,111
Provincial Capital Contribution		
Municipal Capital Contribution	\$9,786	\$82,714
Other Capital Contributions		

## PERFORMANCE INDICATORS

FINANCIAL	2012	2013
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	25%	21%
Municipal Operating Contribution / Capita	\$25.78	\$20.67
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$4.10	\$3.93

## AVERAGE FARE

Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.34	\$1.07
--	--------	--------

## COST EFFECTIVENESS

Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$5.44	\$5.00
---	--------	--------

## COST EFFICIENCY

Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$57.23	\$53.57
---	---------	---------

## SERVICE UTILIZATION

Reg. Serv. Pass. / Capita	9.71	10.44
Reg. Serv. Pass. / Rev. Veh. Hr.	10.82	10.99

## AMOUNT OF SERVICE

Rev. Veh. Hrs. / Capita	0.90	0.95
-------------------------	------	------

## AVERAGE SPEED

Rev. Veh. Kms. / Rev. Veh. Hr.	26.18	23.11
--------------------------------	-------	-------

## LABOUR PRODUCTIVITY

Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
---	--	--

## TOP WAGE RATES

Operators

Mechanics

# Cornwall

Transit Contact: Len Tapp  
Division Manager

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

## SYSTEM HIGHLIGHTS:

▪ System established:	11/11/1974	▪ Adult Cash Fare:	\$2.75
▪ Serves:	City of Cornwall	▪ Ridership (revenue passengers):	754,825
▪ Municipal Population:	46,340	▪ Total Operating Revenues:	\$1,143,877
▪ Service Area Population:	46,340	▪ Total Direct Operating Expenses:	\$3,674,207
▪ Service Area Size:	61.5 square kilometres	▪ Active Vehicles:	16
▪ Service provided by:	Municipal Department	- Standard Buses	16
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	93.75%
Monday 0600 - 2345	Friday 0600 - 2345	▪ Percentage of accessible transit fleet:	93.75%
Tuesday 0600 - 2345	Saturday 0630 - 2345	▪ Number of Fixed Routes:	9
Wednesday 0600 - 2345	Sunday N/A	▪ Number of Accessible Routes:	9
Thursday 0600 - 2345	Holidays N/A	▪ Energy Consumption:	
▪ <b>Employees Statistics:</b>	<b>Full-time</b>	<b>Part-time</b>	- Diesel: 396,392 litres
Operators	19	3	- Biodiesel B5:
Other Transportation Operations	3		- Biodiesel B20:
Vehicle Mechanics	5		- Biodiesel - Other:
Other Vehicle Maintenance and Servicing	2		- Natural Gas: 8,946 cubic-metres
Plant and Other Maintenance	1		- Electricity:
General and Administration	2		- Other:
TOTAL EMPLOYEES	32	3	
▪ Union Affiliations:	ATU 946 (Operators)		
	CUPE 234 (Mechanics)		
	CUPE 1351 (Office staff)		

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	837,857 100.00%	37,159 100.00%	791,959 100.00%	21.31
<b>TOTAL</b>	<b>837,857</b>	<b>37,159</b>	<b>791,959</b>	<b>21.31</b>

# Cornwall

## FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
01/03/2013					
Adults	\$2.75	\$2.20	\$62.00		18-64
Children	\$2.50	\$1.90			Grades 1 - 6
Students	\$2.75	\$2.00	\$52.00		Grades 7-12 & College
Seniors	\$2.75	\$2.00	\$40.00		65 & Over
Other: Family Day Pass	\$6.75				2 Adults/3 Children; Community Bus Pass \$40

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	15	1	10.4	28.0	11	9	<b>Internal Combustion</b>
Commuter Rail							- Diesel 14
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG) 2
Light Rail							- Other
Locomotive							<b>Electric</b>
Streetcar							- Trolley
							- Battery
							- Fuel Cell
<b>TOTAL ACTIVE VEHICLES</b>	<b>15</b>	<b>1</b>			<b>11</b>	<b>9</b>	<b>TOTAL 16</b>
Total Low-Floor Bus (30'-60')	13		Average Bus Age (years)		11.5		

## VEHICLE KILOMETRES AND HOURS

	2012	2013
Revenue Vehicle Kilometres	755,539	791,959
Total Vehicle Kilometres	755,539	791,959
Revenue Vehicle Hours	38,871	37,159
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	38,871	37,159
Operators Paid Hours	45,333	45,760
Vehicle Mechanics Paid Hours	10,400	10,400
Total Employee Paid Hours	71,983	72,410

## PASSENGER DATA

Adult Passenger Trips	443,017	434,713
Concession Fare Trips	304,276	320,112
<i>Concession Fare Trips Details:</i>		
Child Passenger Trips	2,201	2,194
Student Passenger Trips	166,853	192,561
Senior Passenger Trips	135,222	125,357

## REGULAR SERVICE PASSENGER TRIPS

Regular Service Passenger-Kms	4,706,322	4,528,950
Auxiliary Service Passenger Trips	9,288	4,533

## OPERATING EXPENSES

Transportation Operations Expenses	\$1,691,823	\$1,848,286
Fuel/Energy Exp. for Vehicles	\$448,933	\$427,035
Vehicle Maintenance Expenses	\$744,379	\$821,596
Plant Maintenance Expenses	\$317,925	\$292,771
General/Administration Expenses	\$334,771	\$284,519
<b>TOTAL DIRECT OPERATING EXPENSES</b>	<b>\$3,537,831</b>	<b>\$3,674,207</b>
Debt Service Payment		
Total Operating Expenses	\$3,537,831	\$3,674,207

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$1,060,516	\$1,093,608
<b>TOTAL OPERATING REVENUES</b>	<b>\$1,117,877</b>	<b>\$1,143,877</b>
Total Revenues	\$1,302,675	\$1,331,400
<b>NET DIRECT OPERATING COST</b>	<b>\$2,419,954</b>	<b>\$2,530,330</b>
<b>NET OPERATING COST</b>	<b>\$2,235,156</b>	<b>\$2,342,807</b>
Federal Operating Contribution		
Provincial Operating Contribution	\$206,047	\$210,216
Municipal Operating Contribution	\$2,029,109	\$2,132,891
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

## CAPITAL EXPENSES AND FUNDING SOURCES

<b>TOTAL CAPITAL EXPENDITURES</b>	<b>\$244,032</b>	<b>\$154,753</b>
Total Capital Disposals		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$244,032</b>	<b>\$154,753</b>
Federal Capital Contribution		
Provincial Capital Contribution	\$244,032	\$154,753
Municipal Capital Contribution		
Other Capital Contributions		

## PERFORMANCE INDICATORS

FINANCIAL	2012	2013
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	32%	31%
Municipal Operating Contribution / Capita	\$44.11	\$46.03
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$3.24	\$3.35
<b>AVERAGE FARE</b>		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.42	\$1.45
<b>COST EFFECTIVENESS</b>		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$4.73	\$4.87
<b>COST EFFICIENCY</b>		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$91.01	\$98.88
<b>SERVICE UTILIZATION</b>		
Reg. Serv. Pass. / Capita	16.25	16.29
Reg. Serv. Pass. / Rev. Veh. Hr.	19.22	20.31
<b>AMOUNT OF SERVICE</b>		
Rev. Veh. Hrs. / Capita	0.85	0.80
<b>AVERAGE SPEED</b>		
Rev. Veh. Kms. / Rev. Veh. Hr.	19.44	21.31
<b>LABOUR PRODUCTIVITY</b>		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.86	0.81
<b>TOP WAGE RATES</b>		
Operators	\$21.72	\$22.13
Mechanics	\$24.12	\$24.12

## Deseronto

Transit Contact: Susan Stolarchuk  
Administrator

Statistical Contact: Susan Stolarchuk  
Administrator

Phone: 613-396-4008 Fax: 613-396-3141

Email: sstolarchuk@deseronto.ca

### SYSTEM HIGHLIGHTS:

- System established: 01/08/2007
- Serves: Town of Deseronto, Greater Napanee, Tyendinaga Township
- Municipal Population: 21,485
- Service Area Population: 13,974
- Service Area Size: 463.8 square kilometres
- Service provided by: Municipal Department
- Hours of Service:
 

Monday	0500 - 1800	Friday	0500 - 1800
Tuesday	0500 - 1800	Saturday	0000 - 0000
Wednesday	0500 - 1800	Sunday	0900 - 1100
Thursday	0500 - 1800	Holidays	N/A
- Employees Statistics:
 

	Full-time	Part-time
Operators		5
Other Transportation Operations		
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration	1	
<b>TOTAL EMPLOYEES</b>	<b>1</b>	<b>5</b>
- Union Affiliations:
 

Non-union	(Operators)
Non-union	(Mechanics)
- Disruption during 2013:
 

snowstorm
Start Date: 2/8/2013
End Date: 2/8/2013
Duration: 1 days
- Adult Cash Fare: \$9.00
- Ridership (revenue passengers): 15,288
- Total Operating Revenues: \$114,865
- Total Direct Operating Expenses: \$253,063
- Active Vehicles: 4
  - Small Community Buses 4
  - Standard Buses
- Percentage of accessible bus fleet: 50.00%
- Percentage of accessible transit fleet: 50.00%
- Number of Fixed Routes: 2
- Number of Accessible Routes: 0
- Energy Consumption:
 

- Diesel:	20,023 litres
- Biodiesel B5:	
- Biodiesel B20:	
- Biodiesel - Other:	
- Natural Gas:	
- Electricity:	
- Gasoline (in litres)	24,403

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	15,357 100.00%	5,636 100.00%	270,172 100.00%	47.94
<b>TOTAL</b>	<b>15,357</b>	<b>5,636</b>	<b>270,172</b>	<b>47.94</b>

### REMARKS:

\* Deseronto Transit provides regional transit service linking Napanee, Belleville, Picton, Tyendinaga Territory, and Deseronto. Deseronto's primary objective is to enhance the quality of life for all individuals by providing affordable transportation to reduce the barriers to employment, providing access to supports and services and the basic needs of life for all individuals. \* Fare (Napanee to Picton/Belleville - Adult: Cash \$11, Book of Tickets \$90, Monthly Pass \$200; Child: Cash \$4; Student/Senior Cash \$9; Deseronto/Napanee - Adult: Cash \$6, Book of Tickets \$48, Monthly Pass \$115; Child: Cash \$3; Student/Senior Cash \$5).



## Deseronto

### FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
01/02/2013					
Adults	\$9.00	\$6.80	\$175.00		
Children	\$4.00				Under 5 years - Free
Students	\$6.00				
Seniors	\$6.00				

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	2	2	3.0	4.0	2	2	<b>Internal Combustion</b>
Commuter Rail							- Diesel 1
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other 3
Locomotive							<b>Electric</b>
Streetcar							- Trolley
							- Battery
							- Fuel Cell
<b>TOTAL ACTIVE VEHICLES</b>	<b>2</b>	<b>2</b>			<b>2</b>	<b>2</b>	<b>TOTAL</b>
Total Low-Floor Bus (30'-60')	2		Average Bus Age (years)		3.5		<b>4</b>

VEHICLE KILOMETRES AND HOURS		2012	2013	PERFORMANCE INDICATORS		2012	2013
Revenue Vehicle Kilometres		258,608	270,172	<b>FINANCIAL</b>			
Total Vehicle Kilometres		273,076	284,534	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)		39%	45%
Revenue Vehicle Hours		5,587	5,636	Municipal Operating Contribution / Capita		\$6.21	\$4.29
Auxiliary Revenue Vehicle Hours		102	96	Net Dir. Oper. Cost / Reg. Serv. Pass.		\$12.56	\$9.04
Total Vehicle Hours		6,017	5,993	<b>AVERAGE FARE</b>			
Operators Paid Hours			7,893	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.		\$7.54	\$7.13
Vehicle Mechanics Paid Hours			7,893	<b>COST EFFECTIVENESS</b>			
Total Employee Paid Hours			7,893	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.		\$20.53	\$16.55
<b>PASSENGER DATA</b>				<b>COST EFFICIENCY</b>			
Adult Passenger Trips		11,198	13,323	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.		\$43.67	\$42.23
Concession Fare Trips		1,620	1,965	<b>SERVICE UTILIZATION</b>			
Concession Fare Trips Details:				Reg. Serv. Pass. / Capita		0.92	1.09
Child Passenger Trips		452	730	Reg. Serv. Pass. / Rev. Veh. Hr.		2.29	2.71
Student Passenger Trips		354	282	<b>AMOUNT OF SERVICE</b>			
Senior Passenger Trips		814	953	Rev. Veh. Hrs. / Capita		0.40	0.40
<b>REGULAR SERVICE PASSENGER TRIPS</b>		<b>12,798</b>	<b>15,288</b>	<b>AVERAGE SPEED</b>			
Regular Service Passenger-Kms		394,050	428,064	Rev. Veh. Kms. / Rev. Veh. Hr.		46.29	47.94
Auxiliary Service Passenger Trips				<b>LABOUR PRODUCTIVITY</b>			
<b>OPERATING EXPENSES</b>				Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.			0.73
Transportation Operations Expenses		\$117,526	\$114,258	<b>TOP WAGE RATES</b>			
Fuel/Energy Exp. for Vehicles		\$42,031	\$49,588	Operators		\$14.09	\$14.66
Vehicle Maintenance Expenses		\$23,998	\$21,935	Mechanics			
Plant Maintenance Expenses							
General/Administration Expenses		\$79,229	\$67,282				
<b>TOTAL DIRECT OPERATING EXPENSES</b>		<b>\$262,784</b>	<b>\$253,063</b>				
Debt Service Payment							
Total Operating Expenses		\$262,784	\$253,063				
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>							
<b>REGULAR SERV. PASS. REVENUES</b>		<b>\$96,511</b>	<b>\$109,074</b>				
<b>TOTAL OPERATING REVENUES</b>		<b>\$102,042</b>	<b>\$114,865</b>				
Total Revenues		\$102,042	\$114,865				
<b>NET DIRECT OPERATING COST</b>		<b>\$160,742</b>	<b>\$138,198</b>				
<b>NET OPERATING COST</b>		<b>\$160,742</b>	<b>\$138,198</b>				
Federal Operating Contribution							
Provincial Operating Contribution		\$54,009	\$58,198				
Municipal Operating Contribution		\$86,733	\$60,000				
Other Operating Contributions		\$20,000	\$20,000				
Federal Debt Service Contribution							
Provincial Debt Service Contribution							
Municipal Debt Service Contribution							
<b>CAPITAL EXPENSES AND FUNDING SOURCES</b>							
<b>TOTAL CAPITAL EXPENDITURES</b>		<b>\$36,037</b>	<b>\$36,036</b>				
Total Capital Disposals		\$825					
<b>TOTAL CAPITAL FUNDING</b>		<b>\$36,037</b>	<b>\$36,036</b>				
Federal Capital Contribution							
Provincial Capital Contribution		\$36,037	\$36,036				
Municipal Capital Contribution							
Other Capital Contributions							

## Durham Region

Transit Contact: Vincent Patterson  
General Manager

Statistical Contact: Deanna Wilson  
Corporate Services Coordinator  
Phone: 905-668-7711 x3701 Fax: 905-666-6193  
Email: deanna\_wilson@durham.ca

### SYSTEM HIGHLIGHTS:

▪ System established:	01/01/2006	▪ Adult Cash Fare:	\$3.10
▪ Serves:	Durham Region	▪ Ridership (revenue passengers):	10,625,546
▪ Municipal Population:	651,600	▪ Total Operating Revenues:	\$22,036,068
▪ Service Area Population:	545,946	▪ Total Direct Operating Expenses:	\$65,125,514
▪ Service Area Size:	394.0 square kilometres	▪ Active Vehicles:	200
▪ Service provided by:	Transit Commission, under contract with Coach Canada	- Standard Buses	200
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	100.00%
Monday 0600 - 0100	Friday 0600 - 0100	▪ Percentage of accessible transit fleet:	100.00%
Tuesday 0600 - 0100	Saturday 0800 - 0100	▪ Number of Fixed Routes:	68
Wednesday 0600 - 0100	Sunday 0800 - 2300	▪ Number of Accessible Routes:	4
Thursday 0600 - 0100	Holidays 0800 - 2300	▪ Energy Consumption:	
▪ <b>Employees Statistics:</b>	<b>Full-time</b>	<b>Part-time</b>	- Diesel: 6,711,774 litres
Operators	252	76	- Biodiesel B5:
Other Transportation Operations	25	1	- Biodiesel B20:
Vehicle Mechanics	29		- Biodiesel - Other:
Other Vehicle Maintenance and Servicing	32	25	- Natural Gas:
Plant and Other Maintenance	3		- Electricity:
General and Administration	25	6	- Other:
TOTAL EMPLOYEES	366	108	
▪ Union Affiliations:	CAW 222 (Operators)		
	CAW 222 (Mechanics)		
	CAW 222 (Office, Maintenance & Service)		

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	11,964,069 100.00%	498,193 100.00%	11,894,998 100.00%	23.88
<b>TOTAL</b>	<b>11,964,069</b>	<b>498,193</b>	<b>11,894,998</b>	<b>23.88</b>

## Durham Region

### FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
01/07/2013					
Adults	\$3.10	\$2.78	\$103.00		
Children	\$2.00	\$1.90	\$61.25		
Students	\$3.10	\$2.58	\$86.50		
Seniors	\$2.00	\$1.90	\$41.50		
Other: GO Passengers	\$0.65				Co-Fare with valid GO Fare

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	200		5.3		156	89	<b>Internal Combustion</b>
Commuter Rail							- Diesel 200
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other
Locomotive							<b>Electric</b>
Streetcar							- Trolley
							- Battery
							- Fuel Cell
<b>TOTAL ACTIVE VEHICLES</b>	<b>200</b>	<b>0</b>			<b>156</b>	<b>89</b>	<b>TOTAL 200</b>
Total Low-Floor Bus (30'-60')	194		Average Bus Age (years)		5.3		

VEHICLE KILOMETRES AND HOURS	2012	2013	PERFORMANCE INDICATORS	2012	2013
Revenue Vehicle Kilometres	10,212,237	11,894,998	<b>FINANCIAL</b>		
Total Vehicle Kilometres	10,749,723	12,521,051	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	37%	34%
Revenue Vehicle Hours	434,071	498,193	Municipal Operating Contribution / Capita	\$66.24	\$76.28
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$3.46	\$4.06
Total Vehicle Hours	456,917	524,414	<b>AVERAGE FARE</b>		
Operators Paid Hours	622,951	764,992	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.94	\$2.00
Vehicle Mechanics Paid Hours	85,039	76,929	<b>COST EFFECTIVENESS</b>		
Total Employee Paid Hours	930,479	1,092,834	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$5.49	\$6.13
<b>PASSENGER DATA</b>			<b>COST EFFICIENCY</b>		
Adult Passenger Trips	3,788,178	4,326,428	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$123.80	\$124.19
Concession Fare Trips	6,515,289	6,299,118	<b>SERVICE UTILIZATION</b>		
Concession Fare Trips Details:			Reg. Serv. Pass. / Capita	19.11	19.46
Child Passenger Trips	96,620	96,609	Reg. Serv. Pass. / Rev. Veh. Hr.	23.74	21.33
Student Passenger Trips	4,649,828	4,685,629	<b>AMOUNT OF SERVICE</b>		
Senior Passenger Trips	392,414	412,141	Rev. Veh. Hrs. / Capita	0.80	0.91
<b>REGULAR SERVICE PASSENGER TRIPS</b>	<b>10,303,467</b>	<b>10,625,546</b>	<b>AVERAGE SPEED</b>		
Regular Service Passenger-Kms			Rev. Veh. Kms. / Rev. Veh. Hr.	23.53	23.88
Auxiliary Service Passenger Trips			<b>LABOUR PRODUCTIVITY</b>		
<b>OPERATING EXPENSES</b>			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.70	0.65
Transportation Operations Expenses	\$31,190,841	\$34,873,186	<b>TOP WAGE RATES</b>		
Fuel/Energy Exp. for Vehicles	\$6,276,179	\$7,477,401	Operators	\$28.91	\$29.41
Vehicle Maintenance Expenses	\$9,204,132	\$10,305,891	Mechanics	\$35.36	\$35.98
Plant Maintenance Expenses	\$1,762,248	\$2,805,817			
General/Administration Expenses	\$8,134,967	\$9,663,219			
<b>TOTAL DIRECT OPERATING EXPENSES</b>	<b>\$56,568,365</b>	<b>\$65,125,514</b>			
Debt Service Payment	\$402,170	\$417,104			
Total Operating Expenses	\$60,020,222	\$66,449,568			
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>					
<b>REGULAR SERV. PASS. REVENUES</b>	<b>\$19,987,169</b>	<b>\$21,232,759</b>			
<b>TOTAL OPERATING REVENUES</b>	<b>\$20,894,601</b>	<b>\$22,036,068</b>			
Total Revenues	\$21,781,882	\$22,107,264			
<b>NET DIRECT OPERATING COST</b>	<b>\$35,673,764</b>	<b>\$43,089,446</b>			
<b>NET OPERATING COST</b>	<b>\$38,238,339</b>	<b>\$44,342,304</b>			
Federal Operating Contribution					
Provincial Operating Contribution	\$1,988,981	\$2,158,816			
Municipal Operating Contribution	\$35,717,830	\$41,642,428			
Other Operating Contributions					
Federal Debt Service Contribution					
Provincial Debt Service Contribution					
Municipal Debt Service Contribution	\$531,528	\$541,060			
<b>CAPITAL EXPENSES AND FUNDING SOURCES</b>					
<b>TOTAL CAPITAL EXPENDITURES</b>	<b>\$22,236,829</b>	<b>\$22,298,603</b>			
Total Capital Disposals					
<b>TOTAL CAPITAL FUNDING</b>	<b>\$22,236,829</b>	<b>\$22,298,603</b>			
Federal Capital Contribution					
Provincial Capital Contribution	\$16,578,191	\$18,749,767			
Municipal Capital Contribution	\$5,658,639	\$3,548,836			
Other Capital Contributions					

## Elliot Lake

Transit Contact: Sean McGhee  
Manager of Environmental Services

Statistical Contact: Sean McGhee  
Manager of Environmental Services  
Phone: 705-848-2287 x2601 Fax: 705-461-7309  
Email: smcghee@city.elliottlake.on.ca

### SYSTEM HIGHLIGHTS:

▪ System established:	01/01/1984	▪ Adult Cash Fare:	\$2.50
▪ Serves:	City of Elliot Lake	▪ Ridership (revenue passengers):	102,414
▪ Municipal Population:	11,436	▪ Total Operating Revenues:	\$169,353
▪ Service Area Population:	11,436	▪ Total Direct Operating Expenses:	\$473,413
▪ Service Area Size:	16.0 square kilometres	▪ Active Vehicles:	3
▪ Service provided by:	Municipal Department, under contract with AJ Bus Lines	- Standard Buses	3
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	100.00%
Monday 0700 - 1830	Friday 0700 - 2130	▪ Percentage of accessible transit fleet:	100.00%
Tuesday 0700 - 1830	Saturday 0700 - 1830	▪ Number of Fixed Routes:	4
Wednesday 0700 - 1830	Sunday N/A	▪ Number of Accessible Routes:	0
Thursday 0700 - 2130	Holidays N/A	▪ Energy Consumption:	
▪ Employees Statistics:	Full-time Part-time	- Diesel:	84,415 litres
Operators	4 4	- Biodiesel B5:	
Other Transportation Operations		- Biodiesel B20:	
Vehicle Mechanics		- Biodiesel - Other:	
Other Vehicle Maintenance and Servicing		- Natural Gas:	
Plant and Other Maintenance		- Electricity:	
General and Administration		- Other:	
TOTAL EMPLOYEES	4 7		
▪ Union Affiliations:	Non-union (Operators)		
	Non-union (Mechanics)		

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	102,414 100.00%	7,659 100.00%	173,093 100.00%	22.60
<b>TOTAL</b>	<b>102,414</b>	<b>7,659</b>	<b>173,093</b>	<b>22.60</b>

### REMARKS:

Ridership remains below pre-2012 numbers as a result of the collapse of the community shopping center. The location was a centralized shopping destination and social gathering place and has not as of yet been replaced. The absence of this centralized location has had a direct negative impact on ridership.

## Elliot Lake

### FARE STRUCTURE

Effective Date: 01/01/2013	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$2.50	\$1.92	\$60.00		
Children					
Students	\$2.25	\$1.92	\$50.00		
Seniors	\$2.25	\$1.92	\$50.00		

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	3		7.3		2	2	Internal Combustion
Commuter Rail							- Diesel 3
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other
Locomotive							Electric
Streetcar							- Trolley
							- Battery
							- Fuel Cell
<b>TOTAL ACTIVE VEHICLES</b>	<b>3</b>	<b>0</b>			<b>2</b>	<b>2</b>	<b>TOTAL</b>
Total Low-Floor Bus (30'-60')	3		Average Bus Age (years)		7.3		<b>3</b>

### VEHICLE KILOMETRES AND HOURS

	2012	2013
Revenue Vehicle Kilometres	168,180	173,093
Total Vehicle Kilometres	171,565	176,478
Revenue Vehicle Hours	7,668	7,659
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	7,788	7,779
Operators Paid Hours	7,788	
Vehicle Mechanics Paid Hours	775	
Total Employee Paid Hours	10,523	

### PASSENGER DATA

Adult Passenger Trips	46,772	42,092
Concession Fare Trips	67,059	60,322
<i>Concession Fare Trips Details:</i>		
<i>Child Passenger Trips</i>		
Student Passenger Trips	17,094	15,382
Senior Passenger Trips	31,380	28,231

### REGULAR SERVICE PASSENGER TRIPS

Regular Service Passenger-Kms	341,493	307,242
Auxiliary Service Passenger Trips		

### OPERATING EXPENSES

Transportation Operations Expenses	\$445,004	\$465,656
Fuel/Energy Exp. for Vehicles		
Vehicle Maintenance Expenses		
Plant Maintenance Expenses		
General/Administration Expenses	\$6,845	\$7,757
<b>TOTAL DIRECT OPERATING EXPENSES</b>	<b>\$451,849</b>	<b>\$473,413</b>
Debt Service Payment		
Total Operating Expenses	\$451,849	\$473,413

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

<b>REGULAR SERV. PASS. REVENUES</b>	<b>\$173,968</b>	<b>\$164,353</b>
<b>TOTAL OPERATING REVENUES</b>	<b>\$178,893</b>	<b>\$169,353</b>
Total Revenues	\$178,893	\$169,353
<b>NET DIRECT OPERATING COST</b>	<b>\$272,956</b>	<b>\$304,060</b>
<b>NET OPERATING COST</b>	<b>\$272,956</b>	<b>\$304,060</b>
Federal Operating Contribution		
Provincial Operating Contribution	\$40,437	\$41,805
Municipal Operating Contribution	\$232,519	\$262,255
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

### CAPITAL EXPENSES AND FUNDING SOURCES

#### TOTAL CAPITAL EXPENDITURES

Total Capital Disposals

#### TOTAL CAPITAL FUNDING

Federal Capital Contribution  
Provincial Capital Contribution  
Municipal Capital Contribution  
Other Capital Contributions

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	40%	36%
Municipal Operating Contribution / Capita	\$20.22	\$22.93
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.40	\$2.97
<b>AVERAGE FARE</b>		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.53	\$1.60
<b>COST EFFECTIVENESS</b>		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$3.97	\$4.62
<b>COST EFFICIENCY</b>		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$58.02	\$60.86
<b>SERVICE UTILIZATION</b>		
Reg. Serv. Pass. / Capita	9.90	8.96
Reg. Serv. Pass. / Rev. Veh. Hr.	14.84	13.37
<b>AMOUNT OF SERVICE</b>		
Rev. Veh. Hrs. / Capita	0.67	0.67
<b>AVERAGE SPEED</b>		
Rev. Veh. Kms. / Rev. Veh. Hr.	21.93	22.60
<b>LABOUR PRODUCTIVITY</b>		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.98	
<b>TOP WAGE RATES</b>		
Operators	\$16.30	\$16.30
Mechanics	\$22.50	\$22.00

## Fort Erie

Transit Contact: Carla Stout  
Transit Program Manager

Statistical Contact: Carla Stout  
Transit Program Manager  
Phone: 905-871-1600 Fax: 905-871-6411  
Email: cstout@forterie.on.ca

### SYSTEM HIGHLIGHTS:

▪ System established:	01/01/1979	▪ Adult Cash Fare:	\$2.50
▪ Serves:	Town of Fort Erie	▪ Ridership (revenue passengers):	54,485
▪ Municipal Population:	29,960	▪ Total Operating Revenues:	\$27,013
▪ Service Area Population:	21,200	▪ Total Direct Operating Expenses:	\$596,591
▪ Service Area Size:	168.0 square kilometres	▪ Active Vehicles:	3
▪ Service provided by:	Municipal Department, under contract with Tokmakjian Inc & Niagara Falls Transit	- Standard Buses	3
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	100.00%
Monday	0630 - 1930	▪ Percentage of accessible transit fleet:	100.00%
Tuesday	0630 - 1930	▪ Number of Fixed Routes:	2
Wednesday	0630 - 1930	▪ Number of Accessible Routes:	2
Thursday	0630 - 1930	▪ Energy Consumption:	
▪ Employees Statistics:		- Diesel:	124,212 litres
Operators	Full-time 4 Part-time	- Biodiesel B5:	
Other Transportation Operations	1	- Biodiesel B20:	
Vehicle Mechanics		- Biodiesel - Other:	
Other Vehicle Maintenance and Servicing		- Natural Gas:	
Plant and Other Maintenance		- Electricity:	
General and Administration	1	- Other:	
TOTAL EMPLOYEES	6		
▪ Union Affiliations:	Non-union (Operators)		
	Non-union (Mechanics)		

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	54,485 100.00%	7,394 100.00%	231,362 100.00%	31.29
<b>TOTAL</b>	<b>54,485</b>	<b>7,394</b>	<b>231,362</b>	<b>31.29</b>

### REMARKS:

\* The Town contracted the service with Dunn the Move Ltd. Effective October 1, 2012, the Town's transit system added 2 hours of AM service as well as concession fare products through its new contracted operator, Tokmakjian Inc. \* Niagara Transit operates the service for the Town from September to the end of April each year. In 2011 this service was negotiated to include Saturdays and a 6 day/wk summer service under Niagara Transit's contract with the Region of Niagara's 3-year transit service pilot (NRT).

## Fort Erie

### FARE STRUCTURE

Effective Date: 01/10/2012	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$2.50	\$2.10	\$80.00		
Children	\$2.50	\$2.10	\$80.00		
Students	\$2.50	\$2.10	\$80.00		
Seniors	\$2.50	\$2.10	\$80.00		
Other: Cross Boundary	\$3.50				

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	3		1.0		3	3	Internal Combustion
Commuter Rail							- Diesel 3
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other
Locomotive							Electric
Streetcar							- Trolley
							- Battery
							- Fuel Cell
<b>TOTAL ACTIVE VEHICLES</b>	<b>3</b>	<b>0</b>			<b>3</b>	<b>3</b>	<b>TOTAL</b>
Total Low-Floor Bus (30'-60')	0		Average Bus Age (years)		1.0		<b>3</b>

VEHICLE KILOMETRES AND HOURS		2012	2013	PERFORMANCE INDICATORS		2012	2013
Revenue Vehicle Kilometres		226,658	231,362	<b>FINANCIAL</b>			
Total Vehicle Kilometres		308,129	359,112	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)		1%	5%
Revenue Vehicle Hours		7,472	7,394	Municipal Operating Contribution / Capita		\$18.04	\$21.06
Auxiliary Revenue Vehicle Hours		1,400	1,400	Net Dir. Oper. Cost / Reg. Serv. Pass.		\$8.85	\$10.45
Total Vehicle Hours		8,872	8,794	<b>AVERAGE FARE</b>			
Operators Paid Hours			8,078	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.		\$0.11	\$0.48
Vehicle Mechanics Paid Hours				<b>COST EFFECTIVENESS</b>			
Total Employee Paid Hours			11,978	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.		\$8.97	\$10.95
<b>PASSENGER DATA</b>				<b>COST EFFICIENCY</b>			
Adult Passenger Trips				Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.		\$59.30	\$67.84
Concession Fare Trips				<b>SERVICE UTILIZATION</b>			
Concession Fare Trips Details:				Reg. Serv. Pass. / Capita		2.77	2.57
Child Passenger Trips				Reg. Serv. Pass. / Rev. Veh. Hr.		7.85	7.37
Student Passenger Trips				<b>AMOUNT OF SERVICE</b>			
Senior Passenger Trips				Rev. Veh. Hrs. / Capita		0.35	0.35
<b>REGULAR SERVICE PASSENGER TRIPS</b>		<b>58,632</b>	<b>54,485</b>	<b>AVERAGE SPEED</b>			
Regular Service Passenger-Kms				Rev. Veh. Kms. / Rev. Veh. Hr.		30.33	31.29
Auxiliary Service Passenger Trips		10,291	9,943	<b>LABOUR PRODUCTIVITY</b>			
<b>OPERATING EXPENSES</b>				Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.			
Transportation Operations Expenses		\$404,090	\$489,045	<b>TOP WAGE RATES</b>			
Fuel/Energy Exp. for Vehicles		\$23,962	\$2,042	Operators		\$15.00	\$15.00
Vehicle Maintenance Expenses				Mechanics			
Plant Maintenance Expenses							
General/Administration Expenses		\$98,061	\$105,504				
<b>TOTAL DIRECT OPERATING EXPENSES</b>		<b>\$526,113</b>	<b>\$596,591</b>				
Debt Service Payment							
Total Operating Expenses		\$526,113	\$596,591				
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>							
<b>REGULAR SERV. PASS. REVENUES</b>		<b>\$6,269</b>	<b>\$26,000</b>				
<b>TOTAL OPERATING REVENUES</b>		<b>\$7,077</b>	<b>\$27,013</b>				
Total Revenues		\$7,077	\$36,957				
<b>NET DIRECT OPERATING COST</b>		<b>\$519,036</b>	<b>\$569,578</b>				
<b>NET OPERATING COST</b>		<b>\$519,036</b>	<b>\$559,634</b>				
Federal Operating Contribution							
Provincial Operating Contribution		\$110,620	\$113,084				
Municipal Operating Contribution		\$382,416	\$446,550				
Other Operating Contributions		\$26,000					
Federal Debt Service Contribution							
Provincial Debt Service Contribution							
Municipal Debt Service Contribution							
<b>CAPITAL EXPENSES AND FUNDING SOURCES</b>							
<b>TOTAL CAPITAL EXPENDITURES</b>							
Total Capital Disposals							
<b>TOTAL CAPITAL FUNDING</b>							
Federal Capital Contribution							
Provincial Capital Contribution							
Municipal Capital Contribution							
Other Capital Contributions							

# GO (Metrolinx)

Transit Contact: Greg Percy  
President, GO Transit

Statistical Contact: Sherwin Gumbs  
Senior Planner

Phone: 416-202-5971 Fax: 416-214-0678

Email: sherwin.gumbs@gotransit.com

## SYSTEM HIGHLIGHTS:

▪ System established:	23/05/1967	▪ Adult Cash Fare:	
▪ Serves:	Greater Toronto & Hamilton Area	▪ Ridership (revenue passengers):	62,486,871
▪ Municipal Population:	8,500,000	▪ Total Operating Revenues:	\$405,409,238
▪ Service Area Population:	8,500,000	▪ Total Direct Operating Expenses:	\$603,108,598
▪ Service Area Size:	11,000.0 square kilometres	▪ Active Vehicles:	1,106
▪ Service provided by:	Crown Corporation, under contract with Bombardier	- Commuter Rail Car	574
		- Commuter Rail Locomotive	68
		- Standard Buses	417
		- Double-Decker Buses	47
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	100.00%
Monday	0400 - 0300	▪ Percentage of accessible transit fleet:	46.75%
Tuesday	0400 - 0300		
Wednesday	0400 - 0300	▪ Number of Fixed Routes:	54
Thursday	0400 - 0300	▪ Number of Accessible Routes:	54
		▪ Energy Consumption:	
		- Diesel:	61,003,410 litres
		- Biodiesel B5:	
		- Biodiesel B20:	
		- Biodiesel - Other:	
		- Natural Gas:	
		- Electricity:	
		- Other:	
▪ <b>Employees Statistics:</b>	<b>Full-time</b>	<b>Part-time</b>	
Operators	686	78	
Other Transportation Operations	710	154	
Vehicle Mechanics	95		
Other Vehicle Maintenance and Servicing	48		
Plant and Other Maintenance	300	15	
General and Administration	662	39	
TOTAL EMPLOYEES	2,501	286	
▪ Union Affiliations:	ATU 1587 (Operators)		
	ATU 1587 (Mechanics)		
	IAMAW 235 (Contact Centre)		

Modal Statistics	Boardings		Rev. Vehicle Hrs.		Rev. Vehicle Kms		Avg. Speed (km/h)
Bus	15,742,136	23.98%	999,593	35.70%	35,115,258	53.93%	35.13
Commuter Rail	49,905,194	76.02%	1,800,000	64.30%	30,000,000	46.07%	16.67
<b>TOTAL</b>	<b>65,647,330</b>		<b>2,799,593</b>		<b>65,115,258</b>		<b>23.26</b>



# GO (Metrolinx)

## FARE STRUCTURE

Effective Date: 01/02/2013

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

**Monthly**      **Other**  
**Pass**      PRESTO Farecard

Adults      13-64 yrs; fares vary according to distance travel  
Children      6-12 yrs  
Students      Elementary/junior high, and secondary students w.  
Seniors      65 yrs or over

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	464		4.7		387		<b>Internal Combustion</b>
Commuter Rail	53	521	8.9	18.3	552		- Diesel 464
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other
Locomotive		68		6.2	65		<b>Electric</b>
Streetcar							- Trolley
<b>TOTAL ACTIVE VEHICLES</b>	<b>517</b>	<b>589</b>			<b>1,004</b>	<b>0</b>	- Battery
Total Low-Floor Bus (30'-60')	47		Average Bus Age (years)		4.7		- Fuel Cell
							<b>TOTAL 464</b>

## VEHICLE KILOMETRES AND HOURS

	2012	2013
Revenue Vehicle Kilometres	60,994,637	65,115,258
Total Vehicle Kilometres	71,174,044	74,364,844
Revenue Vehicle Hours	2,666,428	2,799,593
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	2,846,535	3,014,509
Operators Paid Hours	1,687,516	
Vehicle Mechanics Paid Hours	204,898	
Total Employee Paid Hours	5,549,575	

## PASSENGER DATA

Adult Passenger Trips  
Concession Fare Trips  
    *Concession Fare Trips Details:*  
    *Child Passenger Trips*  
    *Student Passenger Trips*  
    *Senior Passenger Trips*

<b>REGULAR SERVICE PASSENGER TRIPS</b>	<b>62,471,732</b>	<b>62,486,871</b>
Regular Service Passenger-Kms	2,111,544,541	2,112,056,239
Auxiliary Service Passenger Trips		

## OPERATING EXPENSES

Transportation Operations Expenses	\$133,252,610	\$145,787,046
Fuel/Energy Exp. for Vehicles	\$64,774,417	\$73,382,131
Vehicle Maintenance Expenses	\$58,690,219	\$85,815,037
Plant Maintenance Expenses	\$100,195,708	\$112,668,335
General/Administration Expenses	\$159,176,450	\$185,456,049
<b>TOTAL DIRECT OPERATING EXPENSES</b>	<b>\$516,089,404</b>	<b>\$603,108,598</b>
Debt Service Payment		
Total Operating Expenses	\$781,620,540	\$908,353,945

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

<b>REGULAR SERV. PASS. REVENUES</b>	<b>\$357,333,474</b>	<b>\$393,573,738</b>
<b>TOTAL OPERATING REVENUES</b>	<b>\$367,672,811</b>	<b>\$405,409,238</b>
Total Revenues	\$652,025,847	\$729,917,149
<b>NET DIRECT OPERATING COST</b>	<b>\$148,416,594</b>	<b>\$197,699,360</b>
<b>NET OPERATING COST</b>	<b>\$129,594,693</b>	<b>\$178,436,796</b>
Federal Operating Contribution		
Provincial Operating Contribution	\$112,368,457	\$161,480,058
Municipal Operating Contribution		
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

## CAPITAL EXPENSES AND FUNDING SOURCES

<b>TOTAL CAPITAL EXPENDITURES</b>	<b>\$1,876,515,801</b>	<b>\$1,894,553,197</b>
Total Capital Disposals	\$1,075,391	\$471,706
<b>TOTAL CAPITAL FUNDING</b>	<b>\$1,876,515,801</b>	<b>\$1,894,553,197</b>
Federal Capital Contribution	\$4,681,159	\$2,718,260
Provincial Capital Contribution	\$1,843,957,380	\$1,857,804,387
Municipal Capital Contribution	\$27,877,262	\$33,310,550
Other Capital Contributions		\$720,000

## PERFORMANCE INDICATORS

FINANCIAL	2012	2013
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	71%	67%
Municipal Operating Contribution / Capita		
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.38	\$3.16
<b>AVERAGE FARE</b>		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$5.72	\$6.30
<b>COST EFFECTIVENESS</b>		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$8.26	\$9.65
<b>COST EFFICIENCY</b>		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$181.30	\$200.07
<b>SERVICE UTILIZATION</b>		
Reg. Serv. Pass. / Capita	7.35	7.35
Reg. Serv. Pass. / Rev. Veh. Hr.	23.43	22.32
<b>AMOUNT OF SERVICE</b>		
Rev. Veh. Hrs. / Capita	0.31	0.33
<b>AVERAGE SPEED</b>		
Rev. Veh. Kms. / Rev. Veh. Hr.	22.88	23.26
<b>LABOUR PRODUCTIVITY</b>		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
<b>TOP WAGE RATES</b>		
Operators	\$30.62	\$31.32
Mechanics	\$36.18	\$37.01

## Greater Sudbury

Transit Contact: Roger Sauve  
Director of Transit and Fleet Services

Statistical Contact: Michelle Ferrigan  
Transit Planner  
Phone: 705-674-4455 x3008 Fax: 705-560-4571  
Email: michelle.ferrigan@greatersudbury.ca

### SYSTEM HIGHLIGHTS:

▪ System established:	01/01/1972	▪ Adult Cash Fare:	\$2.70
▪ Serves:	City of Greater Sudbury	▪ Ridership (revenue passengers):	4,362,683
▪ Municipal Population:	161,900	▪ Total Operating Revenues:	\$7,601,503
▪ Service Area Population:	138,000	▪ Total Direct Operating Expenses:	\$18,940,806
▪ Service Area Size:	152.6 square kilometres	▪ Active Vehicles:	64
▪ Service provided by:	Municipal Department	- Small Community Buses	1
		- Standard Buses	63
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	98.44%
Monday 0600 - 0200	Friday 0600 - 0200	▪ Percentage of accessible transit fleet:	98.44%
Tuesday 0600 - 0200	Saturday 0600 - 0200		
Wednesday 0600 - 0200	Sunday 0600 - 0200	▪ Number of Fixed Routes:	37
Thursday 0600 - 0200	Holidays 0600 - 0200	▪ Number of Accessible Routes:	37
▪ Employees Statistics:		▪ Energy Consumption:	
	<b>Full-time</b>	<b>Part-time</b>	
Operators	74	38	- Diesel: 2,360,979 litres
Other Transportation Operations	5		- Biodiesel B5:
Vehicle Mechanics	8		- Biodiesel B20:
Other Vehicle Maintenance and Servicing	9	5	- Biodiesel - Other:
Plant and Other Maintenance			- Natural Gas:
General and Administration	12	5	- Electricity:
TOTAL EMPLOYEES	108	48	- Other:
▪ Union Affiliations:	CUPE 4705 (Operators)		
	CUPE 4705 (Mechanics)		
	CUPE 4705 (Clerical)		

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	4,362,683 100.00%	158,756 100.00%	3,979,418 100.00%	25.07
<b>TOTAL</b>	<b>4,362,683</b>	<b>158,756</b>	<b>3,979,418</b>	<b>25.07</b>

## Greater Sudbury

### FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
05/03/2012					
Adults	\$2.70	\$2.05	\$76.00		
Children	\$2.05	\$1.55			Age 5 or older - under 60" tall
Students	\$2.70	\$2.05	\$70.00		
Seniors	\$2.05	\$1.55	\$46.00		55 or older
Other: Persons with disabilities	\$2.05	\$1.55	\$46.00		w. proof of disability and valid Photo ID

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	63	1	7.3	5.0	47	30	<b>Internal Combustion</b>
Commuter Rail							- Diesel 64
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other
Locomotive							<b>Electric</b>
Streetcar							- Trolley
							- Battery
							- Fuel Cell
<b>TOTAL ACTIVE VEHICLES</b>	<b>63</b>	<b>1</b>			<b>47</b>	<b>30</b>	<b>TOTAL 64</b>
Total Low-Floor Bus (30'-60')	63		Average Bus Age (years)		7.2		

### VEHICLE KILOMETRES AND HOURS

	2012	2013
Revenue Vehicle Kilometres	3,978,654	3,979,418
Total Vehicle Kilometres	4,009,432	4,234,790
Revenue Vehicle Hours	159,119	158,756
Auxiliary Revenue Vehicle Hours	907	356
Total Vehicle Hours	171,065	164,095
Operators Paid Hours	212,081	223,925
Vehicle Mechanics Paid Hours	15,518	13,591
Total Employee Paid Hours	291,275	305,272

### PASSENGER DATA

Adult Passenger Trips	2,140,169	2,083,526
Concession Fare Trips	2,304,550	2,279,157
<i>Concession Fare Trips Details:</i>		
Child Passenger Trips	11,567	10,186
Student Passenger Trips	1,298,480	1,278,371
Senior Passenger Trips	372,234	392,579

### REGULAR SERVICE PASSENGER TRIPS

Regular Service Passenger-Kms	4,444,719	4,362,683
Auxiliary Service Passenger Trips		

### OPERATING EXPENSES

Transportation Operations Expenses	\$9,554,113	\$9,721,298
Fuel/Energy Exp. for Vehicles	\$2,676,506	\$2,666,705
Vehicle Maintenance Expenses	\$2,567,102	\$2,738,773
Plant Maintenance Expenses	\$1,322,345	\$1,301,164
General/Administration Expenses	\$2,348,136	\$2,512,866
<b>TOTAL DIRECT OPERATING EXPENSES</b>	<b>\$18,468,203</b>	<b>\$18,940,806</b>
Debt Service Payment	\$539,066	\$561,168
Total Operating Expenses	\$19,007,269	\$19,501,974

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$7,414,102	\$7,381,107
<b>TOTAL OPERATING REVENUES</b>	<b>\$7,579,116</b>	<b>\$7,601,503</b>
Total Revenues	\$7,681,316	\$7,688,304
<b>NET DIRECT OPERATING COST</b>	<b>\$10,889,087</b>	<b>\$11,339,303</b>
<b>NET OPERATING COST</b>	<b>\$11,325,952</b>	<b>\$11,813,670</b>
Federal Operating Contribution		
Provincial Operating Contribution	\$1,264,850	\$891,499
Municipal Operating Contribution	\$10,061,102	\$10,922,172
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

### CAPITAL EXPENSES AND FUNDING SOURCES

<b>TOTAL CAPITAL EXPENDITURES</b>	<b>\$1,195,968</b>	<b>\$6,532,637</b>
Total Capital Disposals		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$1,302,848</b>	<b>\$5,924,475</b>
Federal Capital Contribution		
Provincial Capital Contribution	\$516,623	\$2,012,827
Municipal Capital Contribution	\$377,346	\$399,120
Other Capital Contributions	\$408,879	\$3,512,528

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	41%	40%
Municipal Operating Contribution / Capita	\$72.91	\$79.15
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.45	\$2.60

### AVERAGE FARE

Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.67	\$1.69
--	--------	--------

### COST EFFECTIVENESS

Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$4.16	\$4.34
---	--------	--------

### COST EFFICIENCY

Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$107.96	\$115.43
---	----------	----------

### SERVICE UTILIZATION

Reg. Serv. Pass. / Capita	32.21	31.61
Reg. Serv. Pass. / Rev. Veh. Hr.	27.93	27.48

### AMOUNT OF SERVICE

Rev. Veh. Hrs. / Capita	1.15	1.15
-------------------------	------	------

### AVERAGE SPEED

Rev. Veh. Kms. / Rev. Veh. Hr.	25.00	25.07
--------------------------------	-------	-------

### LABOUR PRODUCTIVITY

Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.75	0.71
---	------	------

### TOP WAGE RATES

Operators	\$25.87	\$26.26
Mechanics	\$31.04	\$31.51

## Guelph

Transit Contact: Phil Meagher  
General Manager, Transit Services

Statistical Contact: Christine Warne  
Supervisor, Transit Business Services  
Phone: 519-822-1260 x2624 Fax: 519-822-1322  
Email: christine.warne@guelph.ca

### SYSTEM HIGHLIGHTS:

▪ System established:	30/04/1895	▪ Adult Cash Fare:	\$3.00
▪ Serves:	City of Guelph	▪ Ridership (revenue passengers):	6,447,469
▪ Municipal Population:	121,688	▪ Total Operating Revenues:	\$10,208,846
▪ Service Area Population:	121,688	▪ Total Direct Operating Expenses:	\$24,142,904
▪ Service Area Size:	87.0 square kilometres	▪ Active Vehicles:	73
▪ Service provided by:	Municipal Department	- Standard Buses	73
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	100.00%
Monday	0530 - 0100	▪ Percentage of accessible transit fleet:	100.00%
Tuesday	0530 - 0100	▪ Number of Fixed Routes:	22
Wednesday	0530 - 0100	▪ Number of Accessible Routes:	22
Thursday	0530 - 0100	▪ Energy Consumption:	
		- Diesel:	
		- Biodiesel B5:	1,469,431 litres
		- Biodiesel B20:	1,469,431 litres
		- Biodiesel - Other:	
		- Natural Gas:	
		- Electricity:	
		- Other:	
▪ <b>Employees Statistics:</b>	<b>Full-time</b>	<b>Part-time</b>	
Operators	155	16	
Other Transportation Operations	15		
Vehicle Mechanics	14		
Other Vehicle Maintenance and Servicing	12		
Plant and Other Maintenance	2		
General and Administration	6	2	
TOTAL EMPLOYEES	204	18	
▪ Union Affiliations:	ATU 1189 (Operators)		
	ATU 1189 (Mechanics)		
	CUPE 973 (Clerical)		

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	6,903,754 100.00%	307,000 100.00%	4,800,000 100.00%	15.64
<b>TOTAL</b>	<b>6,903,754</b>	<b>307,000</b>	<b>4,800,000</b>	<b>15.64</b>

### REMARKS:

In February 2013 Guelph Transit replaced 15 minute peak service with 20 minute peak service. Off peak service was continued every 30 minutes.

# Guelph

## FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Affordable Bus Pass	Criteria
01/09/2012					
Adults	\$3.00	\$2.40	\$75.00	\$36.00	18yrs+
Children					under 5 years free
Students	\$3.00	\$1.90	\$64.00	\$32.00	5 years to 18 years
Seniors	\$3.00	\$2.00	\$62.00	\$31.00	65 years of age +

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	73		6.6		58	38	<b>Internal Combustion</b> - Diesel - Biodiesel (all blends) 73 - Natural Gas (CNG or LNG) - Other
Commuter Rail							
Ferry							
Heavy Rail							
Light Rail							
Locomotive							<b>Electric</b> - Trolley - Battery - Fuel Cell
Streetcar							
<b>TOTAL ACTIVE VEHICLES</b>	<b>73</b>	<b>0</b>			<b>58</b>	<b>38</b>	
Total Low-Floor Bus (30'-60')	73		Average Bus Age (years)		6.6		<b>TOTAL</b> 73

## VEHICLE KILOMETRES AND HOURS

	2012	2013
Revenue Vehicle Kilometres	5,100,000	4,800,000
Total Vehicle Kilometres	5,210,000	4,904,000
Revenue Vehicle Hours	256,000	307,000
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	265,600	317,500
Operators Paid Hours	339,712	369,866
Vehicle Mechanics Paid Hours	26,934	60,632
Total Employee Paid Hours	442,453	474,451

## PASSENGER DATA

Adult Passenger Trips	1,186,300	1,935,224
Concession Fare Trips	5,391,000	4,512,245
<i>Concession Fare Trips Details:</i>		
<i>Child Passenger Trips</i>		
<i>Student Passenger Trips</i>	226,000	492,408
<i>Senior Passenger Trips</i>	104,000	180,153

## REGULAR SERVICE PASSENGER TRIPS

Regular Service Passenger-Kms	19,731,900	19,342,407
Auxiliary Service Passenger Trips	30	57

## OPERATING EXPENSES

Transportation Operations Expenses	\$14,046,299	\$14,894,853
Fuel/Energy Exp. for Vehicles	\$3,087,401	\$3,136,071
Vehicle Maintenance Expenses	\$3,629,962	\$4,400,435
Plant Maintenance Expenses	\$937,286	\$1,180,865
General/Administration Expenses	\$605,559	\$530,680
<b>TOTAL DIRECT OPERATING EXPENSES</b>	<b>\$22,306,507</b>	<b>\$24,142,904</b>
Debt Service Payment		
Total Operating Expenses	\$22,306,507	\$24,142,904

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

<b>REGULAR SERV. PASS. REVENUES</b>	<b>\$9,978,324</b>	<b>\$9,950,869</b>
<b>TOTAL OPERATING REVENUES</b>	<b>\$10,250,858</b>	<b>\$10,208,846</b>
Total Revenues	\$10,250,858	\$10,215,508
<b>NET DIRECT OPERATING COST</b>	<b>\$12,055,649</b>	<b>\$13,934,058</b>
<b>NET OPERATING COST</b>	<b>\$12,055,649</b>	<b>\$13,927,396</b>
Federal Operating Contribution		
Provincial Operating Contribution	\$2,642,000	\$2,742,300
Municipal Operating Contribution	\$9,413,649	\$11,185,096
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

## CAPITAL EXPENSES AND FUNDING SOURCES

<b>TOTAL CAPITAL EXPENDITURES</b>	<b>\$2,162,891</b>	<b>\$1,782,902</b>
Total Capital Disposals		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$2,162,891</b>	<b>\$1,782,902</b>
Federal Capital Contribution	\$127,415	
Provincial Capital Contribution	\$19,100	\$198,587
Municipal Capital Contribution	\$1,890,285	\$1,586,161
Other Capital Contributions	\$126,091	-\$1,846

## PERFORMANCE INDICATORS

FINANCIAL	2012	2013
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	46%	42%
Municipal Operating Contribution / Capita	\$77.36	\$91.92
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$1.83	\$2.16
<b>AVERAGE FARE</b>		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.52	\$1.54
<b>COST EFFECTIVENESS</b>		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$3.39	\$3.74
<b>COST EFFICIENCY</b>		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$83.99	\$76.04
<b>SERVICE UTILIZATION</b>		
Reg. Serv. Pass. / Capita	54.05	52.98
Reg. Serv. Pass. / Rev. Veh. Hr.	25.69	21.00
<b>AMOUNT OF SERVICE</b>		
Rev. Veh. Hrs. / Capita	2.10	2.52
<b>AVERAGE SPEED</b>		
Rev. Veh. Kms. / Rev. Veh. Hr.	19.92	15.64
<b>LABOUR PRODUCTIVITY</b>		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.75	0.83
<b>TOP WAGE RATES</b>		
Operators	\$26.16	\$26.49
Mechanics	\$30.72	\$32.10

# Hamilton

Transit Contact: Don Hull  
Director of Transit

Statistical Contact: Bruce Hammell  
Program Manager, Service Performance  
Phone: 905-546-2424 x1805 Fax: 905-679-7305  
Email: bruce.hammell@hamilton.ca

## SYSTEM HIGHLIGHTS:

▪ System established:	01/01/1874	▪ Adult Cash Fare:	\$2.55
▪ Serves:	City of Hamilton	▪ Ridership (revenue passengers):	21,817,842
▪ Municipal Population:	540,000	▪ Total Operating Revenues:	\$36,777,704
▪ Service Area Population:	487,000	▪ Total Direct Operating Expenses:	\$73,641,042
▪ Service Area Size:	235.0 square kilometres	▪ Active Vehicles:	221
▪ Service provided by:	Municipal Department	- Small Community Buses	5
		- Standard Buses	191
		- Articulated Buses	25
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	100.00%
Monday	0500 - 0200	Friday	0500 - 0200
Tuesday	0500 - 0200	Saturday	0500 - 0200
Wednesday	0500 - 0200	Sunday	0600 - 0100
Thursday	0500 - 0200	Holidays	0600 - 0100
▪ Employees Statistics:	Full-time	Part-time	
Operators	450	39	
Other Transportation Operations	29		
Vehicle Mechanics	47	15	
Other Vehicle Maintenance and Servicing	40	26	
Plant and Other Maintenance	2	2	
General and Administration	34	9	
TOTAL EMPLOYEES	602	91	
▪ Union Affiliations:	ATU 107 (Operators)		
	ATU 107 (Mechanics)		
	ATU 107 (Administration)		
		▪ Number of Fixed Routes:	34
		▪ Number of Accessible Routes:	34
		▪ Energy Consumption:	
		- Diesel:	8,279,013 litres
		- Biodiesel B5:	
		- Biodiesel B20:	
		- Biodiesel - Other:	
		- Natural Gas:	1,391,790 cubic-metres
		- Electricity:	
		- Other:	

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	28,747,752 100.00%	710,541 100.00%	13,055,545 100.00%	18.37
<b>TOTAL</b>	<b>28,747,752</b>	<b>710,541</b>	<b>13,055,545</b>	<b>18.37</b>

# Hamilton

## FARE STRUCTURE

Effective Date:	01/01/2011	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Other Passes	Criteria
Adults		\$2.55	\$2.00	\$87.00	\$9 Day Pass	
Children		\$2.55	\$1.65	\$71.00	\$9 Day Pass	5 - 14 Under 5 Free
Students		\$2.55	\$1.65	\$71.00	\$9 Day Pass	Elementary/Secondary
Seniors		\$2.55	\$2.00	\$87.00	\$205 Annual Pass	Over 65 - Over 80 Free
Other: Student		\$2.55	\$2.00	\$87.00		Post Secondary/College/University

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	221		5.6		182	125	Internal Combustion
Commuter Rail							- Diesel 186
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG) 35
Light Rail							- Other
Locomotive							Electric
Streetcar							- Trolley
							- Battery
							- Fuel Cell
<b>TOTAL ACTIVE VEHICLES</b>	<b>221</b>	<b>0</b>			<b>182</b>	<b>125</b>	<b>TOTAL</b>
Total Low-Floor Bus (30'-60')	221		Average Bus Age (years)		5.6		<b>221</b>

## VEHICLE KILOMETRES AND HOURS

	2012	2013
Revenue Vehicle Kilometres	12,979,223	13,055,545
Total Vehicle Kilometres	14,430,114	14,492,516
Revenue Vehicle Hours	695,167	710,541
Auxiliary Revenue Vehicle Hours	2,500	2,500
Total Vehicle Hours	739,563	754,772
Operators Paid Hours	1,163,314	1,192,755
Vehicle Mechanics Paid Hours	137,333	123,496
Total Employee Paid Hours	1,630,694	1,661,333

## PASSENGER DATA

Adult Passenger Trips	12,453,211	12,623,672
Concession Fare Trips	4,815,803	9,194,170
<i>Concession Fare Trips Details:</i>		
<i>Child Passenger Trips</i>		
<i>Student Passenger Trips</i>	502,988	5,006,652
<i>Senior Passenger Trips</i>	1,663,063	1,503,508

## REGULAR SERVICE PASSENGER TRIPS

Regular Service Passenger-Kms	21,795,884	21,817,842
Auxiliary Service Passenger Trips		

## OPERATING EXPENSES

Transportation Operations Expenses	\$41,364,399	\$43,673,331
Fuel/Energy Exp. for Vehicles	\$8,742,369	\$9,173,542
Vehicle Maintenance Expenses	\$16,354,727	\$13,010,339
Plant Maintenance Expenses	\$1,589,142	\$1,816,474
General/Administration Expenses	\$6,334,899	\$5,967,356
<b>TOTAL DIRECT OPERATING EXPENSES</b>	<b>\$74,385,536</b>	<b>\$73,641,042</b>
Debt Service Payment		
Total Operating Expenses	\$77,518,666	\$76,772,172

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$35,337,846	\$36,023,427
<b>TOTAL OPERATING REVENUES</b>	<b>\$36,058,411</b>	<b>\$36,777,704</b>
Total Revenues	\$36,080,989	\$36,836,611
<b>NET DIRECT OPERATING COST</b>	<b>\$38,327,125</b>	<b>\$36,863,338</b>
<b>NET OPERATING COST</b>	<b>\$41,437,677</b>	<b>\$39,935,561</b>
Federal Operating Contribution		
Provincial Operating Contribution	\$6,938,143	\$7,844,892
Municipal Operating Contribution	\$34,499,534	\$32,090,669
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

## CAPITAL EXPENSES AND FUNDING SOURCES

<b>TOTAL CAPITAL EXPENDITURES</b>	<b>\$18,220,930</b>	<b>\$1,370,292</b>
Total Capital Disposals	\$21,399	\$60,094
<b>TOTAL CAPITAL FUNDING</b>	<b>\$17,012,490</b>	<b>\$10,961,065</b>
Federal Capital Contribution	\$6,000,000	
Provincial Capital Contribution	\$1,792,489	\$101,745
Municipal Capital Contribution	\$9,220,001	\$700,000
Other Capital Contributions		\$10,159,320

## PERFORMANCE INDICATORS

FINANCIAL	2012	2013
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	48%	50%
Municipal Operating Contribution / Capita	\$71.43	\$65.89
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$1.76	\$1.69

## AVERAGE FARE

Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.62	\$1.65
--	--------	--------

## COST EFFECTIVENESS

Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$3.41	\$3.38
---	--------	--------

## COST EFFICIENCY

Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$100.58	\$97.57
---	----------	---------

## SERVICE UTILIZATION

Reg. Serv. Pass. / Capita	45.13	44.80
Reg. Serv. Pass. / Rev. Veh. Hr.	31.35	30.71

## AMOUNT OF SERVICE

Rev. Veh. Hrs. / Capita	1.44	1.46
-------------------------	------	------

## AVERAGE SPEED

Rev. Veh. Kms. / Rev. Veh. Hr.	18.67	18.37
--------------------------------	-------	-------

## LABOUR PRODUCTIVITY

Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.60	0.60
---	------	------

## TOP WAGE RATES

Operators	\$28.35	\$28.89
Mechanics	\$33.43	\$34.07

# Huntsville

Transit Contact: Dean Campbell  
Owner/Operator

Statistical Contact: Brandon Hall, C. Tech, rcsi  
Engineering Technician  
Phone: 705-789-1751 Fax: 705-789-6689  
Email: brandon.hall@huntsville.ca

## SYSTEM HIGHLIGHTS:

▪ System established:	01/01/1991	▪ Adult Cash Fare:	\$2.00
▪ Serves:	Town of Huntsville	▪ Ridership (revenue passengers):	25,892
▪ Municipal Population:	19,056	▪ Total Operating Revenues:	\$30,354
▪ Service Area Population:	10,000	▪ Total Direct Operating Expenses:	\$242,067
▪ Service Area Size:	12.0 square kilometres	▪ Active Vehicles:	3
▪ Service provided by:	Municipal Department, under contract with Campbell Bus Lines Ltd	- Small Community Buses	3
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	100.00%
Monday	0800 - 2000	▪ Percentage of accessible transit fleet:	100.00%
Tuesday	0800 - 2000		
Wednesday	0800 - 2000	▪ Number of Fixed Routes:	2
Thursday	0800 - 2000	▪ Number of Accessible Routes:	0
Friday	0800 - 2000	▪ Energy Consumption:	
Saturday	1000 - 2200	- Diesel:	30,400 litres
Sunday	N/A	- Biodiesel B5:	
Holidays	N/A	- Biodiesel B20:	
▪ Employees Statistics:		- Biodiesel - Other:	
Operators		- Natural Gas:	
Other Transportation Operations		- Electricity:	
Vehicle Mechanics		- Other:	
Other Vehicle Maintenance and Servicing			
Plant and Other Maintenance			
General and Administration			
TOTAL EMPLOYEES			
▪ Union Affiliations:			
Non-union (Operators)			
Non-union (Mechanics)			

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	25,892 100.00%	5,504 100.00%	84,600 100.00%	15.37
<b>TOTAL</b>	<b>25,892</b>	<b>5,504</b>	<b>84,600</b>	<b>15.37</b>

## REMARKS:

The Town of Huntsville provides community accessible specialized transit with unconditional eligibility.



## Huntsville

### FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
01/07/2006					
Adults	\$2.00	\$1.82	\$50.00		everyone 14 years without student card
Children	\$1.00	\$0.91			preschoolers free
Students	\$1.00	\$0.91			
Seniors	\$2.00	\$1.82			

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	3		4.3		2	2	Internal Combustion
Commuter Rail							- Diesel 2
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other 1
Locomotive							Electric
Streetcar							- Trolley
<b>TOTAL ACTIVE VEHICLES</b>	<b>3</b>	<b>0</b>			<b>2</b>	<b>2</b>	- Battery
Total Low-Floor Bus (30'-60')	2		Average Bus Age (years)		4.3		- Fuel Cell
							<b>TOTAL 3</b>

### VEHICLE KILOMETRES AND HOURS

	2012	2013
Revenue Vehicle Kilometres	84,300	84,600
Total Vehicle Kilometres	84,300	84,600
Revenue Vehicle Hours	5,484	5,504
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	5,484	5,504

Operators Paid Hours

Vehicle Mechanics Paid Hours

Total Employee Paid Hours

### PASSENGER DATA

Adult Passenger Trips

Concession Fare Trips

Concession Fare Trips Details:

Child Passenger Trips

Student Passenger Trips

Senior Passenger Trips

### REGULAR SERVICE PASSENGER TRIPS

	26,437	25,892
--	--------	--------

Regular Service Passenger-Kms	185,059	181,244
-------------------------------	---------	---------

Auxiliary Service Passenger Trips		
-----------------------------------	--	--

### OPERATING EXPENSES

Transportation Operations Expenses	\$220,406	\$229,651
------------------------------------	-----------	-----------

Fuel/Energy Exp. for Vehicles		
-------------------------------	--	--

Vehicle Maintenance Expenses		
------------------------------	--	--

Plant Maintenance Expenses		
----------------------------	--	--

General/Administration Expenses	\$19,407	\$12,415
---------------------------------	----------	----------

<b>TOTAL DIRECT OPERATING EXPENSES</b>	<b>\$239,813</b>	<b>\$242,067</b>
--	------------------	------------------

Debt Service Payment		
----------------------	--	--

Total Operating Expenses	\$239,813	\$242,067
--------------------------	-----------	-----------

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

<b>REGULAR SERV. PASS. REVENUES</b>	<b>\$33,884</b>	<b>\$30,354</b>
-------------------------------------	-----------------	-----------------

<b>TOTAL OPERATING REVENUES</b>	<b>\$33,884</b>	<b>\$30,354</b>
---------------------------------	-----------------	-----------------

Total Revenues	\$33,884	\$30,354
----------------	----------	----------

<b>NET DIRECT OPERATING COST</b>	<b>\$205,929</b>	<b>\$211,713</b>
----------------------------------	------------------	------------------

<b>NET OPERATING COST</b>	<b>\$205,929</b>	<b>\$211,713</b>
---------------------------	------------------	------------------

Federal Operating Contribution		
--------------------------------	--	--

Provincial Operating Contribution	\$99,265	\$99,601
-----------------------------------	----------	----------

Municipal Operating Contribution	\$106,664	\$112,112
----------------------------------	-----------	-----------

Other Operating Contributions		
-------------------------------	--	--

Federal Debt Service Contribution		
-----------------------------------	--	--

Provincial Debt Service Contribution		
--------------------------------------	--	--

Municipal Debt Service Contribution		
-------------------------------------	--	--

### CAPITAL EXPENSES AND FUNDING SOURCES

#### TOTAL CAPITAL EXPENDITURES

Total Capital Disposals		
-------------------------	--	--

#### TOTAL CAPITAL FUNDING

Federal Capital Contribution		
------------------------------	--	--

Provincial Capital Contribution		
---------------------------------	--	--

Municipal Capital Contribution		
--------------------------------	--	--

Other Capital Contributions		
-----------------------------	--	--

### PERFORMANCE INDICATORS

#### FINANCIAL

Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	14%	13%
--	-----	-----

Municipal Operating Contribution / Capita	\$10.67	\$11.21
---	---------	---------

Net Dir. Oper. Cost / Reg. Serv. Pass.	\$7.79	\$8.18
--	--------	--------

#### AVERAGE FARE

Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.28	\$1.17
--	--------	--------

#### COST EFFECTIVENESS

Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$9.07	\$9.35
---	--------	--------

#### COST EFFICIENCY

Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$43.73	\$43.98
---	---------	---------

#### SERVICE UTILIZATION

Reg. Serv. Pass. / Capita	2.64	2.59
---------------------------	------	------

Reg. Serv. Pass. / Rev. Veh. Hr.	4.82	4.70
----------------------------------	------	------

#### AMOUNT OF SERVICE

Rev. Veh. Hrs. / Capita	0.55	0.55
-------------------------	------	------

#### AVERAGE SPEED

Rev. Veh. Kms. / Rev. Veh. Hr.	15.37	15.37
--------------------------------	-------	-------

#### LABOUR PRODUCTIVITY

Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
---	--	--

#### TOP WAGE RATES

Operators		
-----------	--	--

Mechanics		
-----------	--	--

## Kawartha Lakes

Transit Contact: Todd Bryant  
Manager - Fleet Services

Statistical Contact: Enzo Ingrebelli  
Public Works - Transit Supervisor  
Phone: 705-324-9411 Ext 110 Fax: 705-324-1155  
Email: eingribelli@city.kawarthalakes.on.ca

### SYSTEM HIGHLIGHTS:

▪ System established:	01/01/2001	▪ Adult Cash Fare:	\$2.00
▪ Serves:	City of Kawartha Lakes	▪ Ridership (revenue passengers):	88,974
▪ Municipal Population:	73,214	▪ Total Operating Revenues:	\$153,259
▪ Service Area Population:	26,490	▪ Total Direct Operating Expenses:	\$1,632,950
▪ Service Area Size:	27.0 square kilometres	▪ Active Vehicles:	8
▪ Service provided by:	Municipal Department	- Small Community Buses	8
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	100.00%
Monday 0700 - 1900	Friday 0700 - 1900	▪ Percentage of accessible transit fleet:	100.00%
Tuesday 0700 - 1900	Saturday 0700 - 1900	▪ Number of Fixed Routes:	5
Wednesday 0700 - 1900	Sunday N/A	▪ Number of Accessible Routes:	0
Thursday 0700 - 1900	Holidays N/A	▪ Energy Consumption:	
▪ Employees Statistics:	Full-time Part-time	- Diesel:	84,498 litres
Operators		- Biodiesel B5:	
Other Transportation Operations		- Biodiesel B20:	
Vehicle Mechanics		- Biodiesel - Other:	
Other Vehicle Maintenance and Servicing		- Natural Gas:	
Plant and Other Maintenance		- Electricity:	
General and Administration		- Gasoline (in litres)	43,307
TOTAL EMPLOYEES			
▪ Union Affiliations:	CUPE 855 (Operators)		
	CUPE 855 (Mechanics)		

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	88,974 100.00%	15,027 100.00%	274,011 100.00%	18.23
<b>TOTAL</b>	<b>88,974</b>	<b>15,027</b>	<b>274,011</b>	<b>18.23</b>

### REMARKS:

The Transit Service is area rated and provides service within the geographic area of the former Town of Lindsay. Conventional and Specialized service runs Monday - Saturday from 0700 to 1900. Looking to have fully accessible stops and automated stops called on the conventional transit system. The Rural Route Dial-A-Ride system provides transit service that connects Lindsay - Dunsford - Bobcaygeon - Fenelon Falls - Cameron.

## Kawartha Lakes

### FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
07/09/2010					
Adults	\$2.00	\$1.66	\$60.00		
Children	\$1.00				Under 14; under 5 Free
Students	\$1.50	\$1.42	\$50.00		
Seniors	\$1.50	\$1.42	\$50.00		
Other: Rural Services	\$5.00				

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	8		3.4				Internal Combustion
Commuter Rail							- Diesel 5
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other 3
Locomotive							Electric
Streetcar							- Trolley
							- Battery
							- Fuel Cell
<b>TOTAL ACTIVE VEHICLES</b>	<b>8</b>	<b>0</b>			<b>0</b>	<b>0</b>	<b>TOTAL</b>
Total Low-Floor Bus (30'-60')	8		Average Bus Age (years)		3.4		<b>8</b>

### VEHICLE KILOMETRES AND HOURS

	2012	2013
Revenue Vehicle Kilometres	250,848	274,011
Total Vehicle Kilometres	262,464	285,627
Revenue Vehicle Hours	11,232	15,027
Auxiliary Revenue Vehicle Hours	400	400
Total Vehicle Hours	12,500	16,295

Operators Paid Hours

Vehicle Mechanics Paid Hours

Total Employee Paid Hours

### PASSENGER DATA

Adult Passenger Trips

Concession Fare Trips

Concession Fare Trips Details:

Child Passenger Trips

Student Passenger Trips

Senior Passenger Trips

<b>REGULAR SERVICE PASSENGER TRIPS</b>	<b>74,821</b>	<b>88,974</b>
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips	40	40

### OPERATING EXPENSES

Transportation Operations Expenses	\$591,047	\$968,467
Fuel/Energy Exp. for Vehicles	\$58,207	\$139,264
Vehicle Maintenance Expenses	\$366,864	\$376,705
Plant Maintenance Expenses	\$18,660	\$43,190
General/Administration Expenses	\$204,825	\$105,324
<b>TOTAL DIRECT OPERATING EXPENSES</b>	<b>\$1,239,603</b>	<b>\$1,632,950</b>
Debt Service Payment		
Total Operating Expenses	\$1,271,092	\$1,632,950

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

<b>REGULAR SERV. PASS. REVENUES</b>	<b>\$120,128</b>	<b>\$153,259</b>
<b>TOTAL OPERATING REVENUES</b>	<b>\$127,141</b>	<b>\$153,259</b>
Total Revenues	\$127,141	\$153,259
<b>NET DIRECT OPERATING COST</b>	<b>\$1,112,462</b>	<b>\$1,479,691</b>
<b>NET OPERATING COST</b>	<b>\$1,143,951</b>	<b>\$1,479,691</b>
Federal Operating Contribution		
Provincial Operating Contribution	\$357,000	\$845,423
Municipal Operating Contribution	\$786,951	\$634,268
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

### CAPITAL EXPENSES AND FUNDING SOURCES

<b>TOTAL CAPITAL EXPENDITURES</b>	<b>\$469,746</b>	<b>\$82,992</b>
Total Capital Disposals		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$469,746</b>	<b>\$82,992</b>
Federal Capital Contribution		
Provincial Capital Contribution	\$469,746	\$82,992
Municipal Capital Contribution		
Other Capital Contributions		

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	10%	9%
Municipal Operating Contribution / Capita	\$40.65	\$23.94
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$14.87	\$16.63

### AVERAGE FARE

Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.61	\$1.72
--	--------	--------

### COST EFFECTIVENESS

Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$16.57	\$18.35
---	---------	---------

### COST EFFICIENCY

Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$99.17	\$100.21
---	---------	----------

### SERVICE UTILIZATION

Reg. Serv. Pass. / Capita	3.86	3.36
Reg. Serv. Pass. / Rev. Veh. Hr.	6.66	5.92

### AMOUNT OF SERVICE

Rev. Veh. Hrs. / Capita	0.58	0.57
-------------------------	------	------

### AVERAGE SPEED

Rev. Veh. Kms. / Rev. Veh. Hr.	22.33	18.23
--------------------------------	-------	-------

### LABOUR PRODUCTIVITY

Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
---	--	--

### TOP WAGE RATES

Operators	\$20.44	\$20.65
Mechanics		\$24.64

# Kenora

Transit Contact: Karen Brown  
Chief Administrative Officer

Statistical Contact: Charlotte Edie  
Treasurer

Phone: 807-467-2013 Fax: 807-467-2141

Email: cedie@kenora.ca

## SYSTEM HIGHLIGHTS:

- System established: City of Kenora
- Serves: City of Kenora
- Municipal Population: 15,348
- Service Area Population: 7,000
- Service Area Size: 16.0 square kilometres
- Service provided by: Municipal Department, under contract with First Student
- Hours of Service:
 

Monday	0700 - 1900	Friday	0700 - 1900
Tuesday	0700 - 1900	Saturday	0900 - 1830
Wednesday	0700 - 1900	Sunday	N/A
Thursday	0700 - 1900	Holidays	N/A
- Employees Statistics:
 

	Full-time	Part-time
Operators		
Other Transportation Operations		
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration		
TOTAL EMPLOYEES		
- Union Affiliations: Union Information N/A (Operators)  
Union Information N/A (Mechanics)
- Adult Cash Fare: \$2.00
- Ridership (revenue passengers): 56,590
- Total Operating Revenues: \$112,634
- Total Direct Operating Expenses: \$244,809
- Active Vehicles: 3
  - Standard Buses 3
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 3
- Number of Accessible Routes: 0
- Energy Consumption:
  - Diesel:
  - Biodiesel B5:
  - Biodiesel B20:
  - Biodiesel - Other:
  - Natural Gas:
  - Electricity:
  - Other:

Modal Statistics	Boardings		Rev. Vehicle Hrs.		Rev. Vehicle Kms		Avg. Speed (km/h)
Bus	56,590	100.00%	3,238	100.00%	0	0.00%	
<b>TOTAL</b>	<b>56,590</b>		<b>3,238</b>		<b>0</b>		<b>0.00</b>

# Kenora

## FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
01/09/2007					
Adults	\$2.00	\$1.80			All ages
Children	\$2.00	\$1.80			
Students	\$2.00	\$1.80			
Seniors	\$2.00	\$1.80			

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	3		3.0		2	1	<b>Internal Combustion</b>
Commuter Rail							- Diesel 3
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other
Locomotive							<b>Electric</b>
Streetcar							- Trolley
<b>TOTAL ACTIVE VEHICLES</b>	<b>3</b>	<b>0</b>			<b>2</b>	<b>1</b>	- Battery
Total Low-Floor Bus (30'-60')	3		Average Bus Age (years)		3.0		- Fuel Cell
							<b>TOTAL</b> 3

VEHICLE KILOMETRES AND HOURS		2012	2013	PERFORMANCE INDICATORS	2012	2013
Revenue Vehicle Kilometres				<b>FINANCIAL</b>		
Total Vehicle Kilometres				Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	49%	46%
Revenue Vehicle Hours		3,236	3,238	Municipal Operating Contribution / Capita	\$26.67	\$26.92
Auxiliary Revenue Vehicle Hours				Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.28	\$2.34
Total Vehicle Hours		3,236	3,238	<b>AVERAGE FARE</b>		
Operators Paid Hours				Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$2.03	\$1.95
Vehicle Mechanics Paid Hours				<b>COST EFFECTIVENESS</b>		
Total Employee Paid Hours				Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$4.51	\$4.33
<b>PASSENGER DATA</b>				<b>COST EFFICIENCY</b>		
Adult Passenger Trips				Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$77.01	\$75.61
Concession Fare Trips				<b>SERVICE UTILIZATION</b>		
Concession Fare Trips Details:				Reg. Serv. Pass. / Capita	7.89	8.08
Child Passenger Trips				Reg. Serv. Pass. / Rev. Veh. Hr.	17.07	17.48
Student Passenger Trips				<b>AMOUNT OF SERVICE</b>		
Senior Passenger Trips				Rev. Veh. Hrs. / Capita	0.46	0.46
<b>REGULAR SERVICE PASSENGER TRIPS</b>		<b>55,245</b>	<b>56,590</b>	<b>AVERAGE SPEED</b>		
Regular Service Passenger-Kms				Rev. Veh. Kms. / Rev. Veh. Hr.		
Auxiliary Service Passenger Trips				<b>LABOUR PRODUCTIVITY</b>		
<b>OPERATING EXPENSES</b>				Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
Transportation Operations Expenses		\$237,663	\$232,198	<b>TOP WAGE RATES</b>		
Fuel/Energy Exp. for Vehicles				Operators		
Vehicle Maintenance Expenses				Mechanics		
Plant Maintenance Expenses		\$11,100	\$12,611			
General/Administration Expenses		\$430				
<b>TOTAL DIRECT OPERATING EXPENSES</b>		<b>\$249,193</b>	<b>\$244,809</b>			
Debt Service Payment						
Total Operating Expenses		\$309,934	\$301,055			
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>						
<b>REGULAR SERV. PASS. REVENUES</b>		<b>\$112,412</b>	<b>\$110,380</b>			
<b>TOTAL OPERATING REVENUES</b>		<b>\$123,262</b>	<b>\$112,634</b>			
Total Revenues		\$123,262	\$112,634			
<b>NET DIRECT OPERATING COST</b>		<b>\$125,931</b>	<b>\$132,175</b>			
<b>NET OPERATING COST</b>		<b>\$186,672</b>	<b>\$188,421</b>			
Federal Operating Contribution						
Provincial Operating Contribution						
Municipal Operating Contribution		\$186,672	\$188,421			
Other Operating Contributions						
Federal Debt Service Contribution						
Provincial Debt Service Contribution						
Municipal Debt Service Contribution						
<b>CAPITAL EXPENSES AND FUNDING SOURCES</b>						
<b>TOTAL CAPITAL EXPENDITURES</b>			<b>\$356,736</b>			
Total Capital Disposals						
<b>TOTAL CAPITAL FUNDING</b>			<b>\$356,736</b>			
Federal Capital Contribution						
Provincial Capital Contribution			\$356,736			
Municipal Capital Contribution						
Other Capital Contributions						

# Kingston

Transit Contact: Jeremy DaCosta  
Transit Manager

Statistical Contact: Andrew Morton  
Transit Service Project Manager  
Phone: 613-546-4291 x2303 Fax: 613-542-1504  
Email: amorton@cityofkingston.ca

## SYSTEM HIGHLIGHTS:

▪ System established:	01/01/1962	▪ Adult Cash Fare:	\$2.50
▪ Serves:	City of Kingston	▪ Ridership (revenue passengers):	3,702,877
▪ Municipal Population:	125,941	▪ Total Operating Revenues:	\$5,649,118
▪ Service Area Population:	113,931	▪ Total Direct Operating Expenses:	\$15,908,891
▪ Service Area Size:	131.7 square kilometres	▪ Active Vehicles:	58
▪ Service provided by:	Municipal Department	- Small Community Buses	6
		- Standard Buses	52
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	100.00%
Monday	0600 - 2330	▪ Percentage of accessible transit fleet:	100.00%
Tuesday	0600 - 2330		
Wednesday	0600 - 2330	▪ Number of Fixed Routes:	19
Thursday	0600 - 2330	▪ Number of Accessible Routes:	9
		▪ Energy Consumption:	
		- Diesel:	
		- Biodiesel B5:	2,258,417 litres
		- Biodiesel B20:	
		- Biodiesel - Other:	
		- Natural Gas:	
		- Electricity:	
		- Other:	
▪ Employees Statistics:			
	Full-time	Part-time	
Operators	87	34	
Other Transportation Operations	7		
Vehicle Mechanics	10		
Other Vehicle Maintenance and Servicing	7	5	
Plant and Other Maintenance	1		
General and Administration	8		
TOTAL EMPLOYEES	120	39	
▪ Union Affiliations:	CUPE 109 (Operators)		
	CUPE 109 (Mechanics)		
	CUPE 109 (Office Staff, Driver Labourers)		

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	4,391,782 100.00%	176,037 100.00%	3,429,761 100.00%	19.48
<b>TOTAL</b>	<b>4,391,782</b>	<b>176,037</b>	<b>3,429,761</b>	<b>19.48</b>

## REMARKS:

Introduced a limited-stop Express service (Routes 501 & 502) in September 2013, operating on 15-minute headways during weekday AM and PM peaks, and on 30-minute headways at all other times (midday, evening, weekends)

# Kingston

## FARE STRUCTURE

Effective Date: 01/07/2011	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Affordable Transit Pass	Criteria
Adults	\$2.50	\$2.15	\$68.25	\$46.50	Over 18
Children					Under 6 - free
Students	\$2.25	\$1.63	\$50.50	\$34.25	Age 6-18
Seniors	\$2.25	\$1.63	\$46.25	\$31.50	Age 65+

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	58		4.1		46	37	<b>Internal Combustion</b> - Diesel 58 - Biodiesel (all blends) - Natural Gas (CNG or LNG) - Other
Commuter Rail							
Ferry							
Heavy Rail							
Light Rail							
Locomotive							<b>Electric</b> - Trolley - Battery - Fuel Cell
Streetcar							
<b>TOTAL ACTIVE VEHICLES</b>	<b>58</b>	<b>0</b>			<b>46</b>	<b>37</b>	
Total Low-Floor Bus (30'-60')	57		Average Bus Age (years)		4.1		<b>TOTAL 58</b>

## VEHICLE KILOMETRES AND HOURS

	2012	2013
Revenue Vehicle Kilometres	3,197,486	3,429,761
Total Vehicle Kilometres	3,314,182	3,552,259
Revenue Vehicle Hours	158,585	176,037
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	168,026	184,638
Operators Paid Hours	214,631	232,392
Vehicle Mechanics Paid Hours	18,690	23,784
Total Employee Paid Hours	283,589	307,870

## PASSENGER DATA

Adult Passenger Trips	1,825,005	1,791,460
Concession Fare Trips	1,790,799	1,911,417
<i>Concession Fare Trips Details:</i>		
<i>Child Passenger Trips</i>	221,315	257,795
<i>Student Passenger Trips</i>	1,359,933	1,432,853
<i>Senior Passenger Trips</i>	209,551	220,769

## REGULAR SERVICE PASSENGER TRIPS

Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips	86,170	89,098

## OPERATING EXPENSES

Transportation Operations Expenses	\$8,895,581	\$9,694,707
Fuel/Energy Exp. for Vehicles	\$2,163,066	\$2,537,239
Vehicle Maintenance Expenses	\$2,389,662	\$2,561,139
Plant Maintenance Expenses	\$527,320	\$635,114
General/Administration Expenses	\$382,361	\$480,692
<b>TOTAL DIRECT OPERATING EXPENSES</b>	<b>\$14,357,988</b>	<b>\$15,908,891</b>
Debt Service Payment	\$101,470	\$97,843
Total Operating Expenses	\$16,156,299	\$18,358,846

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

<b>REGULAR SERV. PASS. REVENUES</b>	<b>\$5,516,302</b>	<b>\$5,556,782</b>
<b>TOTAL OPERATING REVENUES</b>	<b>\$5,600,025</b>	<b>\$5,649,118</b>
Total Revenues	\$6,275,773	\$6,363,544
<b>NET DIRECT OPERATING COST</b>	<b>\$8,757,964</b>	<b>\$10,259,773</b>
<b>NET OPERATING COST</b>	<b>\$9,880,525</b>	<b>\$11,995,302</b>
Federal Operating Contribution		
Provincial Operating Contribution	\$2,006,168	\$1,974,675
Municipal Operating Contribution	\$7,874,358	\$10,020,627
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

## CAPITAL EXPENSES AND FUNDING SOURCES

<b>TOTAL CAPITAL EXPENDITURES</b>	<b>\$3,328,640</b>	<b>\$13,974,843</b>
Total Capital Disposals		\$3,600
<b>TOTAL CAPITAL FUNDING</b>	<b>\$3,328,640</b>	<b>\$13,971,243</b>
Federal Capital Contribution	\$2,033,192	
Provincial Capital Contribution		
Municipal Capital Contribution	\$1,295,448	\$13,971,243
Other Capital Contributions		

## PERFORMANCE INDICATORS

FINANCIAL	2012	2013
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	39%	36%
Municipal Operating Contribution / Capita	\$69.83	\$87.95
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.42	\$2.77
<b>AVERAGE FARE</b>		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.53	\$1.50
<b>COST EFFECTIVENESS</b>		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$3.97	\$4.30
<b>COST EFFICIENCY</b>		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$85.45	\$86.16
<b>SERVICE UTILIZATION</b>		
Reg. Serv. Pass. / Capita	32.07	32.50
Reg. Serv. Pass. / Rev. Veh. Hr.	22.80	21.03
<b>AMOUNT OF SERVICE</b>		
Rev. Veh. Hrs. / Capita	1.41	1.55
<b>AVERAGE SPEED</b>		
Rev. Veh. Kms. / Rev. Veh. Hr.	20.16	19.48
<b>LABOUR PRODUCTIVITY</b>		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.74	0.76
<b>TOP WAGE RATES</b>		
Operators	\$26.84	\$27.40
Mechanics	\$28.41	\$30.50

# Leamington

Transit Contact: John Pilmer  
Engineering Technologist

Statistical Contact: John Pilmer  
Engineering Technologist  
Phone: 519-326-5761 Fax: 519-326-2481  
Email: jpilmer@leamington.ca

## SYSTEM HIGHLIGHTS:

▪ System established:	09/09/1985	▪ Adult Cash Fare:	\$2.00
▪ Serves:	Leamington	▪ Ridership (revenue passengers):	19,200
▪ Municipal Population:	30,000	▪ Total Operating Revenues:	\$26,387
▪ Service Area Population:	20,000	▪ Total Direct Operating Expenses:	\$206,489
▪ Service Area Size:	11.6 square kilometres	▪ Active Vehicles:	2
▪ Service provided by:	Municipal Department, under contract with C.A. Bailey	- Small Community Buses	2
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	100.00%
Monday	0700 - 1900	▪ Percentage of accessible transit fleet:	100.00%
Tuesday	0700 - 1900	▪ Number of Fixed Routes:	1
Wednesday	0700 - 1900	▪ Number of Accessible Routes:	0
Thursday	0700 - 1900	▪ Energy Consumption:	
▪ Employees Statistics:		- Diesel:	
Operators		- Biodiesel B5:	
Other Transportation Operations		- Biodiesel B20:	
Vehicle Mechanics		- Biodiesel - Other:	
Other Vehicle Maintenance and Servicing		- Natural Gas:	
Plant and Other Maintenance		- Electricity:	
General and Administration		- Other:	
TOTAL EMPLOYEES			
▪ Union Affiliations:	Union Information N/A (Operators)		
	Union Information N/A (Mechanics)		

Modal Statistics	Boardings		Rev. Vehicle Hrs.		Rev. Vehicle Kms		Avg. Speed (km/h)
Bus	19,200	100.00%	3,610	100.00%	88,445	100.00%	24.50
<b>TOTAL</b>	<b>19,200</b>		<b>3,610</b>		<b>88,445</b>		<b>24.50</b>



# Leamington

## FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
01/01/2009					
Adults	\$2.00	\$1.59			
Children	\$1.00				under 6 free
Students	\$1.00				
Seniors	\$1.75	\$1.36			

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	2		1.0		1	1	Internal Combustion
Commuter Rail							- Diesel 2
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other
Locomotive							Electric
Streetcar							- Trolley
							- Battery
							- Fuel Cell
<b>TOTAL ACTIVE VEHICLES</b>	<b>2</b>	<b>0</b>			<b>1</b>	<b>1</b>	<b>TOTAL</b>
Total Low-Floor Bus (30'-60')	2		Average Bus Age (years)		1.0		<b>2</b>

VEHICLE KILOMETRES AND HOURS		2012	2013	PERFORMANCE INDICATORS		2012	2013
Revenue Vehicle Kilometres		78,111	88,445	<b>FINANCIAL</b>			
Total Vehicle Kilometres		78,111	88,445	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)		11%	13%
Revenue Vehicle Hours		3,126	3,610	Municipal Operating Contribution / Capita		\$4.87	\$4.76
Auxiliary Revenue Vehicle Hours				Net Dir. Oper. Cost / Reg. Serv. Pass.		\$10.76	\$9.38
Total Vehicle Hours		3,126	3,610	<b>AVERAGE FARE</b>			
Operators Paid Hours				Reg. Serv. Pass. Rev. / Reg. Serv. Pass.		\$1.13	\$1.13
Vehicle Mechanics Paid Hours				<b>COST EFFECTIVENESS</b>			
Total Employee Paid Hours				Tot. Dir. Oper. Exp. / Reg. Serv. Pass.		\$12.08	\$10.75
<b>PASSENGER DATA</b>				<b>COST EFFICIENCY</b>			
Adult Passenger Trips		6,125	7,100	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.		\$64.19	\$57.20
Concession Fare Trips		10,490	12,100	<b>SERVICE UTILIZATION</b>			
Concession Fare Trips Details:				Reg. Serv. Pass. / Capita		0.83	0.96
Child Passenger Trips		1,225	1,400	Reg. Serv. Pass. / Rev. Veh. Hr.		5.32	5.32
Student Passenger Trips		530	600	<b>AMOUNT OF SERVICE</b>			
Senior Passenger Trips		8,735	10,100	Rev. Veh. Hrs. / Capita		0.16	0.18
<b>REGULAR SERVICE PASSENGER TRIPS</b>		<b>16,615</b>	<b>19,200</b>	<b>AVERAGE SPEED</b>			
Regular Service Passenger-Kms		74.767	86.400	Rev. Veh. Kms. / Rev. Veh. Hr.		24.99	24.50
Auxiliary Service Passenger Trips				<b>LABOUR PRODUCTIVITY</b>			
<b>OPERATING EXPENSES</b>				Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.			
Transportation Operations Expenses		\$175,999	\$189,263	<b>TOP WAGE RATES</b>			
Fuel/Energy Exp. for Vehicles				Operators			
Vehicle Maintenance Expenses		\$2,544		Mechanics			
Plant Maintenance Expenses		\$4,315	\$4,244				
General/Administration Expenses		\$17,798	\$12,982				
<b>TOTAL DIRECT OPERATING EXPENSES</b>		<b>\$200,656</b>	<b>\$206,489</b>				
Debt Service Payment							
Total Operating Expenses		\$200,656	\$206,489				
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>							
<b>REGULAR SERV. PASS. REVENUES</b>		<b>\$18,775</b>	<b>\$21,677</b>				
<b>TOTAL OPERATING REVENUES</b>		<b>\$21,814</b>	<b>\$26,387</b>				
Total Revenues		\$21,814	\$26,387				
<b>NET DIRECT OPERATING COST</b>		<b>\$178,842</b>	<b>\$180,102</b>				
<b>NET OPERATING COST</b>		<b>\$178,842</b>	<b>\$180,102</b>				
Federal Operating Contribution							
Provincial Operating Contribution		\$81,496	\$84,945				
Municipal Operating Contribution		\$97,346	\$95,157				
Other Operating Contributions							
Federal Debt Service Contribution							
Provincial Debt Service Contribution							
Municipal Debt Service Contribution							
<b>CAPITAL EXPENSES AND FUNDING SOURCES</b>							
<b>TOTAL CAPITAL EXPENDITURES</b>		<b>\$344,254</b>	<b>\$16,150</b>				
Total Capital Disposals		\$2,710					
<b>TOTAL CAPITAL FUNDING</b>		<b>\$341,544</b>	<b>\$16,150</b>				
Federal Capital Contribution							
Provincial Capital Contribution		\$341,544	\$16,150				
Municipal Capital Contribution							
Other Capital Contributions							

# London

Transit Contact: Kelly Paleczny  
Director of Finance & Administration

Statistical Contact: Kelly Paleczny  
Director of Finance & Administration  
Phone: 519-451-1340 x366 Fax: 519-451-0153  
Email: kpaleczn@londontransit.ca

## SYSTEM HIGHLIGHTS:

▪ System established:	01/01/1875	▪ Adult Cash Fare:	\$2.75
▪ Serves:	City of London	▪ Ridership (revenue passengers):	23,570,746
▪ Municipal Population:	373,730	▪ Total Operating Revenues:	\$32,345,123
▪ Service Area Population:	373,730	▪ Total Direct Operating Expenses:	\$56,532,008
▪ Service Area Size:	166.0 square kilometres	▪ Active Vehicles:	194
▪ Service provided by:	Transit Commission	- Standard Buses	184
		- Articulated Buses	10
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	100.00%
Monday	0600 - 0000	▪ Percentage of accessible transit fleet:	100.00%
Tuesday	0600 - 0000		
Wednesday	0600 - 0000	▪ Number of Fixed Routes:	42
Thursday	0600 - 0000	▪ Number of Accessible Routes:	42
		▪ Energy Consumption:	
		- Diesel:	7,170,090 litres
		- Biodiesel B5:	
		- Biodiesel B20:	
		- Biodiesel - Other:	
		- Natural Gas:	
		- Electricity:	
		- Other:	
▪ Employees Statistics:	Full-time	Part-time	
Operators	346	35	
Other Transportation Operations	26		
Vehicle Mechanics	45		
Other Vehicle Maintenance and Servicing	45		
Plant and Other Maintenance	6	1	
General and Administration	26	3	
TOTAL EMPLOYEES	493	39	
▪ Union Affiliations:	ATU 741 (Operators)		
	ATU 741 (Mechanics)		

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	24,655,000 100.00%	559,518 100.00%	10,524,480 100.00%	18.81
<b>TOTAL</b>	<b>24,655,000</b>	<b>559,518</b>	<b>10,524,480</b>	<b>18.81</b>

# London

## FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Weekday Monthly	Criteria
01/12/2008					
Adults	\$2.75	\$1.90	\$81.00	\$69	
Children	\$1.35	\$1.10			5 years to grade 6
Students	\$2.75	\$1.54			Grades 7-12
Seniors	\$2.75	\$1.43	\$57.50		Resident, Age 65, Receipt of OAS
Other: Students			\$70.00		Post Secondary FT @ recognized institution

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	194		5.8		154	111	<b>Internal Combustion</b>
Commuter Rail							- Diesel 194
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other
Locomotive							<b>Electric</b>
Streetcar							- Trolley
							- Battery
							- Fuel Cell
<b>TOTAL ACTIVE VEHICLES</b>	<b>194</b>	<b>0</b>			<b>154</b>	<b>111</b>	<b>TOTAL 194</b>
Total Low-Floor Bus (30'-60')	194		Average Bus Age (years)		5.8		

## VEHICLE KILOMETRES AND HOURS

	2012	2013
Revenue Vehicle Kilometres	10,284,184	10,524,480
Total Vehicle Kilometres	11,387,362	11,284,390
Revenue Vehicle Hours	551,617	559,518
Auxiliary Revenue Vehicle Hours	841	757
Total Vehicle Hours	597,184	605,641
Operators Paid Hours	716,646	726,611
Vehicle Mechanics Paid Hours	105,926	103,226
Total Employee Paid Hours	1,055,285	1,052,149

## PASSENGER DATA

Adult Passenger Trips	10,492,634	10,618,503
Concession Fare Trips	12,989,685	12,952,243
<i>Concession Fare Trips Details:</i>		
Child Passenger Trips	123,563	120,111
Student Passenger Trips	12,089,058	12,025,047
Senior Passenger Trips	648,041	684,584

## REGULAR SERVICE PASSENGER TRIPS

Regular Service Passenger-Kms	23,482,319	23,570,746
Auxiliary Service Passenger Trips	20,200	14,800

## OPERATING EXPENSES

Transportation Operations Expenses	\$29,176,204	\$30,252,616
Fuel/Energy Exp. for Vehicles	\$7,189,018	\$7,406,202
Vehicle Maintenance Expenses	\$11,659,479	\$11,791,011
Plant Maintenance Expenses	\$2,930,194	\$3,036,206
General/Administration Expenses	\$3,948,718	\$4,045,973
<b>TOTAL DIRECT OPERATING EXPENSES</b>	<b>\$54,903,613</b>	<b>\$56,532,008</b>
Debt Service Payment		
Total Operating Expenses	\$58,228,020	\$58,777,686

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$31,052,453	\$31,672,299
<b>TOTAL OPERATING REVENUES</b>	<b>\$31,971,209</b>	<b>\$32,345,123</b>
Total Revenues	\$33,532,985	\$33,996,325
<b>NET DIRECT OPERATING COST</b>	<b>\$22,932,404</b>	<b>\$24,186,885</b>
<b>NET OPERATING COST</b>	<b>\$24,695,035</b>	<b>\$24,781,361</b>
Federal Operating Contribution		
Provincial Operating Contribution	\$3,777,035	\$2,917,361
Municipal Operating Contribution	\$20,918,000	\$21,864,000
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

## CAPITAL EXPENSES AND FUNDING SOURCES

<b>TOTAL CAPITAL EXPENDITURES</b>	<b>\$12,318,440</b>	<b>\$8,100,041</b>
Total Capital Disposals	\$63,729	\$56,395
<b>TOTAL CAPITAL FUNDING</b>	<b>\$12,318,440</b>	<b>\$8,100,041</b>
Federal Capital Contribution		
Provincial Capital Contribution	\$2,594,099	\$2,749,223
Municipal Capital Contribution	\$9,106,722	\$5,014,899
Other Capital Contributions	\$617,619	\$335,919

## PERFORMANCE INDICATORS

FINANCIAL	2012	2013
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	58%	57%
Municipal Operating Contribution / Capita	\$56.54	\$58.50
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$0.98	\$1.03

## AVERAGE FARE

Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.32	\$1.34
--	--------	--------

## COST EFFECTIVENESS

Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$2.34	\$2.40
---	--------	--------

## COST EFFICIENCY

Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$91.94	\$93.34
---	---------	---------

## SERVICE UTILIZATION

Reg. Serv. Pass. / Capita	63.48	63.07
Reg. Serv. Pass. / Rev. Veh. Hr.	42.57	42.13

## AMOUNT OF SERVICE

Rev. Veh. Hrs. / Capita	1.49	1.50
-------------------------	------	------

## AVERAGE SPEED

Rev. Veh. Kms. / Rev. Veh. Hr.	18.64	18.81
--------------------------------	-------	-------

## LABOUR PRODUCTIVITY

Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.77	0.77
---	------	------

## TOP WAGE RATES

Operators	\$26.00	\$26.52
Mechanics	\$30.20	\$30.81

## Loyalist Township

Transit Contact: David MacPherson  
Public Works Manager

Statistical Contact: David MacPherson  
Public Works Manager

Phone: 613-386-7651 Fax: 613-386-3833

Email: dmacpherson@loyalist.ca

### SYSTEM HIGHLIGHTS:

- System established: 01/01/1987
- Serves: Loyalist Township
- Municipal Population: 16,221
- Service Area Population: 7,228
- Service Area Size: 3.0 square kilometres
- Service provided by: Municipal Department, under contract with Kingston Transit
- Adult Cash Fare: \$2.50
- Ridership (revenue passengers): 73,184
- Total Operating Revenues: \$166,958
- Total Direct Operating Expenses: \$530,837
- Hours of Service:
 

Monday	0600 - 2000	Friday	0600 - 2000
Tuesday	0600 - 2000	Saturday	0700 - 2130
Wednesday	0600 - 2000	Sunday	0800 - 1930
Thursday	0600 - 2000	Holidays	0800 - 1930
- Number of Fixed Routes: 1
- Number of Accessible Routes: 0
- Energy Consumption:
  - Diesel:
  - Biodiesel B5:
  - Biodiesel B20:
  - Biodiesel - Other:
  - Natural Gas:
  - Electricity:
  - Other:
- Employees Statistics:
 

	Full-time	Part-time
Operators		
Other Transportation Operations		
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration		
TOTAL EMPLOYEES		
- Union Affiliations: Union Information N/A (Operators)  
Union Information N/A (Mechanics)

Modal Statistics	Boardings		Rev. Vehicle Hrs.		Rev. Vehicle Kms		Avg. Speed (km/h)
Bus	73,184	100.00%	0	0.00%	0	0.00%	
<b>TOTAL</b>	<b>73,184</b>		<b>0</b>		<b>0</b>		<b>0.00</b>

## Loyalist Township

### FARE STRUCTURE

Effective Date: 01/07/2011	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$2.50	\$2.15	\$68.25		
Children					under 6 years free
Students	\$2.25	\$1.63	\$50.50		
Seniors	\$2.25	\$1.63	\$46.25		

	Active	Average Age	Peak (Est.)	Base (Est.)
	Access. Non-Acc.	Access. Non-Acc.		

### VEHICLES (2013)

Bus				
Commuter Rail				
Ferry				
Heavy Rail				
Light Rail				
Locomotive				
Streetcar				
<b>TOTAL ACTIVE VEHICLES</b>			<b>0</b>	<b>0</b>

VEHICLE KILOMETRES AND HOURS	2012	2013	PERFORMANCE INDICATORS	2012	2013
Revenue Vehicle Kilometres			<b>FINANCIAL</b>		
Total Vehicle Kilometres			Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	31%	31%
Revenue Vehicle Hours			Municipal Operating Contribution / Capita	\$24.44	\$27.76
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$3.80	\$4.97
Total Vehicle Hours			<b>AVERAGE FARE</b>		
Operators Paid Hours			Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.71	\$2.28
Vehicle Mechanics Paid Hours			<b>COST EFFECTIVENESS</b>		
Total Employee Paid Hours			Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$5.51	\$7.25
<b>PASSENGER DATA</b>			<b>COST EFFICIENCY</b>		
Adult Passenger Trips		48,515	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.		
Concession Fare Trips		24,669	<b>SERVICE UTILIZATION</b>		
<i>Concession Fare Trips Details:</i>			Reg. Serv. Pass. / Capita	11.92	10.13
<i>Child Passenger Trips</i>			Reg. Serv. Pass. / Rev. Veh. Hr.		
<i>Student Passenger Trips</i>		20,800	<b>AMOUNT OF SERVICE</b>		
<i>Senior Passenger Trips</i>		3,869	Rev. Veh. Hrs. / Capita		
<b>REGULAR SERVICE PASSENGER TRIPS</b>	<b>86,170</b>	<b>73,184</b>	<b>AVERAGE SPEED</b>		
Regular Service Passenger-Kms	861,700	731,840	Rev. Veh. Kms. / Rev. Veh. Hr.		
Auxiliary Service Passenger Trips			<b>LABOUR PRODUCTIVITY</b>		
<b>OPERATING EXPENSES</b>			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
Transportation Operations Expenses	\$422,754	\$492,549	<b>TOP WAGE RATES</b>		
Fuel/Energy Exp. for Vehicles			Operators		
Vehicle Maintenance Expenses			Mechanics		
Plant Maintenance Expenses					
General/Administration Expenses	\$52,446	\$38,288			
<b>TOTAL DIRECT OPERATING EXPENSES</b>	<b>\$475,200</b>	<b>\$530,837</b>			
Debt Service Payment					
Total Operating Expenses	\$481,460	\$530,837			
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>					
<b>REGULAR SERV. PASS. REVENUES</b>	<b>\$147,495</b>	<b>\$166,958</b>			
<b>TOTAL OPERATING REVENUES</b>	<b>\$147,495</b>	<b>\$166,958</b>			
Total Revenues	\$147,495	\$166,958			
<b>NET DIRECT OPERATING COST</b>	<b>\$327,705</b>	<b>\$363,879</b>			
<b>NET OPERATING COST</b>	<b>\$333,965</b>	<b>\$363,879</b>			
Federal Operating Contribution					
Provincial Operating Contribution	\$157,284	\$163,223			
Municipal Operating Contribution	\$176,681	\$200,656			
Other Operating Contributions					
Federal Debt Service Contribution					
Provincial Debt Service Contribution					
Municipal Debt Service Contribution					
<b>CAPITAL EXPENSES AND FUNDING SOURCES</b>					
<b>TOTAL CAPITAL EXPENDITURES</b>					
Total Capital Disposals					
<b>TOTAL CAPITAL FUNDING</b>					
Federal Capital Contribution					
Provincial Capital Contribution					
Municipal Capital Contribution					
Other Capital Contributions					

## Marmora and Lake

Transit Contact: Jean McDonnell  
Managing Director

Statistical Contact: Jean McDonnell  
Managing Director

Phone: 613-473-5255 Fax: 613-473-2374

Email: jean@chsninc.ca

### SYSTEM HIGHLIGHTS:

▪ System established:	04/07/2009	▪ Adult Cash Fare:	\$11.00	
▪ Serves:	Municipalities of Marmora and Lake, Tweed, Central Hastings, Stirling-Rawdon and Madoc Township	▪ Ridership (revenue passengers):	3,133	
▪ Municipal Population:	21,167	▪ Total Operating Revenues:	\$22,383	
▪ Service Area Population:	21,167	▪ Total Direct Operating Expenses:	\$100,399	
▪ Service Area Size:	.0 square kilometres	▪ Active Vehicles:	2	
▪ Service provided by:	Non-profit Organization	- Small Community Buses	2	
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	50.00%	
Monday	0700 - 1900	▪ Percentage of accessible transit fleet:	50.00%	
Tuesday	0700 - 1900			
Wednesday	0700 - 1900	▪ Number of Fixed Routes:	4	
Thursday	0700 - 1900	▪ Number of Accessible Routes:	4	
		▪ Energy Consumption:		
▪ Employees Statistics:	Full-time	Part-time		
Operators		4	- Diesel:	
Other Transportation Operations			- Biodiesel B5:	
Vehicle Mechanics			- Biodiesel B20:	
Other Vehicle Maintenance and Servicing			- Biodiesel - Other:	
Plant and Other Maintenance			- Natural Gas:	
General and Administration		1	- Electricity:	
TOTAL EMPLOYEES		5	- Gasoline (in litres)	15,391
▪ Union Affiliations:	Non-union (Operators)			
	Non-union (Mechanics)			

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	3,133 100.00%	5,483 100.00%	125,460 100.00%	22.88
<b>TOTAL</b>	<b>3,133</b>	<b>5,483</b>	<b>125,460</b>	<b>22.88</b>

### REMARKS:

The objective of Central Hastings Public Transit is to provide safe and reliable transportation to people in our very rural communities; allowing them access to employment opportunities, higher education, medical and social needs; all of which can be greatly restricted due to lack of access to transportation.

## Marmora and Lake

### FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other From Springbrook/Stirling	Criteria
31/05/2010					
Adults	\$11.00		\$200.00	\$10/\$9	Route 1 Fare from Marmora/Madoc to Belleville
Children	\$7.00			\$6/\$5	6-11 yrs; <5 yrs \$4
Students	\$9.00			\$8/\$7	with valid student ID
Seniors	\$9.00			\$8/\$7	

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	1	1	4.0	5.0	2	2	<b>Internal Combustion</b> - Diesel - Biodiesel (all blends) - Natural Gas (CNG or LNG) - Other
Commuter Rail							
Ferry							
Heavy Rail							
Light Rail							
Locomotive							<b>Electric</b> - Trolley - Battery - Fuel Cell
Streetcar							
<b>TOTAL ACTIVE VEHICLES</b>	<b>1</b>	<b>1</b>			<b>2</b>	<b>2</b>	
Total Low-Floor Bus (30'-60')	1		Average Bus Age (years)		4.5		<b>TOTAL</b>

### VEHICLE KILOMETRES AND HOURS

	2012	2013
Revenue Vehicle Kilometres	125,460	125,460
Total Vehicle Kilometres	126,100	126,110
Revenue Vehicle Hours	5,483	5,483
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	5,623	5,623

Operators Paid Hours

Vehicle Mechanics Paid Hours

Total Employee Paid Hours

### PASSENGER DATA

Adult Passenger Trips	1,201	1,441
Concession Fare Trips	1,410	1,692
<i>Concession Fare Trips Details:</i>		
Child Passenger Trips	6	
Student Passenger Trips	1,279	1,535
Senior Passenger Trips	125	157

### REGULAR SERVICE PASSENGER TRIPS

Regular Service Passenger-Kms	75,719	90,857
Auxiliary Service Passenger Trips		

### OPERATING EXPENSES

Transportation Operations Expenses	\$53,942	\$51,213
Fuel/Energy Exp. for Vehicles	\$19,145	\$19,353
Vehicle Maintenance Expenses	\$4,053	\$5,040
Plant Maintenance Expenses		
General/Administration Expenses	\$21,818	\$24,793
<b>TOTAL DIRECT OPERATING EXPENSES</b>	<b>\$98,958</b>	<b>\$100,399</b>
Debt Service Payment		
Total Operating Expenses	\$98,958	\$100,399

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

<b>REGULAR SERV. PASS. REVENUES</b>	<b>\$21,196</b>	<b>\$22,383</b>
<b>TOTAL OPERATING REVENUES</b>	<b>\$21,196</b>	<b>\$22,383</b>
Total Revenues	\$21,196	\$22,383
<b>NET DIRECT OPERATING COST</b>	<b>\$77,762</b>	<b>\$78,016</b>
<b>NET OPERATING COST</b>	<b>\$77,762</b>	<b>\$78,016</b>
Federal Operating Contribution		
Provincial Operating Contribution	\$10,727	\$26,512
Municipal Operating Contribution	\$44,000	\$34,500
Other Operating Contributions	\$23,035	\$17,004

Federal Debt Service Contribution  
 Provincial Debt Service Contribution  
 Municipal Debt Service Contribution

### CAPITAL EXPENSES AND FUNDING SOURCES

#### TOTAL CAPITAL EXPENDITURES

Total Capital Disposals

#### TOTAL CAPITAL FUNDING

Federal Capital Contribution  
 Provincial Capital Contribution  
 Municipal Capital Contribution  
 Other Capital Contributions

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	21%	22%
Municipal Operating Contribution / Capita	\$2.12	\$1.63
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$29.78	\$24.90

### AVERAGE FARE

Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$8.12	\$7.14
--	--------	--------

### COST EFFECTIVENESS

Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$37.90	\$32.05
---	---------	---------

### COST EFFICIENCY

Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$17.60	\$17.86
---	---------	---------

### SERVICE UTILIZATION

Reg. Serv. Pass. / Capita	0.13	0.15
Reg. Serv. Pass. / Rev. Veh. Hr.	0.48	0.57

### AMOUNT OF SERVICE

Rev. Veh. Hrs. / Capita	0.26	0.26
-------------------------	------	------

### AVERAGE SPEED

Rev. Veh. Kms. / Rev. Veh. Hr.	22.88	22.88
--------------------------------	-------	-------

### LABOUR PRODUCTIVITY

Rev. &amp; Aux. Rev. Veh. Hrs. / Oper. Paid Hr.

### TOP WAGE RATES

Operators	\$13.50	\$14.00
Mechanics		

# Midland

Transit Contact: Shawn Berriault  
Director of Public Works

Statistical Contact: Shawn Berriault  
Director of Public Works  
Phone: 705-526-4275 x2217 Fax: 705-526-9971  
Email: engineering@midland.ca

## SYSTEM HIGHLIGHTS:

▪ System established:	01/07/1974	▪ Adult Cash Fare:	\$2.00
▪ Serves:	Town of Midland	▪ Ridership (revenue passengers):	49,147
▪ Municipal Population:	16,700	▪ Total Operating Revenues:	\$69,448
▪ Service Area Population:	12,500	▪ Total Direct Operating Expenses:	\$239,654
▪ Service Area Size:	30.2 square kilometres	▪ Active Vehicles:	3
▪ Service provided by:	Municipal Department	- Small Community Buses	3
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	100.00%
Monday 0645 - 1745	Friday 0645 - 1745	▪ Percentage of accessible transit fleet:	100.00%
Tuesday 0645 - 1745	Saturday 0845 - 1645	▪ Number of Fixed Routes:	2
Wednesday 0645 - 1745	Sunday N/A	▪ Number of Accessible Routes:	0
Thursday 0645 - 1745	Holidays N/A	▪ Energy Consumption:	
▪ Employees Statistics:	Full-time Part-time	- Diesel:	33,830 litres
Operators	2 1	- Biodiesel B5:	
Other Transportation Operations		- Biodiesel B20:	
Vehicle Mechanics		- Biodiesel - Other:	
Other Vehicle Maintenance and Servicing		- Natural Gas:	
Plant and Other Maintenance		- Electricity:	
General and Administration		- Other:	
TOTAL EMPLOYEES	2 1		
▪ Union Affiliations:	Non-union (Operators)		
	OPSEU 328 (Mechanics)		

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	49,147 100.00%	3,169 100.00%	73,388 100.00%	23.16
<b>TOTAL</b>	<b>49,147</b>	<b>3,169</b>	<b>73,388</b>	<b>23.16</b>

## REMARKS:

Midland Transit operates 2 routes with one bus on route alternating



## Midland

### FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
04/01/2003					
Adults	\$2.00	\$1.25			6-65 yrs
Children					6 and under free
Students	\$1.75	\$1.00			school ID
Seniors	\$1.75	\$1.00			over 65

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	3		4.7		1	1	Internal Combustion
Commuter Rail							- Diesel 3
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other
Locomotive							Electric
Streetcar							- Trolley
<b>TOTAL ACTIVE VEHICLES</b>	<b>3</b>	<b>0</b>			<b>1</b>	<b>1</b>	- Battery
Total Low-Floor Bus (30'-60')	2		Average Bus Age (years)		4.7		- Fuel Cell
							<b>TOTAL 3</b>

### VEHICLE KILOMETRES AND HOURS

	2012	2013
Revenue Vehicle Kilometres	72,743	73,388
Total Vehicle Kilometres	76,180	74,188
Revenue Vehicle Hours	3,188	3,169
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	3,188	3,169

Operators Paid Hours

Vehicle Mechanics Paid Hours

Total Employee Paid Hours

### PASSENGER DATA

Adult Passenger Trips

Concession Fare Trips

Concession Fare Trips Details:

Child Passenger Trips

Student Passenger Trips

Senior Passenger Trips

<b>REGULAR SERVICE PASSENGER TRIPS</b>	<b>49,413</b>	<b>49,147</b>
--	---------------	---------------

Regular Service Passenger-Kms

Auxiliary Service Passenger Trips

### OPERATING EXPENSES

Transportation Operations Expenses	\$102,848	\$116,820
Fuel/Energy Exp. for Vehicles	\$33,710	\$36,599
Vehicle Maintenance Expenses	\$55,196	\$61,315
Plant Maintenance Expenses	\$14,074	\$18,386
General/Administration Expenses	\$7,304	\$6,534
<b>TOTAL DIRECT OPERATING EXPENSES</b>	<b>\$213,132</b>	<b>\$239,654</b>
Debt Service Payment		
Total Operating Expenses	\$215,161	\$239,654

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

<b>REGULAR SERV. PASS. REVENUES</b>	<b>\$60,987</b>	<b>\$63,437</b>
<b>TOTAL OPERATING REVENUES</b>	<b>\$72,748</b>	<b>\$69,448</b>
Total Revenues	\$72,748	\$69,448
<b>NET DIRECT OPERATING COST</b>	<b>\$140,384</b>	<b>\$170,206</b>
<b>NET OPERATING COST</b>	<b>\$142,413</b>	<b>\$170,206</b>

Federal Operating Contribution

Provincial Operating Contribution

Municipal Operating Contribution

Other Operating Contributions

Federal Debt Service Contribution

Provincial Debt Service Contribution

Municipal Debt Service Contribution

### CAPITAL EXPENSES AND FUNDING SOURCES

#### TOTAL CAPITAL EXPENDITURES

Total Capital Disposals

#### TOTAL CAPITAL FUNDING

Federal Capital Contribution

Provincial Capital Contribution

Municipal Capital Contribution

Other Capital Contributions

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	34%	29%
Municipal Operating Contribution / Capita	\$11.39	\$13.62
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.84	\$3.46

### AVERAGE FARE

Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.23	\$1.29
--	--------	--------

### COST EFFECTIVENESS

Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$4.31	\$4.88
---	--------	--------

### COST EFFICIENCY

Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$66.85	\$75.62
---	---------	---------

### SERVICE UTILIZATION

Reg. Serv. Pass. / Capita	3.95	3.93
Reg. Serv. Pass. / Rev. Veh. Hr.	15.50	15.51

### AMOUNT OF SERVICE

Rev. Veh. Hrs. / Capita	0.26	0.25
-------------------------	------	------

### AVERAGE SPEED

Rev. Veh. Kms. / Rev. Veh. Hr.	22.82	23.16
--------------------------------	-------	-------

### LABOUR PRODUCTIVITY

Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
---	--	--

### TOP WAGE RATES

Operators	\$16.95	\$17.37
Mechanics	\$27.65	\$28.34

## Milton

Transit Contact: Tony D'Alessandro  
Coordinator, Transit

Statistical Contact: Tony D'Alessandro  
Coordinator, Transit

Phone: 905-878-7252 x2548 Fax: 905-876-5029

Email: tony.dalessandro@milton.ca

### SYSTEM HIGHLIGHTS:

▪ System established:	01/01/1990	▪ Adult Cash Fare:	\$3.00
▪ Serves:	Town of Milton	▪ Ridership (revenue passengers):	353,504
▪ Municipal Population:	100,000	▪ Total Operating Revenues:	\$832,005
▪ Service Area Population:	83,227	▪ Total Direct Operating Expenses:	\$3,245,161
▪ Service Area Size:	35.1 square kilometres	▪ Active Vehicles:	16
▪ Service provided by:	Municipal Department, under contract with Diversified Transportation (Pacific Western)	- Small Community Buses	3
		- Standard Buses	13
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	100.00%
Monday 0540 - 2030	Friday 0540 - 2030	▪ Percentage of accessible transit fleet:	100.00%
Tuesday 0540 - 2030	Saturday 0710 - 2010		
Wednesday 0540 - 2030	Sunday N/A	▪ Number of Fixed Routes:	8
Thursday 0540 - 2030	Holidays N/A	▪ Number of Accessible Routes:	0
▪ Employees Statistics:	Full-time Part-time	▪ Energy Consumption:	
Operators		- Diesel:	25,695 litres
Other Transportation Operations		- Biodiesel B5:	
Vehicle Mechanics		- Biodiesel B20:	
Other Vehicle Maintenance and Servicing		- Biodiesel - Other:	
Plant and Other Maintenance		- Natural Gas:	
General and Administration	2	- Electricity:	
TOTAL EMPLOYEES	2	- Other:	
▪ Union Affiliations:	Union Information N/A (Operators)		
	Union Information N/A (Mechanics)		

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	401,028 100.00%	29,054 100.00%	760,634 100.00%	26.18
<b>TOTAL</b>	<b>401,028</b>	<b>29,054</b>	<b>760,634</b>	<b>26.18</b>

### REMARKS:

Saturday service added effective September 2013.

## Milton

### FARE STRUCTURE

Effective Date: 01/01/2012	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Day Pass (all ages)	Criteria
Adults	\$3.00	\$2.40	\$60.00	\$7.00	19 - 64 years
Children					5 years and under free
Students	\$3.00	\$1.70	\$45.00	\$7.00	6 - 18 years
Seniors		\$1.70	\$45.00	\$7.00	65 years and over
Other: GO passenger	\$0.60		\$22.00		with valid PRESTO card, GO ticket/pass

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	16		3.7		9	5	Internal Combustion - Diesel 16 - Biodiesel (all blends) - Natural Gas (CNG or LNG) - Other
Commuter Rail							
Ferry							
Heavy Rail							
Light Rail							Electric - Trolley - Battery - Fuel Cell
Locomotive							
Streetcar							
<b>TOTAL ACTIVE VEHICLES</b>	<b>16</b>	<b>0</b>			<b>9</b>	<b>5</b>	
Total Low-Floor Bus (30'-60')	16		Average Bus Age (years)		3.7		<b>TOTAL 16</b>

VEHICLE KILOMETRES AND HOURS		2012	2013	PERFORMANCE INDICATORS		2012	2013
Revenue Vehicle Kilometres		542,010	760,634	<b>FINANCIAL</b>			
Total Vehicle Kilometres		572,781	760,634	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)		24%	26%
Revenue Vehicle Hours		23,365	29,054	Municipal Operating Contribution / Capita		\$20.45	\$27.18
Auxiliary Revenue Vehicle Hours				Net Dir. Oper. Cost / Reg. Serv. Pass.		\$7.09	\$6.83
Total Vehicle Hours		23,365	29,054	<b>AVERAGE FARE</b>			
Operators Paid Hours				Reg. Serv. Pass. Rev. / Reg. Serv. Pass.		\$2.11	\$2.22
Vehicle Mechanics Paid Hours				<b>COST EFFECTIVENESS</b>			
Total Employee Paid Hours		3,528	3,258	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.		\$9.36	\$9.18
<b>PASSENGER DATA</b>				<b>COST EFFICIENCY</b>			
Adult Passenger Trips				Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.		\$110.35	\$113.79
Concession Fare Trips		1,290		<b>SERVICE UTILIZATION</b>			
Concession Fare Trips Details:				Reg. Serv. Pass. / Capita		3.45	4.25
Child Passenger Trips				Reg. Serv. Pass. / Rev. Veh. Hr.		11.79	12.17
Student Passenger Trips				<b>AMOUNT OF SERVICE</b>			
Senior Passenger Trips				Rev. Veh. Hrs. / Capita		0.29	0.35
<b>REGULAR SERVICE PASSENGER TRIPS</b>		<b>275,397</b>	<b>353,504</b>	<b>AVERAGE SPEED</b>			
Regular Service Passenger-Kms				Rev. Veh. Kms. / Rev. Veh. Hr.		23.20	26.18
Auxiliary Service Passenger Trips				<b>LABOUR PRODUCTIVITY</b>			
<b>OPERATING EXPENSES</b>				Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.			
Transportation Operations Expenses		\$2,278,934	\$2,881,220	<b>TOP WAGE RATES</b>			
Fuel/Energy Exp. for Vehicles			\$185	Operators			
Vehicle Maintenance Expenses			\$43,767	Mechanics			
Plant Maintenance Expenses		\$21,900	\$36,134				
General/Administration Expenses		\$277,387	\$283,854				
<b>TOTAL DIRECT OPERATING EXPENSES</b>		<b>\$2,578,221</b>	<b>\$3,245,161</b>				
Debt Service Payment							
Total Operating Expenses		\$2,817,982	\$3,665,050				
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>							
<b>REGULAR SERV. PASS. REVENUES</b>		<b>\$581,857</b>	<b>\$784,019</b>				
<b>TOTAL OPERATING REVENUES</b>		<b>\$626,782</b>	<b>\$832,005</b>				
Total Revenues		\$626,782	\$877,868				
<b>NET DIRECT OPERATING COST</b>		<b>\$1,951,439</b>	<b>\$2,413,156</b>				
<b>NET OPERATING COST</b>		<b>\$2,191,200</b>	<b>\$2,787,182</b>				
Federal Operating Contribution							
Provincial Operating Contribution		\$524,839	\$524,839				
Municipal Operating Contribution		\$1,632,803	\$2,262,343				
Other Operating Contributions		\$33,558					
Federal Debt Service Contribution							
Provincial Debt Service Contribution							
Municipal Debt Service Contribution							
<b>CAPITAL EXPENSES AND FUNDING SOURCES</b>							
<b>TOTAL CAPITAL EXPENDITURES</b>		<b>\$1,298,709</b>	<b>\$577,382</b>				
Total Capital Disposals							
<b>TOTAL CAPITAL FUNDING</b>		<b>\$1,298,709</b>	<b>\$577,382</b>				
Federal Capital Contribution							
Provincial Capital Contribution							
Municipal Capital Contribution							
Other Capital Contributions		\$1,298,709	\$577,382				

## Mississauga

Transit Contact: G. Marinoff  
Director of Transit

Statistical Contact: Mirela-Liana Aparaschivei  
Team Leader Data Management  
Phone: 905-615-3200 x3816 Fax: 905-615-3218  
Email: mirelaliana.aparaschivei@mississauga.ca

### SYSTEM HIGHLIGHTS:

▪ System established:	01/01/1969	▪ Adult Cash Fare:	\$3.25
▪ Serves:	Mississauga	▪ Ridership (revenue passengers):	35,789,013
▪ Municipal Population:	752,000	▪ Total Operating Revenues:	\$77,318,139
▪ Service Area Population:	752,000	▪ Total Direct Operating Expenses:	\$157,053,104
▪ Service Area Size:	178.6 square kilometres	▪ Active Vehicles:	463
▪ Service provided by:	Municipal Department	- Standard Buses	394
		- Articulated Buses	69
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	100.00%
Monday 0400 - 0330	Friday 0400 - 0330	▪ Percentage of accessible transit fleet:	100.00%
Tuesday 0400 - 0330	Saturday 0430 - 0300		
Wednesday 0400 - 0330	Sunday 0700 - 0200	▪ Number of Fixed Routes:	94
Thursday 0400 - 0330	Holidays 0700 - 0200	▪ Number of Accessible Routes:	94
▪ Employees Statistics:		▪ Energy Consumption:	
	<b>Full-time</b>	- Diesel:	
Operators	926	- Biodiesel B5:	17,372,228 litres
Other Transportation Operations	77	- Biodiesel B20:	
Vehicle Mechanics	90	- Biodiesel - Other:	
Other Vehicle Maintenance and Servicing	82	- Natural Gas:	
Plant and Other Maintenance	12	- Electricity:	
General and Administration	90	- Other:	
TOTAL EMPLOYEES	1,277		
▪ Union Affiliations:	ATU 926 (Operators)		
	ATU 88 (Mechanics)		
	UFCW 34 (Call Centre staff)		

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	50,894,501 100.00%	1,295,937 100.00%	28,259,928 100.00%	21.81
<b>TOTAL</b>	<b>50,894,501</b>	<b>1,295,937</b>	<b>28,259,928</b>	<b>21.81</b>

## Mississauga

### FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Weekly Pass	Criteria
28/01/2013					
Adults	\$3.25	\$2.70	\$120.00	\$32.00	
Children		\$1.65			
Students		\$2.25	\$101.00	\$24.50	
Seniors		\$1.80	\$50.00		
Other: GTA Weekly Pass				\$55.00	

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	463		5.2		351	178	<b>Internal Combustion</b>
Commuter Rail							- Diesel 294
Ferry							- Biodiesel (all blends) 169
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other
Locomotive							<b>Electric</b>
Streetcar							- Trolley
							- Battery
							- Fuel Cell
<b>TOTAL ACTIVE VEHICLES</b>	<b>463</b>	<b>0</b>			<b>351</b>	<b>178</b>	<b>TOTAL 463</b>
Total Low-Floor Bus (30'-60')	463		Average Bus Age (years)		5.2		

### VEHICLE KILOMETRES AND HOURS

	2012	2013
Revenue Vehicle Kilometres	27,520,100	28,259,928
Total Vehicle Kilometres	29,814,127	30,669,590
Revenue Vehicle Hours	1,266,102	1,295,937
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	1,353,553	1,386,971
Operators Paid Hours	1,903,266	1,951,507
Vehicle Mechanics Paid Hours	218,255	211,466
Total Employee Paid Hours	2,691,924	2,720,164

### PASSENGER DATA

Adult Passenger Trips	18,058,549	15,062,299
Concession Fare Trips	16,702,940	20,776,714
<i>Concession Fare Trips Details:</i>		
Child Passenger Trips	264,190	277,658
Student Passenger Trips	5,483,210	4,239,268
Senior Passenger Trips	2,865,803	2,661,002

### REGULAR SERVICE PASSENGER TRIPS

Regular Service Passenger-Kms	336,401,410	339,466,322
Auxiliary Service Passenger Trips		

### OPERATING EXPENSES

Transportation Operations Expenses	\$87,107,035	\$90,332,968
Fuel/Energy Exp. for Vehicles	\$17,607,404	\$18,417,106
Vehicle Maintenance Expenses	\$20,663,210	\$20,925,646
Plant Maintenance Expenses	\$5,323,710	\$6,194,268
General/Administration Expenses	\$20,833,399	\$21,183,116
<b>TOTAL DIRECT OPERATING EXPENSES</b>	<b>\$151,534,758</b>	<b>\$157,053,104</b>
Debt Service Payment		
Total Operating Expenses	\$152,032,359	\$157,483,552

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$68,970,470	\$71,316,687
<b>TOTAL OPERATING REVENUES</b>	<b>\$74,683,003</b>	<b>\$77,318,139</b>
Total Revenues	\$74,895,188	\$77,394,531
<b>NET DIRECT OPERATING COST</b>	<b>\$76,851,755</b>	<b>\$79,734,965</b>
<b>NET OPERATING COST</b>	<b>\$77,137,171</b>	<b>\$80,089,021</b>
Federal Operating Contribution		
Provincial Operating Contribution	\$18,014,600	\$14,225,688
Municipal Operating Contribution	\$59,122,571	\$65,863,333
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

### CAPITAL EXPENSES AND FUNDING SOURCES

<b>TOTAL CAPITAL EXPENDITURES</b>	<b>\$62,689,468</b>	<b>\$78,088,751</b>
Total Capital Disposals		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$62,689,468</b>	<b>\$78,088,751</b>
Federal Capital Contribution	\$17,322,886	\$20,561,664
Provincial Capital Contribution	\$13,358,577	\$20,236,465
Municipal Capital Contribution	\$31,477,358	\$31,247,595
Other Capital Contributions	\$530,647	\$6,043,027

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	49%	49%
Municipal Operating Contribution / Capita	\$79.79	\$87.58
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.21	\$2.23

### AVERAGE FARE

Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.98	\$1.99
--	--------	--------

### COST EFFECTIVENESS

Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$4.36	\$4.39
---	--------	--------

### COST EFFICIENCY

Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$111.95	\$113.23
---	----------	----------

### SERVICE UTILIZATION

Reg. Serv. Pass. / Capita	46.91	47.59
Reg. Serv. Pass. / Rev. Veh. Hr.	27.46	27.62

### AMOUNT OF SERVICE

Rev. Veh. Hrs. / Capita	1.71	1.72
-------------------------	------	------

### AVERAGE SPEED

Rev. Veh. Kms. / Rev. Veh. Hr.	21.74	21.81
--------------------------------	-------	-------

### LABOUR PRODUCTIVITY

Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.67	0.66
---	------	------

### TOP WAGE RATES

Operators	\$30.73	\$31.34
Mechanics	\$36.49	\$37.22

# Niagara Falls

Transit Contact: Dave Stuart  
General Manager

Statistical Contact: Dave Stuart  
General Manager  
Phone: 905-356-7521 x4510 Fax: 905-356-5576  
Email: dstuart@niagarafalls.ca

## SYSTEM HIGHLIGHTS:

▪ System established:	01/01/1960	▪ Adult Cash Fare:	\$2.50
▪ Serves:	City of Niagara Falls	▪ Ridership (revenue passengers):	1,961,565
▪ Municipal Population:	85,000	▪ Total Operating Revenues:	\$3,631,729
▪ Service Area Population:	80,000	▪ Total Direct Operating Expenses:	\$8,341,429
▪ Service Area Size:	80.9 square kilometres	▪ Active Vehicles:	27
▪ Service provided by:	Municipal Department	- Standard Buses	27
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	85.19%
Monday 0530 - 2230	Friday 0530 - 2330	▪ Percentage of accessible transit fleet:	85.19%
Tuesday 0530 - 2330	Saturday 0530 - 2330	▪ Number of Fixed Routes:	14
Wednesday 0530 - 2330	Sunday 0700 - 1900	▪ Number of Accessible Routes:	14
Thursday 0530 - 2330	Holidays N/A	▪ Energy Consumption:	
▪ <b>Employees Statistics:</b>	<b>Full-time</b>	<b>Part-time</b>	- Diesel: 971,730 litres
Operators	32	26	- Biodiesel B5:
Other Transportation Operations	4	5	- Biodiesel B20:
Vehicle Mechanics	9		- Biodiesel - Other:
Other Vehicle Maintenance and Servicing	7		- Natural Gas:
Plant and Other Maintenance	1		- Electricity:
General and Administration	6		- Other:
TOTAL EMPLOYEES	59	31	
▪ Union Affiliations:	ATU 1582 (Operators)		
	ATU 1582 (Mechanics)		
	CUPE 133 (Administrative Staff)		

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	1,961,565 100.00%	67,778 100.00%	1,654,359 100.00%	24.41
<b>TOTAL</b>	<b>1,961,565</b>	<b>67,778</b>	<b>1,654,359</b>	<b>24.41</b>

## REMARKS:

Niagara Falls Transit recently introduced the WEGO Visitor Transportation System in conjunction with the Niagara Parks Commission. The service operated year round and has been designed to enhance the experiences of tourists visiting Niagara Falls by improving their transportation options.

## Niagara Falls

### FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
01/07/2011					
Adults	\$2.50	\$2.30	\$70.00		
Children	\$1.25				6 - 12 years
Students	\$2.25	\$2.05	\$54.00		13 - 19 years; with valid Student ID
Seniors	\$2.25	\$2.05	\$54.00		65 or greater

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	23	4	5.3	12.0	20	14	<b>Internal Combustion</b>
Commuter Rail							- Diesel 27
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other
Locomotive							<b>Electric</b>
Streetcar							- Trolley
							- Battery
							- Fuel Cell
<b>TOTAL ACTIVE VEHICLES</b>	<b>23</b>	<b>4</b>			<b>20</b>	<b>14</b>	<b>TOTAL 27</b>
Total Low-Floor Bus (30'-60')	23		Average Bus Age (years)		6.3		

### VEHICLE KILOMETRES AND HOURS

	2012	2013
Revenue Vehicle Kilometres	1,770,941	1,654,359
Total Vehicle Kilometres	1,770,941	1,654,359
Revenue Vehicle Hours	67,778	67,778
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	67,778	67,778

Operators Paid Hours

Vehicle Mechanics Paid Hours

Total Employee Paid Hours

### PASSENGER DATA

Adult Passenger Trips	1,552,804	1,234,650
Concession Fare Trips	231,997	726,915
<i>Concession Fare Trips Details:</i>		
<i>Child Passenger Trips</i>		
<i>Student Passenger Trips</i>		
<i>Senior Passenger Trips</i>		

<b>REGULAR SERVICE PASSENGER TRIPS</b>	<b>1,784,801</b>	<b>1,961,565</b>
--	------------------	------------------

Regular Service Passenger-Kms		
-------------------------------	--	--

Auxiliary Service Passenger Trips	293,895	373,719
-----------------------------------	---------	---------

### OPERATING EXPENSES

Transportation Operations Expenses	\$3,669,075	\$3,746,363
Fuel/Energy Exp. for Vehicles	\$1,188,110	\$945,000
Vehicle Maintenance Expenses	\$3,187,152	\$3,167,266
Plant Maintenance Expenses	\$192,045	\$220,273
General/Administration Expenses	\$315,422	\$262,527
<b>TOTAL DIRECT OPERATING EXPENSES</b>	<b>\$8,551,804</b>	<b>\$8,341,429</b>
Debt Service Payment	\$241,011	\$252,904
Total Operating Expenses	\$8,792,815	\$8,824,410

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

<b>REGULAR SERV. PASS. REVENUES</b>	<b>\$2,747,052</b>	<b>\$1,735,819</b>
-------------------------------------	--------------------	--------------------

<b>TOTAL OPERATING REVENUES</b>	<b>\$3,739,249</b>	<b>\$3,631,729</b>
---------------------------------	--------------------	--------------------

Total Revenues	\$3,791,168	\$4,163,729
----------------	-------------	-------------

<b>NET DIRECT OPERATING COST</b>	<b>\$4,812,555</b>	<b>\$4,709,700</b>
----------------------------------	--------------------	--------------------

<b>NET OPERATING COST</b>	<b>\$5,001,647</b>	<b>\$4,660,681</b>
---------------------------	--------------------	--------------------

Federal Operating Contribution		
--------------------------------	--	--

Provincial Operating Contribution	\$1,138,262	\$532,000
-----------------------------------	-------------	-----------

Municipal Operating Contribution	\$3,863,385	\$4,128,681
----------------------------------	-------------	-------------

Other Operating Contributions		
-------------------------------	--	--

Federal Debt Service Contribution		
-----------------------------------	--	--

Provincial Debt Service Contribution		
--------------------------------------	--	--

Municipal Debt Service Contribution		
-------------------------------------	--	--

### CAPITAL EXPENSES AND FUNDING SOURCES

<b>TOTAL CAPITAL EXPENDITURES</b>	<b>\$434,785</b>	<b>\$935,000</b>
-----------------------------------	------------------	------------------

Total Capital Disposals		
-------------------------	--	--

<b>TOTAL CAPITAL FUNDING</b>	<b>\$434,785</b>	<b>\$935,000</b>
------------------------------	------------------	------------------

Federal Capital Contribution		
------------------------------	--	--

Provincial Capital Contribution	\$434,785	\$608,000
---------------------------------	-----------	-----------

Municipal Capital Contribution		\$327,000
--------------------------------	--	-----------

Other Capital Contributions		
-----------------------------	--	--

### PERFORMANCE INDICATORS

#### FINANCIAL

Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	44%	44%
--	-----	-----

Municipal Operating Contribution / Capita	\$48.29	\$51.61
---	---------	---------

Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.70	\$2.40
--	--------	--------

#### AVERAGE FARE

Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.54	\$0.88
--	--------	--------

#### COST EFFECTIVENESS

Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$4.79	\$4.25
---	--------	--------

#### COST EFFICIENCY

Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$126.17	\$123.07
---	----------	----------

#### SERVICE UTILIZATION

Reg. Serv. Pass. / Capita	22.31	24.52
---------------------------	-------	-------

Reg. Serv. Pass. / Rev. Veh. Hr.	26.33	28.94
----------------------------------	-------	-------

#### AMOUNT OF SERVICE

Rev. Veh. Hrs. / Capita	0.85	0.85
-------------------------	------	------

#### AVERAGE SPEED

Rev. Veh. Kms. / Rev. Veh. Hr.	26.13	24.41
--------------------------------	-------	-------

#### LABOUR PRODUCTIVITY

Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
---	--	--

#### TOP WAGE RATES

Operators	\$25.61	\$26.13
-----------	---------	---------

Mechanics	\$30.24	\$30.85
-----------	---------	---------

## Niagara Region

Transit Contact: Kumar Ranjan  
Associate Director, Transportation Planning

Statistical Contact: Greg Miller  
NRT Outreach Coordinator  
Phone: 905-685-1571 x3488 Fax: 905-685-0013  
Email: greg.miller@niagararegion.ca

### SYSTEM HIGHLIGHTS:

- System established: 16/09/2011
- Serves: Niagara Region
- Municipal Population: 431,346
- Service Area Population: 317,800
- Service Area Size: 554.5 square kilometres
- Service provided by: Municipal Department, under contract with Welland, St. Catharines, and Niagara Falls Transit
- Hours of Service:
 

Monday	0700 - 2100	Friday	0700 - 2100
Tuesday	0700 - 2100	Saturday	0700 - 2100
Wednesday	0700 - 2100	Sunday	N/A
Thursday	0700 - 2100	Holidays	N/A
- Adult Cash Fare: \$6.00
- Ridership (revenue passengers): 177,020
- Total Operating Revenues: \$548,725
- Total Direct Operating Expenses: \$2,819,259
- Number of Fixed Routes: 10
- Number of Accessible Routes: 10
- Energy Consumption:
 

- Diesel:	377,842 litres
- Biodiesel B5:	
- Biodiesel B20:	
- Biodiesel - Other:	
- Natural Gas:	
- Electricity:	
- Other:	
- Employees Statistics:
 

	Full-time	Part-time
Operators		
Other Transportation Operations		
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration		
<b>TOTAL EMPLOYEES</b>		
- Union Affiliations: Union Information N/A (Operators)  
Union Information N/A (Mechanics)

Modal Statistics	Boardings		Rev. Vehicle Hrs.		Rev. Vehicle Kms		Avg. Speed (km/h)
Bus	177,020	100.00%	29,350	100.00%	820,559	100.00%	27.96
<b>TOTAL</b>	<b>177,020</b>		<b>29,350</b>		<b>820,559</b>		<b>27.96</b>

### REMARKS:

This system is operating as a pilot project. Niagara Region has contracted three local operators including Niagara Falls Transit, St. Catharines Transit, and Welland Transit, through a 3-year agreement until September 2014, to run the system and integrate with their local routes.



## Niagara Region

### FARE STRUCTURE

Effective Date: 01/05/2012	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$6.00	\$4.50	\$160.00		18-65 years
Children					Under 5 years - free
Students	\$5.00	\$4.00	\$130.00		6-18 years; with valid ID
Seniors	\$5.00	\$4.00	\$130.00		65 years and over

	Active		Average Age		Peak (Est.)	Base (Est.)
	Access.	Non-Acc.	Access.	Non-Acc.		
<b>VEHICLES (2013)</b>						
Bus					8	6
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
<b>TOTAL ACTIVE VEHICLES</b>					<b>8</b>	<b>6</b>

VEHICLE KILOMETRES AND HOURS			PERFORMANCE INDICATORS		
	2012	2013		2012	2013
Revenue Vehicle Kilometres	779,299	820,559	<b>FINANCIAL</b>		
Total Vehicle Kilometres	779,299	820,559	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	16%	19%
Revenue Vehicle Hours	29,697	29,350	Municipal Operating Contribution / Capita	\$6.57	\$7.14
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$17.11	\$12.83
Total Vehicle Hours	29,697	29,350	<b>AVERAGE FARE</b>		
Operators Paid Hours			Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$3.38	\$3.10
Vehicle Mechanics Paid Hours			<b>COST EFFECTIVENESS</b>		
Total Employee Paid Hours			Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$20.48	\$15.93
<b>PASSENGER DATA</b>			<b>COST EFFICIENCY</b>		
Adult Passenger Trips	91,221	107,973	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$88.88	\$96.06
Concession Fare Trips	37,642	69,047	<b>SERVICE UTILIZATION</b>		
Concession Fare Trips Details:			Reg. Serv. Pass. / Capita	0.41	0.56
Child Passenger Trips			Reg. Serv. Pass. / Rev. Veh. Hr.	4.34	6.03
Student Passenger Trips			<b>AMOUNT OF SERVICE</b>		
Senior Passenger Trips			Rev. Veh. Hrs. / Capita	0.09	0.09
<b>REGULAR SERVICE PASSENGER TRIPS</b>	<b>128,863</b>	<b>177,020</b>	<b>AVERAGE SPEED</b>		
Regular Service Passenger-Kms			Rev. Veh. Kms. / Rev. Veh. Hr.	26.24	27.96
Auxiliary Service Passenger Trips			<b>LABOUR PRODUCTIVITY</b>		
<b>OPERATING EXPENSES</b>			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
Transportation Operations Expenses	\$2,484,333	\$2,677,636	<b>TOP WAGE RATES</b>		
Fuel/Energy Exp. for Vehicles			Operators		
Vehicle Maintenance Expenses			Mechanics		
Plant Maintenance Expenses					
General/Administration Expenses	\$155,233	\$141,623			
<b>TOTAL DIRECT OPERATING EXPENSES</b>	<b>\$2,639,566</b>	<b>\$2,819,259</b>			
Debt Service Payment					
Total Operating Expenses	\$2,639,566	\$2,819,259			
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>					
<b>REGULAR SERV. PASS. REVENUES</b>	<b>\$434,996</b>	<b>\$548,725</b>			
<b>TOTAL OPERATING REVENUES</b>	<b>\$434,996</b>	<b>\$548,725</b>			
Total Revenues	\$434,996	\$548,725			
<b>NET DIRECT OPERATING COST</b>	<b>\$2,204,570</b>	<b>\$2,270,534</b>			
<b>NET OPERATING COST</b>	<b>\$2,204,570</b>	<b>\$2,270,534</b>			
Federal Operating Contribution					
Provincial Operating Contribution					
Municipal Operating Contribution	\$2,088,815	\$2,270,534			
Other Operating Contributions	\$115,755				
Federal Debt Service Contribution					
Provincial Debt Service Contribution					
Municipal Debt Service Contribution					
<b>CAPITAL EXPENSES AND FUNDING SOURCES</b>					
<b>TOTAL CAPITAL EXPENDITURES</b>					
Total Capital Disposals					
<b>TOTAL CAPITAL FUNDING</b>					
Federal Capital Contribution					
Provincial Capital Contribution					
Municipal Capital Contribution					
Other Capital Contributions					

## Niagara-on-the-Lake

Transit Contact: Marci Weston  
Engineering Technologist (Traffic)

Statistical Contact: Marci Weston  
Engineering Technologist (Traffic)  
Phone: 905-468-3278 x270 Fax: 905-468-1722  
Email: mweston@notl.org

### SYSTEM HIGHLIGHTS:

▪ System established:	02/04/2012	▪ Adult Cash Fare:	\$3.00
▪ Serves:	Town of Niagara-on-the-Lake	▪ Ridership (revenue passengers):	8,180
▪ Municipal Population:	17,220	▪ Total Operating Revenues:	\$259,783
▪ Service Area Population:	9,961	▪ Total Direct Operating Expenses:	\$399,828
▪ Service Area Size:	14.8 square kilometres	▪ Active Vehicles:	4
▪ Service provided by:	Municipal Department, under contract with Niagara Classic Transportaton	- Small Community Buses	4
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	100.00%
Monday	0800 - 1900	▪ Percentage of accessible transit fleet:	100.00%
Tuesday	0800 - 1900		
Wednesday	0800 - 1900	▪ Number of Fixed Routes:	3
Thursday	0800 - 1900	▪ Number of Accessible Routes:	3
Friday	0800 - 1900	▪ Energy Consumption:	
Saturday	0800 - 1900	- Diesel:	
Sunday	N/A	- Biodiesel B5:	
Holidays	N/A	- Biodiesel B20:	
▪ Employees Statistics:		- Biodiesel - Other:	
Operators		- Natural Gas:	
Other Transportation Operations		- Electricity:	
Vehicle Mechanics		- Other:	
Other Vehicle Maintenance and Servicing			
Plant and Other Maintenance			
General and Administration	1		
TOTAL EMPLOYEES	1		
▪ Union Affiliations:	Union Information N/A (Operators)		
	Union Information N/A (Mechanics)		

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	8,724 100.00%	4,468 100.00%	129,628 100.00%	29.01
<b>TOTAL</b>	<b>8,724</b>	<b>4,468</b>	<b>129,628</b>	<b>29.01</b>

### REMARKS:

Niagara-on-the-Lake Transit commenced service on April 2, 2012, operating one route mid-October to mid-May and two routes mid-May to mid-October. We also operate an auxiliary shuttle service between the Fort George tour bus parking lot and the Town's Historic District from April to mid-November.

## Niagara-on-the-Lake

### FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Other	Criteria
02/04/2012					
Adults	\$3.00				
Children					< 6 yrs free when accompanied by an adult
Students				\$3.00/trip (NCSAC)	Niagara College U-Pass holders
Seniors	\$3.00				65 years on over
Other: Visually Impaired					free with CNIB card

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	4		3.0		4	1	Internal Combustion
Commuter Rail							- Diesel
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other
Locomotive							Electric
Streetcar							- Trolley
							- Battery
							- Fuel Cell
<b>TOTAL ACTIVE VEHICLES</b>	<b>4</b>	<b>0</b>			<b>4</b>	<b>1</b>	<b>TOTAL</b>
Total Low-Floor Bus (30'-60')	0		Average Bus Age (years)		3.0		<b>4</b>

### VEHICLE KILOMETRES AND HOURS

	2012	2013
Revenue Vehicle Kilometres	98,483	129,628
Total Vehicle Kilometres	121,610	152,678
Revenue Vehicle Hours	3,494	4,468
Auxiliary Revenue Vehicle Hours	2,804	2,741
Total Vehicle Hours	6,315	7,233

Operators Paid Hours

Vehicle Mechanics Paid Hours

Total Employee Paid Hours

### PASSENGER DATA

Adult Passenger Trips	2,686	3,056
Concession Fare Trips	2,199	5,124
<i>Concession Fare Trips Details:</i>		
<i>Child Passenger Trips</i>		
<i>Student Passenger Trips</i>	1,927	5,001
<i>Senior Passenger Trips</i>		

### REGULAR SERVICE PASSENGER TRIPS

Regular Service Passenger-Kms	43,867	94,724
Auxiliary Service Passenger Trips	73,900	73,734

### OPERATING EXPENSES

Transportation Operations Expenses	\$321,826	\$368,170
Fuel/Energy Exp. for Vehicles		
Vehicle Maintenance Expenses	\$368	
Plant Maintenance Expenses	\$10,985	
General/Administration Expenses	\$50,674	\$31,658
<b>TOTAL DIRECT OPERATING EXPENSES</b>	<b>\$383,853</b>	<b>\$399,828</b>
Debt Service Payment		
Total Operating Expenses	\$384,106	\$399,849

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$13,661	\$24,132
<b>TOTAL OPERATING REVENUES</b>	<b>\$229,524</b>	<b>\$259,783</b>
Total Revenues	\$229,524	\$259,783
<b>NET DIRECT OPERATING COST</b>	<b>\$154,329</b>	<b>\$140,045</b>
<b>NET OPERATING COST</b>	<b>\$154,582</b>	<b>\$140,066</b>
Federal Operating Contribution		
Provincial Operating Contribution	\$93,660	\$125,239
Municipal Operating Contribution	\$60,922	\$14,827
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

### CAPITAL EXPENSES AND FUNDING SOURCES

<b>TOTAL CAPITAL EXPENDITURES</b>	<b>\$14,440</b>
Total Capital Disposals	
<b>TOTAL CAPITAL FUNDING</b>	<b>\$14,440</b>
Federal Capital Contribution	
Provincial Capital Contribution	
Municipal Capital Contribution	\$14,440
Other Capital Contributions	

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	60%	65%
Municipal Operating Contribution / Capita	\$6.41	\$1.49
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$31.59	\$17.12

### AVERAGE FARE

Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$2.80	\$2.95
--	--------	--------

### COST EFFECTIVENESS

Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$78.58	\$48.88
---	---------	---------

### COST EFFICIENCY

Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$60.78	\$55.28
---	---------	---------

### SERVICE UTILIZATION

Reg. Serv. Pass. / Capita	0.51	0.82
Reg. Serv. Pass. / Rev. Veh. Hr.	1.40	1.83

### AMOUNT OF SERVICE

Rev. Veh. Hrs. / Capita	0.37	0.45
-------------------------	------	------

### AVERAGE SPEED

Rev. Veh. Kms. / Rev. Veh. Hr.	28.19	29.01
--------------------------------	-------	-------

### LABOUR PRODUCTIVITY

Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
---	--	--

### TOP WAGE RATES

Operators	
Mechanics	

## Norfolk County

Transit Contact: Brad Smith  
Public Transportation Coordinator

Statistical Contact: Brad Smith  
Public Transportation Coordinator  
Phone: 519-428-3178 Fax: 519-428-0074  
Email: bsmith@ridenorfolk.ca

### SYSTEM HIGHLIGHTS:

- System established: 11/10/2011
- Serves: Norfolk County
- Adult Cash Fare: \$6.00
- Ridership (revenue passengers): 3,977
- Total Operating Revenues: \$16,889
- Total Direct Operating Expenses: \$169,774
- Municipal Population: 63,175
- Service Area Population: 30,737
- Service Area Size: .0 square kilometres
- Service provided by: Municipal Department, under contract with Donnelly Transit Inc

### ▪ Hours of Service:

Monday	0800 - 1800	Friday	0800 - 1800
Tuesday	0800 - 1800	Saturday	N/A
Wednesday	0800 - 1800	Sunday	N/A
Thursday	0800 - 1800	Holidays	N/A

### ▪ Employees Statistics:

	Full-time	Part-time
Operators		
Other Transportation Operations		
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration	1	
TOTAL EMPLOYEES	1	

- Union Affiliations: Union Information N/A (Operators)  
Union Information N/A (Mechanics)

- Disruption during 2012: Bad Weather  
Start Date: 12/27/2012  
End Date: 12/27/2012  
Duration: 1 days

- Number of Fixed Routes: 6
- Number of Accessible Routes: 6
- Energy Consumption:
  - Diesel:
  - Biodiesel B5:
  - Biodiesel B20:
  - Biodiesel - Other:
  - Natural Gas:
  - Electricity:
  - Other:

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	3,977 100.00%	2,490 100.00%	84,191 100.00%	33.81
<b>TOTAL</b>	<b>3,977</b>	<b>2,490</b>	<b>84,191</b>	<b>33.81</b>

### REMARKS:

- \* Norfolk County switched its service provider on January 2, 2013.

## Norfolk County

### FARE STRUCTURE

Effective Date:	01/01/2012	Cash	Tickets/Cards (unit price)	Monthly Pass	Other In Town Rider Cash/Ticket	Criteria
Adults		\$6.00	\$5.00		\$2.00/\$1.66	Between Town
Children						5 and under free
Students						
Seniors						

	Active		Average Age		Peak (Est.)	Base (Est.)
	Access.	Non-Acc.	Access.	Non-Acc.		
<b>VEHICLES (2013)</b>						
Bus					1	1
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
<b>TOTAL ACTIVE VEHICLES</b>					<b>1</b>	<b>1</b>

VEHICLE KILOMETRES AND HOURS			PERFORMANCE INDICATORS		
	2012	2013		2012	2013
Revenue Vehicle Kilometres	77,986	84,191	<b>FINANCIAL</b>		
Total Vehicle Kilometres	82,916	84,191	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	4%	10%
Revenue Vehicle Hours	2,490	2,490	Municipal Operating Contribution / Capita	\$10.07	\$4.93
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$88.60	\$38.44
Total Vehicle Hours	2,739	2,490	<b>AVERAGE FARE</b>		
Operators Paid Hours			Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$3.85	\$4.25
Vehicle Mechanics Paid Hours			<b>COST EFFECTIVENESS</b>		
Total Employee Paid Hours	1,820	1,821	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$92.45	\$42.69
<b>PASSENGER DATA</b>			<b>COST EFFICIENCY</b>		
Adult Passenger Trips	3,414	3,745	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$122.29	\$68.18
Concession Fare Trips	209	232	<b>SERVICE UTILIZATION</b>		
<i>Concession Fare Trips Details:</i>			Reg. Serv. Pass. / Capita	0.12	0.13
<i>Child Passenger Trips</i>	209	232	Reg. Serv. Pass. / Rev. Veh. Hr.	1.46	1.60
<i>Student Passenger Trips</i>			<b>AMOUNT OF SERVICE</b>		
<i>Senior Passenger Trips</i>			Rev. Veh. Hrs. / Capita	0.08	0.08
<b>REGULAR SERVICE PASSENGER TRIPS</b>	<b>3,623</b>	<b>3,977</b>	<b>AVERAGE SPEED</b>		
Regular Service Passenger-Kms	56,157	58,660	Rev. Veh. Kms. / Rev. Veh. Hr.	31.32	33.81
Auxiliary Service Passenger Trips			<b>LABOUR PRODUCTIVITY</b>		
<b>OPERATING EXPENSES</b>			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
Transportation Operations Expenses	\$266,911	\$100,427	<b>TOP WAGE RATES</b>		
Fuel/Energy Exp. for Vehicles			Operators		
Vehicle Maintenance Expenses			Mechanics		
Plant Maintenance Expenses					
General/Administration Expenses	\$68,030	\$69,347			
<b>TOTAL DIRECT OPERATING EXPENSES</b>	<b>\$334,941</b>	<b>\$169,774</b>			
Debt Service Payment					
Total Operating Expenses	\$334,941	\$169,774			
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>					
<b>REGULAR SERV. PASS. REVENUES</b>	<b>\$13,951</b>	<b>\$16,889</b>			
<b>TOTAL OPERATING REVENUES</b>	<b>\$13,951</b>	<b>\$16,889</b>			
Total Revenues	\$13,951	\$16,889			
<b>NET DIRECT OPERATING COST</b>	<b>\$320,990</b>	<b>\$152,885</b>			
<b>NET OPERATING COST</b>	<b>\$320,990</b>	<b>\$152,885</b>			
Federal Operating Contribution					
Provincial Operating Contribution					
Municipal Operating Contribution	\$304,584	\$151,385			
Other Operating Contributions	\$16,406	\$1,500			
Federal Debt Service Contribution					
Provincial Debt Service Contribution					
Municipal Debt Service Contribution					
<b>CAPITAL EXPENSES AND FUNDING SOURCES</b>					
<b>TOTAL CAPITAL EXPENDITURES</b>					
Total Capital Disposals					
<b>TOTAL CAPITAL FUNDING</b>					
Federal Capital Contribution					
Provincial Capital Contribution					
Municipal Capital Contribution					
Other Capital Contributions					

## North Bay

Transit Contact: Remi Renaud  
Transit Manager

Statistical Contact: Remi Renaud  
Transit Manager

Phone: 705-474-0626 x2165 Fax: 705-476-5308

Email: remi.renaud@cityofnorthbay.ca

### SYSTEM HIGHLIGHTS:

▪ System established:	01/01/1972	▪ Adult Cash Fare:	\$2.75
▪ Serves:	North Bay	▪ Ridership (revenue passengers):	1,808,637
▪ Municipal Population:	53,000	▪ Total Operating Revenues:	\$3,169,097
▪ Service Area Population:	49,000	▪ Total Direct Operating Expenses:	\$5,936,228
▪ Service Area Size:	314.9 square kilometres	▪ Active Vehicles:	24
▪ Service provided by:	Municipal Department	- Standard Buses	24
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	95.83%
Monday 0615 - 0015	Friday 0615 - 0015	▪ Percentage of accessible transit fleet:	95.83%
Tuesday 0615 - 0015	Saturday 0630 - 0015	▪ Number of Fixed Routes:	11
Wednesday 0615 - 0015	Sunday 0830 - 1815	▪ Number of Accessible Routes:	11
Thursday 0615 - 0015	Holidays N/A	▪ Energy Consumption:	
▪ <b>Employees Statistics:</b>	<b>Full-time</b>	<b>Part-time</b>	- Diesel: 728,954 litres
Operators	44		- Biodiesel B5:
Other Transportation Operations	2		- Biodiesel B20:
Vehicle Mechanics			- Biodiesel - Other:
Other Vehicle Maintenance and Servicing			- Natural Gas:
Plant and Other Maintenance			- Electricity:
General and Administration	2		- Other:
TOTAL EMPLOYEES	48		
▪ Union Affiliations:	CUPE 122 (Operators)		
	CUPE 122 (Mechanics)		

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	2,009,956 100.00%	62,404 100.00%	1,322,964 100.00%	21.20
<b>TOTAL</b>	<b>2,009,956</b>	<b>62,404</b>	<b>1,322,964</b>	<b>21.20</b>

### REMARKS:

1) Family travel pass: Monday to Thursday evening beginning at 18:00 until end of day service, up to 3 children under 16 ride free with fare paying parent or guardian; 2) Friday evening beginning at 17:00 until end of day service Sunday, up to 3 children under 16 ride free with fare paying parent or guardian; 3) Day Pass \$7.00 - unlimited rides for day purchased; and 4) U Pass Nipissing University - \$131.50/8 months.

## North Bay

### FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
01/04/2013					
Adults	\$2.75	\$2.48	\$82.00		18 & older
Children	\$2.75	\$2.48	\$57.00		5-13 under 5 years - free
Students	\$2.75	\$2.48	\$67.00		
Seniors	\$2.75	\$2.48	\$57.00		

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	23	1	5.6	22.0	16	13	<b>Internal Combustion</b>
Commuter Rail							- Diesel 24
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other
Locomotive							<b>Electric</b>
Streetcar							- Trolley
<b>TOTAL ACTIVE VEHICLES</b>	<b>23</b>	<b>1</b>			<b>16</b>	<b>13</b>	- Battery
Total Low-Floor Bus (30'-60')	22		Average Bus Age (years)		6.3		- Fuel Cell
							<b>TOTAL 24</b>

### VEHICLE KILOMETRES AND HOURS

	2012	2013
Revenue Vehicle Kilometres	1,316,491	1,322,964
Total Vehicle Kilometres	1,316,491	1,322,964
Revenue Vehicle Hours	61,361	62,404
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	61,361	62,404
Operators Paid Hours	61,361	62,404
Vehicle Mechanics Paid Hours		
Total Employee Paid Hours	69,161	70,204

### PASSENGER DATA

Adult Passenger Trips	
Concession Fare Trips	
Concession Fare Trips Details:	
Child Passenger Trips	
Student Passenger Trips	
Senior Passenger Trips	

<b>REGULAR SERVICE PASSENGER TRIPS</b>	<b>1,918,859</b>	<b>1,808,637</b>
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips		

### OPERATING EXPENSES

Transportation Operations Expenses	\$3,561,439	\$3,068,722
Fuel/Energy Exp. for Vehicles	\$851,753	\$878,053
Vehicle Maintenance Expenses	\$1,238,823	\$1,440,734
Plant Maintenance Expenses	\$186,217	\$147,255
General/Administration Expenses	\$44,409	\$401,464
<b>TOTAL DIRECT OPERATING EXPENSES</b>	<b>\$5,882,641</b>	<b>\$5,936,228</b>
Debt Service Payment		
Total Operating Expenses	\$5,882,641	\$5,936,228

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

<b>REGULAR SERV. PASS. REVENUES</b>	<b>\$3,099,295</b>	<b>\$3,082,886</b>
<b>TOTAL OPERATING REVENUES</b>	<b>\$3,171,404</b>	<b>\$3,169,097</b>
Total Revenues	\$3,172,728	\$3,170,131
<b>NET DIRECT OPERATING COST</b>	<b>\$2,711,237</b>	<b>\$2,767,131</b>
<b>NET OPERATING COST</b>	<b>\$2,709,913</b>	<b>\$2,766,097</b>
Federal Operating Contribution		
Provincial Operating Contribution	\$510,000	\$510,000
Municipal Operating Contribution	\$2,199,913	\$2,256,097
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

### CAPITAL EXPENSES AND FUNDING SOURCES

<b>TOTAL CAPITAL EXPENDITURES</b>	<b>\$1,800,807</b>	<b>\$906,021</b>
Total Capital Disposals		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$1,800,807</b>	<b>\$906,021</b>
Federal Capital Contribution		
Provincial Capital Contribution	\$924,000	\$482,218
Municipal Capital Contribution	\$876,807	\$423,803
Other Capital Contributions		

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	54%	53%
Municipal Operating Contribution / Capita	\$44.90	\$46.04
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$1.41	\$1.53

### AVERAGE FARE

Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.62	\$1.70
--	--------	--------

### COST EFFECTIVENESS

Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$3.07	\$3.28
---	--------	--------

### COST EFFICIENCY

Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$95.87	\$95.13
---	---------	---------

### SERVICE UTILIZATION

Reg. Serv. Pass. / Capita	39.16	36.91
Reg. Serv. Pass. / Rev. Veh. Hr.	31.27	28.98

### AMOUNT OF SERVICE

Rev. Veh. Hrs. / Capita	1.25	1.27
-------------------------	------	------

### AVERAGE SPEED

Rev. Veh. Kms. / Rev. Veh. Hr.	21.45	21.20
--------------------------------	-------	-------

### LABOUR PRODUCTIVITY

Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	1.00	1.00
---	------	------

### TOP WAGE RATES

Operators	\$23.81	\$24.36
Mechanics		\$27.36

# Oakville

Transit Contact: Barry Cole  
Director

Statistical Contact: Ragini Govender  
Transit Analyst

Phone: 905-845-6601 x3937 Fax: 905-338-4703

Email: rgovender@oakville.ca

## SYSTEM HIGHLIGHTS:

▪ System established:	30/09/1972	▪ Adult Cash Fare:	\$3.25
▪ Serves:	Town of Oakville	▪ Ridership (revenue passengers):	2,961,712
▪ Municipal Population:	188,000	▪ Total Operating Revenues:	\$7,167,431
▪ Service Area Population:	188,000	▪ Total Direct Operating Expenses:	\$20,785,660
▪ Service Area Size:	103.5 square kilometres	▪ Active Vehicles:	96
▪ Service provided by:	Municipal Department	- Standard Buses	96
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	100.00%
Monday 0545 - 0200	Friday 0545 - 0200	▪ Percentage of accessible transit fleet:	100.00%
Tuesday 0545 - 0200	Saturday 0700 - 0200	▪ Number of Fixed Routes:	44
Wednesday 0545 - 0200	Sunday 0800 - 2000	▪ Number of Accessible Routes:	12
Thursday 0545 - 0200	Holidays 0800 - 2000	▪ Energy Consumption:	
▪ <b>Employees Statistics:</b>	<b>Full-time</b>	<b>Part-time</b>	- Diesel: 2,817,687 litres
Operators	113	26	- Biodiesel B5:
Other Transportation Operations	11	1	- Biodiesel B20:
Vehicle Mechanics	11		- Biodiesel - Other:
Other Vehicle Maintenance and Servicing	16	2	- Natural Gas:
Plant and Other Maintenance			- Electricity:
General and Administration	10	1	- Other:
TOTAL EMPLOYEES	161	30	
▪ Union Affiliations:	CAW 1256 (Operators)		
	CAW 1256 (Mechanics)		
	CUPE 1329 (Admin Staff/Store keeper)		

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	3,917,773 100.00%	206,719 100.00%	4,629,427 100.00%	22.39
<b>TOTAL</b>	<b>3,917,773</b>	<b>206,719</b>	<b>4,629,427</b>	<b>22.39</b>

## REMARKS:

2013 - Seniors Ride for Free on Mondays. 2013 - Decommissioned adult and student tickets to move towards use of Presto Fare Card System.



# Oakville

## FARE STRUCTURE

Effective Date:	01/01/2013	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Student Freedom Pass	Criteria
Adults		\$3.25		\$99.00		20 to 64 years
Children						5 years and under free with fare paying adult
Students		\$3.25		\$65.00	15	6-19 years
Seniors		\$3.25	\$1.75	\$50.00		65 years and over
Other: Presto Card		\$0.70				GO Transit Riders

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	96		6.3		67	39	Internal Combustion - Diesel 96 - Biodiesel (all blends) - Natural Gas (CNG or LNG) - Other
Commuter Rail							
Ferry							
Heavy Rail							
Light Rail							Electric - Trolley - Battery - Fuel Cell
Locomotive							
Streetcar							
<b>TOTAL ACTIVE VEHICLES</b>	<b>96</b>	<b>0</b>			<b>67</b>	<b>39</b>	
Total Low-Floor Bus (30'-60')	96		Average Bus Age (years)		6.3		<b>TOTAL 96</b>

## VEHICLE KILOMETRES AND HOURS

	2012	2013
Revenue Vehicle Kilometres	4,665,225	4,629,427
Total Vehicle Kilometres	5,381,307	5,294,248
Revenue Vehicle Hours	209,497	206,719
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	229,254	227,100
Operators Paid Hours	291,262	283,069
Vehicle Mechanics Paid Hours	23,142	22,535
Total Employee Paid Hours	389,389	376,453

## PASSENGER DATA

Adult Passenger Trips	1,305,565	1,357,658
Concession Fare Trips	1,609,038	1,604,054
<i>Concession Fare Trips Details:</i>		
<i>Child Passenger Trips</i>		
<i>Student Passenger Trips</i>	720,530	636,812
<i>Senior Passenger Trips</i>	243,746	278,839

## REGULAR SERVICE PASSENGER TRIPS

Regular Service Passenger-Kms	2,914,603	2,961,712
Auxiliary Service Passenger Trips		

## OPERATING EXPENSES

Transportation Operations Expenses	\$11,610,744	\$11,854,275
Fuel/Energy Exp. for Vehicles	\$3,052,325	\$2,843,628
Vehicle Maintenance Expenses	\$3,674,212	\$3,648,569
Plant Maintenance Expenses	\$1,546,519	\$1,606,885
General/Administration Expenses	\$841,974	\$832,303
<b>TOTAL DIRECT OPERATING EXPENSES</b>	<b>\$20,725,774</b>	<b>\$20,785,660</b>
Debt Service Payment		
Total Operating Expenses	\$20,725,774	\$20,785,660

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$6,609,407	\$6,650,983
<b>TOTAL OPERATING REVENUES</b>	<b>\$7,045,778</b>	<b>\$7,167,431</b>
Total Revenues	\$7,060,435	\$7,182,320
<b>NET DIRECT OPERATING COST</b>	<b>\$13,679,995</b>	<b>\$13,618,229</b>
<b>NET OPERATING COST</b>	<b>\$13,665,339</b>	<b>\$13,603,339</b>
Federal Operating Contribution		
Provincial Operating Contribution	\$535,300	\$545,200
Municipal Operating Contribution	\$13,130,039	\$13,058,139
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

## CAPITAL EXPENSES AND FUNDING SOURCES

<b>TOTAL CAPITAL EXPENDITURES</b>	<b>\$5,105,700</b>	<b>\$3,197,328</b>
Total Capital Disposals	\$14,932	\$21,470
<b>TOTAL CAPITAL FUNDING</b>	<b>\$3,392,309</b>	<b>\$3,675,254</b>
Federal Capital Contribution	\$286,323	
Provincial Capital Contribution	\$91,286	\$308,747
Municipal Capital Contribution	\$3,014,700	\$381,000
Other Capital Contributions		\$2,985,507

## PERFORMANCE INDICATORS

FINANCIAL	2012	2013
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	34%	34%
Municipal Operating Contribution / Capita	\$71.95	\$69.46
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$4.69	\$4.60

## AVERAGE FARE

Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$2.27	\$2.25
--	--------	--------

## COST EFFECTIVENESS

Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$7.11	\$7.02
---	--------	--------

## COST EFFICIENCY

Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$90.41	\$91.53
---	---------	---------

## SERVICE UTILIZATION

Reg. Serv. Pass. / Capita	15.97	15.75
Reg. Serv. Pass. / Rev. Veh. Hr.	13.91	14.33

## AMOUNT OF SERVICE

Rev. Veh. Hrs. / Capita	1.15	1.10
-------------------------	------	------

## AVERAGE SPEED

Rev. Veh. Kms. / Rev. Veh. Hr.	22.27	22.39
--------------------------------	-------	-------

## LABOUR PRODUCTIVITY

Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.72	0.73
---	------	------

## TOP WAGE RATES

Operators	\$25.83	\$26.60
Mechanics	\$32.25	\$33.15

# Orangeville

Transit Contact: Marilyn Forestell  
Operating Manager, First Student Canada

Statistical Contact: Sarah Pihel  
Public Works Technician  
Phone: 519-941-0440 x2292 Fax: 519-941-5303  
Email: spihel@orangeville.ca

## SYSTEM HIGHLIGHTS:

▪ System established:	02/12/1991	▪ Adult Cash Fare:	\$2.00
▪ Serves:	Town of Orangeville	▪ Ridership (revenue passengers):	112,100
▪ Municipal Population:	28,300	▪ Total Operating Revenues:	\$160,590
▪ Service Area Population:	28,300	▪ Total Direct Operating Expenses:	\$633,875
▪ Service Area Size:	14.0 square kilometres	▪ Active Vehicles:	4
▪ Service provided by:	Municipal Department, under contract with First Student Canada	- Small Community Buses	3
		- Standard Buses	1
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	100.00%
Monday 0715 - 1815	Friday 0715 - 1815	▪ Percentage of accessible transit fleet:	100.00%
Tuesday 0715 - 1815	Saturday 0715 - 1815		
Wednesday 0715 - 1815	Sunday N/A	▪ Number of Fixed Routes:	3
Thursday 0715 - 1815	Holidays N/A	▪ Number of Accessible Routes:	3
▪ Employees Statistics:	Full-time	Part-time	
Operators			
Other Transportation Operations			
Vehicle Mechanics			
Other Vehicle Maintenance and Servicing			
Plant and Other Maintenance			
General and Administration		1	
TOTAL EMPLOYEES		1	
▪ Union Affiliations:	Non-union (Operators)		
	Non-union (Mechanics)		

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	127,196 100.00%	9,999 100.00%	236,220 100.00%	23.62
<b>TOTAL</b>	<b>127,196</b>	<b>9,999</b>	<b>236,220</b>	<b>23.62</b>

## REMARKS:

In 2013, replaced an aging bus with a larger bus. More seating/passenger capacity with the replacement bus which accommodates higher volume of passengers during peak hours.

# Orangeville

## FARE STRUCTURE

Effective Date: 01/07/2013	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$2.00	\$1.70	\$40.00		
Children					5 years and under - free
Students	\$1.50	\$1.30	\$30.00		6-18 years; with valid student ID
Seniors	\$1.50	\$1.30	\$30.00		55 years and over
Other: Special Needs			\$25.00		Person with disabilities

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	4		3.3		3	3	Internal Combustion - Diesel - Biodiesel (all blends) - Natural Gas (CNG or LNG) - Other
Commuter Rail							
Ferry							
Heavy Rail							
Light Rail							Electric - Trolley - Battery - Fuel Cell
Locomotive							
Streetcar							
<b>TOTAL ACTIVE VEHICLES</b>	<b>4</b>	<b>0</b>			<b>3</b>	<b>3</b>	
Total Low-Floor Bus (30'-60')	0		Average Bus Age (years)		3.3		<b>TOTAL</b>
							<b>4</b>

VEHICLE KILOMETRES AND HOURS		2012	2013	PERFORMANCE INDICATORS		2012	2013
Revenue Vehicle Kilometres		237,000	236,220	<b>FINANCIAL</b>			
Total Vehicle Kilometres		249,236	249,520	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)		28%	25%
Revenue Vehicle Hours		10,098	9,999	Municipal Operating Contribution / Capita		\$9.74	\$9.66
Auxiliary Revenue Vehicle Hours				Net Dir. Oper. Cost / Reg. Serv. Pass.		\$3.76	\$4.22
Total Vehicle Hours		10,113	10,351	<b>AVERAGE FARE</b>			
Operators Paid Hours				Reg. Serv. Pass. Rev. / Reg. Serv. Pass.		\$1.32	\$1.27
Vehicle Mechanics Paid Hours				<b>COST EFFECTIVENESS</b>			
Total Employee Paid Hours		273	273	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.		\$5.24	\$5.65
<b>PASSENGER DATA</b>				<b>COST EFFICIENCY</b>			
Adult Passenger Trips		42,872	42,946	Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.		\$58.79	\$61.24
Concession Fare Trips		70,543	69,154	<b>SERVICE UTILIZATION</b>			
Concession Fare Trips Details:				Reg. Serv. Pass. / Capita		4.01	3.96
Child Passenger Trips				Reg. Serv. Pass. / Rev. Veh. Hr.		11.23	11.21
Student Passenger Trips				<b>AMOUNT OF SERVICE</b>			
Senior Passenger Trips				Rev. Veh. Hrs. / Capita		0.36	0.35
<b>REGULAR SERVICE PASSENGER TRIPS</b>		<b>113,415</b>	<b>112,100</b>	<b>AVERAGE SPEED</b>			
Regular Service Passenger-Kms		703,173	695,020	Rev. Veh. Kms. / Rev. Veh. Hr.		23.47	23.62
Auxiliary Service Passenger Trips				<b>LABOUR PRODUCTIVITY</b>			
<b>OPERATING EXPENSES</b>				Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.			
Transportation Operations Expenses		\$455,228	\$459,528	<b>TOP WAGE RATES</b>			
Fuel/Energy Exp. for Vehicles				Operators			
Vehicle Maintenance Expenses		\$77,591	\$127,250	Mechanics			
Plant Maintenance Expenses							
General/Administration Expenses		\$61,751	\$47,098				
<b>TOTAL DIRECT OPERATING EXPENSES</b>		<b>\$594,571</b>	<b>\$633,875</b>				
Debt Service Payment							
Total Operating Expenses		\$594,571	\$633,875				
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>							
<b>REGULAR SERV. PASS. REVENUES</b>		<b>\$149,663</b>	<b>\$142,641</b>				
<b>TOTAL OPERATING REVENUES</b>		<b>\$167,916</b>	<b>\$160,590</b>				
Total Revenues		\$167,916	\$160,590				
<b>NET DIRECT OPERATING COST</b>		<b>\$426,655</b>	<b>\$473,285</b>				
<b>NET OPERATING COST</b>		<b>\$426,655</b>	<b>\$473,285</b>				
Federal Operating Contribution							
Provincial Operating Contribution		\$151,000	\$200,000				
Municipal Operating Contribution		\$275,656	\$273,285				
Other Operating Contributions							
Federal Debt Service Contribution							
Provincial Debt Service Contribution							
Municipal Debt Service Contribution							
<b>CAPITAL EXPENSES AND FUNDING SOURCES</b>							
<b>TOTAL CAPITAL EXPENDITURES</b>		<b>\$20,624</b>	<b>\$106,498</b>				
Total Capital Disposals							
<b>TOTAL CAPITAL FUNDING</b>		<b>\$20,624</b>	<b>\$106,498</b>				
Federal Capital Contribution							
Provincial Capital Contribution							
Municipal Capital Contribution							
Other Capital Contributions		\$20,624	\$106,498				

## Orillia

Transit Contact: Jack Green  
Manager of Transportation

Statistical Contact: Jack Green  
Manager of Transportation  
Phone: 705-329-7255 Fax:  
Email: jgreen@orillia.ca

### SYSTEM HIGHLIGHTS:

▪ System established:	01/01/1974	▪ Adult Cash Fare:	\$2.00
▪ Serves:	City of Orillia	▪ Ridership (revenue passengers):	750,000
▪ Municipal Population:	31,564	▪ Total Operating Revenues:	\$911,408
▪ Service Area Population:	31,564	▪ Total Direct Operating Expenses:	\$1,760,023
▪ Service Area Size:	28.8 square kilometres	▪ Active Vehicles:	8
▪ Service provided by:	Municipal Department, under contract with First Student Canada	- Standard Buses	8
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	100.00%
Monday 0615 - 2245	Friday 0615 - 2245	▪ Percentage of accessible transit fleet:	100.00%
Tuesday 0615 - 2245	Saturday 0845 - 1815	▪ Number of Fixed Routes:	5
Wednesday 0615 - 2245	Sunday 0845 - 1645	▪ Number of Accessible Routes:	5
Thursday 0615 - 2245	Holidays N/A	▪ Energy Consumption:	
▪ <b>Employees Statistics:</b>	<b>Full-time</b>	<b>Part-time</b>	
Operators			- Diesel:
Other Transportation Operations			- Biodiesel B5:
Vehicle Mechanics			- Biodiesel B20:
Other Vehicle Maintenance and Servicing			- Biodiesel - Other:
Plant and Other Maintenance			- Natural Gas:
General and Administration			- Electricity:
TOTAL EMPLOYEES			- Other:
▪ Union Affiliations:	Non-union (Operators)		
	Union Information N/A (Mechanics)		

Modal Statistics	Boardings		Rev. Vehicle Hrs.		Rev. Vehicle Kms		Avg. Speed (km/h)
Bus	750,000	100.00%	25,379	100.00%	518,550	100.00%	20.43
<b>TOTAL</b>	<b>750,000</b>		<b>25,379</b>		<b>518,550</b>		<b>20.43</b>

### REMARKS:

\* Lakehead University students ID serves as a bus pass for the school year (September-April). \* 2 elementary school age children ride free with paying adult. \* Saturday service hours extended 2 hours and 8 hour Sunday service added on March 23, 2013

# Orillia

## FARE STRUCTURE

Effective Date: 02/09/2012	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$2.00	\$1.84	\$46.00		
Children	\$2.00	\$1.84			
Students	\$2.00	\$1.84			
Seniors	\$2.00	\$1.84			

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	8		4.4		6	5	<b>Internal Combustion</b> - Diesel 8 - Biodiesel (all blends) - Natural Gas (CNG or LNG) - Other
Commuter Rail							
Ferry							
Heavy Rail							
Light Rail							
Locomotive							<b>Electric</b> - Trolley - Battery - Fuel Cell
Streetcar							
<b>TOTAL ACTIVE VEHICLES</b>	<b>8</b>	<b>0</b>			<b>6</b>	<b>5</b>	
Total Low-Floor Bus (30'-60')	8		Average Bus Age (years)		4.4		<b>TOTAL</b> 8

## VEHICLE KILOMETRES AND HOURS

	2012	2013
Revenue Vehicle Kilometres	515,626	518,550
Total Vehicle Kilometres	515,626	518,550
Revenue Vehicle Hours	25,361	25,379
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	25,361	25,379

Operators Paid Hours

Vehicle Mechanics Paid Hours

Total Employee Paid Hours

## PASSENGER DATA

Adult Passenger Trips	136,625	
Concession Fare Trips	538,375	
<i>Concession Fare Trips Details:</i>		
<i>Child Passenger Trips</i>		
Student Passenger Trips	331,991	
Senior Passenger Trips	119,339	

<b>REGULAR SERVICE PASSENGER TRIPS</b>	<b>675,000</b>	<b>750,000</b>
--	----------------	----------------

Regular Service Passenger-Kms

Auxiliary Service Passenger Trips

## OPERATING EXPENSES

Transportation Operations Expenses	\$1,502,910	\$1,646,975
Fuel/Energy Exp. for Vehicles		
Vehicle Maintenance Expenses	\$1,923	\$1,140
Plant Maintenance Expenses	\$15,929	\$30,456
General/Administration Expenses	\$88,935	\$81,452
<b>TOTAL DIRECT OPERATING EXPENSES</b>	<b>\$1,609,697</b>	<b>\$1,760,023</b>
Debt Service Payment		
Total Operating Expenses	\$1,609,697	\$1,760,023

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

<b>REGULAR SERV. PASS. REVENUES</b>	<b>\$755,752</b>	<b>\$891,251</b>
<b>TOTAL OPERATING REVENUES</b>	<b>\$793,070</b>	<b>\$911,408</b>
Total Revenues	\$793,070	\$911,408
<b>NET DIRECT OPERATING COST</b>	<b>\$816,627</b>	<b>\$848,615</b>
<b>NET OPERATING COST</b>	<b>\$816,627</b>	<b>\$848,615</b>

Federal Operating Contribution		
Provincial Operating Contribution	\$375,823	\$405,000
Municipal Operating Contribution	\$440,804	\$443,615
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

## CAPITAL EXPENSES AND FUNDING SOURCES

<b>TOTAL CAPITAL EXPENDITURES</b>	<b>\$828,504</b>
Total Capital Disposals	\$2,200
<b>TOTAL CAPITAL FUNDING</b>	<b>\$827,160</b>
Federal Capital Contribution	
Provincial Capital Contribution	
Municipal Capital Contribution	\$827,160
Other Capital Contributions	

## PERFORMANCE INDICATORS

FINANCIAL	2012	2013
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	49%	52%
Municipal Operating Contribution / Capita	\$14.38	\$14.05
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$1.21	\$1.13

## AVERAGE FARE

Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.12	\$1.19
--	--------	--------

## COST EFFECTIVENESS

Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$2.38	\$2.35
---	--------	--------

## COST EFFICIENCY

Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$63.47	\$69.35
---	---------	---------

## SERVICE UTILIZATION

Reg. Serv. Pass. / Capita	22.02	23.76
Reg. Serv. Pass. / Rev. Veh. Hr.	26.62	29.55

## AMOUNT OF SERVICE

Rev. Veh. Hrs. / Capita	0.83	0.80
-------------------------	------	------

## AVERAGE SPEED

Rev. Veh. Kms. / Rev. Veh. Hr.	20.33	20.43
--------------------------------	-------	-------

## LABOUR PRODUCTIVITY

Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	
---	--

## TOP WAGE RATES

Operators
Mechanics

# Ottawa

Transit Contact: John Manconi  
General Manager

Statistical Contact: Derek Washnuk  
Program Manager, Transit Service Strategy  
Phone: 613-842-3636 x2392 Fax: 613-230-6543  
Email: derek.washnuk@ottawa.ca

## SYSTEM HIGHLIGHTS:

- System established: 01/08/1972
- Serves: City of Ottawa
- Municipal Population: 943,260
- Service Area Population: 850,090
- Service Area Size: 466.0 square kilometres
- Service provided by: Transit Commission
- Hours of Service:
 

Monday	0400 - 0200	Friday	0400 - 0200
Tuesday	0400 - 0200	Saturday	0500 - 0200
Wednesday	0400 - 0200	Sunday	0530 - 0130
Thursday	0400 - 0200	Holidays	0530 - 0130
- Employees Statistics:
 

	Full-time	Part-time
Operators	1,668	
Other Transportation Operations	139	2
Vehicle Mechanics	266	
Other Vehicle Maintenance and Servicing	330	
Plant and Other Maintenance	218	15
General and Administration	131	10
<b>TOTAL EMPLOYEES</b>	<b>2,752</b>	<b>27</b>
- Union Affiliations:
 

ATU	279 (Operators)
ATU	279 (Mechanics)
CUPE 5500 /ATU 1760	(Supervisors and Security/Office Staff)
- Disruption during 2013:
 

Light Rail Service Improvements
Start Date: 27/04/2013
End Date: 02/09/2013
Duration: 128 days
- Adult Cash Fare: \$3.40
- Ridership (revenue passengers): 97,809,306
- Total Operating Revenues: \$181,391,216
- Total Direct Operating Expenses: \$342,349,975
- Active Vehicles: 939
 

- Light Rail Vehicles	3
- Standard Buses	502
- Articulated Buses	359
- Double-Decker Buses	75
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 144
- Number of Accessible Routes: 144
- Energy Consumption:
 

- Diesel:	41,675,374 litres
- Biodiesel B5:	
- Biodiesel B20:	
- Biodiesel - Other:	
- Natural Gas:	
- Electricity:	
- Other:	

Modal Statistics	Boardings		Rev. Vehicle Hrs.		Rev. Vehicle Kms		Avg. Speed (km/h)
Bus	135,082,577	98.65%	2,168,323	99.64%	48,300,477	99.49%	22.28
Light Rail	1,850,451	1.35%	7,920	0.36%	248,672	0.51%	31.40
<b>TOTAL</b>	<b>136,933,028</b>		<b>2,176,243</b>		<b>48,549,149</b>		<b>22.31</b>

## REMARKS:

Light rail service (O-Train) was disrupted between April 27, 2013 and September 2, 2013 for service improvements.

# Ottawa

## FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other E-purse	Criteria
01/07/2013					
Adults	\$3.40	\$3.00	\$98.75	\$2.72	
Children	\$1.80	\$1.50		\$1.50	6 and over; under 5 free
Students			\$78.75		valid on all routes except express routes
Seniors	\$2.55		\$40.00	\$2.05	valid on all routes at all times
Other: Student					U-Pass \$184.50/Semester

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	936		4.5		777	331	<b>Internal Combustion</b>
Commuter Rail							- Diesel 936
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail	3		13.0		2	2	- Other
Locomotive							<b>Electric</b>
Streetcar							- Trolley
<b>TOTAL ACTIVE VEHICLES</b>	<b>939</b>	<b>0</b>			<b>779</b>	<b>333</b>	- Battery
Total Low-Floor Bus (30'-60')	936		Average Bus Age (years)		4.5		- Fuel Cell
							<b>TOTAL 936</b>

## VEHICLE KILOMETRES AND HOURS

	2012	2013
Revenue Vehicle Kilometres	50,510,370	48,549,149
Total Vehicle Kilometres	61,166,128	60,505,637
Revenue Vehicle Hours	2,174,109	2,176,243
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	2,497,434	2,490,439
Operators Paid Hours	3,538,863	3,506,707
Vehicle Mechanics Paid Hours	568,406	514,764
Total Employee Paid Hours	5,687,029	5,584,201

## PASSENGER DATA

Adult Passenger Trips		59,817,535
Concession Fare Trips		37,991,771
Concession Fare Trips Details:		
Child Passenger Trips		5,505,785
Student Passenger Trips		28,919,755
Senior Passenger Trips		3,566,231

## REGULAR SERVICE PASSENGER TRIPS

Regular Service Passenger-Kms	100,982,357	97,809,306
Auxiliary Service Passenger Trips	989,627,099	958,531,199

## OPERATING EXPENSES

Transportation Operations Expenses	\$143,938,925	\$145,920,923
Fuel/Energy Exp. for Vehicles	\$41,841,286	\$42,763,791
Vehicle Maintenance Expenses	\$75,751,373	\$78,850,351
Plant Maintenance Expenses	\$31,028,815	\$32,216,502
General/Administration Expenses	\$43,844,358	\$42,598,408
<b>TOTAL DIRECT OPERATING EXPENSES</b>	<b>\$336,404,757</b>	<b>\$342,349,975</b>
Debt Service Payment		
Total Operating Expenses	\$389,653,757	\$397,484,975

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$168,635,790	\$176,691,160
<b>TOTAL OPERATING REVENUES</b>	<b>\$173,192,534</b>	<b>\$181,391,216</b>
Total Revenues	\$173,192,534	\$181,391,216
<b>NET DIRECT OPERATING COST</b>	<b>\$163,212,223</b>	<b>\$160,958,759</b>
<b>NET OPERATING COST</b>	<b>\$216,461,223</b>	<b>\$216,093,759</b>
Federal Operating Contribution		
Provincial Operating Contribution	\$16,150,000	\$19,363,329
Municipal Operating Contribution	\$200,311,223	\$196,730,430
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

## CAPITAL EXPENSES AND FUNDING SOURCES

<b>TOTAL CAPITAL EXPENDITURES</b>	<b>\$82,615,233</b>	<b>\$49,406,532</b>
Total Capital Disposals	\$908,614	
<b>TOTAL CAPITAL FUNDING</b>	<b>\$82,615,233</b>	<b>\$49,406,532</b>
Federal Capital Contribution	\$18,760,671	\$23,359,207
Provincial Capital Contribution	\$2,921,659	\$7,314,370
Municipal Capital Contribution	\$60,932,903	\$3,744,023
Other Capital Contributions		\$14,988,932

## PERFORMANCE INDICATORS

FINANCIAL	2012	2013
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	51%	53%
Municipal Operating Contribution / Capita	\$237.78	\$231.42
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$1.62	\$1.65
<b>AVERAGE FARE</b>		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.67	\$1.81
<b>COST EFFECTIVENESS</b>		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$3.33	\$3.50
<b>COST EFFICIENCY</b>		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$134.70	\$137.47
<b>SERVICE UTILIZATION</b>		
Reg. Serv. Pass. / Capita	119.87	115.06
Reg. Serv. Pass. / Rev. Veh. Hr.	46.45	44.94
<b>AMOUNT OF SERVICE</b>		
Rev. Veh. Hrs. / Capita	2.58	2.56
<b>AVERAGE SPEED</b>		
Rev. Veh. Kms. / Rev. Veh. Hr.	23.23	22.31
<b>LABOUR PRODUCTIVITY</b>		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.61	0.62
<b>TOP WAGE RATES</b>		
Operators	\$26.81	\$27.89
Mechanics	\$32.03	\$32.67

## Owen Sound

Transit Contact: Ruth Coursey  
City Manager

Statistical Contact: Sharon Edwards  
Executive Assistant

Phone: 519-376-4440 x1211 Fax: 519-376-3579

Email: sedwards@owensound.ca

### SYSTEM HIGHLIGHTS:

▪ System established:	01/12/1944	▪ Adult Cash Fare:	\$2.50
▪ Serves:	City of Owen Sound	▪ Ridership (revenue passengers):	266,640
▪ Municipal Population:	22,000	▪ Total Operating Revenues:	\$368,184
▪ Service Area Population:	22,000	▪ Total Direct Operating Expenses:	\$1,203,301
▪ Service Area Size:	23.7 square kilometres	▪ Active Vehicles:	5
▪ Service provided by:	Municipal Department, under contract with First Student Canada	- Standard Buses	5
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	100.00%
Monday 0630 - 1830	Friday 0630 - 1830	▪ Percentage of accessible transit fleet:	100.00%
Tuesday 0630 - 1830	Saturday 0900 - 1630	▪ Number of Fixed Routes:	4
Wednesday 0630 - 1830	Sunday N/A	▪ Number of Accessible Routes:	4
Thursday 0630 - 1830	Holidays N/A	▪ Energy Consumption:	
▪ Employees Statistics:	Full-time Part-time	- Diesel:	
Operators	10 2	- Biodiesel B5:	
Other Transportation Operations		- Biodiesel B20:	
Vehicle Mechanics	1	- Biodiesel - Other:	
Other Vehicle Maintenance and Servicing		- Natural Gas:	
Plant and Other Maintenance		- Electricity:	
General and Administration		- Other:	
TOTAL EMPLOYEES	11 5		
▪ Union Affiliations:	Unifor 4268 (Operators)		
	Non-union (Mechanics)		

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	266,640 100.00%	13,926 100.00%	317,675 100.00%	22.81
<b>TOTAL</b>	<b>266,640</b>	<b>13,926</b>	<b>317,675</b>	<b>22.81</b>

### REMARKS:

City of Owen Sound changed operators on October 1, 2013. Transit System is currently under review including fare and route structure. Changes are anticipated in 2014.



## Owen Sound

### FARE STRUCTURE

Effective Date:	01/08/2013	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults		\$2.50		\$60.00		
Children		\$2.00		\$30.00		Elementary School/Pre School Free
Students		\$2.00		\$35.00		High School/College Student
Seniors		\$2.50		\$45.00		

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	5		7.8		4	4	- Diesel 5
Commuter Rail							- Biodiesel (all blends)
Ferry							- Natural Gas (CNG or LNG)
Heavy Rail							- Other
Light Rail							<b>Electric</b>
Locomotive							- Trolley
Streetcar							- Battery
<b>TOTAL ACTIVE VEHICLES</b>	<b>5</b>	<b>0</b>			<b>4</b>	<b>4</b>	- Fuel Cell
Total Low-Floor Bus (30'-60')	5		Average Bus Age (years)		7.8		<b>TOTAL</b> 5

### VEHICLE KILOMETRES AND HOURS

	2012	2013
Revenue Vehicle Kilometres	322,891	317,675
Total Vehicle Kilometres	322,891	329,795
Revenue Vehicle Hours	14,030	13,926
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	14,030	14,126

Operators Paid Hours

Vehicle Mechanics Paid Hours

Total Employee Paid Hours

### PASSENGER DATA

Adult Passenger Trips	187,323	158,651
Concession Fare Trips	126,583	107,989
<i>Concession Fare Trips Details:</i>		
<i>Child Passenger Trips</i>		
Student Passenger Trips	65,476	60,794
Senior Passenger Trips	61,107	47,195

### REGULAR SERVICE PASSENGER TRIPS

Regular Service Passenger-Kms	313,906	266,640
Auxiliary Service Passenger Trips		

### OPERATING EXPENSES

Transportation Operations Expenses	\$761,158	\$895,642
Fuel/Energy Exp. for Vehicles	\$175,328	\$170,217
Vehicle Maintenance Expenses		
Plant Maintenance Expenses	\$140,582	\$120,008
General/Administration Expenses	\$17,688	\$17,434
<b>TOTAL DIRECT OPERATING EXPENSES</b>	<b>\$1,094,756</b>	<b>\$1,203,301</b>
Debt Service Payment		
Total Operating Expenses	\$1,188,454	\$1,203,301

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

<b>REGULAR SERV. PASS. REVENUES</b>	<b>\$327,618</b>	<b>\$328,010</b>
<b>TOTAL OPERATING REVENUES</b>	<b>\$339,561</b>	<b>\$368,184</b>
Total Revenues	\$376,775	\$368,184
<b>NET DIRECT OPERATING COST</b>	<b>\$755,195</b>	<b>\$835,117</b>
<b>NET OPERATING COST</b>	<b>\$811,679</b>	<b>\$835,117</b>
Federal Operating Contribution		
Provincial Operating Contribution	\$278,698	\$271,503
Municipal Operating Contribution	\$532,981	\$563,614
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

### CAPITAL EXPENSES AND FUNDING SOURCES

<b>TOTAL CAPITAL EXPENDITURES</b>	<b>\$64,305</b>
Total Capital Disposals	
<b>TOTAL CAPITAL FUNDING</b>	<b>\$64,305</b>
Federal Capital Contribution	
Provincial Capital Contribution	\$64,305
Municipal Capital Contribution	
Other Capital Contributions	

### PERFORMANCE INDICATORS

2012	2013
<b>FINANCIAL</b>	
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	31%
Municipal Operating Contribution / Capita	\$24.23
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.41

### AVERAGE FARE

Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.04
--	--------

### COST EFFECTIVENESS

Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$3.49
---	--------

### COST EFFICIENCY

Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$78.03
---	---------

### SERVICE UTILIZATION

Reg. Serv. Pass. / Capita	14.27
Reg. Serv. Pass. / Rev. Veh. Hr.	22.37

### AMOUNT OF SERVICE

Rev. Veh. Hrs. / Capita	0.64
-------------------------	------

### AVERAGE SPEED

Rev. Veh. Kms. / Rev. Veh. Hr.	23.01
--------------------------------	-------

### LABOUR PRODUCTIVITY

Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	
---	--

### TOP WAGE RATES

Operators	\$16.50
Mechanics	\$23.00

# Parry Sound

Transit Contact: Martha Vincent  
Administrative Assistant

Statistical Contact: Martha Vincent  
Administrative Assistant  
Phone: 705-746-2101 x236 Fax: 705-746-2506  
Email: mvincent@townofparrysound.com

## SYSTEM HIGHLIGHTS:

▪ System established:	06/06/2007	▪ Adult Cash Fare:	\$3.00
▪ Serves:	Parry Sound	▪ Ridership (revenue passengers):	3,533
▪ Municipal Population:	6,191	▪ Total Operating Revenues:	\$10,705
▪ Service Area Population:	6,191	▪ Total Direct Operating Expenses:	\$39,979
▪ Service Area Size:	13.3 square kilometres	▪ Active Vehicles:	1
▪ Service provided by:	Municipal Department, under contract with Hammond Transportation	- Small Community Buses	1
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	
Monday	N/A	▪ Percentage of accessible transit fleet:	
Tuesday	0900 - 1700		
Wednesday	N/A	▪ Number of Fixed Routes:	1
Thursday	N/A	▪ Number of Accessible Routes:	0
Friday	0900 - 1700	▪ Energy Consumption:	
Saturday	N/A	- Diesel:	
Sunday	N/A	- Biodiesel B5:	
Holidays	N/A	- Biodiesel B20:	
▪ Employees Statistics:		- Biodiesel - Other:	
Operators		- Natural Gas:	
Other Transportation Operations		- Electricity:	
Vehicle Mechanics		- Other:	
Other Vehicle Maintenance and Servicing			
Plant and Other Maintenance			
General and Administration			
TOTAL EMPLOYEES			
▪ Union Affiliations:			
Non-union (Operators)			
Non-union (Mechanics)			

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	3,533 100.00%	824 100.00%	18,334 100.00%	22.25
<b>TOTAL</b>	<b>3,533</b>	<b>824</b>	<b>18,334</b>	<b>22.25</b>

# Parry Sound

## FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
01/07/2011	\$3.00	\$2.70			Single Fare
Adults					
Children					
Students					
Seniors					

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus		1		6.0	1	1	Internal Combustion
Commuter Rail							- Diesel
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other
Locomotive							Electric
Streetcar							- Trolley
							- Battery
							- Fuel Cell
<b>TOTAL ACTIVE VEHICLES</b>	<b>0</b>	<b>1</b>			<b>1</b>	<b>1</b>	<b>TOTAL</b>
Total Low-Floor Bus (30'-60')	0		Average Bus Age (years)		6.0		1

VEHICLE KILOMETRES AND HOURS			PERFORMANCE INDICATORS		
	2012	2013		2012	2013
Revenue Vehicle Kilometres	17,020	18,334	<b>FINANCIAL</b>		
Total Vehicle Kilometres	17,020	18,334	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	27%	27%
Revenue Vehicle Hours	736	824	Municipal Operating Contribution / Capita	\$3.97	\$4.03
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$7.96	\$8.29
Total Vehicle Hours	736	824	<b>AVERAGE FARE</b>		
Operators Paid Hours			Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$2.98	\$3.03
Vehicle Mechanics Paid Hours			<b>COST EFFECTIVENESS</b>		
Total Employee Paid Hours			Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$10.94	\$11.32
<b>PASSENGER DATA</b>			<b>COST EFFICIENCY</b>		
Adult Passenger Trips			Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$53.95	\$48.52
Concession Fare Trips			<b>SERVICE UTILIZATION</b>		
Concession Fare Trips Details:			Reg. Serv. Pass. / Capita	0.59	0.57
Child Passenger Trips			Reg. Serv. Pass. / Rev. Veh. Hr.	4.93	4.29
Student Passenger Trips			<b>AMOUNT OF SERVICE</b>		
Senior Passenger Trips			Rev. Veh. Hrs. / Capita	0.12	0.13
<b>REGULAR SERVICE PASSENGER TRIPS</b>	<b>3,631</b>	<b>3,533</b>	<b>AVERAGE SPEED</b>		
Regular Service Passenger-Kms	12,485	12,366	Rev. Veh. Kms. / Rev. Veh. Hr.	23.13	22.25
Auxiliary Service Passenger Trips			<b>LABOUR PRODUCTIVITY</b>		
<b>OPERATING EXPENSES</b>			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
Transportation Operations Expenses	\$39,707	\$39,979	<b>TOP WAGE RATES</b>		
Fuel/Energy Exp. for Vehicles			Operators		
Vehicle Maintenance Expenses			Mechanics		
Plant Maintenance Expenses					
General/Administration Expenses					
<b>TOTAL DIRECT OPERATING EXPENSES</b>	<b>\$39,707</b>	<b>\$39,979</b>			
Debt Service Payment					
Total Operating Expenses	\$39,707	\$39,979			
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>					
<b>REGULAR SERV. PASS. REVENUES</b>	<b>\$10,818</b>	<b>\$10,705</b>			
<b>TOTAL OPERATING REVENUES</b>	<b>\$10,818</b>	<b>\$10,705</b>			
Total Revenues	\$10,818	\$10,705			
<b>NET DIRECT OPERATING COST</b>	<b>\$28,889</b>	<b>\$29,274</b>			
<b>NET OPERATING COST</b>	<b>\$28,889</b>	<b>\$29,274</b>			
Federal Operating Contribution					
Provincial Operating Contribution	\$4,318	\$4,318			
Municipal Operating Contribution	\$24,571	\$24,956			
Other Operating Contributions					
Federal Debt Service Contribution					
Provincial Debt Service Contribution					
Municipal Debt Service Contribution					
<b>CAPITAL EXPENSES AND FUNDING SOURCES</b>					
<b>TOTAL CAPITAL EXPENDITURES</b>					
Total Capital Disposals					
<b>TOTAL CAPITAL FUNDING</b>					
Federal Capital Contribution					
Provincial Capital Contribution					
Municipal Capital Contribution					
Other Capital Contributions					

## Peterborough

Transit Contact: Gary Noakes  
Transit Operations Manager

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

### SYSTEM HIGHLIGHTS:

▪ System established:	01/01/1979	▪ Adult Cash Fare:	\$2.50
▪ Serves:	City Of Peterborough	▪ Ridership (revenue passengers):	3,418,077
▪ Municipal Population:	80,000	▪ Total Operating Revenues:	\$4,454,000
▪ Service Area Population:	80,000	▪ Total Direct Operating Expenses:	\$10,424,877
▪ Service Area Size:	66.9 square kilometres	▪ Active Vehicles:	50
▪ Service provided by:	Municipal Department	- Standard Buses	50
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	80.00%
Monday 0600 - 2330	Friday 0600 - 2330	▪ Percentage of accessible transit fleet:	80.00%
Tuesday 0600 - 2330	Saturday 0630 - 2330	▪ Number of Fixed Routes:	17
Wednesday 0600 - 2330	Sunday 0800 - 1930	▪ Number of Accessible Routes:	17
Thursday 0600 - 2330	Holidays N/A	▪ Energy Consumption:	
▪ <b>Employees Statistics:</b>	<b>Full-time</b>	<b>Part-time</b>	- Diesel: 1,366,000 litres
Operators	64	18	- Biodiesel B5:
Other Transportation Operations	3	6	- Biodiesel B20:
Vehicle Mechanics	7		- Biodiesel - Other:
Other Vehicle Maintenance and Servicing	5	1	- Natural Gas:
Plant and Other Maintenance			- Electricity:
General and Administration	4	2	- Other:
TOTAL EMPLOYEES	83	27	
▪ Union Affiliations:	ATU 1320 (Operators)		
	CUPE 504 (Mechanics)		
	CUPE 126 (Administration/Customer Service)		

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	3,754,600 100.00%	116,500 100.00%	2,115,600 100.00%	18.16
<b>TOTAL</b>	<b>3,754,600</b>	<b>116,500</b>	<b>2,115,600</b>	<b>18.16</b>

## Peterborough

### FARE STRUCTURE

Effective Date:	02/01/2013	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Semester Pass	Criteria
Adults		\$2.50	\$2.20	\$60.00		
Children		\$2.50	\$2.20	\$40.00		2-12 years old; under 2 free
Students		\$2.50	\$2.20	\$55.00		High School
Seniors		\$2.50	\$2.20	\$40.00		65 +
Other: Student		\$2.50	\$2.20		\$220.00	Fleming College

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	40	10	6.2	23.7	35	25	<b>Internal Combustion</b>
Commuter Rail							- Diesel 50
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other
Locomotive							<b>Electric</b>
Streetcar							- Trolley
							- Battery
							- Fuel Cell
<b>TOTAL ACTIVE VEHICLES</b>	<b>40</b>	<b>10</b>			<b>35</b>	<b>25</b>	<b>TOTAL 50</b>
Total Low-Floor Bus (30'-60')	40		Average Bus Age (years)		9.7		

### VEHICLE KILOMETRES AND HOURS

	2012	2013
Revenue Vehicle Kilometres	1,961,600	2,115,600
Total Vehicle Kilometres	2,022,000	2,181,000
Revenue Vehicle Hours	111,500	116,500
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	115,100	120,200
Operators Paid Hours	174,394	183,390
Vehicle Mechanics Paid Hours	14,560	14,560
Total Employee Paid Hours	228,333	240,330

### PASSENGER DATA

Adult Passenger Trips	1,383,400	1,398,277
Concession Fare Trips	2,001,900	2,019,800
<i>Concession Fare Trips Details:</i>		
Child Passenger Trips	30,900	27,000
Student Passenger Trips	220,800	288,000
Senior Passenger Trips	222,200	215,000

### REGULAR SERVICE PASSENGER TRIPS

Regular Service Passenger-Kms	13,879,730	14,526,925
Auxiliary Service Passenger Trips		

### OPERATING EXPENSES

Transportation Operations Expenses	\$6,315,800	\$6,746,123
Fuel/Energy Exp. for Vehicles	\$1,369,000	\$1,507,000
Vehicle Maintenance Expenses	\$1,023,700	\$1,112,600
Plant Maintenance Expenses	\$628,400	\$631,100
General/Administration Expenses	\$388,400	\$428,054
<b>TOTAL DIRECT OPERATING EXPENSES</b>	<b>\$9,725,300</b>	<b>\$10,424,877</b>
Debt Service Payment		
Total Operating Expenses	\$9,741,100	\$10,555,677

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$4,294,700	\$4,383,600
<b>TOTAL OPERATING REVENUES</b>	<b>\$4,324,000</b>	<b>\$4,454,000</b>
Total Revenues	\$4,339,400	\$4,471,200
<b>NET DIRECT OPERATING COST</b>	<b>\$5,401,300</b>	<b>\$5,970,877</b>
<b>NET OPERATING COST</b>	<b>\$5,401,700</b>	<b>\$6,084,477</b>
Federal Operating Contribution		
Provincial Operating Contribution	\$1,371,000	\$1,380,600
Municipal Operating Contribution	\$4,030,700	\$4,703,877
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

### CAPITAL EXPENSES AND FUNDING SOURCES

<b>TOTAL CAPITAL EXPENDITURES</b>	<b>\$2,793,549</b>
Total Capital Disposals	\$18,741
<b>TOTAL CAPITAL FUNDING</b>	<b>\$2,793,549</b>
Federal Capital Contribution	
Provincial Capital Contribution	
Municipal Capital Contribution	\$2,793,549
Other Capital Contributions	

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	44%	43%
Municipal Operating Contribution / Capita	\$50.38	\$58.80
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$1.60	\$1.75

### AVERAGE FARE

Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.27	\$1.28
--	--------	--------

### COST EFFECTIVENESS

Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$2.87	\$3.05
---	--------	--------

### COST EFFICIENCY

Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$84.63	\$86.86
---	---------	---------

### SERVICE UTILIZATION

Reg. Serv. Pass. / Capita	42.32	42.73
Reg. Serv. Pass. / Rev. Veh. Hr.	30.36	29.34

### AMOUNT OF SERVICE

Rev. Veh. Hrs. / Capita	1.39	1.46
-------------------------	------	------

### AVERAGE SPEED

Rev. Veh. Kms. / Rev. Veh. Hr.	17.59	18.16
--------------------------------	-------	-------

### LABOUR PRODUCTIVITY

Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.64	0.64
---	------	------

### TOP WAGE RATES

Operators	\$25.49	\$25.94
Mechanics	\$29.11	\$29.62

## Port Colborne

Transit Contact: Peter Senese  
Director of Community and Corporate Services

Statistical Contact: Peter Senese  
Director of Community and Corporate Services  
Phone: 905-835-2900 x105 Fax: 905-834-5746  
Email: dccc@portcolborne.ca

### SYSTEM HIGHLIGHTS:

- System established: 01/12/1999
- Serves: Port Colborne
- Municipal Population: 18,600
- Service Area Population: 18,600
- Service Area Size: 40.5 square kilometres
- Service provided by: Municipal Department, under contract with Welland, St. Catharines, and Niagara Falls Transit
- Adult Cash Fare: \$2.75
- Ridership (revenue passengers): 35,503
- Total Operating Revenues: \$63,805
- Total Direct Operating Expenses: \$251,531

### Hours of Service:

Monday	0700 - 1830	Friday	0700 - 1830
Tuesday	0700 - 1830	Saturday	N/A
Wednesday	0700 - 1830	Sunday	N/A
Thursday	0700 - 1830	Holidays	N/A

### Employees Statistics:

Full-time Part-time

Operators  
Other Transportation Operations  
Vehicle Mechanics  
Other Vehicle Maintenance and Servicing  
Plant and Other Maintenance  
General and Administration  
TOTAL EMPLOYEES

### Union Affiliations:

ATU (Operators)  
ATU (Mechanics)

- Number of Fixed Routes: 3
- Number of Accessible Routes: 3
- Energy Consumption:
  - Diesel: 24,000 litres
  - Biodiesel B5:
  - Biodiesel B20:
  - Biodiesel - Other:
  - Natural Gas:
  - Electricity:
  - Other:

### Modal Statistics

	Boardings		Rev. Vehicle Hrs.		Rev. Vehicle Kms		Avg. Speed (km/h)
Bus	35,503	100.00%	2,070	100.00%	44,500	100.00%	21.50
<b>TOTAL</b>	<b>35,503</b>		<b>2,070</b>		<b>44,500</b>		<b>21.50</b>

### REMARKS:

Port Colborne Transit contracts Welland Transit to provide local 5 days/week service, Monday to Friday, from 7am to 6pm along 2 routes within the community. The route times were expanded effective November 11, 2013 from 8am start to 7am and to 6pm from 5pm finish time. In addition, Welland Transit provides a LINK intermunicipal service between Port Colborne and Welland 5 days/week, Monday to Friday, three times a day, 7:15am - 8:20am, 12:05pm - 1:10pm, 5:10pm - 6:15pm.

## Port Colborne

### FARE STRUCTURE

Effective Date: 01/10/2013	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Welland LINK	Criteria
Adults	\$2.75	\$2.20	\$69.00	\$3.50	
Children					under 12 ride free with adult
Students	\$2.75	\$1.90	\$59.00	\$3.50	with no UPASS
Seniors	\$2.75	\$1.65	\$52.00	\$3.50	
Other: Intermunicipal	\$3.50	\$3.20			Welland

	Active		Average Age		Peak (Est.)	Base (Est.)
	Access.	Non-Acc.	Access.	Non-Acc.		
<b>VEHICLES (2013)</b>						
Bus					2	2
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
<b>TOTAL ACTIVE VEHICLES</b>					<b>2</b>	<b>2</b>

VEHICLE KILOMETRES AND HOURS		2012	2013	PERFORMANCE INDICATORS	2012	2013
Revenue Vehicle Kilometres		43,000	44,500	<b>FINANCIAL</b>		
Total Vehicle Kilometres		92,400	93,900	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	26%	25%
Revenue Vehicle Hours		2,000	2,070	Municipal Operating Contribution / Capita	\$4.88	\$5.30
Auxiliary Revenue Vehicle Hours		750	750	Net Dir. Oper. Cost / Reg. Serv. Pass.	\$5.11	\$5.29
Total Vehicle Hours		3,250	3,320	<b>AVERAGE FARE</b>		
Operators Paid Hours				Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.82	\$1.80
Vehicle Mechanics Paid Hours				<b>COST EFFECTIVENESS</b>		
Total Employee Paid Hours				Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$6.93	\$7.08
<b>PASSENGER DATA</b>				<b>COST EFFICIENCY</b>		
Adult Passenger Trips	7,498	7,675		Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$73.70	\$75.76
Concession Fare Trips	27,047	27,828		<b>SERVICE UTILIZATION</b>		
<i>Concession Fare Trips Details:</i>				Reg. Serv. Pass. / Capita	1.86	1.91
<i>Child Passenger Trips</i>	5,172	5,565		Reg. Serv. Pass. / Rev. Veh. Hr.	17.27	17.15
<i>Student Passenger Trips</i>	2,481	2,652		<b>AMOUNT OF SERVICE</b>		
<i>Senior Passenger Trips</i>	9,940	10,172		Rev. Veh. Hrs. / Capita	0.11	0.11
<b>REGULAR SERVICE PASSENGER TRIPS</b>	<b>34,545</b>	<b>35,503</b>		<b>AVERAGE SPEED</b>		
Regular Service Passenger-Kms	449,085	461,539		Rev. Veh. Kms. / Rev. Veh. Hr.	21.50	21.50
Auxiliary Service Passenger Trips				<b>LABOUR PRODUCTIVITY</b>		
<b>OPERATING EXPENSES</b>				Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
Transportation Operations Expenses	\$239,523	\$249,077		<b>TOP WAGE RATES</b>		
Fuel/Energy Exp. for Vehicles				Operators		
Vehicle Maintenance Expenses				Mechanics		
Plant Maintenance Expenses						
General/Administration Expenses		\$2,454				
<b>TOTAL DIRECT OPERATING EXPENSES</b>	<b>\$239,523</b>	<b>\$251,531</b>				
Debt Service Payment						
Total Operating Expenses	\$239,523	\$251,531				
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>						
<b>REGULAR SERV. PASS. REVENUES</b>	<b>\$62,938</b>	<b>\$63,805</b>				
<b>TOTAL OPERATING REVENUES</b>	<b>\$62,938</b>	<b>\$63,805</b>				
Total Revenues	\$62,938	\$63,805				
<b>NET DIRECT OPERATING COST</b>	<b>\$176,585</b>	<b>\$187,726</b>				
<b>NET OPERATING COST</b>	<b>\$176,585</b>	<b>\$187,726</b>				
Federal Operating Contribution						
Provincial Operating Contribution	\$85,735	\$89,219				
Municipal Operating Contribution	\$90,850	\$98,507				
Other Operating Contributions						
Federal Debt Service Contribution						
Provincial Debt Service Contribution						
Municipal Debt Service Contribution						
<b>CAPITAL EXPENSES AND FUNDING SOURCES</b>						
<b>TOTAL CAPITAL EXPENDITURES</b>						
Total Capital Disposals						
<b>TOTAL CAPITAL FUNDING</b>						
Federal Capital Contribution						
Provincial Capital Contribution						
Municipal Capital Contribution						
Other Capital Contributions						

## Port Hope

Transit Contact: Jeanette Davidson  
Engineering Services Technician

Statistical Contact: Jeanette Davidson  
Engineering Services Technician  
Phone: 905-885-2431 Fax: 905-885-0507  
Email: jdavidson@porthope.ca

### SYSTEM HIGHLIGHTS:

- System established: 14/04/1969
- Serves: Municipality of Port Hope
- Municipal Population: 16,214
- Service Area Population: 16,214
- Service Area Size: 13.1 square kilometres
- Service provided by: Municipal Department, under contract with BTS Network
- Hours of Service:
 

Monday	0700 - 2000	Friday	0700 - 2000
Tuesday	0700 - 2000	Saturday	0900 - 1600
Wednesday	0700 - 2000	Sunday	N/A
Thursday	0700 - 2000	Holidays	N/A
- Employees Statistics:
 

	Full-time	Part-time
Operators		
Other Transportation Operations		
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration		
TOTAL EMPLOYEES		
- Union Affiliations: Union Information N/A (Operators)  
Union Information N/A (Mechanics)
- Adult Cash Fare: \$2.00
- Ridership (revenue passengers): 61,556
- Total Operating Revenues: \$97,203
- Total Direct Operating Expenses: \$516,052
- Active Vehicles: 3
  - Small Community Buses 3
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 2
- Number of Accessible Routes: 0
- Energy Consumption:
  - Diesel:
  - Biodiesel B5:
  - Biodiesel B20:
  - Biodiesel - Other:
  - Natural Gas:
  - Electricity:
  - Other:

Modal Statistics	Boardings		Rev. Vehicle Hrs.		Rev. Vehicle Kms		Avg. Speed (km/h)
Bus	61,556	100.00%	7,466	100.00%	0	0.00%	
<b>TOTAL</b>	<b>61,556</b>		<b>7,466</b>		<b>0</b>		<b>0.00</b>

### REMARKS:

The contracted Service operator changed from Coach Canada to the BTS Network effective August 1st, 2013. Operating hours were reduced effective May 1st, 2013.



## Port Hope

### FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
01/01/2008					
Adults	\$2.00		\$50.00		18 - 64 yrs
Children	\$1.50		\$30.00		4 - 17 yrs; preschoolers < 4 - free
Students	\$1.50		\$30.00		4-17 yrs
Seniors	\$1.50		\$30.00		65+

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	3		5.0		3	2	Internal Combustion - Diesel 3 - Biodiesel (all blends) - Natural Gas (CNG or LNG) - Other
Commuter Rail							
Ferry							
Heavy Rail							
Light Rail							Electric - Trolley - Battery - Fuel Cell
Locomotive							
Streetcar							
<b>TOTAL ACTIVE VEHICLES</b>	<b>3</b>	<b>0</b>			<b>3</b>	<b>2</b>	
Total Low-Floor Bus (30'-60')	3		Average Bus Age (years)		5.0		<b>TOTAL</b> 3

### VEHICLE KILOMETRES AND HOURS

	2012	2013
Revenue Vehicle Kilometres	206,069	
Total Vehicle Kilometres	206,069	
Revenue Vehicle Hours	7,832	7,466
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	7,832	7,466

Operators Paid Hours

Vehicle Mechanics Paid Hours

Total Employee Paid Hours

### PASSENGER DATA

Adult Passenger Trips	45,297	41,079
Concession Fare Trips	24,613	20,477
<i>Concession Fare Trips Details:</i>		
Child Passenger Trips	4,339	3,072
Student Passenger Trips	11,968	11,136
Senior Passenger Trips	8,306	6,269

### REGULAR SERVICE PASSENGER TRIPS

Regular Service Passenger-Kms	69,910	61,556
Auxiliary Service Passenger Trips		

### OPERATING EXPENSES

Transportation Operations Expenses	\$484,489	\$483,686
Fuel/Energy Exp. for Vehicles		
Vehicle Maintenance Expenses	\$2,646	\$3,594
Plant Maintenance Expenses	\$14,609	\$12,967
General/Administration Expenses	\$29,385	\$15,805
<b>TOTAL DIRECT OPERATING EXPENSES</b>	<b>\$531,130</b>	<b>\$516,052</b>
Debt Service Payment		
Total Operating Expenses	\$531,130	\$516,052

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

<b>REGULAR SERV. PASS. REVENUES</b>	<b>\$100,621</b>	<b>\$97,203</b>
<b>TOTAL OPERATING REVENUES</b>	<b>\$100,621</b>	<b>\$97,203</b>
Total Revenues	\$120,621	\$97,203
<b>NET DIRECT OPERATING COST</b>	<b>\$430,509</b>	<b>\$418,849</b>
<b>NET OPERATING COST</b>	<b>\$410,509</b>	<b>\$418,849</b>

Federal Operating Contribution		
Provincial Operating Contribution	\$75,000	\$150,000
Municipal Operating Contribution	\$335,509	\$268,849
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

### CAPITAL EXPENSES AND FUNDING SOURCES

<b>TOTAL CAPITAL EXPENDITURES</b>	<b>\$69,234</b>
Total Capital Disposals	
<b>TOTAL CAPITAL FUNDING</b>	<b>\$69,234</b>
Federal Capital Contribution	
Provincial Capital Contribution	\$69,234
Municipal Capital Contribution	
Other Capital Contributions	

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	19%	19%
Municipal Operating Contribution / Capita	\$24.40	\$16.58
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$6.16	\$6.80

### AVERAGE FARE

Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.44	\$1.58
--	--------	--------

### COST EFFECTIVENESS

Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$7.60	\$8.38
---	--------	--------

### COST EFFICIENCY

Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$67.82	\$69.12
---	---------	---------

### SERVICE UTILIZATION

Reg. Serv. Pass. / Capita	5.08	3.80
Reg. Serv. Pass. / Rev. Veh. Hr.	8.93	8.24

### AMOUNT OF SERVICE

Rev. Veh. Hrs. / Capita	0.57	0.46
-------------------------	------	------

### AVERAGE SPEED

Rev. Veh. Kms. / Rev. Veh. Hr.	26.31
--------------------------------	-------

### LABOUR PRODUCTIVITY

Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.
---

### TOP WAGE RATES

Operators
Mechanics

## Quinte West

Transit Contact: Shelly Ackers  
Administrator

Statistical Contact: Shelly Ackers  
Administrator

Phone: 613-392-9640

Fax: 613-392-3872

Email: sackers@bellnet.ca

### SYSTEM HIGHLIGHTS:

- System established: 15/09/2008
- Serves: Quinte West - Trenton Ward

- Municipal Population: 43,086
- Service Area Population: 19,500
- Service Area Size: 35.0 square kilometres
- Service provided by: Contracted Operation

#### ▪ Hours of Service:

Monday	0600 - 1930	Friday	0600 - 1930
Tuesday	0600 - 1930	Saturday	0900 - 1630
Wednesday	0600 - 1930	Sunday	N/A
Thursday	0600 - 1930	Holidays	0900 - 1630

#### ▪ Employees Statistics:

	Full-time	Part-time
Operators	3	10
Other Transportation Operations		1
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration		1
<b>TOTAL EMPLOYEES</b>	<b>3</b>	<b>12</b>

- Union Affiliations: Non-union (Operators)  
Union Information N/A (Mechanics)

- Adult Cash Fare: \$2.00
- Ridership (revenue passengers): 41,589
- Total Operating Revenues: \$56,219
- Total Direct Operating Expenses: \$350,483
- Active Vehicles: 3
  - Small Community Buses 3
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%

- Number of Fixed Routes: 2
- Number of Accessible Routes: 2

#### ▪ Energy Consumption:

- Diesel: 45,794 litres
- Biodiesel B5:
- Biodiesel B20:
- Biodiesel - Other:
- Natural Gas:
- Electricity:
- Other:

### Modal Statistics

	Boardings		Rev. Vehicle Hrs.		Rev. Vehicle Kms		Avg. Speed (km/h)
Bus	41,589	100.00%	7,931	100.00%	172,756	100.00%	21.78
<b>TOTAL</b>	<b>41,589</b>		<b>7,931</b>		<b>172,756</b>		<b>21.78</b>

## Quinte West

### FARE STRUCTURE

Effective Date: 01/01/2013	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$2.00	\$2.00	\$35.00		
Children	\$1.50	\$1.50	\$30.00		Preschool - Free
Students	\$1.50	\$1.50	\$30.00		
Seniors	\$1.50	\$1.50	\$30.00		
Other: Registrant	\$1.50	\$1.50	\$30.00		Registered w/Spec Svc

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	3		4.0		2	2	Internal Combustion
Commuter Rail							- Diesel 3
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other
Locomotive							Electric
Streetcar							- Trolley
							- Battery
							- Fuel Cell
<b>TOTAL ACTIVE VEHICLES</b>	<b>3</b>	<b>0</b>			<b>2</b>	<b>2</b>	<b>TOTAL</b>
Total Low-Floor Bus (30'-60')	3		Average Bus Age (years)		4.0		<b>3</b>

### VEHICLE KILOMETRES AND HOURS

	2012	2013
Revenue Vehicle Kilometres	177,738	172,756
Total Vehicle Kilometres	182,120	175,060
Revenue Vehicle Hours	8,046	7,931
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	8,834	8,750
Operators Paid Hours	8,835	8,783
Vehicle Mechanics Paid Hours		
Total Employee Paid Hours	14,555	10,056

### PASSENGER DATA

Adult Passenger Trips
Concession Fare Trips
Concession Fare Trips Details:
Child Passenger Trips
Student Passenger Trips
Senior Passenger Trips

<b>REGULAR SERVICE PASSENGER TRIPS</b>	<b>39,117</b>	<b>41,589</b>
Regular Service Passenger-Kms	195,585	291,123
Auxiliary Service Passenger Trips		

### OPERATING EXPENSES

Transportation Operations Expenses	\$178,702	\$187,342
Fuel/Energy Exp. for Vehicles	\$56,729	\$53,795
Vehicle Maintenance Expenses	\$32,363	\$72,861
Plant Maintenance Expenses	\$1,456	\$1,512
General/Administration Expenses	\$32,015	\$34,973
<b>TOTAL DIRECT OPERATING EXPENSES</b>	<b>\$301,265</b>	<b>\$350,483</b>
Debt Service Payment		
Total Operating Expenses	\$301,265	\$350,483

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

<b>REGULAR SERV. PASS. REVENUES</b>	<b>\$51,821</b>	<b>\$55,319</b>
<b>TOTAL OPERATING REVENUES</b>	<b>\$51,821</b>	<b>\$56,219</b>
Total Revenues	\$51,821	\$56,219
<b>NET DIRECT OPERATING COST</b>	<b>\$249,444</b>	<b>\$294,264</b>
<b>NET OPERATING COST</b>	<b>\$249,444</b>	<b>\$294,264</b>
Federal Operating Contribution		
Provincial Operating Contribution	\$124,445	\$184,264
Municipal Operating Contribution	\$125,000	\$110,000
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

### CAPITAL EXPENSES AND FUNDING SOURCES

<b>TOTAL CAPITAL EXPENDITURES</b>	<b>\$296,229</b>
Total Capital Disposals	\$83,000
<b>TOTAL CAPITAL FUNDING</b>	<b>\$296,229</b>
Federal Capital Contribution	
Provincial Capital Contribution	\$233,821
Municipal Capital Contribution	
Other Capital Contributions	\$62,408

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	17%	16%
Municipal Operating Contribution / Capita	\$6.41	\$5.64
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$6.38	\$7.08

### AVERAGE FARE

Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.32	\$1.33
--	--------	--------

### COST EFFECTIVENESS

Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$7.70	\$8.43
---	--------	--------

### COST EFFICIENCY

Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$34.10	\$40.06
---	---------	---------

### SERVICE UTILIZATION

Reg. Serv. Pass. / Capita	2.01	2.13
Reg. Serv. Pass. / Rev. Veh. Hr.	4.86	5.24

### AMOUNT OF SERVICE

Rev. Veh. Hrs. / Capita	0.41	0.41
-------------------------	------	------

### AVERAGE SPEED

Rev. Veh. Kms. / Rev. Veh. Hr.	22.09	21.78
--------------------------------	-------	-------

### LABOUR PRODUCTIVITY

Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.91	0.90
---	------	------

### TOP WAGE RATES

Operators	\$15.76	\$16.08
Mechanics		

## Russell

Transit Contact: Daniel Gatien  
Economic Development Director

Statistical Contact: Daniel Gatien  
Economic Development Director  
Phone: 613-443-3066 x2311 Fax: 613-443-1042  
Email: danielgatien@russell.ca

### SYSTEM HIGHLIGHTS:

▪ System established:	01/11/2008	▪ Adult Cash Fare:	\$12.25
▪ Serves:	Township of Russell	▪ Ridership (revenue passengers):	55,309
▪ Municipal Population:	15,247	▪ Total Operating Revenues:	\$449,595
▪ Service Area Population:	15,247	▪ Total Direct Operating Expenses:	\$674,207
▪ Service Area Size:	198.8 square kilometres	▪ Active Vehicles:	4
▪ Service provided by:	Municipal Department, under contract with 417 Bus Line Inc.	- Standard Buses	4
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	
Monday 0546 - 1802	Friday 0546 - 1802	▪ Percentage of accessible transit fleet:	
Tuesday 0546 - 1802	Saturday N/A	▪ Number of Fixed Routes:	8
Wednesday 0546 - 1802	Sunday N/A	▪ Number of Accessible Routes:	8
Thursday 0546 - 1802	Holidays N/A	▪ Energy Consumption:	
▪ Employees Statistics:	Full-time	Part-time	
Operators			- Diesel:
Other Transportation Operations			- Biodiesel B5:
Vehicle Mechanics			- Biodiesel B20:
Other Vehicle Maintenance and Servicing			- Biodiesel - Other:
Plant and Other Maintenance			- Natural Gas:
General and Administration	3		- Electricity:
TOTAL EMPLOYEES	3		- Other:
▪ Union Affiliations:	Non-union (Operators)		
	Non-union (Mechanics)		

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	55,539 100.00%	0 0.00%	0 0.00%	
<b>TOTAL</b>	<b>55,539</b>	<b>0</b>	<b>0</b>	<b>0.00</b>

### REMARKS:

\* Township of Russell switched its service provider to 417 Bus Line Inc. in July 2013. \* As of September 2013, the routes were modified to reflect four (4) identical routes at different pick-up times in the morning and the afternoon.

## Russell

### FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
01/04/2013					
Adults	\$12.25	\$8.20	\$237.00		
Children					
Students			\$176.00		Valid student ID
Seniors					

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus		4		8.5	4	4	Internal Combustion
Commuter Rail							- Diesel
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other
Locomotive							Electric
Streetcar							- Trolley
							- Battery
							- Fuel Cell
<b>TOTAL ACTIVE VEHICLES</b>	<b>0</b>	<b>4</b>			<b>4</b>	<b>4</b>	<b>TOTAL</b>
Total Low-Floor Bus (30'-60')	0		Average Bus Age (years)		8.5		<b>4</b>

VEHICLE KILOMETRES AND HOURS	2012	2013	PERFORMANCE INDICATORS	2012	2013
Revenue Vehicle Kilometres			<b>FINANCIAL</b>		
Total Vehicle Kilometres			Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	68%	67%
Revenue Vehicle Hours			Municipal Operating Contribution / Capita	\$4.63	\$5.81
Auxiliary Revenue Vehicle Hours			Net Dir. Oper. Cost / Reg. Serv. Pass.	\$3.61	\$4.06
Total Vehicle Hours			<b>AVERAGE FARE</b>		
Operators Paid Hours			Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$7.80	\$8.13
Vehicle Mechanics Paid Hours			<b>COST EFFECTIVENESS</b>		
Total Employee Paid Hours			Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$11.41	\$12.19
<b>PASSENGER DATA</b>			<b>COST EFFICIENCY</b>		
Adult Passenger Trips			Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.		
Concession Fare Trips			<b>SERVICE UTILIZATION</b>		
Concession Fare Trips Details:			Reg. Serv. Pass. / Capita	3.73	3.63
Child Passenger Trips			Reg. Serv. Pass. / Rev. Veh. Hr.		
Student Passenger Trips			<b>AMOUNT OF SERVICE</b>		
Senior Passenger Trips			Rev. Veh. Hrs. / Capita		
<b>REGULAR SERVICE PASSENGER TRIPS</b>	<b>56,832</b>	<b>55,309</b>	<b>AVERAGE SPEED</b>		
Regular Service Passenger-Kms		2,765,450	Rev. Veh. Kms. / Rev. Veh. Hr.		
Auxiliary Service Passenger Trips			<b>LABOUR PRODUCTIVITY</b>		
<b>OPERATING EXPENSES</b>			Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
Transportation Operations Expenses	\$641,967	\$651,153	<b>TOP WAGE RATES</b>		
Fuel/Energy Exp. for Vehicles			Operators		
Vehicle Maintenance Expenses			Mechanics		
Plant Maintenance Expenses	\$554	\$561			
General/Administration Expenses	\$5,982	\$22,493			
<b>TOTAL DIRECT OPERATING EXPENSES</b>	<b>\$648,503</b>	<b>\$674,207</b>			
Debt Service Payment					
Total Operating Expenses	\$654,503	\$674,207			
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>					
<b>REGULAR SERV. PASS. REVENUES</b>	<b>\$443,231</b>	<b>\$449,595</b>			
<b>TOTAL OPERATING REVENUES</b>	<b>\$443,231</b>	<b>\$449,595</b>			
Total Revenues	\$443,231	\$449,595			
<b>NET DIRECT OPERATING COST</b>	<b>\$205,272</b>	<b>\$224,612</b>			
<b>NET OPERATING COST</b>	<b>\$211,272</b>	<b>\$224,612</b>			
Federal Operating Contribution					
Provincial Operating Contribution	\$140,751	\$136,011			
Municipal Operating Contribution	\$70,521	\$88,601			
Other Operating Contributions					
Federal Debt Service Contribution					
Provincial Debt Service Contribution					
Municipal Debt Service Contribution					
<b>CAPITAL EXPENSES AND FUNDING SOURCES</b>					
<b>TOTAL CAPITAL EXPENDITURES</b>					
Total Capital Disposals					
<b>TOTAL CAPITAL FUNDING</b>					
Federal Capital Contribution					
Provincial Capital Contribution					
Municipal Capital Contribution					
Other Capital Contributions					

## Sarnia

Transit Contact: Jim Stevens  
Director of Transit

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

### SYSTEM HIGHLIGHTS:

▪ System established:	01/04/1974	▪ Adult Cash Fare:	\$2.50
▪ Serves:	Sarnia & Point Edward	▪ Ridership (revenue passengers):	1,281,365
▪ Municipal Population:	71,420	▪ Total Operating Revenues:	\$1,813,617
▪ Service Area Population:	71,420	▪ Total Direct Operating Expenses:	\$5,448,692
▪ Service Area Size:	167.3 square kilometres	▪ Active Vehicles:	23
▪ Service provided by:	Municipal Department	- Small Community Buses	5
		- Standard Buses	18
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	100.00%
Monday 0630 - 2245	Friday 0630 - 2245	▪ Percentage of accessible transit fleet:	100.00%
Tuesday 0630 - 2245	Saturday 0800 - 2245		
Wednesday 0630 - 2245	Sunday 0830 - 1815	▪ Number of Fixed Routes:	13
Thursday 0630 - 2245	Holidays N/A	▪ Number of Accessible Routes:	0
▪ Employees Statistics:		▪ Energy Consumption:	
	<b>Full-time</b>	<b>Part-time</b>	
Operators	33	4	- Diesel: 595,658 litres
Other Transportation Operations			- Biodiesel B5:
Vehicle Mechanics	4		- Biodiesel B20:
Other Vehicle Maintenance and Servicing	5		- Biodiesel - Other:
Plant and Other Maintenance			- Natural Gas:
General and Administration	5		- Electricity:
TOTAL EMPLOYEES	47	4	- Other:
▪ Union Affiliations:	Unifor 127 (Operators)		
	Unifor 127 (Mechanics)		
	CUPE 3690 (Office)		

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	1,406,860 100.00%	0 0.00%	1,276,671 100.00%	
<b>TOTAL</b>	<b>1,406,860</b>	<b>0</b>	<b>1,276,671</b>	<b>0.00</b>

### REMARKS:

Point Edward Service Data: Passengers 23,180, Passenger Revenue \$36,762.00, Contract Revenue \$169,809.00. Ridership is down by approx 25,000 due to the following: One high school was closed for an addition being added this year and the next yr, all these students will be in the 1 Secondary Separate school. The local school bus lines will also be bussing more students due to this reason, not as many travelling on public transportation. Less College International students this year. They were being held up by the government not processing as many student visa's into the country.

## Sarnia

### FARE STRUCTURE

Effective Date:	01/01/2013	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Semester Pass	Criteria
Adults		\$2.50	\$2.20	\$66.00		
Children						5 and under FREE
Students		\$2.50	\$2.20	\$66.00	\$148.50/5mths	6-18 yrs; Elem/Secondary Semester pass
Seniors		\$2.50	\$2.20	\$66.00		65+
Other: Student					\$165.00/4-mths	College; Summer Savings Pass for \$99

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	23		9.6		15	10	Internal Combustion - Diesel 23 - Biodiesel (all blends) - Natural Gas (CNG or LNG) - Other
Commuter Rail							
Ferry							
Heavy Rail							
Light Rail							Electric - Trolley - Battery - Fuel Cell
Locomotive							
Streetcar							
<b>TOTAL ACTIVE VEHICLES</b>	<b>23</b>	<b>0</b>			<b>15</b>	<b>10</b>	
Total Low-Floor Bus (30'-60')	12		Average Bus Age (years)		9.6		<b>TOTAL 23</b>

### VEHICLE KILOMETRES AND HOURS

	2012	2013
Revenue Vehicle Kilometres	1,269,775	1,276,671
Total Vehicle Kilometres	1,362,452	1,368,266
Revenue Vehicle Hours		
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours		
Operators Paid Hours	76,128	73,632
Vehicle Mechanics Paid Hours	8,320	8,320
Total Employee Paid Hours	109,148	101,712

### PASSENGER DATA

Adult Passenger Trips
Concession Fare Trips
Concession Fare Trips Details:
Child Passenger Trips
Student Passenger Trips
Senior Passenger Trips

REGULAR SERVICE PASSENGER TRIPS	1,306,320	1,281,365
Regular Service Passenger-Kms	20,509,224	20,117,430
Auxiliary Service Passenger Trips	39,683	34,528

### OPERATING EXPENSES

Transportation Operations Expenses	\$3,269,130	\$3,336,943
Fuel/Energy Exp. for Vehicles	\$584,655	\$609,686
Vehicle Maintenance Expenses	\$601,745	\$651,909
Plant Maintenance Expenses	\$176,606	\$244,623
General/Administration Expenses	\$588,601	\$605,531
<b>TOTAL DIRECT OPERATING EXPENSES</b>	<b>\$5,220,737</b>	<b>\$5,448,692</b>
Debt Service Payment	\$176,740	\$124,155
Total Operating Expenses	\$5,460,282	\$5,635,652

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$1,462,260	\$1,571,839
<b>TOTAL OPERATING REVENUES</b>	<b>\$1,726,282</b>	<b>\$1,813,617</b>
Total Revenues	\$1,929,911	\$1,983,426
<b>NET DIRECT OPERATING COST</b>	<b>\$3,494,455</b>	<b>\$3,635,075</b>
<b>NET OPERATING COST</b>	<b>\$3,530,371</b>	<b>\$3,652,226</b>
Federal Operating Contribution		
Provincial Operating Contribution	\$219,250	\$273,221
Municipal Operating Contribution	\$3,311,121	\$3,379,005
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

### CAPITAL EXPENSES AND FUNDING SOURCES

<b>TOTAL CAPITAL EXPENDITURES</b>	<b>\$526,907</b>	<b>\$892,389</b>
Total Capital Disposals		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$526,907</b>	<b>\$892,389</b>
Federal Capital Contribution		
Provincial Capital Contribution	\$239,921	\$455,000
Municipal Capital Contribution	\$286,986	\$122,389
Other Capital Contributions		\$315,000

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	33%	33%
Municipal Operating Contribution / Capita	\$46.36	\$47.31
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.68	\$2.84

### AVERAGE FARE

Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.12	\$1.23
--	--------	--------

### COST EFFECTIVENESS

Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$4.00	\$4.25
---	--------	--------

### COST EFFICIENCY

Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.		
---	--	--

### SERVICE UTILIZATION

Reg. Serv. Pass. / Capita	18.29	17.94
Reg. Serv. Pass. / Rev. Veh. Hr.		

### AMOUNT OF SERVICE

Rev. Veh. Hrs. / Capita		
-------------------------	--	--

### AVERAGE SPEED

Rev. Veh. Kms. / Rev. Veh. Hr.		
--------------------------------	--	--

### LABOUR PRODUCTIVITY

Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
---	--	--

### TOP WAGE RATES

Operators	\$24.32	\$24.56
Mechanics	\$28.35	\$28.63

## Sault Ste Marie

Transit Contact: Don Scott  
Manager Transit/Parking

Statistical Contact: Sam Piraino  
Area Coordinator Transit/Parking  
Phone: 705-759-5434 Fax: 705-759-5834  
Email: s.piraino@cityssm.on.ca

### SYSTEM HIGHLIGHTS:

- System established: 01/11/1941
- Serves: City of Sault Ste Marie
- Municipal Population: 74,200
- Service Area Population: 69,900
- Service Area Size: 223.5 square kilometres
- Service provided by: Municipal Department

#### ▪ Hours of Service:

Monday	0530 - 0030	Friday	0530 - 0030
Tuesday	0530 - 0030	Saturday	0530 - 0030
Wednesday	0530 - 0030	Sunday	0530 - 0030
Thursday	0530 - 0030	Holidays	0530 - 0030

#### ▪ Employees Statistics:

	Full-time	Part-time
Operators	54	
Other Transportation Operations	4	
Vehicle Mechanics	9	
Other Vehicle Maintenance and Servicing	3	
Plant and Other Maintenance	3	
General and Administration	3	3
<b>TOTAL EMPLOYEES</b>	<b>76</b>	<b>3</b>

#### ▪ Union Affiliations:

ATU 1767 (Operators)  
USW 2251 (Mechanics)  
CUPE 67 (Clerical)

- Adult Cash Fare: \$2.50
- Ridership (revenue passengers): 1,950,893
- Total Operating Revenues: \$2,494,245
- Total Direct Operating Expenses: \$8,483,449
- Active Vehicles: 29
  - Small Community Buses 1
  - Standard Buses 28
- Percentage of accessible bus fleet: 93.10%
- Percentage of accessible transit fleet: 93.10%

- Number of Fixed Routes: 10
- Number of Accessible Routes: 10

#### ▪ Energy Consumption:

- Diesel: 1,033,466 litres
- Biodiesel B5:
- Biodiesel B20:
- Biodiesel - Other:
- Natural Gas:
- Electricity:
- Other:

### Modal Statistics

	Boardings		Rev. Vehicle Hrs.		Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	2,096,230	100.00%	83,548	100.00%	1,782,680	21.34
<b>TOTAL</b>	<b>2,096,230</b>		<b>83,548</b>		<b>1,782,680</b>	<b>21.34</b>



## Sault Ste Marie

### FARE STRUCTURE

Effective Date: 01/02/2013	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$2.50	\$2.00	\$60.00		
Children					
Students	\$2.50	\$2.00	\$60.00		
Seniors	\$2.50	\$1.30	\$50.00		
Other: Youth	\$2.50		\$25.00		Under 18 years of age

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	27	2	11.6	18.5	17	17	<b>Internal Combustion</b>
Commuter Rail							- Diesel 29
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other
Locomotive							<b>Electric</b>
Streetcar							- Trolley
<b>TOTAL ACTIVE VEHICLES</b>	<b>27</b>	<b>2</b>			<b>17</b>	<b>17</b>	- Battery
Total Low-Floor Bus (30'-60')	21		Average Bus Age (years)		12.1		- Fuel Cell
							<b>TOTAL 29</b>

### VEHICLE KILOMETRES AND HOURS

	2012	2013
Revenue Vehicle Kilometres	1,756,332	1,782,680
Total Vehicle Kilometres	1,765,752	1,789,678
Revenue Vehicle Hours	82,314	83,548
Auxiliary Revenue Vehicle Hours	765	567
Total Vehicle Hours	83,079	84,115
Operators Paid Hours	112,464	107,978
Vehicle Mechanics Paid Hours	18,956	19,097
Total Employee Paid Hours	162,086	154,594

### PASSENGER DATA

Adult Passenger Trips
Concession Fare Trips
Concession Fare Trips Details:
Child Passenger Trips
Student Passenger Trips
Senior Passenger Trips

<b>REGULAR SERVICE PASSENGER TRIPS</b>	<b>1,975,039</b>	<b>1,950,893</b>
Regular Service Passenger-Kms	8,887,676	8,427,858
Auxiliary Service Passenger Trips	7,652	5,661

### OPERATING EXPENSES

Transportation Operations Expenses	\$4,300,171	\$4,331,723
Fuel/Energy Exp. for Vehicles	\$1,184,452	\$1,274,154
Vehicle Maintenance Expenses	\$1,563,584	\$1,447,803
Plant Maintenance Expenses	\$540,947	\$619,285
General/Administration Expenses	\$723,382	\$810,484
<b>TOTAL DIRECT OPERATING EXPENSES</b>	<b>\$8,312,536</b>	<b>\$8,483,449</b>
Debt Service Payment		
Total Operating Expenses	\$8,312,536	\$8,483,449

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

<b>REGULAR SERV. PASS. REVENUES</b>	<b>\$2,382,104</b>	<b>\$2,384,306</b>
<b>TOTAL OPERATING REVENUES</b>	<b>\$2,623,295</b>	<b>\$2,494,245</b>
Total Revenues	\$2,628,411	\$2,501,591
<b>NET DIRECT OPERATING COST</b>	<b>\$5,689,241</b>	<b>\$5,989,204</b>
<b>NET OPERATING COST</b>	<b>\$5,684,125</b>	<b>\$5,981,858</b>
Federal Operating Contribution		
Provincial Operating Contribution	\$820,881	\$820,881
Municipal Operating Contribution	\$4,863,244	\$5,160,977
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

### CAPITAL EXPENSES AND FUNDING SOURCES

<b>TOTAL CAPITAL EXPENDITURES</b>	<b>\$471,112</b>	<b>\$589,047</b>
Total Capital Disposals		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$471,112</b>	<b>\$589,047</b>
Federal Capital Contribution		
Provincial Capital Contribution	\$33,473	
Municipal Capital Contribution	\$437,639	\$589,047
Other Capital Contributions		

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	32%	29%
Municipal Operating Contribution / Capita	\$69.57	\$73.83
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.88	\$3.07

### AVERAGE FARE

Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.21	\$1.22
--	--------	--------

### COST EFFECTIVENESS

Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$4.21	\$4.35
---	--------	--------

### COST EFFICIENCY

Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$100.06	\$100.86
---	----------	----------

### SERVICE UTILIZATION

Reg. Serv. Pass. / Capita	28.26	27.91
Reg. Serv. Pass. / Rev. Veh. Hr.	23.99	23.35

### AMOUNT OF SERVICE

Rev. Veh. Hrs. / Capita	1.18	1.20
-------------------------	------	------

### AVERAGE SPEED

Rev. Veh. Kms. / Rev. Veh. Hr.	21.34	21.34
--------------------------------	-------	-------

### LABOUR PRODUCTIVITY

Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.74	0.78
---	------	------

### TOP WAGE RATES

Operators	\$24.01	\$24.49
Mechanics	\$26.81	\$27.35

## St. Catharines

Transit Contact: Dave Sherlock  
General Manager

Statistical Contact: Tim Luey  
Manager of Finance and Administration  
Phone: 905-685-4228 x227 Fax: 905-685-4050  
Email: tluey@yourbus.com

### SYSTEM HIGHLIGHTS:

- System established: 01/09/1961
- Serves: St. Catharines, Thorold
- Municipal Population: 149,331
- Service Area Population: 149,331
- Service Area Size: 179.1 square kilometres
- Service provided by: Transit Commission

#### ▪ Hours of Service:

Monday	0600 - 0000	Friday	0600 - 0000
Tuesday	0600 - 0000	Saturday	0600 - 0000
Wednesday	0600 - 0000	Sunday	0830 - 2000
Thursday	0600 - 0000	Holidays	1030 - 1800

#### ▪ Employees Statistics:

	Full-time	Part-time
Operators	95	10
Other Transportation Operations	6	
Vehicle Mechanics	10	
Other Vehicle Maintenance and Servicing	11	2
Plant and Other Maintenance	2	
General and Administration	7	2
<b>TOTAL EMPLOYEES</b>	<b>131</b>	<b>14</b>

#### ▪ Union Affiliations:

ATU 846 (Operators)  
ATU 846 (Mechanics)

- Adult Cash Fare: \$2.75
- Ridership (revenue passengers): 5,272,778
- Total Operating Revenues: \$8,470,965
- Total Direct Operating Expenses: \$16,492,141
- Active Vehicles: 69
  - Standard Buses 65
  - Articulated Buses 4
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%

- Number of Fixed Routes: 21
- Number of Accessible Routes: 21

#### ▪ Energy Consumption:

- Diesel: 2,242,149 litres
- Biodiesel B5:
- Biodiesel B20:
- Biodiesel - Other:
- Natural Gas:
- Electricity:
- Other:

### Modal Statistics

	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	5,272,778 100.00%	152,069 100.00%	3,846,407 100.00%	25.29
<b>TOTAL</b>	<b>5,272,778</b>	<b>152,069</b>	<b>3,846,407</b>	<b>25.29</b>

### REMARKS:

The data for St. Catharines also included the regular transit service for the City of Thorold. In 2013, they provided 299,152 passengers trips. The 2013 contract revenue was \$572,516 and its passenger revenue was \$403,314.

## St. Catharines

### FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
02/04/2012					
Adults	\$2.75	\$2.60	\$90.00		
Children	\$2.25	\$2.25	\$60.00		Up to grade 8
Students	\$2.75	\$2.25	\$60.00		High School
Seniors	\$2.75	\$2.00	\$55.00		65 years of age and older

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	69		6.8		54	36	Internal Combustion
Commuter Rail							- Diesel 69
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other
Locomotive							Electric
Streetcar							- Trolley
							- Battery
							- Fuel Cell
<b>TOTAL ACTIVE VEHICLES</b>	<b>69</b>	<b>0</b>			<b>54</b>	<b>36</b>	<b>TOTAL</b>
Total Low-Floor Bus (30'-60')	69		Average Bus Age (years)		6.8		<b>69</b>

### VEHICLE KILOMETRES AND HOURS

	2012	2013
Revenue Vehicle Kilometres	3,408,361	3,846,407
Total Vehicle Kilometres	3,816,963	4,241,176
Revenue Vehicle Hours	152,503	152,069
Auxiliary Revenue Vehicle Hours	9,120	9,120
Total Vehicle Hours	166,404	165,667
Operators Paid Hours	205,120	224,163
Vehicle Mechanics Paid Hours	19,684	20,022
Total Employee Paid Hours	287,097	304,289

### PASSENGER DATA

Adult Passenger Trips	1,659,330	1,637,758
Concession Fare Trips	3,820,500	3,635,020
<i>Concession Fare Trips Details:</i>		
Child Passenger Trips	26,428	21,121
Student Passenger Trips	3,493,783	3,316,320
Senior Passenger Trips	292,813	289,564

### REGULAR SERVICE PASSENGER TRIPS

	<b>5,479,830</b>	<b>5,272,778</b>
Regular Service Passenger-Kms	47,126,538	45,345,891
Auxiliary Service Passenger Trips	4,237	4,029

### OPERATING EXPENSES

Transportation Operations Expenses	\$8,430,541	\$8,957,823
Fuel/Energy Exp. for Vehicles	\$2,445,979	\$2,557,137
Vehicle Maintenance Expenses	\$3,026,322	\$3,057,935
Plant Maintenance Expenses	\$999,372	\$835,099
General/Administration Expenses	\$1,103,366	\$1,084,147
<b>TOTAL DIRECT OPERATING EXPENSES</b>	<b>\$16,005,580</b>	<b>\$16,492,141</b>
Debt Service Payment		
Total Operating Expenses	\$16,799,020	\$17,285,581

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

<b>REGULAR SERV. PASS. REVENUES</b>	<b>\$7,833,793</b>	<b>\$8,210,160</b>
<b>TOTAL OPERATING REVENUES</b>	<b>\$8,083,423</b>	<b>\$8,470,965</b>
Total Revenues	\$9,638,346	\$10,107,346
<b>NET DIRECT OPERATING COST</b>	<b>\$7,922,157</b>	<b>\$8,021,176</b>
<b>NET OPERATING COST</b>	<b>\$7,160,674</b>	<b>\$7,178,235</b>

Federal Operating Contribution		
Provincial Operating Contribution		
Municipal Operating Contribution	\$7,160,674	\$7,178,235
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

### CAPITAL EXPENSES AND FUNDING SOURCES

<b>TOTAL CAPITAL EXPENDITURES</b>	<b>\$1,468,409</b>	<b>\$3,542,648</b>
Total Capital Disposals		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$1,468,409</b>	<b>\$3,542,648</b>
Federal Capital Contribution		
Provincial Capital Contribution	\$1,370,464	\$3,399,878
Municipal Capital Contribution	\$97,945	\$142,770
Other Capital Contributions		

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	51%	51%
Municipal Operating Contribution / Capita	\$47.95	\$48.07
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$1.45	\$1.52

### AVERAGE FARE

Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.43	\$1.56
--	--------	--------

### COST EFFECTIVENESS

Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$2.92	\$3.13
---	--------	--------

### COST EFFICIENCY

Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$100.95	\$104.34
---	----------	----------

### SERVICE UTILIZATION

Reg. Serv. Pass. / Capita	36.70	35.31
Reg. Serv. Pass. / Rev. Veh. Hr.	35.93	34.67

### AMOUNT OF SERVICE

Rev. Veh. Hrs. / Capita	1.02	1.02
-------------------------	------	------

### AVERAGE SPEED

Rev. Veh. Kms. / Rev. Veh. Hr.	22.35	25.29
--------------------------------	-------	-------

### LABOUR PRODUCTIVITY

Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.79	0.72
---	------	------

### TOP WAGE RATES

Operators	\$25.90	\$26.56
Mechanics	\$31.18	\$31.81

# St. Thomas

Transit Contact: Dave White  
Supervisor of Roads and Transportation

Statistical Contact: Dave White  
Supervisor of Roads and Transportation  
Phone: 519-631-0368 x5130 Fax: 519-631-5542  
Email: dwhite@stthomas.ca

## SYSTEM HIGHLIGHTS:

- System established: City of St. Thomas
- Serves: City of St. Thomas
- Municipal Population: 36,000
- Service Area Population: 36,000
- Service Area Size: 35.7 square kilometres
- Service provided by: Municipal Department, under contract with Voyageur Transportation
- Hours of Service:
 

Monday	0715 - 1845	Friday	0715 - 1845
Tuesday	0715 - 1845	Saturday	0915 - 1845
Wednesday	0715 - 1845	Sunday	N/A
Thursday	0715 - 1845	Holidays	N/A
- Employees Statistics:
 

	Full-time	Part-time
Operators		
Other Transportation Operations		
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration		
TOTAL EMPLOYEES		
- Union Affiliations: Union Information N/A (Operators)  
Union Information N/A (Mechanics)
- Adult Cash Fare: \$2.50
- Ridership (revenue passengers): 213,300
- Total Operating Revenues: \$338,924
- Total Direct Operating Expenses: \$1,065,405
- Active Vehicles: 11
  - Small Community Buses 11
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 5
- Number of Accessible Routes: 5
- Energy Consumption:
  - Diesel:
  - Biodiesel B5:
  - Biodiesel B20:
  - Biodiesel - Other:
  - Natural Gas:
  - Electricity:
  - Other:

Modal Statistics	Boardings		Rev. Vehicle Hrs.		Rev. Vehicle Kms		Avg. Speed (km/h)
Bus	213,300	100.00%	17,017	100.00%	385,000	100.00%	22.62
<b>TOTAL</b>	<b>213,300</b>		<b>17,017</b>		<b>385,000</b>		<b>22.62</b>

# St. Thomas

## FARE STRUCTURE

Effective Date: 01/07/2007	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$2.50	\$2.00	\$60.00		
Children	\$2.50	\$1.50	\$50.00		
Students	\$2.50	\$1.50	\$50.00		
Seniors	\$2.50	\$1.50	\$50.00		

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	11		4.1		5	5	Internal Combustion
Commuter Rail							- Diesel 11
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other
Locomotive							Electric
Streetcar							- Trolley
							- Battery
							- Fuel Cell
<b>TOTAL ACTIVE VEHICLES</b>	<b>11</b>	<b>0</b>			<b>5</b>	<b>5</b>	<b>TOTAL 11</b>
Total Low-Floor Bus (30'-60')	8		Average Bus Age (years)		4.1		

VEHICLE KILOMETRES AND HOURS		2012	2013	PERFORMANCE INDICATORS		2012	2013
Revenue Vehicle Kilometres		385,000	385,000	<b>FINANCIAL</b>			
Total Vehicle Kilometres		385,000	385,000	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)		32%	32%
Revenue Vehicle Hours		16,960	17,017	Municipal Operating Contribution / Capita		\$14.87	\$15.43
Auxiliary Revenue Vehicle Hours				Net Dir. Oper. Cost / Reg. Serv. Pass.		\$3.40	\$3.41
Total Vehicle Hours		16,960	17,017	<b>AVERAGE FARE</b>			
Operators Paid Hours				Reg. Serv. Pass. Rev. / Reg. Serv. Pass.		\$1.58	\$1.56
Vehicle Mechanics Paid Hours				<b>COST EFFECTIVENESS</b>			
Total Employee Paid Hours				Tot. Dir. Oper. Exp. / Reg. Serv. Pass.		\$5.01	\$4.99
<b>PASSENGER DATA</b>				<b>COST EFFICIENCY</b>			
Adult Passenger Trips				Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.		\$61.14	\$62.61
Concession Fare Trips				<b>SERVICE UTILIZATION</b>			
Concession Fare Trips Details:				Reg. Serv. Pass. / Capita		5.75	5.93
Child Passenger Trips				Reg. Serv. Pass. / Rev. Veh. Hr.		12.21	12.53
Student Passenger Trips				<b>AMOUNT OF SERVICE</b>			
Senior Passenger Trips				Rev. Veh. Hrs. / Capita		0.47	0.47
<b>REGULAR SERVICE PASSENGER TRIPS</b>		<b>207,000</b>	<b>213,300</b>	<b>AVERAGE SPEED</b>			
Regular Service Passenger-Kms				Rev. Veh. Kms. / Rev. Veh. Hr.		22.70	22.62
Auxiliary Service Passenger Trips				<b>LABOUR PRODUCTIVITY</b>			
<b>OPERATING EXPENSES</b>				Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.			
Transportation Operations Expenses		\$842,138	\$869,850	<b>TOP WAGE RATES</b>			
Fuel/Energy Exp. for Vehicles				Operators			
Vehicle Maintenance Expenses		\$185,618	\$187,175	Mechanics			
Plant Maintenance Expenses		\$422	\$2,082				
General/Administration Expenses		\$8,820	\$6,298				
<b>TOTAL DIRECT OPERATING EXPENSES</b>		<b>\$1,036,998</b>	<b>\$1,065,405</b>				
Debt Service Payment							
Total Operating Expenses		\$1,036,998	\$1,065,405				
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>							
<b>REGULAR SERV. PASS. REVENUES</b>		<b>\$327,084</b>	<b>\$333,408</b>				
<b>TOTAL OPERATING REVENUES</b>		<b>\$333,667</b>	<b>\$338,924</b>				
Total Revenues		\$345,667	\$351,105				
<b>NET DIRECT OPERATING COST</b>		<b>\$703,331</b>	<b>\$726,481</b>				
<b>NET OPERATING COST</b>		<b>\$691,331</b>	<b>\$714,300</b>				
Federal Operating Contribution							
Provincial Operating Contribution		\$156,090	\$158,799				
Municipal Operating Contribution		\$535,241	\$555,501				
Other Operating Contributions							
Federal Debt Service Contribution							
Provincial Debt Service Contribution							
Municipal Debt Service Contribution							
<b>CAPITAL EXPENSES AND FUNDING SOURCES</b>							
<b>TOTAL CAPITAL EXPENDITURES</b>		<b>\$275,706</b>	<b>\$59,140</b>				
Total Capital Disposals							
<b>TOTAL CAPITAL FUNDING</b>		<b>\$275,706</b>	<b>\$59,140</b>				
Federal Capital Contribution							
Provincial Capital Contribution		\$87,634	\$43,196				
Municipal Capital Contribution		\$11,655	\$15,944				
Other Capital Contributions		\$176,417					

## Stratford

Transit Contact: Jim Bryson  
Acting Transit Manager

Statistical Contact: Jim Bryson  
Acting Transit Manager  
Phone: 519-271-0250 x347 Fax: 519-271-6029  
Email: jbryson@stratfordcanada.ca

### SYSTEM HIGHLIGHTS:

▪ System established:		▪ Adult Cash Fare:	\$2.75
▪ Serves:	City of Stratford	▪ Ridership (revenue passengers):	552,662
▪ Municipal Population:	32,000	▪ Total Operating Revenues:	\$879,394
▪ Service Area Population:	32,000	▪ Total Direct Operating Expenses:	\$3,109,670
▪ Service Area Size:	.0 square kilometres	▪ Active Vehicles:	15
▪ Service provided by:	Municipal Department	- Standard Buses	15
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	100.00%
Monday 0600 - 2200	Friday 0600 - 2200	▪ Percentage of accessible transit fleet:	100.00%
Tuesday 0600 - 2200	Saturday 0600 - 2000	▪ Number of Fixed Routes:	10
Wednesday 0600 - 2200	Sunday N/A	▪ Number of Accessible Routes:	0
Thursday 0600 - 2200	Holidays N/A	▪ Energy Consumption:	
▪ <b>Employees Statistics:</b>	<b>Full-time</b>	<b>Part-time</b>	
Operators	14	10	- Diesel: 353,034 litres
Other Transportation Operations			- Biodiesel B5:
Vehicle Mechanics	1		- Biodiesel B20:
Other Vehicle Maintenance and Servicing			- Biodiesel - Other:
Plant and Other Maintenance			- Natural Gas:
General and Administration			- Electricity:
TOTAL EMPLOYEES	15	10	- Other:
▪ Union Affiliations:	IBEW 636 (Operators)		
	IBEW 636 (Mechanics)		

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	552,662 100.00%	28,992 100.00%	611,206 100.00%	21.08
<b>TOTAL</b>	<b>552,662</b>	<b>28,992</b>	<b>611,206</b>	<b>21.08</b>

## Stratford

### FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
01/06/2013					
Adults	\$2.75	\$2.50	\$57.00		
Children					Under 5 yrs free
Students	\$2.50	\$2.25	\$47.00		
Seniors	\$2.50	\$2.25	\$47.00		

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	15		9.4		6	6	<b>Internal Combustion</b> - Diesel 15 - Biodiesel (all blends) - Natural Gas (CNG or LNG) - Other
Commuter Rail							
Ferry							
Heavy Rail							
Light Rail							
Locomotive							<b>Electric</b> - Trolley - Battery - Fuel Cell
Streetcar							
<b>TOTAL ACTIVE VEHICLES</b>	<b>15</b>	<b>0</b>			<b>6</b>	<b>6</b>	
Total Low-Floor Bus (30'-60')	15		Average Bus Age (years)		9.4		<b>TOTAL 15</b>

VEHICLE KILOMETRES AND HOURS		2012	2013	PERFORMANCE INDICATORS		2012	2013
Revenue Vehicle Kilometres			611,206	<b>FINANCIAL</b>			
Total Vehicle Kilometres			611,206	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)		37%	28%
Revenue Vehicle Hours		24,936	28,992	Municipal Operating Contribution / Capita		\$47.56	\$68.50
Auxiliary Revenue Vehicle Hours				Net Dir. Oper. Cost / Reg. Serv. Pass.		\$2.62	\$4.04
Total Vehicle Hours		24,936	28,992	<b>AVERAGE FARE</b>			
Operators Paid Hours			60,141	Reg. Serv. Pass. Rev. / Reg. Serv. Pass.		\$1.52	\$1.55
Vehicle Mechanics Paid Hours			2,029	<b>COST EFFECTIVENESS</b>			
Total Employee Paid Hours			62,170	Tot. Dir. Oper. Exp. / Reg. Serv. Pass.		\$4.18	\$5.63
<b>PASSENGER DATA</b>				<b>COST EFFICIENCY</b>			
Adult Passenger Trips				Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.		\$97.41	\$107.26
Concession Fare Trips				<b>SERVICE UTILIZATION</b>			
Concession Fare Trips Details:				Reg. Serv. Pass. / Capita		18.17	17.27
Child Passenger Trips				Reg. Serv. Pass. / Rev. Veh. Hr.		23.31	19.06
Student Passenger Trips				<b>AMOUNT OF SERVICE</b>			
Senior Passenger Trips				Rev. Veh. Hrs. / Capita		0.78	0.91
<b>REGULAR SERVICE PASSENGER TRIPS</b>		<b>581,357</b>	<b>552,662</b>	<b>AVERAGE SPEED</b>			
Regular Service Passenger-Kms				Rev. Veh. Kms. / Rev. Veh. Hr.			21.08
Auxiliary Service Passenger Trips				<b>LABOUR PRODUCTIVITY</b>			
<b>OPERATING EXPENSES</b>				Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.			0.48
Transportation Operations Expenses		\$1,777,748	\$2,077,426	<b>TOP WAGE RATES</b>			
Fuel/Energy Exp. for Vehicles		\$365,228	\$390,341	Operators		\$24.90	\$26.36
Vehicle Maintenance Expenses		\$261,444	\$548,628	Mechanics		\$27.90	\$28.46
Plant Maintenance Expenses		\$21,791	\$31,750				
General/Administration Expenses		\$2,905	\$61,525				
<b>TOTAL DIRECT OPERATING EXPENSES</b>		<b>\$2,429,116</b>	<b>\$3,109,670</b>				
Debt Service Payment							
Total Operating Expenses		\$2,429,116	\$3,109,670				
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>							
<b>REGULAR SERV. PASS. REVENUES</b>		<b>\$885,081</b>	<b>\$855,515</b>				
<b>TOTAL OPERATING REVENUES</b>		<b>\$907,195</b>	<b>\$879,394</b>				
Total Revenues		\$907,195	\$879,394				
<b>NET DIRECT OPERATING COST</b>		<b>\$1,521,921</b>	<b>\$2,230,276</b>				
<b>NET OPERATING COST</b>		<b>\$1,521,921</b>	<b>\$2,230,276</b>				
Federal Operating Contribution							
Provincial Operating Contribution			\$38,338				
Municipal Operating Contribution		\$1,521,921	\$2,191,938				
Other Operating Contributions							
Federal Debt Service Contribution							
Provincial Debt Service Contribution							
Municipal Debt Service Contribution							
<b>CAPITAL EXPENSES AND FUNDING SOURCES</b>							
<b>TOTAL CAPITAL EXPENDITURES</b>		<b>\$38,033</b>	<b>\$453,289</b>				
Total Capital Disposals							
<b>TOTAL CAPITAL FUNDING</b>		<b>\$38,033</b>	<b>\$453,289</b>				
Federal Capital Contribution							
Provincial Capital Contribution			\$84,573				
Municipal Capital Contribution		\$38,033	\$368,716				
Other Capital Contributions							

## Tecumseh

Transit Contact: Chad Jeffery  
Manager, Planning Services / Senior Planner

Statistical Contact: Enrico De Cecco  
Junior Planner

Phone: 519-735-2184 x123 Fax: 519-735-6712

Email: edececco@tecumseh.ca

### SYSTEM HIGHLIGHTS:

- System established: 21/12/2009
- Serves: Town of Tecumseh (with 1 stop in Ci
- Municipal Population: 24,330
- Service Area Population: 17,274
- Service Area Size: 12.5 square kilometres
- Service provided by: Municipal Department, under contract with First Student Canada

#### ▪ Hours of Service:

Monday	0600 - 1800	Friday	0600 - 1800
Tuesday	0600 - 1800	Saturday	0600 - 1800
Wednesday	0600 - 1800	Sunday	N/A
Thursday	0600 - 1800	Holidays	N/A

#### ▪ Employees Statistics:

**Full-time      Part-time**

Operators  
Other Transportation Operations  
Vehicle Mechanics  
Other Vehicle Maintenance and Servicing  
Plant and Other Maintenance  
General and Administration  
TOTAL EMPLOYEES

- Union Affiliations: Union Information N/A (Operators)  
Union Information N/A (Mechanics)

- Adult Cash Fare: \$2.00
- Ridership (revenue passengers): 28,651
- Total Operating Revenues: \$29,888
- Total Direct Operating Expenses: \$251,695
- Active Vehicles: 2
  - Small Community Buses 2

- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%

- Number of Fixed Routes: 1
- Number of Accessible Routes: 0

#### ▪ Energy Consumption:

- Diesel:
- Biodiesel B5:
- Biodiesel B20:
- Biodiesel - Other:
- Natural Gas:
- Electricity:
- Other:

Modal Statistics	Boardings		Rev. Vehicle Hrs.		Rev. Vehicle Kms		Avg. Speed (km/h)
Bus	28,651	100.00%	3,600	100.00%	99,096	100.00%	27.53
<b>TOTAL</b>	<b>28,651</b>		<b>3,600</b>		<b>99,096</b>		<b>27.53</b>



## Tecumseh

### FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other 6 & 12 month pass	Criteria
20/01/2010					
Adults	\$2.00		\$35.00	\$175/\$350	
Children					Under 5
Students	\$1.00		\$25.00	\$125/\$250	Valid Student I.D.
Seniors	\$1.50		\$30.00	\$150/\$300	55 and over
Other: Veteran/Blind Person - free					w. valid ID; companion free w. a disabled rider

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	2		3.0		1	1	Internal Combustion
Commuter Rail							- Diesel 2
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other
Locomotive							Electric
Streetcar							- Trolley
							- Battery
							- Fuel Cell
<b>TOTAL ACTIVE VEHICLES</b>	<b>2</b>	<b>0</b>			<b>1</b>	<b>1</b>	<b>TOTAL</b>
Total Low-Floor Bus (30'-60')	0		Average Bus Age (years)		3.0		2

### VEHICLE KILOMETRES AND HOURS

	2012	2013
Revenue Vehicle Kilometres	99,096	99,096
Total Vehicle Kilometres	99,096	99,096
Revenue Vehicle Hours	3,600	3,600
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	3,600	3,600

Operators Paid Hours

Vehicle Mechanics Paid Hours

Total Employee Paid Hours

### PASSENGER DATA

Adult Passenger Trips	10,353	10,832
Concession Fare Trips	18,161	17,819
<i>Concession Fare Trips Details:</i>		
<i>Child Passenger Trips</i>		
<i>Student Passenger Trips</i>	12,036	12,322
<i>Senior Passenger Trips</i>	4,959	4,793

### REGULAR SERVICE PASSENGER TRIPS

Regular Service Passenger-Kms	28,513	28,651
Auxiliary Service Passenger Trips		707

### OPERATING EXPENSES

Transportation Operations Expenses	\$199,054	\$206,230
Fuel/Energy Exp. for Vehicles		
Vehicle Maintenance Expenses		
Plant Maintenance Expenses	\$4,682	\$3,000
General/Administration Expenses	\$41,766	\$42,465
<b>TOTAL DIRECT OPERATING EXPENSES</b>	<b>\$245,502</b>	<b>\$251,695</b>
Debt Service Payment		
Total Operating Expenses	\$245,502	\$251,695

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$28,011	\$29,888
<b>TOTAL OPERATING REVENUES</b>	<b>\$28,011</b>	<b>\$29,888</b>
Total Revenues	\$28,011	\$29,888
<b>NET DIRECT OPERATING COST</b>	<b>\$217,491</b>	<b>\$221,807</b>
<b>NET OPERATING COST</b>	<b>\$217,491</b>	<b>\$221,807</b>
Federal Operating Contribution		
Provincial Operating Contribution	\$129,959	\$87,666
Municipal Operating Contribution	\$87,532	\$134,141
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

### CAPITAL EXPENSES AND FUNDING SOURCES

#### TOTAL CAPITAL EXPENDITURES

Total Capital Disposals

#### TOTAL CAPITAL FUNDING

Federal Capital Contribution	
Provincial Capital Contribution	
Municipal Capital Contribution	
Other Capital Contributions	

### PERFORMANCE INDICATORS

2012	2013
<b>FINANCIAL</b>	
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	11% 12%
Municipal Operating Contribution / Capita	\$5.07 \$7.77
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$7.63 \$7.74

### AVERAGE FARE

Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$0.98	\$1.04
--	--------	--------

### COST EFFECTIVENESS

Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$8.61	\$8.78
---	--------	--------

### COST EFFICIENCY

Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$68.20	\$69.92
---	---------	---------

### SERVICE UTILIZATION

Reg. Serv. Pass. / Capita	1.65	1.66
Reg. Serv. Pass. / Rev. Veh. Hr.	7.92	7.96

### AMOUNT OF SERVICE

Rev. Veh. Hrs. / Capita	0.21	0.21
-------------------------	------	------

### AVERAGE SPEED

Rev. Veh. Kms. / Rev. Veh. Hr.	27.53	27.53
--------------------------------	-------	-------

### LABOUR PRODUCTIVITY

Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	
---	--

### TOP WAGE RATES

Operators
Mechanics

## Temiskaming Shores

Transit Contact: David B. Treen  
Municipal Clerk

Statistical Contact: David B. Treen  
Municipal Clerk

Phone: 705-672-3363 Fax: 705-672-3200

Email: dtreen@temiskamingshores.ca

### SYSTEM HIGHLIGHTS:

▪ System established:	01/01/1954	▪ Adult Cash Fare:	\$2.50
▪ Serves:	Cobalt, Temiskaming Shores	▪ Ridership (revenue passengers):	84,931
▪ Municipal Population:	11,670	▪ Total Operating Revenues:	\$190,922
▪ Service Area Population:	11,670	▪ Total Direct Operating Expenses:	\$354,233
▪ Service Area Size:	182.0 square kilometres	▪ Active Vehicles:	4
▪ Service provided by:	Municipal Department, under contract with Stock Transportation	- Standard Buses	4
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	100.00%
Monday 0600 - 2300	Friday 0600 - 2300	▪ Percentage of accessible transit fleet:	100.00%
Tuesday 0600 - 2300	Saturday 0600 - 2300	▪ Number of Fixed Routes:	2
Wednesday 0600 - 2300	Sunday 0600 - 2300	▪ Number of Accessible Routes:	0
Thursday 0600 - 2300	Holidays N/A	▪ Energy Consumption:	
▪ Employees Statistics:	<b>Full-time</b>	<b>Part-time</b>	
Operators	5		- Diesel: 45,500 litres
Other Transportation Operations	1		- Biodiesel B5:
Vehicle Mechanics	2		- Biodiesel B20:
Other Vehicle Maintenance and Servicing	1		- Biodiesel - Other:
Plant and Other Maintenance	1		- Natural Gas:
General and Administration	4		- Electricity:
TOTAL EMPLOYEES	14		- Other:
▪ Union Affiliations:	Non-union (Operators)		
	Non-union (Mechanics)		

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	84,931 100.00%	12,000 100.00%	375,000 100.00%	31.25
<b>TOTAL</b>	<b>84,931</b>	<b>12,000</b>	<b>375,000</b>	<b>31.25</b>

### REMARKS:

Temiskaming Transit modified its operations; prior to modifications the transit commenced at 7 a.m. Monday to Friday and ended at 9:40 p.m. and ran hourly. On Saturdays the transit ran every two hours and no service on Sundays. The modifications had the transit commence at 6 a.m. to 11 p.m. hourly seven days a week. In essence extended length of service daily and included Saturdays and Sundays.

## Temiskaming Shores

### FARE STRUCTURE

Effective Date: 01/02/2013	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$2.50	\$2.20	\$80.00		Age 12 to 54
Children					Age 0 to 5 free
Students	\$2.00	\$1.80	\$60.00		Age 6 to 11
Seniors	\$2.00	\$1.80	\$60.00		Age 55 and up

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	4		1.0		2	2	Internal Combustion
Commuter Rail							- Diesel 4
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other
Locomotive							Electric
Streetcar							- Trolley
<b>TOTAL ACTIVE VEHICLES</b>	<b>4</b>	<b>0</b>			<b>2</b>	<b>2</b>	- Battery
Total Low-Floor Bus (30'-60')	4		Average Bus Age (years)		1.0		- Fuel Cell
							<b>TOTAL 4</b>

### VEHICLE KILOMETRES AND HOURS

	2012	2013
Revenue Vehicle Kilometres	237,796	375,000
Total Vehicle Kilometres	237,796	375,000
Revenue Vehicle Hours	7,435	12,000
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	7,435	12,000

Operators Paid Hours

Vehicle Mechanics Paid Hours

Total Employee Paid Hours

### PASSENGER DATA

Adult Passenger Trips

Concession Fare Trips

Concession Fare Trips Details:

Child Passenger Trips

Student Passenger Trips

Senior Passenger Trips

### REGULAR SERVICE PASSENGER TRIPS

	80,862	84,931
--	--------	--------

Regular Service Passenger-Kms

Auxiliary Service Passenger Trips

### OPERATING EXPENSES

Transportation Operations Expenses	\$336,697	\$354,233
------------------------------------	-----------	-----------

Fuel/Energy Exp. for Vehicles

Vehicle Maintenance Expenses

Plant Maintenance Expenses

General/Administration Expenses

### TOTAL DIRECT OPERATING EXPENSES

	\$336,697	\$354,233
--	-----------	-----------

Debt Service Payment

Total Operating Expenses	\$336,697	\$354,233
--------------------------	-----------	-----------

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$181,940	\$190,922
------------------------------	-----------	-----------

TOTAL OPERATING REVENUES	\$181,940	\$190,922
--------------------------	-----------	-----------

Total Revenues	\$181,940	\$190,922
----------------	-----------	-----------

NET DIRECT OPERATING COST	\$154,757	\$163,311
---------------------------	-----------	-----------

NET OPERATING COST	\$154,757	\$163,311
--------------------	-----------	-----------

Federal Operating Contribution

Provincial Operating Contribution		\$48,060
-----------------------------------	--	----------

Municipal Operating Contribution	\$155,034	\$104,187
----------------------------------	-----------	-----------

Other Operating Contributions

Federal Debt Service Contribution

Provincial Debt Service Contribution

Municipal Debt Service Contribution

### CAPITAL EXPENSES AND FUNDING SOURCES

#### TOTAL CAPITAL EXPENDITURES

Total Capital Disposals

#### TOTAL CAPITAL FUNDING

Federal Capital Contribution

Provincial Capital Contribution

Municipal Capital Contribution

Other Capital Contributions

### PERFORMANCE INDICATORS

#### FINANCIAL

Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	54%	54%
--	-----	-----

Municipal Operating Contribution / Capita	\$13.28	\$8.93
---	---------	--------

Net Dir. Oper. Cost / Reg. Serv. Pass.	\$1.91	\$1.92
--	--------	--------

#### AVERAGE FARE

Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$2.25	\$2.25
--	--------	--------

#### COST EFFECTIVENESS

Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$4.16	\$4.17
---	--------	--------

#### COST EFFICIENCY

Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$45.29	\$29.52
---	---------	---------

#### SERVICE UTILIZATION

Reg. Serv. Pass. / Capita	6.93	7.28
---------------------------	------	------

Reg. Serv. Pass. / Rev. Veh. Hr.	10.88	7.08
----------------------------------	-------	------

#### AMOUNT OF SERVICE

Rev. Veh. Hrs. / Capita	0.64	1.03
-------------------------	------	------

#### AVERAGE SPEED

Rev. Veh. Kms. / Rev. Veh. Hr.	31.98	31.25
--------------------------------	-------	-------

#### LABOUR PRODUCTIVITY

Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
---	--	--

#### TOP WAGE RATES

Operators

Mechanics

## The Nation

Transit Contact: Mary McCuaig  
Executive Secretary

Statistical Contact: Mary McCuaig  
Executive Secretary

Phone: 613-764-5444 x222 Fax: 613-764-3310

Email: mmccuaig@nationmun.ca

### SYSTEM HIGHLIGHTS:

- System established: 03/11/2008
- Serves: The Nation Municipality, Village of Casselman
- Municipal Population: 15,000
- Service Area Population: 15,000
- Service Area Size: 650.0 square kilometres
- Service provided by: Transit Commission, under contract with 417 Bus Line Inc.
- Adult Cash Fare: \$15.00
- Ridership (revenue passengers): 111,972
- Total Operating Revenues: \$693,120
- Total Direct Operating Expenses: \$1,135,494

### ▪ Hours of Service:

Monday	0600 - 1730	Friday	0600 - 1730
Tuesday	0600 - 1730	Saturday	N/A
Wednesday	0600 - 1730	Sunday	N/A
Thursday	0600 - 1730	Holidays	N/A

### ▪ Employees Statistics:

**Full-time      Part-time**

Operators  
Other Transportation Operations  
Vehicle Mechanics  
Other Vehicle Maintenance and Servicing  
Plant and Other Maintenance  
General and Administration  
TOTAL EMPLOYEES

- Union Affiliations: Union Information N/A (Operators)  
Union Information N/A (Mechanics)

▪ Number of Fixed Routes: 5

▪ Number of Accessible Routes: 0

### ▪ Energy Consumption:

- Diesel: 138,000 litres
- Biodiesel B5:
- Biodiesel B20:
- Biodiesel - Other:
- Natural Gas:
- Electricity:
- Other:

### Modal Statistics

	Boardings		Rev. Vehicle Hrs.		Rev. Vehicle Kms		Avg. Speed (km/h)
Bus	111,972	100.00%	4,800	100.00%	250,000	100.00%	52.08
<b>TOTAL</b>	<b>111,972</b>		<b>4,800</b>		<b>250,000</b>		<b>52.08</b>

## The Nation

### FARE STRUCTURE

Effective Date: 01/01/2013	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$15.00	\$10.00	\$255.00		zones
Children					
Students					
Seniors					

	Active		Average Age		Peak (Est.)	Base (Est.)
VEHICLES (2013)	Access.	Non-Acc.	Access.	Non-Acc.		
Bus					5	5
Commuter Rail						
Ferry						
Heavy Rail						
Light Rail						
Locomotive						
Streetcar						
<b>TOTAL ACTIVE VEHICLES</b>					<b>5</b>	<b>5</b>

VEHICLE KILOMETRES AND HOURS			2012	2013	PERFORMANCE INDICATORS	2012	2013
Revenue Vehicle Kilometres			250,000	250,000	<b>FINANCIAL</b>		
Total Vehicle Kilometres			460,000	460,000	Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	57%	61%
Revenue Vehicle Hours			4,800	4,800	Municipal Operating Contribution / Capita	\$13.31	\$15.46
Auxiliary Revenue Vehicle Hours					Net Dir. Oper. Cost / Reg. Serv. Pass.	\$4.70	\$3.95
Total Vehicle Hours			10,400	10,400	<b>AVERAGE FARE</b>		
Operators Paid Hours					Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$6.22	\$6.19
Vehicle Mechanics Paid Hours					<b>COST EFFECTIVENESS</b>		
Total Employee Paid Hours					Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$10.91	\$10.14
<b>PASSENGER DATA</b>					<b>COST EFFICIENCY</b>		
Adult Passenger Trips					Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$112.11	\$109.18
Concession Fare Trips					<b>SERVICE UTILIZATION</b>		
<i>Concession Fare Trips Details:</i>					Reg. Serv. Pass. / Capita	7.12	7.46
<i>Child Passenger Trips</i>					Reg. Serv. Pass. / Rev. Veh. Hr.	22.26	23.33
<i>Student Passenger Trips</i>					<b>AMOUNT OF SERVICE</b>		
<i>Senior Passenger Trips</i>					Rev. Veh. Hrs. / Capita	0.32	0.32
<b>REGULAR SERVICE PASSENGER TRIPS</b>			<b>106,833</b>	<b>111,972</b>	<b>AVERAGE SPEED</b>		
Regular Service Passenger-Kms					Rev. Veh. Kms. / Rev. Veh. Hr.	52.08	52.08
Auxiliary Service Passenger Trips					<b>LABOUR PRODUCTIVITY</b>		
<b>OPERATING EXPENSES</b>					Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
Transportation Operations Expenses			\$1,077,359	\$1,059,404	<b>TOP WAGE RATES</b>		
Fuel/Energy Exp. for Vehicles					Operators		
Vehicle Maintenance Expenses					Mechanics		
Plant Maintenance Expenses							
General/Administration Expenses			\$88,623	\$76,089			
<b>TOTAL DIRECT OPERATING EXPENSES</b>			<b>\$1,165,982</b>	<b>\$1,135,494</b>			
Debt Service Payment							
Total Operating Expenses			\$1,165,982	\$1,135,494			
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>							
<b>REGULAR SERV. PASS. REVENUES</b>			<b>\$664,270</b>	<b>\$693,120</b>			
<b>TOTAL OPERATING REVENUES</b>			<b>\$664,270</b>	<b>\$693,120</b>			
Total Revenues			\$664,584	\$693,120			
<b>NET DIRECT OPERATING COST</b>			<b>\$501,712</b>	<b>\$442,374</b>			
<b>NET OPERATING COST</b>			<b>\$501,398</b>	<b>\$442,374</b>			
Federal Operating Contribution							
Provincial Operating Contribution			\$301,749	\$210,471			
Municipal Operating Contribution			\$199,649	\$231,903			
Other Operating Contributions							
Federal Debt Service Contribution							
Provincial Debt Service Contribution							
Municipal Debt Service Contribution							
<b>CAPITAL EXPENSES AND FUNDING SOURCES</b>							
<b>TOTAL CAPITAL EXPENDITURES</b>			<b>\$1,416</b>				
Total Capital Disposals							
<b>TOTAL CAPITAL FUNDING</b>			<b>\$1,416</b>				
Federal Capital Contribution							
Provincial Capital Contribution							
Municipal Capital Contribution			\$1,416				
Other Capital Contributions							

# Thunder Bay

Transit Contact: Brad Loroff  
Manager

Statistical Contact: Catherine Aubut  
Operations Supervisor

Phone: 807-684-2188 Fax: 807-345-5744

Email: caubut@thunderbay.ca

## SYSTEM HIGHLIGHTS:

- System established: 07/03/1892
- Serves: Thunder Bay District
- Municipal Population: 146,000
- Service Area Population: 109,000
- Service Area Size: 256.0 square kilometres
- Service provided by: Municipal Department

### ▪ Hours of Service:

Monday	0600 - 0030	Friday	0600 - 0030
Tuesday	0600 - 0030	Saturday	0600 - 0030
Wednesday	0600 - 0030	Sunday	0900 - 2300
Thursday	0600 - 0030	Holidays	0900 - 2300

### ▪ Employees Statistics:

	Full-time	Part-time
Operators	104	10
Other Transportation Operations	9	
Vehicle Mechanics	6	
Other Vehicle Maintenance and Servicing	15	
Plant and Other Maintenance	2	
General and Administration	7	1
<b>TOTAL EMPLOYEES</b>	<b>143</b>	<b>11</b>

### ▪ Union Affiliations:

ATU 966 (Operators)  
ATU 966 (Mechanics)  
CUPE 87 (Office & Clerical)

- Adult Cash Fare: \$2.65
- Ridership (revenue passengers): 3,639,243
- Total Operating Revenues: \$5,234,161
- Total Direct Operating Expenses: \$15,459,287
- Active Vehicles: 48
  - Standard Buses 48

- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%

- Number of Fixed Routes: 14
- Number of Accessible Routes: 0

### ▪ Energy Consumption:

- Diesel:
- Biodiesel B5: 1,830,098 litres
- Biodiesel B20:
- Biodiesel - Other:
- Natural Gas:
- Electricity:
- Other:

## Modal Statistics

	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	4,257,025 100.00%	139,151 100.00%	3,182,572 100.00%	22.87
<b>TOTAL</b>	<b>4,257,025</b>	<b>139,151</b>	<b>3,182,572</b>	<b>22.87</b>

## REMARKS:

An Annual Senior Pass is also available - 12 months for the price of 9 - \$477.00

## Thunder Bay

### FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Multi ride	Criteria
01/04/2013					
Adults	\$2.65	\$2.40	\$74.00	20 for \$40	
Children	\$2.65	\$2.40	\$53.00	20 for \$40	6 - 12 years, 5 and under free
Students	\$2.65	\$2.40	\$53.00	20 for \$40	19 years and under
Seniors		\$2.40	\$53.00	20 for \$40	60 +
Other: Family/Day Pass for \$10.50					2 adults- 3 children or 1 adult-4 children

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	48		7.8		32	28	Internal Combustion - Diesel - Biodiesel (all blends) 48 - Natural Gas (CNG or LNG) - Other
Commuter Rail							
Ferry							
Heavy Rail							
Light Rail							Electric - Trolley - Battery - Fuel Cell
Locomotive							
Streetcar							
<b>TOTAL ACTIVE VEHICLES</b>	<b>48</b>	<b>0</b>			<b>32</b>	<b>28</b>	
Total Low-Floor Bus (30'-60')	48		Average Bus Age (years)		7.8		<b>TOTAL</b> 48

### VEHICLE KILOMETRES AND HOURS

	2012	2013
Revenue Vehicle Kilometres	3,251,314	3,182,572
Total Vehicle Kilometres	3,275,490	3,206,412
Revenue Vehicle Hours	148,838	139,151
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	153,946	144,219
Operators Paid Hours	217,381	217,370
Vehicle Mechanics Paid Hours	12,480	12,480
Total Employee Paid Hours	286,541	293,550

### PASSENGER DATA

Adult Passenger Trips	2,025,887	2,085,599
Concession Fare Trips	1,637,880	1,553,644
<i>Concession Fare Trips Details:</i>		
Child Passenger Trips	265,111	194,623
Student Passenger Trips	396,473	107,933
Senior Passenger Trips	337,737	369,376

### REGULAR SERVICE PASSENGER TRIPS

Regular Service Passenger-Kms	25,646,369	25,474,701
Auxiliary Service Passenger Trips	350	120

### OPERATING EXPENSES

Transportation Operations Expenses	\$7,426,936	\$7,364,288
Fuel/Energy Exp. for Vehicles	\$2,013,913	\$2,083,948
Vehicle Maintenance Expenses	\$2,638,887	\$2,765,895
Plant Maintenance Expenses	\$928,512	\$901,049
General/Administration Expenses	\$2,556,076	\$2,344,106
<b>TOTAL DIRECT OPERATING EXPENSES</b>	<b>\$15,564,324</b>	<b>\$15,459,287</b>
Debt Service Payment		
Total Operating Expenses	\$15,564,324	\$15,459,287

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$5,175,648	\$5,145,816
<b>TOTAL OPERATING REVENUES</b>	<b>\$5,296,737</b>	<b>\$5,234,161</b>
Total Revenues	\$5,298,227	\$5,236,005
<b>NET DIRECT OPERATING COST</b>	<b>\$10,267,587</b>	<b>\$10,225,126</b>
<b>NET OPERATING COST</b>	<b>\$10,266,097</b>	<b>\$10,223,282</b>
Federal Operating Contribution		
Provincial Operating Contribution	\$810,200	\$810,200
Municipal Operating Contribution	\$9,455,897	\$9,413,082
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

### CAPITAL EXPENSES AND FUNDING SOURCES

<b>TOTAL CAPITAL EXPENDITURES</b>	<b>\$1,901,777</b>	<b>\$2,389,913</b>
Total Capital Disposals	\$5,000	\$6,375
<b>TOTAL CAPITAL FUNDING</b>	<b>\$1,901,777</b>	<b>\$2,389,913</b>
Federal Capital Contribution		\$160,447
Provincial Capital Contribution	\$1,560,696	\$1,342,495
Municipal Capital Contribution	\$9,008	\$886,971
Other Capital Contributions	\$332,073	

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	34%	34%
Municipal Operating Contribution / Capita	\$86.75	\$86.36
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.80	\$2.81

### AVERAGE FARE

Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.41	\$1.41
--	--------	--------

### COST EFFECTIVENESS

Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$4.25	\$4.25
---	--------	--------

### COST EFFICIENCY

Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$101.10	\$107.19
---	----------	----------

### SERVICE UTILIZATION

Reg. Serv. Pass. / Capita	33.61	33.39
Reg. Serv. Pass. / Rev. Veh. Hr.	24.62	26.15

### AMOUNT OF SERVICE

Rev. Veh. Hrs. / Capita	1.37	1.28
-------------------------	------	------

### AVERAGE SPEED

Rev. Veh. Kms. / Rev. Veh. Hr.	21.84	22.87
--------------------------------	-------	-------

### LABOUR PRODUCTIVITY

Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.68	0.64
---	------	------

### TOP WAGE RATES

Operators	\$22.72	\$24.15
Mechanics	\$29.10	\$29.19

## Timmins

Transit Contact: Catherine Verreault  
Manager of Timmins Transit

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

### SYSTEM HIGHLIGHTS:

▪ System established:	01/01/1975	▪ Adult Cash Fare:	\$2.50
▪ Serves:	Timmins	▪ Ridership (revenue passengers):	955,190
▪ Municipal Population:	43,165	▪ Total Operating Revenues:	\$1,504,073
▪ Service Area Population:	38,622	▪ Total Direct Operating Expenses:	\$4,972,823
▪ Service Area Size:	24.0 square kilometres	▪ Active Vehicles:	22
▪ Service provided by:	Municipal Department	- Standard Buses	22
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	95.45%
Monday 0600 - 2330	Friday 0600 - 2330	▪ Percentage of accessible transit fleet:	95.45%
Tuesday 0600 - 2330	Saturday 0630 - 2330	▪ Number of Fixed Routes:	12
Wednesday 0600 - 2330	Sunday 0830 - 1830	▪ Number of Accessible Routes:	12
Thursday 0600 - 2330	Holidays N/A	▪ Energy Consumption:	
▪ Employees Statistics:	<b>Full-time</b>	<b>Part-time</b>	- Diesel: 594,406 litres
Operators	19	10	- Biodiesel B5:
Other Transportation Operations	2		- Biodiesel B20:
Vehicle Mechanics	4		- Biodiesel - Other:
Other Vehicle Maintenance and Servicing	5		- Natural Gas:
Plant and Other Maintenance			- Electricity:
General and Administration	3		- Other:
TOTAL EMPLOYEES	33	10	
▪ Union Affiliations:	CUPE 1544 (Operators)		
	CUPE 1544 (Mechanics)		
	CUPE 434 (Office)		

Modal Statistics	Boardings		Rev. Vehicle Hrs.		Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	955,190	100.00%	42,115	100.00%	985,519	23.40
<b>TOTAL</b>	<b>955,190</b>		<b>42,115</b>		<b>985,519</b>	<b>23.40</b>



# Timmins

## FARE STRUCTURE

Effective Date: 01/01/2013	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults	\$2.50	\$2.50	\$69.00		
Children					Under 5 free
Students	\$2.00	\$2.00	\$54.00		5 years and over
Seniors	\$2.00	\$2.00	\$54.00		Over 65
Other: Person with Disability			\$54.00		ODSP

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	21	1	7.9	11.0	13	13	Internal Combustion
Commuter Rail							- Diesel 22
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other
Locomotive							Electric
Streetcar							- Trolley
							- Battery
							- Fuel Cell
<b>TOTAL ACTIVE VEHICLES</b>	<b>21</b>	<b>1</b>			<b>13</b>	<b>13</b>	<b>TOTAL</b>
Total Low-Floor Bus (30'-60')	22		Average Bus Age (years)		8.0		<b>22</b>

## VEHICLE KILOMETRES AND HOURS

	2012	2013
Revenue Vehicle Kilometres	1,033,729	985,519
Total Vehicle Kilometres	1,151,929	1,092,519
Revenue Vehicle Hours	43,981	42,115
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	43,981	42,115
Operators Paid Hours	59,904	59,618
Vehicle Mechanics Paid Hours	8,320	8,320
Total Employee Paid Hours	91,624	91,338

## PASSENGER DATA

Adult Passenger Trips
Concession Fare Trips
Concession Fare Trips Details:
Child Passenger Trips
Student Passenger Trips
Senior Passenger Trips

<b>REGULAR SERVICE PASSENGER TRIPS</b>	<b>977,322</b>	<b>955,190</b>
Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips		

## OPERATING EXPENSES

Transportation Operations Expenses	\$2,082,513	\$2,147,452
Fuel/Energy Exp. for Vehicles	\$645,414	\$652,747
Vehicle Maintenance Expenses	\$1,223,486	\$1,234,861
Plant Maintenance Expenses	\$403,040	\$504,141
General/Administration Expenses	\$438,712	\$433,622
<b>TOTAL DIRECT OPERATING EXPENSES</b>	<b>\$4,793,165</b>	<b>\$4,972,823</b>
Debt Service Payment		
Total Operating Expenses	\$4,793,165	\$4,972,823

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

<b>REGULAR SERV. PASS. REVENUES</b>	<b>\$1,495,939</b>	<b>\$1,465,524</b>
<b>TOTAL OPERATING REVENUES</b>	<b>\$1,529,509</b>	<b>\$1,504,073</b>
Total Revenues	\$1,576,271	\$1,577,880
<b>NET DIRECT OPERATING COST</b>	<b>\$3,263,656</b>	<b>\$3,468,750</b>
<b>NET OPERATING COST</b>	<b>\$3,216,894</b>	<b>\$3,394,943</b>
Federal Operating Contribution		
Provincial Operating Contribution		
Municipal Operating Contribution	\$3,216,894	\$3,394,943
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

## CAPITAL EXPENSES AND FUNDING SOURCES

<b>TOTAL CAPITAL EXPENDITURES</b>	<b>\$671,731</b>	<b>\$1,045,345</b>
Total Capital Disposals		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$671,731</b>	<b>\$1,045,345</b>
Federal Capital Contribution		
Provincial Capital Contribution	\$548,218	\$975,606
Municipal Capital Contribution	\$123,513	\$69,739
Other Capital Contributions		

## PERFORMANCE INDICATORS

FINANCIAL	2012	2013
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	32%	30%
Municipal Operating Contribution / Capita	\$83.29	\$87.90
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$3.34	\$3.63

## AVERAGE FARE

Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.53	\$1.53
--	--------	--------

## COST EFFECTIVENESS

Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$4.90	\$5.21
---	--------	--------

## COST EFFICIENCY

Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$108.98	\$118.08
---	----------	----------

## SERVICE UTILIZATION

Reg. Serv. Pass. / Capita	25.30	24.73
Reg. Serv. Pass. / Rev. Veh. Hr.	22.22	22.68

## AMOUNT OF SERVICE

Rev. Veh. Hrs. / Capita	1.14	1.09
-------------------------	------	------

## AVERAGE SPEED

Rev. Veh. Kms. / Rev. Veh. Hr.	23.50	23.40
--------------------------------	-------	-------

## LABOUR PRODUCTIVITY

Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.73	0.71
---	------	------

## TOP WAGE RATES

Operators	\$23.57	\$23.92
Mechanics	\$28.55	\$29.25

# Toronto

Transit Contact: Vincent Rodo  
Chief Financial & Administration Officer

Statistical Contact: Lorne Massena  
Research Analyst  
Phone: 416-393-3953 Fax: 416-488-4708  
Email: lorne.massena@ttc.ca

## SYSTEM HIGHLIGHTS:

▪ System established:	01/01/1954	▪ Adult Cash Fare:	\$3.00
▪ Serves:	City of Toronto	▪ Ridership (revenue passengers):	525,194,000
▪ Municipal Population:	2,825,620	▪ Total Operating Revenues:	\$1,094,535,465
▪ Service Area Population:	2,825,620	▪ Total Direct Operating Expenses:	\$1,439,786,267
▪ Service Area Size:	632.0 square kilometres	▪ Active Vehicles:	2,900
▪ Service provided by:	Transit Commission	- Light Rail Vehicles	28
		- Other Rail	249
		- Heavy Rail Vehicles	772
		- Standard Buses	1,848
		- Articulated Buses	3
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	100.00%
Monday 0600 - 0130	Friday 0600 - 0130	▪ Percentage of accessible transit fleet:	91.41%
Tuesday 0600 - 0130	Saturday 0600 - 0130		
Wednesday 0600 - 0130	Sunday 0800 - 0130	▪ Number of Fixed Routes:	156
Thursday 0600 - 0130	Holidays 0800 - 0130	▪ Number of Accessible Routes:	145
▪ Employees Statistics:	Full-time	Part-time	
Operators	5,441		
Other Transportation Operations	759		
Vehicle Mechanics	567		
Other Vehicle Maintenance and Servicing	1,940		
Plant and Other Maintenance	2,310		
General and Administration	1,456	1	
TOTAL EMPLOYEES	12,473	1	
▪ Union Affiliations:	ATU 113 (Operators)		
	ATU 113 (Mechanics)		
	IAMAW 235/CUPE (Machinists/Signals Maintenance/Transit Enforcement)		
	2/CUPE 5089		
▪ Energy Consumption:			
- Diesel:	85,744,916	litres	
- Biodiesel B5:			
- Biodiesel B20:			
- Biodiesel - Other:			
- Natural Gas:			
- Electricity:	369,773,200	kilowatt-hours	
- Other:			

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	422,947,686 50.81%	6,278,532 62.89%	119,081,448 56.06%	18.97
Streetcar	100,037,589 12.02%	936,422 9.38%	12,040,438 5.67%	12.86
Light Rail	14,030,925 1.69%	132,186 1.32%	3,485,085 1.64%	26.37
Heavy Rail	295,459,608 35.49%	2,635,645 26.40%	77,818,818 36.63%	29.53
<b>TOTAL</b>	<b>832,475,808</b>	<b>9,982,785</b>	<b>212,425,789</b>	<b>21.28</b>

## REMARKS:

1. Operator Paid Hours includes Other Transport Operations Paid hours for both years. 2. Mechanic Paid Hours includes Other Vehicle Maintenance and Servicing Paid Hours for both years. 3. Student Passenger Trips also includes Senior Passenger Trips for both years.

# Toronto

## FARE STRUCTURE

Effective Date:	01/01/2013	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Metropass Discount Plan	Criteria
Adults		\$3.00	\$2.65	\$128.50	117.75	
Children		\$0.75	\$0.60			12 years of age or under
Students		\$2.00	\$1.80	\$106.00	95.75	must have TTC discount card
Seniors		\$2.00	\$1.80	\$106.00	95.75	must have appropriate ID
Other: Day Pass \$10.75						

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	1,851		7.6		1,554	903	Internal Combustion - Diesel 1,851 - Biodiesel (all blends) - Natural Gas (CNG or LNG) - Other
Commuter Rail							
Ferry							
Heavy Rail	772		11.2		562	388	
Light Rail	28		28.8		24	16	Electric - Trolley - Battery - Fuel Cell
Locomotive							
Streetcar		249		31.6	194	145	
<b>TOTAL ACTIVE VEHICLES</b>	<b>2,651</b>	<b>249</b>			<b>2,334</b>	<b>1,452</b>	
Total Low-Floor Bus (30'-60')	1,623		Average Bus Age (years)		7.6		<b>TOTAL 1,851</b>

## VEHICLE KILOMETRES AND HOURS

	2012	2013
Revenue Vehicle Kilometres	207,529,018	212,425,789
Total Vehicle Kilometres	221,995,227	227,468,310
Revenue Vehicle Hours	9,665,683	9,982,785
Auxiliary Revenue Vehicle Hours	116,244	113,160
Total Vehicle Hours	10,233,971	10,562,439
Operators Paid Hours	15,180,000	15,530,000
Vehicle Mechanics Paid Hours	5,570,000	5,560,000
Total Employee Paid Hours	28,430,000	28,980,000

## PASSENGER DATA

Adult Passenger Trips	419,118,000	431,142,000
Concession Fare Trips	94,889,000	94,052,000
<i>Concession Fare Trips Details:</i>		
Child Passenger Trips	10,518,000	10,271,000
Student Passenger Trips	65,596,000	65,059,000
Senior Passenger Trips		

## REGULAR SERVICE PASSENGER TRIPS

Regular Service Passenger-Kms	4,883,066,500	4,989,000,000
Auxiliary Service Passenger Trips	2,275,262	2,489,367

## OPERATING EXPENSES

Transportation Operations Expenses	\$608,490,348	\$630,205,724
Fuel/Energy Exp. for Vehicles	\$122,830,661	\$130,023,978
Vehicle Maintenance Expenses	\$298,206,277	\$303,066,746
Plant Maintenance Expenses	\$191,322,370	\$195,967,737
General/Administration Expenses	\$200,606,813	\$180,522,082
<b>TOTAL DIRECT OPERATING EXPENSES</b>	<b>\$1,421,456,469</b>	<b>\$1,439,786,267</b>
Debt Service Payment		
Total Operating Expenses	\$1,475,851,000	\$1,495,326,955

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$1,017,618,113	\$1,050,597,467
<b>TOTAL OPERATING REVENUES</b>	<b>\$1,060,641,960</b>	<b>\$1,094,535,465</b>
Total Revenues	\$1,087,263,395	\$1,120,240,929
<b>NET DIRECT OPERATING COST</b>	<b>\$360,814,509</b>	<b>\$345,250,802</b>
<b>NET OPERATING COST</b>	<b>\$388,587,605</b>	<b>\$375,086,026</b>
Federal Operating Contribution		
Provincial Operating Contribution	\$91,600,000	\$91,600,000
Municipal Operating Contribution	\$296,987,605	\$283,486,026
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

## CAPITAL EXPENSES AND FUNDING SOURCES

<b>TOTAL CAPITAL EXPENDITURES</b>	<b>\$1,239,780,000</b>	<b>\$1,011,619,000</b>
Total Capital Disposals	\$1,907,394	\$1,907,394
<b>TOTAL CAPITAL FUNDING</b>	<b>\$1,239,780,000</b>	<b>\$1,011,619,000</b>
Federal Capital Contribution	\$281,921,000	\$283,928,000
Provincial Capital Contribution	\$473,595,000	\$271,812,000
Municipal Capital Contribution	\$406,455,000	\$384,067,000
Other Capital Contributions	\$77,809,000	\$71,812,000

## PERFORMANCE INDICATORS

FINANCIAL	2012	2013
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	75%	76%
Municipal Operating Contribution / Capita	\$106.40	\$100.33
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$0.70	\$0.66
<b>AVERAGE FARE</b>		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.98	\$2.00
<b>COST EFFECTIVENESS</b>		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$2.77	\$2.74
<b>COST EFFICIENCY</b>		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$140.63	\$137.91
<b>SERVICE UTILIZATION</b>		
Reg. Serv. Pass. / Capita	184.16	185.87
Reg. Serv. Pass. / Rev. Veh. Hr.	53.18	52.61
<b>AMOUNT OF SERVICE</b>		
Rev. Veh. Hrs. / Capita	3.46	3.53
<b>AVERAGE SPEED</b>		
Rev. Veh. Kms. / Rev. Veh. Hr.	21.47	21.28
<b>LABOUR PRODUCTIVITY</b>		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.64	0.65
<b>TOP WAGE RATES</b>		
Operators	\$30.78	\$31.40
Mechanics	\$34.85	\$37.47

## Wasaga Beach

Transit Contact: Doug Harrison  
President, Georgian Coach Lines

Statistical Contact: Kevin Lalonde  
Director of Public Works  
Phone: 705-429-2540 x2302 Fax: 705-429-8226  
Email: publicworksdirector@wasagabeach.com

### SYSTEM HIGHLIGHTS:

▪ System established:	07/07/2008	▪ Adult Cash Fare:	\$2.00
▪ Serves:	Town of Wasaga Beach	▪ Ridership (revenue passengers):	76,446
▪ Municipal Population:	17,537	▪ Total Operating Revenues:	\$98,732
▪ Service Area Population:	17,537	▪ Total Direct Operating Expenses:	\$532,464
▪ Service Area Size:	59.7 square kilometres	▪ Active Vehicles:	3
▪ Service provided by:	Municipal Department, under contract with Georgian Coach Lines	- Small Community Buses	3
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	100.00%
Monday 0700 - 2100	Friday 0700 - 2100	▪ Percentage of accessible transit fleet:	100.00%
Tuesday 0700 - 2100	Saturday 0700 - 2100	▪ Number of Fixed Routes:	3
Wednesday 0700 - 2100	Sunday 0700 - 1900	▪ Number of Accessible Routes:	3
Thursday 0700 - 2100	Holidays 0700 - 1900	▪ Energy Consumption:	
▪ Employees Statistics:	Full-time Part-time	- Diesel:	27,014 litres
Operators		- Biodiesel B5:	
Other Transportation Operations		- Biodiesel B20:	
Vehicle Mechanics		- Biodiesel - Other:	
Other Vehicle Maintenance and Servicing		- Natural Gas:	
Plant and Other Maintenance		- Electricity:	
General and Administration		- Gasoline (in litres)	32,869
TOTAL EMPLOYEES			
▪ Union Affiliations:	Non-union (Operators)		
	Union Information N/A (Mechanics)		

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	77,130 100.00%	10,340 100.00%	252,736 100.00%	24.44
<b>TOTAL</b>	<b>77,130</b>	<b>10,340</b>	<b>252,736</b>	<b>24.44</b>

### REMARKS:

\* A new 20-passenger accessible transit bus was added to the fleet in December 2012 and a used 20-passenger accessible transit bus was purchased from the transit operator in October 2013, bringing the total fleet to three buses owned by the Town. \* The year 2013 also included a 10-month trial period for Route 3 offered twice daily on Tuesdays and Fridays. This route was discontinued in November due to low ridership.

## Wasaga Beach

### FARE STRUCTURE

Effective Date:	15/08/2011	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
Adults		\$2.00	\$1.50	\$40.00		
Children		\$1.50	\$1.00	\$30.00		5-13 years; under 5 years - free
Students		\$1.50	\$1.00	\$30.00		13-17 years
Seniors		\$1.50	\$1.00	\$30.00		65 years and over
Other: Visually impaired						Free with CNIB card

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	3		3.0		3	2	Internal Combustion
Commuter Rail							- Diesel 2
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other 1
Locomotive							Electric
Streetcar							- Trolley
TOTAL ACTIVE VEHICLES	3	0			3	2	- Battery
Total Low-Floor Bus (30'-60')	0		Average Bus Age (years)		3.0		- Fuel Cell
							TOTAL 3

### VEHICLE KILOMETRES AND HOURS

	2012	2013
Revenue Vehicle Kilometres	249,392	252,736
Total Vehicle Kilometres	249,392	252,736
Revenue Vehicle Hours	9,956	10,340
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	9,956	10,340

Operators Paid Hours

Vehicle Mechanics Paid Hours

Total Employee Paid Hours

### PASSENGER DATA

Adult Passenger Trips

Concession Fare Trips

Concession Fare Trips Details:

Child Passenger Trips

Student Passenger Trips

Senior Passenger Trips

REGULAR SERVICE PASSENGER TRIPS	47,705	76,446
---------------------------------	--------	--------

Regular Service Passenger-Kms

Auxiliary Service Passenger Trips

### OPERATING EXPENSES

Transportation Operations Expenses	\$462,514	\$416,633
Fuel/Energy Exp. for Vehicles	\$50,613	\$67,353
Vehicle Maintenance Expenses	\$3,887	\$34,673
Plant Maintenance Expenses	\$100	\$8,512
General/Administration Expenses	\$5,197	\$5,293
TOTAL DIRECT OPERATING EXPENSES	\$522,311	\$532,464
Debt Service Payment		
Total Operating Expenses	\$522,311	\$532,464

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$78,936	\$98,732
TOTAL OPERATING REVENUES	\$78,936	\$98,732
Total Revenues	\$78,936	\$98,732
NET DIRECT OPERATING COST	\$443,375	\$433,732
NET OPERATING COST	\$443,375	\$433,732
Federal Operating Contribution		
Provincial Operating Contribution	\$145,627	\$99,246
Municipal Operating Contribution	\$297,748	\$324,086
Other Operating Contributions		\$10,400
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

### CAPITAL EXPENSES AND FUNDING SOURCES

TOTAL CAPITAL EXPENDITURES	\$74,608	\$11,997
Total Capital Disposals		
TOTAL CAPITAL FUNDING	\$74,608	\$11,997
Federal Capital Contribution		
Provincial Capital Contribution	\$49,872	
Municipal Capital Contribution		\$2,419
Other Capital Contributions	\$24,736	\$9,578

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	15%	19%
Municipal Operating Contribution / Capita	\$16.98	\$18.48
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$9.29	\$5.67

### AVERAGE FARE

Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.65	\$1.29
--	--------	--------

### COST EFFECTIVENESS

Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$10.95	\$6.97
---	---------	--------

### COST EFFICIENCY

Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$52.46	\$51.50
---	---------	---------

### SERVICE UTILIZATION

Reg. Serv. Pass. / Capita	2.72	4.36
Reg. Serv. Pass. / Rev. Veh. Hr.	4.79	7.39

### AMOUNT OF SERVICE

Rev. Veh. Hrs. / Capita	0.57	0.59
-------------------------	------	------

### AVERAGE SPEED

Rev. Veh. Kms. / Rev. Veh. Hr.	25.05	24.44
--------------------------------	-------	-------

### LABOUR PRODUCTIVITY

Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
---	--	--

### TOP WAGE RATES

Operators

Mechanics

## Waterloo Region

Transit Contact: Eric Gillespie  
Director, Transit Services

Statistical Contact: Jill Dickinson  
Transit Analyst  
Phone: 519-575-4814 Fax: 519-575-4449  
Email: JDickinson@regionofwaterloo.ca

### SYSTEM HIGHLIGHTS:

▪ System established:	01/01/2000	▪ Adult Cash Fare:	\$3.00
▪ Serves:	Cities of Cambridge, Kitchener, Waterloo and St. Jacobs and Elmira	▪ Ridership (revenue passengers):	22,000,737
▪ Municipal Population:	509,445	▪ Total Operating Revenues:	\$29,908,987
▪ Service Area Population:	435,780	▪ Total Direct Operating Expenses:	\$73,512,056
▪ Service Area Size:	218.0 square kilometres	▪ Active Vehicles:	243
▪ Service provided by:	Municipal Department, under contract with Hendry Coach Lines Inc.	- Standard Buses	243
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	100.00%
Monday 0600 - 0030	Friday 0600 - 0030	▪ Percentage of accessible transit fleet:	100.00%
Tuesday 0600 - 0030	Saturday 0630 - 0030	▪ Number of Fixed Routes:	67
Wednesday 0600 - 0030	Sunday 0800 - 0030	▪ Number of Accessible Routes:	63
Thursday 0600 - 0030	Holidays 0800 - 0030	▪ Energy Consumption:	
▪ Employees Statistics:	Full-time Part-time	- Diesel:	8,494,797 litres
Operators	392 68	- Biodiesel B5:	
Other Transportation Operations	33	- Biodiesel B20:	
Vehicle Mechanics	51	- Biodiesel - Other:	
Other Vehicle Maintenance and Servicing	43 15	- Natural Gas:	
Plant and Other Maintenance	2	- Electricity:	
General and Administration	48 20	- Other:	
TOTAL EMPLOYEES	569 103		
▪ Union Affiliations:	Unifor 4304 (Operators)		
	Unifor 4304 (Mechanics)		
	CUPE 1883 / CIPE 1656 (Administration / Stockkeepers)		

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	29,820,517 100.00%	640,620 100.00%	13,349,614 100.00%	20.84
<b>TOTAL</b>	<b>29,820,517</b>	<b>640,620</b>	<b>13,349,614</b>	<b>20.84</b>

### REMARKS:

In September 2013, the 202 University iXpress, GRT's third express route, was introduced. The 202 iXpress is a cross-town service that provides faster, more convenient access to key destinations within the Region which has already surpassed ridership expectations.

## Waterloo Region

### FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Other Passes	Criteria
01/07/2013					
Adults	\$3.00	\$2.30	\$72.00	Corporate Pass \$61.00	Over 16 years
Children	\$3.00	\$2.00	\$60.00		5-16; under 5 years free
Students	\$3.00	\$2.00	\$60.00	\$240/5-month	Elementary & Secondary
Seniors	\$3.00	\$2.00	\$60.00		65 years and over
Other: Student				\$72.23/4-month	Post Sec. UPass Wilfrid Laurier/U Waterloo

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	243		6.2		191	129	<b>Internal Combustion</b>
Commuter Rail							- Diesel 243
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other
Locomotive							<b>Electric</b>
Streetcar							- Trolley
							- Battery
							- Fuel Cell
<b>TOTAL ACTIVE VEHICLES</b>	<b>243</b>	<b>0</b>			<b>191</b>	<b>129</b>	<b>TOTAL 243</b>
Total Low-Floor Bus (30'-60')	243		Average Bus Age (years)		6.2		

### VEHICLE KILOMETRES AND HOURS

	2012	2013
Revenue Vehicle Kilometres	12,931,434	13,349,614
Total Vehicle Kilometres	13,997,488	14,415,683
Revenue Vehicle Hours	624,018	640,620
Auxiliary Revenue Vehicle Hours	634	567
Total Vehicle Hours	661,425	678,076
Operators Paid Hours	956,705	963,222
Vehicle Mechanics Paid Hours	108,712	103,558
Total Employee Paid Hours	1,340,836	1,327,876

### PASSENGER DATA

Adult Passenger Trips	1,769,500	1,567,008
Concession Fare Trips	19,504,542	20,433,729
<i>Concession Fare Trips Details:</i>		
Child Passenger Trips	527,807	529,047
Student Passenger Trips	4,110,403	3,889,205
Senior Passenger Trips	658,297	640,941

### REGULAR SERVICE PASSENGER TRIPS

Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips	8,270	6,244

### OPERATING EXPENSES

Transportation Operations Expenses	\$39,871,988	\$41,925,602
Fuel/Energy Exp. for Vehicles	\$8,973,837	\$9,248,604
Vehicle Maintenance Expenses	\$11,944,004	\$12,758,109
Plant Maintenance Expenses	\$3,813,370	\$4,160,310
General/Administration Expenses	\$5,159,276	\$5,419,431
<b>TOTAL DIRECT OPERATING EXPENSES</b>	<b>\$69,762,475</b>	<b>\$73,512,056</b>
Debt Service Payment	\$5,877,495	\$8,494,372
Total Operating Expenses	\$75,639,970	\$82,006,428

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$26,811,284	\$29,028,212
<b>TOTAL OPERATING REVENUES</b>	<b>\$27,701,432</b>	<b>\$29,908,987</b>
Total Revenues	\$27,882,481	\$30,076,475
<b>NET DIRECT OPERATING COST</b>	<b>\$42,061,043</b>	<b>\$43,603,069</b>
<b>NET OPERATING COST</b>	<b>\$47,757,489</b>	<b>\$51,929,953</b>
Federal Operating Contribution		
Provincial Operating Contribution	\$8,232,488	\$8,499,297
Municipal Operating Contribution	\$33,214,098	\$34,502,892
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution	\$433,408	\$433,392
Municipal Debt Service Contribution	\$5,877,495	\$8,494,372

### CAPITAL EXPENSES AND FUNDING SOURCES

<b>TOTAL CAPITAL EXPENDITURES</b>	<b>\$31,617,783</b>	<b>\$32,579,989</b>
Total Capital Disposals	\$56,136	\$34,011
<b>TOTAL CAPITAL FUNDING</b>	<b>\$31,617,783</b>	<b>\$32,579,989</b>
Federal Capital Contribution	\$80,344	
Provincial Capital Contribution		
Municipal Capital Contribution	\$23,902,713	\$26,240,897
Other Capital Contributions	\$7,634,726	\$6,339,092

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	40%	41%
Municipal Operating Contribution / Capita	\$75.73	\$79.18
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$1.98	\$1.98

### AVERAGE FARE

Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.26	\$1.32
--	--------	--------

### COST EFFECTIVENESS

Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$3.28	\$3.34
---	--------	--------

### COST EFFICIENCY

Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$105.47	\$108.41
---	----------	----------

### SERVICE UTILIZATION

Reg. Serv. Pass. / Capita	48.51	50.49
Reg. Serv. Pass. / Rev. Veh. Hr.	34.09	34.34

### AMOUNT OF SERVICE

Rev. Veh. Hrs. / Capita	1.42	1.47
-------------------------	------	------

### AVERAGE SPEED

Rev. Veh. Kms. / Rev. Veh. Hr.	20.72	20.84
--------------------------------	-------	-------

### LABOUR PRODUCTIVITY

Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.65	0.67
---	------	------

### TOP WAGE RATES

Operators	\$27.30	\$27.85
Mechanics	\$30.98	\$31.60

# Wawa

Transit Contact: Cathy Cyr  
Deputy Clerk

Statistical Contact: Doreen Pavlic  
Deputy Treasurer  
Phone: 705-856-2244 x226 Fax: 705-856-2120  
Email: dpavlic@wawa.cc

## SYSTEM HIGHLIGHTS:

▪ System established:	13/02/2006	▪ Adult Cash Fare:	\$3.75
▪ Serves:	Municipality of Wawa	▪ Ridership (revenue passengers):	1,479
▪ Municipal Population:	2,975	▪ Total Operating Revenues:	\$11,950
▪ Service Area Population:	2,975	▪ Total Direct Operating Expenses:	\$51,094
▪ Service Area Size:	3.5 square kilometres	▪ Active Vehicles:	1
▪ Service provided by:	Municipal Department, under contract with Lloyd's of Wawa	- Small Community Buses	1
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	100.00%
Monday 0845 - 1445	Friday 0845 - 1445	▪ Percentage of accessible transit fleet:	100.00%
Tuesday 0845 - 1445	Saturday N/A	▪ Number of Fixed Routes:	0
Wednesday 0845 - 1445	Sunday N/A	▪ Number of Accessible Routes:	0
Thursday 0845 - 1445	Holidays N/A	▪ Energy Consumption:	
▪ <b>Employees Statistics:</b>	<b>Full-time</b>	<b>Part-time</b>	- Diesel: 4,652 litres
Operators			- Biodiesel B5:
Other Transportation Operations			- Biodiesel B20:
Vehicle Mechanics			- Biodiesel - Other:
Other Vehicle Maintenance and Servicing			- Natural Gas:
Plant and Other Maintenance			- Electricity:
General and Administration			- Other:
TOTAL EMPLOYEES			
▪ Union Affiliations:	Non-union (Operators)		
	Union Information N/A (Mechanics)		

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	1,479 100.00%	0 0.00%	16,065 100.00%	
<b>TOTAL</b>	<b>1,479</b>	<b>0</b>	<b>16,065</b>	<b>0.00</b>

## REMARKS:

Charter services are available at an hourly rate of \$40.00 plus HST. Bookings for charters are made by appointment. No travel on gravel roads. Fares to Michipicoten River Village as follows: Adult Fare \$5.35/Pass \$50.00; Children Fare \$3.25/Pass \$30.00; Seniors/Disabled Fare \$3.75/Pass \$35.00



# Wawa

## FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
05/08/2008					
Adults	\$3.75	\$3.18			
Children	\$1.75	\$1.36			Under 10 Years
Students					
Seniors	\$2.75	\$2.27			55 years and older
Other: Disabled	\$2.75	\$2.27			

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	1		11.0		1	1	Internal Combustion
Commuter Rail							- Diesel 1
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other
Locomotive							Electric
Streetcar							- Trolley
							- Battery
							- Fuel Cell
<b>TOTAL ACTIVE VEHICLES</b>	<b>1</b>	<b>0</b>			<b>1</b>	<b>1</b>	<b>TOTAL</b>
Total Low-Floor Bus (30'-60')	1		Average Bus Age (years)		11.0		<b>1</b>

## VEHICLE KILOMETRES AND HOURS

	2012	2013
Revenue Vehicle Kilometres	19,432	16,065
Total Vehicle Kilometres	19,432	16,065
Revenue Vehicle Hours		
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours		

Operators Paid Hours

Vehicle Mechanics Paid Hours

Total Employee Paid Hours

## PASSENGER DATA

Adult Passenger Trips

Concession Fare Trips

Concession Fare Trips Details:

Child Passenger Trips

Student Passenger Trips

Senior Passenger Trips

<b>REGULAR SERVICE PASSENGER TRIPS</b>	<b>2,226</b>	<b>1,479</b>
Regular Service Passenger-Kms	2,226	1,479
Auxiliary Service Passenger Trips		

## OPERATING EXPENSES

Transportation Operations Expenses	\$39,875	\$39,891
Fuel/Energy Exp. for Vehicles	\$6,079	\$5,691
Vehicle Maintenance Expenses	\$3,864	\$5,512
Plant Maintenance Expenses		
General/Administration Expenses		

**TOTAL DIRECT OPERATING EXPENSES** **\$49,818** **\$51,094**

Debt Service Payment		
Total Operating Expenses	\$49,818	\$51,094

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

<b>REGULAR SERV. PASS. REVENUES</b>	<b>\$12,605</b>	<b>\$11,870</b>
<b>TOTAL OPERATING REVENUES</b>	<b>\$13,185</b>	<b>\$11,950</b>
Total Revenues	\$13,185	\$11,950
<b>NET DIRECT OPERATING COST</b>	<b>\$36,633</b>	<b>\$39,145</b>
<b>NET OPERATING COST</b>	<b>\$36,633</b>	<b>\$39,145</b>

Federal Operating Contribution		
Provincial Operating Contribution		
Municipal Operating Contribution	\$36,633	\$39,145
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

## CAPITAL EXPENSES AND FUNDING SOURCES

### TOTAL CAPITAL EXPENDITURES

Total Capital Disposals

### TOTAL CAPITAL FUNDING

Federal Capital Contribution	
Provincial Capital Contribution	
Municipal Capital Contribution	
Other Capital Contributions	

## PERFORMANCE INDICATORS

FINANCIAL	2012	2013
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	26%	23%
Municipal Operating Contribution / Capita	\$12.31	\$13.16
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$16.46	\$26.47

## AVERAGE FARE

Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$5.66	\$8.03
--	--------	--------

## COST EFFECTIVENESS

Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$22.38	\$34.55
---	---------	---------

## COST EFFICIENCY

Tot. Dir. &amp; Aux. Oper. Exp. / Tot. Veh. Hr.

## SERVICE UTILIZATION

Reg. Serv. Pass. / Capita	0.75	0.50
Reg. Serv. Pass. / Rev. Veh. Hr.		

## AMOUNT OF SERVICE

Rev. Veh. Hrs. / Capita

## AVERAGE SPEED

Rev. Veh. Kms. / Rev. Veh. Hr.

## LABOUR PRODUCTIVITY

Rev. &amp; Aux. Rev. Veh. Hrs. / Oper. Paid Hr.

## TOP WAGE RATES

Operators

Mechanics

## Welland

Transit Contact: Margaret Fortin  
Transit Office Coordinator

Statistical Contact: Margaret Fortin  
Transit Office Coordinator  
Phone: 905-735-1700 x3031 Fax: 905-732-9422  
Email: margaret.fortin@welland.ca

### SYSTEM HIGHLIGHTS:

- System established: 19/11/1973
- Serves: Welland

- Municipal Population: 50,331
- Service Area Population: 48,000
- Service Area Size: 86.0 square kilometres
- Service provided by: Municipal Department

#### ▪ Hours of Service:

Monday	0700 - 2300	Friday	0700 - 2300
Tuesday	0700 - 2300	Saturday	0700 - 1900
Wednesday	0700 - 2300	Sunday	N/A
Thursday	0700 - 2300	Holidays	N/A

#### ▪ Employees Statistics:

	Full-time	Part-time
Operators	21	4
Other Transportation Operations	1	
Vehicle Mechanics	1	
Other Vehicle Maintenance and Servicing	1	2
Plant and Other Maintenance		
General and Administration	2	5
<b>TOTAL EMPLOYEES</b>	<b>26</b>	<b>11</b>

- Union Affiliations: ATU 1633 (Operators)  
ATU 1633 (Mechanics)

- Adult Cash Fare: \$2.75
- Ridership (revenue passengers): 873,556
- Total Operating Revenues: \$1,141,086
- Total Direct Operating Expenses: \$3,410,300
- Active Vehicles: 20
  - Small Community Buses 3
  - Standard Buses 17
- Percentage of accessible bus fleet: 85.00%
- Percentage of accessible transit fleet: 85.00%

- Number of Fixed Routes: 15
- Number of Accessible Routes: 8

#### ▪ Energy Consumption:

- Diesel: 393,874 litres
- Biodiesel B5:
- Biodiesel B20:
- Biodiesel - Other:
- Natural Gas:
- Electricity:
- Other:

### Modal Statistics

	Boardings		Rev. Vehicle Hrs.		Rev. Vehicle Kms		Avg. Speed (km/h)
Bus	987,931	100.00%	32,969	100.00%	831,761	100.00%	25.23
<b>TOTAL</b>	<b>987,931</b>		<b>32,969</b>		<b>831,761</b>		<b>25.23</b>

## Welland

### FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
01/07/2013					
Adults	\$2.75	\$2.20	\$69.00		
Children	\$1.50				5-12 years, under 5 free
Students	\$2.75	\$1.90	\$59.00		Youth (13-17) with valid I.D.
Seniors	\$2.75	\$1.65	\$52.00		65 years and over
Other: Brock & NOTL	\$3.50	\$3.20			Link Services

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	17	3	3.8	21.0	15	12	<b>Internal Combustion</b>
Commuter Rail							- Diesel 20
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other
Locomotive							<b>Electric</b>
Streetcar							- Trolley
							- Battery
							- Fuel Cell
<b>TOTAL ACTIVE VEHICLES</b>	<b>17</b>	<b>3</b>			<b>15</b>	<b>12</b>	<b>TOTAL 20</b>
Total Low-Floor Bus (30'-60')	16		Average Bus Age (years)		6.4		

### VEHICLE KILOMETRES AND HOURS

	2012	2013
Revenue Vehicle Kilometres	815,464	831,761
Total Vehicle Kilometres	928,376	945,999
Revenue Vehicle Hours	34,080	32,969
Auxiliary Revenue Vehicle Hours	4,001	4,056
Total Vehicle Hours	40,483	39,856
Operators Paid Hours	46,331	44,343
Vehicle Mechanics Paid Hours	2,219	2,164
Total Employee Paid Hours	62,326	63,444

### PASSENGER DATA

Adult Passenger Trips	540,205	585,283
Concession Fare Trips	266,071	288,273
<i>Concession Fare Trips Details:</i>		
Child Passenger Trips	8,062	8,735
Student Passenger Trips	112,880	122,298
Senior Passenger Trips	145,129	157,240

### REGULAR SERVICE PASSENGER TRIPS

Regular Service Passenger-Kms	8,172,869	8,637,090
Auxiliary Service Passenger Trips	44,056	44,246

### OPERATING EXPENSES

Transportation Operations Expenses	\$1,911,495	\$1,906,917
Fuel/Energy Exp. for Vehicles	\$478,254	\$464,220
Vehicle Maintenance Expenses	\$613,963	\$651,133
Plant Maintenance Expenses		
General/Administration Expenses	\$301,785	\$388,030
<b>TOTAL DIRECT OPERATING EXPENSES</b>	<b>\$3,305,497</b>	<b>\$3,410,300</b>
Debt Service Payment		
Total Operating Expenses	\$3,305,497	\$3,410,300

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$1,072,180	\$1,110,409
<b>TOTAL OPERATING REVENUES</b>	<b>\$1,111,800</b>	<b>\$1,141,086</b>
Total Revenues	\$1,356,390	\$1,365,128
<b>NET DIRECT OPERATING COST</b>	<b>\$2,193,697</b>	<b>\$2,269,214</b>
<b>NET OPERATING COST</b>	<b>\$1,949,107</b>	<b>\$2,045,172</b>
Federal Operating Contribution		
Provincial Operating Contribution		\$76,000
Municipal Operating Contribution	\$1,949,107	\$1,969,172
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

### CAPITAL EXPENSES AND FUNDING SOURCES

<b>TOTAL CAPITAL EXPENDITURES</b>	<b>\$456,711</b>	<b>\$1,011,629</b>
Total Capital Disposals	\$13,334	\$2,250
<b>TOTAL CAPITAL FUNDING</b>	<b>\$456,711</b>	<b>\$1,011,629</b>
Federal Capital Contribution		
Provincial Capital Contribution	\$456,711	\$1,011,629
Municipal Capital Contribution		
Other Capital Contributions		

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	34%	33%
Municipal Operating Contribution / Capita	\$40.61	\$41.02
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.72	\$2.60

### AVERAGE FARE

Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.33	\$1.27
--	--------	--------

### COST EFFECTIVENESS

Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$4.10	\$3.90
---	--------	--------

### COST EFFICIENCY

Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$81.65	\$85.57
---	---------	---------

### SERVICE UTILIZATION

Reg. Serv. Pass. / Capita	16.80	18.20
Reg. Serv. Pass. / Rev. Veh. Hr.	23.66	26.50

### AMOUNT OF SERVICE

Rev. Veh. Hrs. / Capita	0.71	0.69
-------------------------	------	------

### AVERAGE SPEED

Rev. Veh. Kms. / Rev. Veh. Hr.	23.93	25.23
--------------------------------	-------	-------

### LABOUR PRODUCTIVITY

Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.82	0.83
---	------	------

### TOP WAGE RATES

Operators	\$25.00	\$25.48
Mechanics	\$31.97	\$32.58

## Windsor

Transit Contact: Penny Williams  
General Manager

Statistical Contact: Tony Houad  
Director of Corporate Services  
Phone: 591-944-4141 x229 Fax: 519-944-5487  
Email: thouad@city.windsor.on.ca

### SYSTEM HIGHLIGHTS:

▪ System established:	02/03/1872	▪ Adult Cash Fare:	\$2.50
▪ Serves:	Windsor, Ontario	▪ Ridership (revenue passengers):	6,438,517
▪ Municipal Population:	210,891	▪ Total Operating Revenues:	\$12,140,366
▪ Service Area Population:	210,891	▪ Total Direct Operating Expenses:	\$27,741,722
▪ Service Area Size:	146.9 square kilometres	▪ Active Vehicles:	104
▪ Service provided by:	Transit Commission	- Standard Buses	104
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	77.88%
Monday 0500 - 0200	Friday 0500 - 0200	▪ Percentage of accessible transit fleet:	77.88%
Tuesday 0500 - 0200	Saturday 0500 - 0200	▪ Number of Fixed Routes:	13
Wednesday 0500 - 0200	Sunday 0800 - 0000	▪ Number of Accessible Routes:	13
Thursday 0500 - 0200	Holidays 0800 - 0000	▪ Energy Consumption:	
▪ <b>Employees Statistics:</b>	<b>Full-time</b>	<b>Part-time</b>	- Diesel: 2,922,470 litres
Operators	175		- Biodiesel B5:
Other Transportation Operations	16	1	- Biodiesel B20:
Vehicle Mechanics	18		- Biodiesel - Other:
Other Vehicle Maintenance and Servicing	22		- Natural Gas:
Plant and Other Maintenance	6		- Electricity:
General and Administration	20	11	- Other:
TOTAL EMPLOYEES	256	12	
▪ Union Affiliations:	ATU 616 (Operators)		
	ATU 616 (Mechanics)		
	ATU 616 (Office/Clerical)		

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	7,442,101 100.00%	216,708 100.00%	5,084,089 100.00%	23.46
<b>TOTAL</b>	<b>7,442,101</b>	<b>216,708</b>	<b>5,084,089</b>	<b>23.46</b>

### REMARKS:

\* Two hour open transfer to travel in any direction on any route. \* Affordable pass program for Adults and Students \$40.00 per month based on approved application. \* Day Pass (unlimited use for one day) \$7.50. \* Family Pass (unlimited use for one day for 1 Parent and 4 children - 2 Parents and 3 children).

## Windsor

### FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other Other Passes	Criteria
15/08/2011					
Adults	\$2.50	\$2.10	\$79.00		
Children					4 and younger
Students	\$2.50	\$1.60	\$55.00	summer saver \$87	with ID, includes post secondary
Seniors	\$2.50	\$1.60	\$40.00		60+
Other: Tunnel Rider	\$4.00	\$4.00	\$79.00	combo Pass \$139	Combo Pass (City & Tunnel)

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	81	23	7.7	24.0	85	49	Internal Combustion - Diesel 104 - Biodiesel (all blends) - Natural Gas (CNG or LNG) - Other
Commuter Rail							
Ferry							
Heavy Rail							
Light Rail							Electric - Trolley - Battery - Fuel Cell
Locomotive							
Streetcar							
<b>TOTAL ACTIVE VEHICLES</b>	<b>81</b>	<b>23</b>			<b>85</b>	<b>49</b>	
Total Low-Floor Bus (30'-60')	81		Average Bus Age (years)		11.3		<b>TOTAL 104</b>

### VEHICLE KILOMETRES AND HOURS

	2012	2013
Revenue Vehicle Kilometres	4,999,586	5,084,089
Total Vehicle Kilometres	5,604,347	5,692,491
Revenue Vehicle Hours	247,864	216,708
Auxiliary Revenue Vehicle Hours	2,500	47,187
Total Vehicle Hours	265,946	279,317
Operators Paid Hours	352,263	354,608
Vehicle Mechanics Paid Hours	37,760	36,337
Total Employee Paid Hours	525,892	524,679

### PASSENGER DATA

Adult Passenger Trips	3,014,059	2,993,135
Concession Fare Trips	3,399,470	3,445,382
<i>Concession Fare Trips Details:</i>		
Child Passenger Trips	133,646	155,385
Student Passenger Trips	2,539,649	2,592,063
Senior Passenger Trips	726,175	697,934

### REGULAR SERVICE PASSENGER TRIPS

Regular Service Passenger-Kms	6,413,529	6,438,517
Auxiliary Service Passenger Trips	65,000	3,000

### OPERATING EXPENSES

Transportation Operations Expenses	\$15,556,493	\$16,217,594
Fuel/Energy Exp. for Vehicles	\$3,187,254	\$3,248,976
Vehicle Maintenance Expenses	\$4,737,926	\$4,265,530
Plant Maintenance Expenses	\$1,302,411	\$1,414,714
General/Administration Expenses	\$2,695,995	\$2,594,908
<b>TOTAL DIRECT OPERATING EXPENSES</b>	<b>\$27,480,079</b>	<b>\$27,741,722</b>
Debt Service Payment		
Total Operating Expenses	\$28,120,353	\$28,325,981

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$11,171,568	\$11,483,759
<b>TOTAL OPERATING REVENUES</b>	<b>\$11,836,653</b>	<b>\$12,140,366</b>
Total Revenues	\$11,836,653	\$12,140,366
<b>NET DIRECT OPERATING COST</b>	<b>\$15,643,426</b>	<b>\$15,601,356</b>
<b>NET OPERATING COST</b>	<b>\$16,283,700</b>	<b>\$16,185,615</b>
Federal Operating Contribution		
Provincial Operating Contribution	\$3,382,946	\$3,382,946
Municipal Operating Contribution	\$12,900,754	\$12,802,669
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

### CAPITAL EXPENSES AND FUNDING SOURCES

<b>TOTAL CAPITAL EXPENDITURES</b>	<b>\$964,988</b>	<b>\$4,077,264</b>
Total Capital Disposals		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$964,988</b>	<b>\$4,077,264</b>
Federal Capital Contribution	\$150,000	\$2,078,600
Provincial Capital Contribution	\$491,254	\$570,400
Municipal Capital Contribution	\$323,734	\$1,428,264
Other Capital Contributions		

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	43%	44%
Municipal Operating Contribution / Capita	\$61.17	\$60.71
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$2.44	\$2.42
AVERAGE FARE		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.74	\$1.78
COST EFFECTIVENESS		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$4.28	\$4.31
COST EFFICIENCY		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$103.33	\$99.32
SERVICE UTILIZATION		
Reg. Serv. Pass. / Capita	30.41	30.53
Reg. Serv. Pass. / Rev. Veh. Hr.	25.88	29.71
AMOUNT OF SERVICE		
Rev. Veh. Hrs. / Capita	1.18	1.03
AVERAGE SPEED		
Rev. Veh. Kms. / Rev. Veh. Hr.	20.17	23.46
LABOUR PRODUCTIVITY		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.71	0.74
TOP WAGE RATES		
Operators	\$26.61	\$27.13
Mechanics	\$30.55	\$31.15

# Woodstock

Transit Contact: Wendy Strickler  
Transit Supervisor

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

## SYSTEM HIGHLIGHTS:

▪ System established:	01/01/1962	▪ Adult Cash Fare:	\$2.00
▪ Serves:	City of Woodstock	▪ Ridership (revenue passengers):	306,297
▪ Municipal Population:	38,000	▪ Total Operating Revenues:	\$487,825
▪ Service Area Population:	38,000	▪ Total Direct Operating Expenses:	\$1,780,431
▪ Service Area Size:	39.0 square kilometres	▪ Active Vehicles:	9
▪ Service provided by:	Municipal Department	- Standard Buses	9
▪ Hours of Service:		▪ Percentage of accessible bus fleet:	77.78%
Monday 0630 - 1830	Friday 0630 - 1830	▪ Percentage of accessible transit fleet:	77.78%
Tuesday 0630 - 1830	Saturday 0830 - 1830	▪ Number of Fixed Routes:	6
Wednesday 0630 - 1830	Sunday N/A	▪ Number of Accessible Routes:	6
Thursday 0630 - 1830	Holidays N/A	▪ Energy Consumption:	
▪ <b>Employees Statistics:</b>	<b>Full-time</b>	<b>Part-time</b>	- Diesel: 188,712 litres
Operators	6	17	- Biodiesel B5: 27,178 litres
Other Transportation Operations	1		- Biodiesel B20: 58,941 litres
Vehicle Mechanics	1		- B10 52,621 litres
Other Vehicle Maintenance and Servicing			- Natural Gas:
Plant and Other Maintenance		3	- Electricity:
General and Administration			- Other:
TOTAL EMPLOYEES	8	20	
▪ Union Affiliations:	CUPE 1146 (Operators)		
	CUPE 1146 (Mechanics)		

Modal Statistics	Boardings	Rev. Vehicle Hrs.	Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	306,297 100.00%	18,430 100.00%	467,376 100.00%	25.36
<b>TOTAL</b>	<b>306,297</b>	<b>18,430</b>	<b>467,376</b>	<b>25.36</b>

## REMARKS:

New transit terminal opened in February 2013 which equipped with newer bus fleet to make the transit service more appealing.

## Woodstock

### FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Other	Criteria
01/07/2008					
Adults	\$2.00	\$1.66	\$50.00		
Children					under 5 years free
Students	\$2.00	\$1.66	\$40.00		
Seniors	\$2.00	\$1.66	\$40.00		

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	7	2	5.1	30.5	7	6	<b>Internal Combustion</b>
Commuter Rail							- Diesel 9
Ferry							- Biodiesel (all blends)
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other
Locomotive							<b>Electric</b>
Streetcar							- Trolley
<b>TOTAL ACTIVE VEHICLES</b>	<b>7</b>	<b>2</b>			<b>7</b>	<b>6</b>	- Battery
Total Low-Floor Bus (30'-60')	7		Average Bus Age (years)		10.8		- Fuel Cell
							<b>TOTAL</b> 9

### VEHICLE KILOMETRES AND HOURS

	2012	2013
Revenue Vehicle Kilometres	467,376	467,376
Total Vehicle Kilometres	470,152	470,152
Revenue Vehicle Hours	21,336	18,430
Auxiliary Revenue Vehicle Hours	182	346
Total Vehicle Hours	21,518	19,072
Operators Paid Hours	22,464	19,072
Vehicle Mechanics Paid Hours	2,200	2,080
Total Employee Paid Hours	30,044	26,532

### PASSENGER DATA

Adult Passenger Trips	184,952	202,669
Concession Fare Trips	160,607	103,628
<i>Concession Fare Trips Details:</i>		
<i>Child Passenger Trips</i>	16,141	15,385
<i>Student Passenger Trips</i>	14,816	43,680
<i>Senior Passenger Trips</i>	124,540	37,908

### REGULAR SERVICE PASSENGER TRIPS

Regular Service Passenger-Kms		
Auxiliary Service Passenger Trips	52	52

### OPERATING EXPENSES

Transportation Operations Expenses	\$1,001,552	\$1,116,529
Fuel/Energy Exp. for Vehicles	\$328,182	\$340,766
Vehicle Maintenance Expenses	\$159,550	\$189,306
Plant Maintenance Expenses	\$106,800	\$112,948
General/Administration Expenses	\$24,413	\$20,882
<b>TOTAL DIRECT OPERATING EXPENSES</b>	<b>\$1,620,497</b>	<b>\$1,780,431</b>
Debt Service Payment		
Total Operating Expenses	\$1,620,497	\$1,780,431

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

<b>REGULAR SERV. PASS. REVENUES</b>	<b>\$423,782</b>	<b>\$424,970</b>
<b>TOTAL OPERATING REVENUES</b>	<b>\$472,915</b>	<b>\$487,825</b>
Total Revenues	\$472,915	\$487,825
<b>NET DIRECT OPERATING COST</b>	<b>\$1,147,583</b>	<b>\$1,292,607</b>
<b>NET OPERATING COST</b>	<b>\$1,147,583</b>	<b>\$1,292,607</b>
Federal Operating Contribution		
Provincial Operating Contribution	\$398,946	\$403,825
Municipal Operating Contribution	\$748,637	\$888,782
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

### CAPITAL EXPENSES AND FUNDING SOURCES

<b>TOTAL CAPITAL EXPENDITURES</b>	<b>\$30,000</b>	<b>\$1,846,000</b>
Total Capital Disposals		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$30,000</b>	<b>\$1,846,000</b>
Federal Capital Contribution		\$361,000
Provincial Capital Contribution	\$30,000	\$957,000
Municipal Capital Contribution		
Other Capital Contributions		\$528,000

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	29%	27%
Municipal Operating Contribution / Capita	\$19.70	\$23.39
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$3.32	\$4.22
<b>AVERAGE FARE</b>		
Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$1.23	\$1.39
<b>COST EFFECTIVENESS</b>		
Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$4.69	\$5.81
<b>COST EFFICIENCY</b>		
Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$75.31	\$93.35
<b>SERVICE UTILIZATION</b>		
Reg. Serv. Pass. / Capita	9.09	8.06
Reg. Serv. Pass. / Rev. Veh. Hr.	16.20	16.62
<b>AMOUNT OF SERVICE</b>		
Rev. Veh. Hrs. / Capita	0.56	0.49
<b>AVERAGE SPEED</b>		
Rev. Veh. Kms. / Rev. Veh. Hr.	21.91	25.36
<b>LABOUR PRODUCTIVITY</b>		
Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.	0.96	0.98
<b>TOP WAGE RATES</b>		
Operators	\$28.54	\$28.54
Mechanics	\$28.72	\$28.72

## York Region

Transit Contact: Ann Marie Carroll  
Acting General Manager

Statistical Contact: Adrian Kawun  
Manager, Service Planning  
Phone: 905-762-1282 x75693 Fax: 905-762-2113  
Email: adrian.kawun@york.ca

### SYSTEM HIGHLIGHTS:

- System established: 01/01/2001
- Serves: York Region
- Municipal Population: 1,130,386
- Service Area Population: 1,055,558
- Service Area Size: 1,776.0 square kilometres
- Service provided by: Regional Municipality, under contract with Miller, TOK, TTC, Veolia BRT, Veolia SW, Care Accessible, and MTS
- Hours of Service:
 

Monday	0400 - 0400	Friday	0400 - 0400
Tuesday	0400 - 0400	Saturday	0500 - 0400
Wednesday	0400 - 0400	Sunday	0500 - 0400
Thursday	0400 - 0400	Holidays	0500 - 0400
- Employees Statistics:
 

	Full-time	Part-time
Operators		
Other Transportation Operations		
Vehicle Mechanics		
Other Vehicle Maintenance and Servicing		
Plant and Other Maintenance		
General and Administration		
TOTAL EMPLOYEES		
- Union Affiliations: Union Information N/A (Operators)  
Union Information N/A (Mechanics)
- Disruption during 2012: Strike  
Start Date: 01/01/2012  
End Date: 28/01/2012  
Duration: 28 days
- Adult Cash Fare: \$3.75
- Ridership (revenue passengers): 22,709,611
- Total Operating Revenues: \$63,987,254
- Total Direct Operating Expenses: \$162,653,821
- Active Vehicles: 482
  - Small Community Buses 19
  - Standard Buses 422
  - Articulated Buses 41
- Percentage of accessible bus fleet: 100.00%
- Percentage of accessible transit fleet: 100.00%
- Number of Fixed Routes: 124
- Number of Accessible Routes: 124
- Energy Consumption:
  - Diesel: 11,936,206 litres
  - Biodiesel B5: 1,805,631 litres
  - Biodiesel B20: 2,527,883 litres
  - Biodiesel - Other:
  - Natural Gas:
  - Electricity:
  - Other:

Modal Statistics	Boardings		Rev. Vehicle Hrs.		Rev. Vehicle Kms	Avg. Speed (km/h)
Bus	31,166,030	100.00%	1,203,609	100.00%	26,955,443	22.40
<b>TOTAL</b>	<b>31,166,030</b>		<b>1,203,609</b>		<b>26,955,443</b>	<b>22.40</b>



## York Region

### FARE STRUCTURE

Effective Date:	01/01/2013	Cash	Tickets/Cards (unit price)	Monthly Pass	Other 2 Zone Cash/Ticket	Criteria
Adults		\$3.75	\$3.00	\$120.00	\$4.75/\$4.00	
Children		\$3.75	\$1.85	\$55.00	\$4.75/\$2.85	6-12 yrs; <5 free w. adult
Students		\$3.75	\$2.30	\$90.00	\$4.75/\$3.30	Full Time High School (13-19 w. valid student ID)
Seniors		\$3.75	\$1.85	\$55.00	\$4.75/\$2.85	65 yrs and over w. valid ID
Other: GO passengers		\$0.75				Ride to GO

VEHICLES (2013)	Active		Average Age		Peak (Est.)	Base (Est.)	ACTIVE BUSES BY FUEL TYPE
	Access.	Non-Acc.	Access.	Non-Acc.			
Bus	482		6.1		364	162	Internal Combustion
Commuter Rail							- Diesel 381
Ferry							- Biodiesel (all blends) 101
Heavy Rail							- Natural Gas (CNG or LNG)
Light Rail							- Other
Locomotive							Electric
Streetcar							- Trolley
							- Battery
							- Fuel Cell
<b>TOTAL ACTIVE VEHICLES</b>	<b>482</b>	<b>0</b>			<b>364</b>	<b>162</b>	<b>TOTAL 482</b>
Total Low-Floor Bus (30'-60')	453		Average Bus Age (years)		6.1		

### VEHICLE KILOMETRES AND HOURS

	2012	2013
Revenue Vehicle Kilometres	28,337,161	26,955,443
Total Vehicle Kilometres	31,336,403	30,091,915
Revenue Vehicle Hours	1,109,423	1,203,609
Auxiliary Revenue Vehicle Hours		
Total Vehicle Hours	1,200,993	1,305,257

Operators Paid Hours

Vehicle Mechanics Paid Hours

Total Employee Paid Hours

### PASSENGER DATA

Adult Passenger Trips	17,330,121	17,920,728
Concession Fare Trips	4,826,659	4,788,883
<i>Concession Fare Trips Details:</i>		
Child Passenger Trips	1,243,522	
Student Passenger Trips	3,583,137	3,460,440
Senior Passenger Trips		

### REGULAR SERVICE PASSENGER TRIPS

Regular Service Passenger-Kms	22,156,780	22,709,611
Auxiliary Service Passenger Trips		

### OPERATING EXPENSES

Transportation Operations Expenses	\$115,309,070	\$124,106,826
Fuel/Energy Exp. for Vehicles	\$11,690,534	\$12,078,666
Vehicle Maintenance Expenses	\$3,583,405	\$6,271,893
Plant Maintenance Expenses	\$4,158,049	\$5,530,167
General/Administration Expenses	\$14,422,874	\$14,666,269
<b>TOTAL DIRECT OPERATING EXPENSES</b>	<b>\$149,163,932</b>	<b>\$162,653,821</b>
Debt Service Payment	\$6,831,777	\$5,740,003
Total Operating Expenses	\$159,618,383	\$172,536,588

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

REGULAR SERV. PASS. REVENUES	\$48,580,203	\$62,779,572
<b>TOTAL OPERATING REVENUES</b>	<b>\$49,630,647</b>	<b>\$63,987,254</b>
Total Revenues	\$50,805,013	\$65,573,925
<b>NET DIRECT OPERATING COST</b>	<b>\$99,533,285</b>	<b>\$98,666,567</b>
<b>NET OPERATING COST</b>	<b>\$108,813,370</b>	<b>\$106,962,663</b>
Federal Operating Contribution		
Provincial Operating Contribution	\$14,400,000	\$14,400,001
Municipal Operating Contribution	\$94,413,370	\$92,562,662
Other Operating Contributions		
Federal Debt Service Contribution		
Provincial Debt Service Contribution		
Municipal Debt Service Contribution		

### CAPITAL EXPENSES AND FUNDING SOURCES

<b>TOTAL CAPITAL EXPENDITURES</b>	<b>\$143,052,092</b>	<b>\$264,425,674</b>
Total Capital Disposals		\$26,336
<b>TOTAL CAPITAL FUNDING</b>	<b>\$143,052,092</b>	<b>\$264,425,673</b>
Federal Capital Contribution	\$6,554,682	\$29,663,634
Provincial Capital Contribution	\$123,065,943	\$201,240,730
Municipal Capital Contribution	\$13,431,467	\$33,521,309
Other Capital Contributions		

### PERFORMANCE INDICATORS

FINANCIAL	2012	2013
Tot. Oper. Rev. / Tot. Dir. Oper. Exp. (R/C Ratio)	33%	39%
Municipal Operating Contribution / Capita	\$89.44	\$87.69
Net Dir. Oper. Cost / Reg. Serv. Pass.	\$4.49	\$4.34

### AVERAGE FARE

Reg. Serv. Pass. Rev. / Reg. Serv. Pass.	\$2.19	\$2.76
--	--------	--------

### COST EFFECTIVENESS

Tot. Dir. Oper. Exp. / Reg. Serv. Pass.	\$6.73	\$7.16
---	--------	--------

### COST EFFICIENCY

Tot. Dir. & Aux. Oper. Exp. / Tot. Veh. Hr.	\$124.20	\$124.61
---	----------	----------

### SERVICE UTILIZATION

Reg. Serv. Pass. / Capita	20.99	21.51
Reg. Serv. Pass. / Rev. Veh. Hr.	19.97	18.87

### AMOUNT OF SERVICE

Rev. Veh. Hrs. / Capita	1.05	1.14
-------------------------	------	------

### AVERAGE SPEED

Rev. Veh. Kms. / Rev. Veh. Hr.	25.54	22.40
--------------------------------	-------	-------

### LABOUR PRODUCTIVITY

Rev. & Aux. Rev. Veh. Hrs. / Oper. Paid Hr.		
---	--	--

### TOP WAGE RATES

Operators	
Mechanics	

This page is intentionally left blank.

## **VI. Appendix - Urban Transit Statistics Glossary**

The definitions contained in this section are those used by the Association for the collection and publication of statistical data for conventional transit systems. Vehicle and Employee statistics are for the fall board or sign-up period, while fares and wage rates are as of December 31 of the year in question.

## **GENERAL INFORMATION**

### **Service Area**

Built-up urban and rural area of the municipality receiving regular transit service (Statistics Canada defines "urban area" as having a population density of at least 400 persons per square kilometre); a local standard (e.g. 400 metres from a service route) can be used to define the service area for each municipality.

### **Service Area Population**

Population living within the built-up urban and rural area of the municipality receiving regular transit service (Statistics Canada defines "urban area" as having a population density of at least 400 persons per square kilometre); a local standard (e.g. 400 metres from a service route) can be used to define the service area for each municipality.

### **Fares**

Fare structure for regular services by fare media and fare category in place as of December 31 of the reporting year.

## **VEHICLE STATISTICS**

### **Active Vehicles**

Revenue vehicles owned and leased that were actively used or available for use in revenue service, including spares for non-scheduled trips or regular maintenance, and vehicles undergoing extended maintenance or rebuilding (not available for service at the time but available later). Excluded are revenue vehicles stored as a contingency or reserve fleet, vehicles on order and for which an order is possible, newly obtained vehicles not yet in service, old vehicles taken out of service but not yet disposed of, and old vehicles taken out of service to be used as parts sources.

### **Total Vehicles**

Revenue vehicles owned and leased that were actively used or available for use in revenue service, including spares for non-scheduled trips or regular maintenance, vehicles undergoing extended maintenance or rebuilding (not available for service at the time but available later) and all such vehicles on order or for which an order is possible. Excluded are staff cars, service vehicles, vehicles leased to another transit system (these are listed under that system), vehicles converted to non-passenger use (such as buses converted to office space), and vehicles which can not or will not be repaired (such as severe wrecks and those cannibalized for parts).

### **Peak Vehicles**

Maximum number of revenue vehicles required for the weekday a.m. or p.m. peak period, whichever is greater, including scheduled, non-scheduled and auxiliary services.

### **Base Vehicles**

Minimum number of revenue vehicles required for the weekday mid-day period, including scheduled, non-scheduled and auxiliary services.

### **Accessibility Criteria**

Accessibility of the vehicle is determined by the availability of safe boarding transition by mobility aid devices as well as proper designated mobility aid emplacement or securement inside. A vehicle other than a bus is deemed accessible if the transit system advertises it as so. Accessibility of the vehicles does not necessarily relate to the accessibility features in part or all of the bus terminals, the rail or the subway stations of a system. It is understood that not all of these supporting infrastructures might be

accessible while others are. A vehicle is non-accessible when it does not meet the accessibility definitions (i.e. no safe transition for mobility aid devices, no proper designated mobility aid emplacement).

### **Revenue Passenger Service Hours**

Annual vehicle hours operated by active revenue vehicles (buses, trains, etc.) in regular passenger revenue service, including scheduled and non-scheduled service; does not include layover, auxiliary passenger services (e.g. school contracts, charters, cross-boundary services to adjacent municipalities), deadheading, training, road tests, or maintenance.

### **Layover Hours**

Annual vehicle hours operated by active revenue vehicles (buses, trains, etc.) for time allocated between trips at terminals, including breaks, in regular passenger revenue service.

### **Deadhead Hours**

Annual vehicle hours operated by active revenue vehicles (buses, trains, etc.) of non-revenue service required to operate regular passenger revenue service; does not include hours operated to and from garage.

### **Garage In and Out Hours**

Annual vehicle hours operated by active revenue vehicles (buses, trains, etc.) of hours to and from the garage for regular passenger revenue service.

### **Auxiliary Passenger Service Hours**

Annual vehicle hours operated by active revenue vehicles (buses, trains, etc.) for auxiliary services (cross-boundary service, school contracts excluding yellow school bus service, charter, etc.); does not include non-revenue hours required to operate auxiliary services.

### **Other Non-Revenue Hours**

Annual vehicle hours operated by active revenue vehicles (buses, trains, etc.) for training, road tests, maintenance, non-revenue hours for auxiliary service, etc.

### **Total Vehicle Hours**

Total annual vehicle hours operated by active revenue vehicles (buses, trains, etc.), including regular passenger service, auxiliary passenger services, and other non-revenue hours.

### **Revenue Passenger Service Kilometres**

Annual vehicle kilometres operated by active revenue vehicles (buses, trains, etc.) in regular passenger revenue service, including scheduled and non-scheduled service; does not include auxiliary passenger services (e.g. school contracts, charters, cross-boundary services to adjacent municipalities), deadheading, training, road tests, or maintenance.

### **Deadhead Kilometres**

Annual vehicle kilometres operated by active revenue vehicles (buses, trains, etc.) of non-revenue service required to operate regular passenger revenue service; does not include kilometres operated to and from garage.

### **Garage In and Out Kilometres**

Annual vehicle kilometres operated by active revenue vehicles (buses, trains, etc.) of kilometres to and from the garage for regular passenger revenue service.

### **Auxiliary Passenger Service Kilometres**

Annual vehicle hours operated by active revenue vehicles (buses, trains, etc.) for auxiliary services (cross-boundary service, school contracts excluding yellow school bus service, charter, etc.); does not include non-revenue kilometres required to operate auxiliary services.

**Other Non-Revenue Kilometres**

Annual vehicle kilometres operated by active revenue vehicles (buses, trains, etc.) for training, road tests, maintenance, non-revenue hours for auxiliary service, etc.

**Total Vehicle Kilometres**

Total annual kilometres travelled by active revenue vehicles (buses, trains, etc.), including regular passenger service, auxiliary passenger services, and other non-revenue hours.

**EMPLOYMENT STATISTICS****Employees - Operators**

Operators only, does not include other transportation operations employees.

**Employees - Other Transportation Operations**

Does not include operators, but does include transportation operations management, supervisors, inspectors, and others involved in scheduling, dispatching, radio control, and other transportation operations functions.

**Employees - Vehicle Mechanics**

Vehicle maintenance mechanics only, does not include other vehicle maintenance employees.

**Employees - Other Vehicle Maintenance and Servicing**

Does not include mechanics, but does include vehicle maintenance management, supervision, and others involved in servicing and storage of revenue vehicles and associated equipment.

**Employees - Plant and Other Maintenance**

All employees, including management and supervision, involved with repair and maintenance of buildings, grounds, stations, rights-of-way, other plant and premises and associated equipment.

**Employees - General and Administration**

All other employees, including those in planning, marketing, human resources, finance, other support functions and the general manager's office.

**Full-Time Employees**

Employees hired on a permanent basis to work at least 35 hours per week throughout the year.

**Part-Time Employees**

Actual number (rather than full-time equivalents) of employees hired on a part-time, seasonal or temporary basis.

**Operator Paid Hours**

Total annual paid hours for all full-time and part-time operators including hours of overtime, allowances (e.g. guarantee, report, travel), premiums, vacation and other paid time off.

**Mechanic Paid Hours**

Total annual paid hours for all full-time and part-time mechanics including hours of overtime, allowances, premiums, vacation and other paid time off.

**Total Employee Paid Hours**

Total annual paid hours for all full-time and part-time employees including hours of overtime, allowances, premiums, vacation and other paid time off.

**Top Hourly Wage Rates**

Paid to most senior employees.

## PASSENGER DATA

### Passenger Trips

Passenger Trips are broken down according to adult and concession fare categories (where available). A passenger trip is defined as a linked trip, riding one way from origin to final destination; passengers whose trips involve transferring from one vehicle to another are counted only once (i.e. transfers are not included).

### Total Regular Service Passenger Trips

All passengers trips for which the fare system applies, including those paying full fare, reduced fare, riding free (e.g. employees, postmen, policemen), or with passes/tickets purchased by other agencies (e.g. school boards).

### Total Regular Service Passenger Kilometres

Total number of passenger trips multiplied by the average trip length. Vehicle kilometres should not be used in this calculation. The average trip length needs to be determined by a survey or other means.

### Total Auxiliary Service Passenger Trips

All passenger trips which do not form part of the regular fare system, including passengers carried on school contract services, charters, and cross-boundary services operated under contract for adjacent municipalities.

## OPERATING EXPENSE STATISTICS

### Total Transportation Operations Expenses

Includes salaries, wages and benefits (for operators, inspectors, dispatchers, schedulers, management, etc.), uniforms, vehicle licences and registration, fleet insurance premiums, purchased services (by private contract operators or other municipalities), and net of recoveries or rebates.

### Total Fuel and Energy Expenses for Vehicles

For revenue vehicles only, includes gasoline, diesel, propane, natural gas and electric power (for vehicles only, where applicable; does not include electric power for buildings or other uses), net of recoveries or rebates.

### Total Vehicle Maintenance Expenses

Includes salaries, wages and benefits (for mechanics, servicemen, stores, foremen, management, etc.), parts, materials, supplies, purchased services and net of recoveries or rebates.

### Total Premises and Plant Maintenance Expenses

Includes salaries, wages and benefits (for security, janitorial, tradesmen, supervisors, management, etc.), utilities, parts, materials, supplies, purchased services, shelter maintenance, municipal or property tax and net of recoveries or rebates.

### Total General and Administration Expenses

Other direct operating expenses not covered above, including salaries, wages and benefits (for general manager's office, planning, marketing, human resources, finance, etc.), liability expenses (other than fleet insurance premiums), advertising, promotion, office supplies, telephone, and net of recoveries or rebates.

### Total Direct Operating Expenses

The total of the above elements. It includes expenses for services provided under contract to school boards and local charters, but does not include the expenses associated with providing inter-city charters, cross-boundary services to adjacent municipalities, rental and lease charges, debt service charges, depreciation, and transfers to reserves, etc.

**Debt Service Payment**

Associated with financing capital acquisitions; capital plus interest payments made in the current year for capital expenditures funded through debt serviced by the reporting agency.

**Other Indirect Operating Expenses**

Includes other operating expenses not directly related to operation, e.g. Park & Ride, transfer of funds to reserves, fare integration, pension deficits, etc.

**Total Operating Expenses**

Total direct operating expenses plus other operating expenses (i.e. inter-city charters, cross-boundary services contracted to adjacent municipalities, rental and lease charges, debt service charges and depreciation.)

**OPERATING REVENUE STATISTICS****Regular Service Passenger Revenues**

From regular passenger services for which the fare system applies, including cash, tickets, tokens, passes, contract revenues from outside agencies in lieu of fares for regular services (e.g. postmen, school or college passes, etc.), and revenues from the sale of ID cards.

**Total Operating Revenues**

Includes regular service passenger revenues plus other operating revenues (i.e. revenues from school contracts, local charters, advertising, parking lot charges and other operating revenues).

**Total Revenues**

Includes total operating revenues plus revenues from cross-boundary services (both passenger fares and contract revenues), inter-city charters, supplements for concession fares, non-transit sources (e.g. sale of services, rental, and concessions), investment income and other non-operating revenues. Revenue figures do not include subsidies, grants, recoveries or rebates.

**Net Direct Operating Cost**

Total direct operating expenses minus total operating revenues.

**Net Operating Cost**

Total operating expenses minus total revenues; are broken down into federal operating contribution, provincial operating contribution, municipal operating contribution, other contributions (e.g. dedicated taxes / transfers from regional agencies, etc.), federal, provincial, and municipal debt service contributions (where debt servicing is used).

**CAPITAL EXPENSE STATISTICS****Total Capital Expenditures**

Includes vehicle purchases and refurbishments, land and buildings (including bus shelters), rights-of-way and track, computer and other automation equipment, other non-vehicle capital purchase (e.g. fareboxes, shop equipment, office equipment, etc.), and capital expenditures for auxiliary passenger service.

**Total Capital Funding**

Includes federal capital contribution (including federal dedicated gas tax), provincial capital contribution, municipal capital contribution, and other capital contributions (e.g. from Reserve Funds, etc.) [Note: contributions towards debt servicing are included under Operating Funding Sources.]



## PERFORMANCE INDICATORS

*Note: "Service Area Population", rather than "municipal population", is the basis for calculating all "per capita" performance indicators.*

### Financial Performance

#### **Revenue to Cost Ratio (R/C Ratio)**

Total operating revenues divided by total direct operating expenses.

#### **Municipal Operating Contribution per Capita**

Municipal operating contribution of net operating cost divided by service area population.

#### **Net Direct Operating Cost per Passenger**

Net direct operating cost divided by regular service passenger trips.

### **Average Fare**

Regular service passenger revenues divided by regular service passenger trips.

### **Cost Effectiveness**

Total direct operating expenses divided by regular service passenger trips.

### **Cost Efficiency**

Total direct operating expenses (including expenses for inter-city charters and cross-boundary services) divided by total vehicle hours.

### Service Utilization

#### **Passengers per Capita**

Regular service passenger trips divided by service area population.

#### **Passengers per Revenue Vehicle Hour**

Regular service passenger trips divided by revenue vehicle hours.

### **Amount of Service**

Revenue vehicle hours divided by service area population.

### **Average Speed**

Revenue vehicle kilometres divided by revenue vehicle hours.

### Labour Productivity

#### **Revenue Vehicle Hours per Operator Paid Hour**

Revenue vehicle hours (including auxiliary revenue vehicle hours) divided by operator paid hours.

This page is intentionally left blank.