

Ontario Specialized Transit Services

1998 Fact Book

prepared for
The Ontario Ministry of Transportation

by
The Canadian Urban Transit Association

Abstract

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

This report contains detailed data for 1998, along with key performance indicators, for each of the Specialized Transit systems. It also provides a provincial summary, as well as tables comparing the performance indicators by population group.

Please communicate any corrections to the data to:

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GLOSSARY

DATA REPORTED

GENERAL INFORMATION

Population served - Service area population

Advisory Committee - Group of concerned citizens who assist in the development of policy.

Eligibility Committee - Group usually separate from the Advisory Committee, responsible for reviewing applications and determining the eligibility of applicants for the service.

Registrants - Includes wheelchair/scooter users, or ambulatory persons registered to use the service, as well as other eligible users, as locally defined, e.g. attendants, companions, and other registrants (which include persons with temporary disabilities).

Eligibility Criteria:

- Unable to board: persons physically unable to climb three steps to board a regular transit vehicle.
- Unable to use: persons physically unable to walk 175 metres.

Dedicated Service - Service provided in vehicles exclusively dedicated to the transport of persons with disabilities (e.g. vans, small buses). This service can be provided internally or under contract.

Non-Dedicated Service (e.g. taxis) - Service available to persons with disabilities provided by non-exclusive vehicles, typically taxis under contract.

Taxi Scrip/User Subsidy Program - Provides eligible users with coupons that are purchased at a discount and can be used on participating taxi services.

OPERATING DATA

Provides **Vehicle Kilometres** (Revenue and Total) and **Vehicle Hours** (Revenue and Total) for Dedicated Service, and Total Vehicle Kilometres and Hours for Non-Dedicated Service. Note that **Revenue** vehicle kilometres (or hours) exclude deadheading, maintenance, training, charter travel, and non-dedicated services.

PASSENGER DATA

Passenger Data is broken down by type of service (dedicated, non-dedicated/taxi) and by type of user (ambulatory, wheelchair/scooter users, attendants/companions, and other).

Trip Types

Subscription/Pre-booked - Regular pre-scheduled trips with no call-in requirements for daily work-trips or regular pre-booked trips (e.g. regular medical trips).

Reservations - Trips not taken regularly and requiring an advance call-in. Minimum and maximum early notice call-in times vary between municipalities, but minimum notice is typically 24 hours.

On-Demand/Day of Trip - Trips requested the same day as the trip is made, and accommodated as feasible.

Unaccommodated Trip Requests - The annual number of trip requests that cannot be accommodated at the time requested or at a reasonable alternative time on the same day due to insufficient service.

No-Shows/Trips Cancelled at Door - The annual number of scheduled passenger trips which were dispatched but not used because of no-shows or cancellation at door.

FINANCIAL DATA

Provides Operating Expenses, Operating Funding Sources, Capital Expenses, and Capital Funding Sources.

Total Operating Expenses - Includes administration expenses, internal operations expenses for dedicated services, contract expenses for dedicated services, contract expenses for non-dedicated/taxi services, expenses for the taxi scrip/fare reimbursement program, internal maintenance expenses, and fuel expenses.

Administration: salaries, wages and benefits for administrative and general management staff, as well as office supplies, telephone and fax, insurance other than fleet insurance, bank service charges, external travel costs, and other costs associated with the administering of specialized transit service, including contract administration.

Operations - Internal Expenses: salaries, wages, and benefits for operators, dispatchers, schedulers, supervisors, and inspectors, as well as licenses, fleet insurance and other costs related to the scheduling, dispatching and provision of dedicated service by the transit system, municipality or a non-profit organization.

Contract - Dedicated Service: cost of contract(s) for Dedicated Specialized Transit Service (please see definition) operated by companies under contract.

Contract - Non-Dedicated Service: cost of contract(s) for Non-Dedicated Service (please see definition) operated by taxi companies under contract.

Taxi Scrip/Fare Reimbursement: amount paid to taxi company under contract according to Taxi Scrip/User Subsidy Program (please see definition).

Maintenance Expenses: salaries, wages and benefits for mechanics, service people, as well as parts, materials, utilities, used in the maintenance of vehicles and plant.

Fuel Expenses: the cost of fuel, fuel taxes and other expenses related to fuelling vehicles.

Total Operating Funding Sources - Includes passenger revenue, other operating revenue, provincial and municipal operating contributions, and other donations.

Passenger Revenue: Fares received from dedicated and/or non-dedicated service.

Other Operating Revenue: Charters, bank interest, tax rebates, etc.

Donations - Cash donations from corporations, service clubs, private individuals, and others to defray operating expenses.

Total Capital Expenses - Includes capital expenditures for vehicles in the reporting year that are funded through a) a capital funding program or b) debt service payments, plus other capital expenses (e.g. computers, equipment).

[A] Vehicles Purchased: Capital expenditures for the reporting year that are funded through a capital funding program (e.g. subsidies, donations, etc.) without debt servicing by the reporting agency.

[B] Debt Service Payments: Capital plus interest payments made in the current year for capital expenditures funded through debt serviced by the reporting agency.

Other Capital Expenses - Computers, equipment, etc. expensed in the reporting year.

Total Capital Funding Sources - The sources of capital funding reported should reflect the breakdown of money received either from the capital funding program or from the mix of revenue sources used to finance the servicing of the debt.

VEHICLE DATA

Provides a breakdown, according to vehicle type, of the number of vehicles (total and in the peak) operating the dedicated service. Average wheelchair and ambulatory capacity per vehicle category are also indicated.

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

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

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

Other: excludes taxis.

SERVICE HOURS / SCHEDULING

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

Reservations/Scheduling

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

FARE STRUCTURE

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

EMPLOYEE DATA

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

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

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

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

PERFORMANCE INDICATORS

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

FINANCIAL PERFORMANCE INDICATORS

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

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

OPERATING PERFORMANCE INDICATORS

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

ONTARIO - 1998 Data

Ontario Specialized Transit Fact Book - 1998 Operating Data

Population served:	8,497,816	NUMBER OF REGISTRANTS	79,667	Eligibility Criteria:
Service area (km ²):	19,135.9	Wheelchair/Scooter Users:	(41.7%)	Unable to board 21%
Communities served:	154	Ambulatory:	(46.6%)	Unable to use 74%
Systems with Dedicated Service:	68 (100%)	Attendants/Companions:	(1.0%)	Others 6%
Systems with Non-Dedicated Service:	35 (51%)	Other:	(10.5%)	
Systems with Taxi Scrip Program:	6 (9%)			

OPERATING DATA

Number of transit systems reporting	\$ 68
Rev Veh Km - Dedicated Service	18,678,615
Tot Veh Km - Dedicated Service	28,153,901
Rev Veh Hr - Dedicated Service	1,037,521
Tot Veh Hr - Dedicated Service	1,309,965
Non-Dedicated Service - Veh Km	3,677,834
Non-Dedicated Service - Veh Hr	130,191

PASSENGER DATA

Dedicated Service	3,167,657
Non-Dedicated Service	1,257,219
TOTAL PASSENGERS	4,424,876

Passenger Reservations - Average	
Subscription/Pre-booked	49%
Reservation	45%
On-Demand/Day of trip	10%
UNACCOMMODATED TRIPS	96,548

NO-SHOWS/CANCELLED AT DOOR	262,838
NUMBER OF COMPLAINTS	39,189

OPERATING EXPENSES

Administration	\$11,780,665
Operations:	
Internal - Dedicated Service	\$27,793,068
Contract - Dedicated Service	\$17,615,935
Contract - Non-Dedicated Service	\$11,133,773
Taxi Scrip/Fare Reimbursement	\$836,300
Maintenance	\$11,899,200
Fuel	\$2,322,321
TOTAL OPERATING EXPENSES	\$83,900,268

OPERATING FUNDING SOURCES

Passenger Revenue	\$7,897,651
Other Operating Revenue	\$632,543
Total Operating Revenues	\$8,581,412
Provincial Contributions	\$474,746
Municipal Contributions	\$74,397,235
Donations	\$489,290
TOTAL OPERATING FUNDING	\$83,942,683

CAPITAL EXPENSES

Vehicles Purchased	\$3,238,261
Debt Servicing	\$44,351
Other Capital Expenses	\$1,681,903
TOTAL CAPITAL EXPENSES	\$4,964,515

CAPITAL FUNDING SOURCES

Transit System	
Provincial Contributions	\$260,365
Municipal Contributions	\$4,418,027
Donations	\$312,079
TOTAL CAPITAL FUNDING	\$4,990,471

VEHICLE DATA (1998)	Number	Veh. Peak
Non-Accessible Cars	197	197
Accessible Vans/Minivans	154	136
Small Buses	413	326
Other	3	
TOTAL DED VEHICLES	767	679
Accessible taxis	128	N/A

SERVICE SCHEDULING

Advanced booking notice (days):	8
Minimum notice of reservation (hours):	19.3
Reservations/Scheduling:	
Manual	43%
Partially Computerized	34%
Fully Automated	24%

FARE STRUCTURE (average)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.24	\$1.91	\$65.4
Child	\$2.00	\$1.91	\$50.6
Student	\$2.25	\$1.90	\$50.8
Senior	\$2.25	\$1.92	\$48.5
EMPLOYEE DATA			
(Full-Time)			
Operators	639	274	
Other Operations (e.g. dispatchers)	96	51	
Maintenance	109	21	
General Administration	96	36	
Other	30	8	
TOTAL NUMBER OF EMPLOYEES	952	382	

* contract employees are not included in the Employee Statistics

Average Top Operator Wage Rate: \$14.41
 Average Top Mechanic Wage Rate: \$19.35

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio	10%
Net Operating Cost/Capita	\$8.89
Total Exp/Passengers	\$18.98
Total Exp/Eligible Passengers	\$19.81
Transp Exp/Passengers	
Dedicated Service	\$18.98
Non-Dedicated Service (e.g. Taxis)	\$9.63
Transp Exp/Hours (Dedicated Service)	\$44.39

OPERATING

Registrants/Capita	0.0095
Passengers/Capita	0.5207
Passengers/Registrants	54.79
Passengers/Hours (Dedicated Service)	2.29
Km/Passengers (Dedicated Service)	9.58
Average Speed (Dedicated Service)	21.80

PASSENGER STATISTICS (1998)	Dedicated Service	Non-Dedicated Service
Ambulatory	1,477,931	1,101,512
Wheelchair/Scooter Users	1,461,704	123,138
Attendants/Companions	151,505	13,117
Other	6,436	9,482
TOTAL PASSENGER (%Total)	3,167,657 (72%)	1,257,219 (28%)

§ Note that all transit systems do not always report all data items

September 1999

ONTARIO SPECIALIZED TRANSIT SERVICES
PERFORMANCE INDICATORS BY POPULATION SIZE
- 1998 DATA -

POPULATION	NO. OF SYSTEMS	R/C RATIO	NOC/CAPITA	TOT EXP/ PASS	TOT EXP/ ELIGI PASS	TRANSF EXP/PASS (DED SERV)	TRANSF EXP/FAX (NON-DED)	TRANSF EXP/HR (DED SERV)	REGISTRANTS/CAPITA	PASSENGERS/CAPITA	PASSENGERS/REGISTRANTS	PASSENGERS/HR (DED SERV)	KM/PASSENGER (DED SERV)	AVERAGE SPEED (DED SERV)
>150,000	9	8%	\$11.61	\$21.02	\$21.79	\$22.13	\$9.80	\$48.58	0.0080	0.6029	75.34	2.14	10.78	23.04
50,000-150,000	24	18%	\$3.88	\$13.55	\$14.29	\$12.28	\$8.35	\$32.82	0.0112	0.3505	30.13	2.69	6.85	18.34
<50,000	35	23%	\$3.66	\$11.06	\$12.07	\$10.23	\$6.45	\$30.37	0.0154	0.4191	27.57	2.78	6.35	17.38
ONTARIO	68	10%	\$8.89	\$18.98	\$19.81	\$18.98	\$9.63	\$44.39	0.0095	0.5207	54.79	2.29	9.58	21.80

Note: See Glossary for definitions of performance indicators

AJAX - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

Ajax Handi-Trans

Contact: Ms. V. Platt
 Title: Dispatcher
 Telephone: (905) 427-1313
 FAX: (905) 427-3473
 e-mail: PLATT@TOWNOFAJAX.COM

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

Population served:	67,000	NUMBER OF REGISTRANTS	428
Service area (km ²):		Wheelchair/Scooter Users:	110 (26%)
Communities served:	1	Ambulatory:	262 (61%)
Service began:	1991	Attendants/Companions:	56 (13%)
Advisory Committee members:	12	Other:	
Eligibility Committee members:	N/A	Eligibility Criteria:	Unable to use

OPERATING DATA
 Rev Veh Km - Dedicated Service 193,826
 Tot Veh Km - Dedicated Service 195,326
 Rev Veh Hr - Dedicated Service 5,773
 Tot Veh Hr - Dedicated Service 5,773
 Non-Dedicated Service - Veh Km
 Non-Dedicated Service - Veh Hr

PASSENGER DATA

Dedicated Service 18,737
 Non-Dedicated Service 1,284
TOTAL PASSENGERS 20,021
 Subscription/Pre-booked 73%
 Reservation 24%
 On-Demand/Day of trip 3%
UNACCOMMODATED TRIPS 77
NO SHOWS/CANCELLED AT DOOR 15
NUMBER OF COMPLAINTS 3

OPERATING EXPENSES

Administration
 Operations:
 Internal - Dedicated Service
 Contract - Dedicated Service
 Contract - Non-Dedicated Service
 Taxi Scrip/Fare Reimbursement
 Maintenance (Vehicles & Facilities)
 Fuel
TOTAL OPERATING EXPENSES \$483,454

OPERATING FUNDING SOURCES

Passenger Revenue
 Other Operating Revenue
Total Operating Revenues \$51,217
 Provincial Contributions
 Municipal Contributions \$432,237
 Donations
TOTAL OPERATING FUNDING \$483,454

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses
TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Provincial Contributions
 Municipal Contributions
 Donations
TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

Weekday: 0700 to 2300 Sunday:
 Saturday: Holiday:
 Advanced booking notice: 14 days
 Minimum notice for reservation: 24.0 hours
 Reservations/Scheduling: Fully Automated

FARE STRUCTURE

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

EMPLOYEE DATA

	(Full-Time)	(Part-Time)
Operators	3	13
Other Operations (e.g. dispatchers)	1	
Maintenance	1	
General Administration		
Other		
TOTAL NUMBER OF EMPLOYEES	5	13
Union Affiliations:	N/A	
Top Operator Wage Rate:	\$18.54	
Top Mechanic Wage Rate:	\$24.63	

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio	11%
Net Operating Cost/Capita	\$6.45
Total Exp/Passengers	\$24.15
Total Exp/Eligible Passengers	\$24.19
Transp Exp/Passengers	
Dedicated Service	
Non-Dedicated Service (e.g. Taxis)	
Transp Exp/Hours (Dedicated Service)	

OPERATING

Registrants/Capita	0.0064
Passengers/Capita	0.2988
Passengers/Registrants	46.78
Passengers/Hours (Dedicated Service)	3.25
Km/Passengers (Dedicated Service)	10.42
Average Speed (Dedicated Service)	33.83

VEHICLE DATA	Veh. Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	4	3	3	10
Other				
TOTAL DED VEHICLES	4	3	N/A	N/A
Accessible Taxis	7	N/A		

PASSENGER STATISTICS	Dedicated Service	Non-Dedicated Service
Ambulatory		
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	18,737 (94%)	1,284 (6%)

AMHERSTBURG - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

A.A.M. Care-A-Van

Contact: Ms. Donna Cauchi
 Title: Coordinator
 Telephone: (519) 736-2520
 FAX: (519) 736-1391
 e-mail:

Dedicated Service operated by: Private Non-Profit Organization

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

Taxi Scrip Program available: NO

Population served:	26,600	NUMBER OF REGISTRANTS
Service area (km ²):	191.9	Wheelchair/Scooter Users:
Communities served:	1	Ambulatory:
Service began:	1988	Attendants/Companions:
Advisory Committee members:	5	Other:
Eligibility Committee members:	5	Eligibility Criteria: Unable to use

OPERATING DATA

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

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service
TOTAL PASSENGERS
 Subscription/Pre-booked
 Reservation
 On-Demand/Day of trip
UNACCOMMODATED TRIPS
NO-SHOWS/CANCELLED AT DOOR
NUMBER OF COMPLAINTS

OPERATING EXPENSES

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

OPERATING FUNDING SOURCES

Passenger Revenue
 Other Operating Revenue
Total Operating Revenues
 Provincial Contributions
 Municipal Contributions
 Donations
TOTAL OPERATING FUNDING

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses
TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Provincial Contributions
 Municipal Contributions
 Donations
TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

Weekday:	0830 to 1600	Sunday:
Saturday:		Holiday:
Advanced booking notice: 2 days		
Minimum notice for reservation: 0.3 hours		
Reservations/Scheduling: Manual		

FARE STRUCTURE

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.00		
Child	\$3.00		
Student	\$3.00		
Senior	\$3.00		
Attendant	free		
Companion	\$3.00		
Other	Return city trip - \$6.00		

EMPLOYEE DATA

	(Full-Time)	(Part-Time)
Operators	1	1
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration	1	
Other		
TOTAL NUMBER OF EMPLOYEES	2	1
Union Affiliations:	N/A	
Top Operator Wage Rate:		
Top Mechanic Wage Rate:		

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio	N/A
Net Operating Cost/Capita	
Total Exp/Passengers	
Total Exp/Eligible Passengers	
Transp Exp/Passengers	
Dedicated Service	
Non-Dedicated Service (e.g. Taxis)	
Transp Exp/Hours (Dedicated Service)	

OPERATING

Registrants/Capita	
Passengers/Capita	0.1456
Passengers/Registrants	
Passengers/Hours (Dedicated Service)	
Km/Passengers (Dedicated Service)	
Average Speed (Dedicated Service)	

VEHICLE DATA	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	4	9
Other				
TOTAL DED VEHICLES	1	1	N/A	N/A
Accessible Taxis	N/A	N/A		

PASSENGER STATISTICS	Dedicated Service	Non-Dedicated Service
Ambulatory	3,873 *	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	3,873 (100%)	(0%)
* Total for all categories		

ATIKOKAN - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

Atikokan Handi-Van

Contact: Mr. Ed Morrisette
 Title: Recreation Director
 Telephone: (807) 597-6932
 FAX: (807) 597-6186
 e-mail:

Dedicated Service operated by: Private Non-Profit Organization

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

Taxi Scrip Program available: NO

	Population served:	4,200	NUMBER OF REGISTRANTS	50
	Service area (km ²):	372.8	Wheelchair/Scooter Users:	4 (8%)
	Communities served:	1	Ambulatory:	42 (84%)
	Service began:	1990	Attendants/Companions:	4 (8%)
	Advisory Committee members:	7	Other:	
	Eligibility Committee members:	11	Eligibility Criteria:	Unable to use

OPERATING DATA

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

SERVICE HOURS/SCHEDULING

Weekday:	0800 to 1600	Sunday:
Saturday:		Holiday:
Advanced booking notice:		1 days
Minimum notice for reservation:		
Reservations/Scheduling:	Manual	

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service
TOTAL PASSENGERS
 Subscription/Pre-booked
 Reservation
 On-Demand/Day of trip
UNACCOMMODATED TRIPS
NO-SHOWS/CANCELLED AT DOOR
NUMBER OF COMPLAINTS

FARE STRUCTURE

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$1.50		
Child			
Student			
Senior	\$1.50		
Attendant	\$1.50		
Companion			
Other	School Board / Special Purpose: \$8.00 per trip		

OPERATING EXPENSES

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

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

OPERATING FUNDING SOURCES

Passenger Revenue
 Other Operating Revenue
Total Operating Revenues
 Provincial Contributions
 Municipal Contributions
 Donations
TOTAL OPERATING FUNDING

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio	31%
Net Operating Cost/Capita	\$7.98
Total Exp/Passengers	\$9.70
Total Exp/Eligible Passengers	\$21.56
Transp Exp/Passengers	
Dedicated Service	\$6.70
Non-Dedicated Service (e.g. Taxis)	
Transp Exp/Hours (Dedicated Service)	\$14.57

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses
TOTAL CAPITAL EXPENSES

OPERATING

Registrants/Capita	0.0119
Passengers/Capita	1.1905
Passengers/Registrants	100.00
Passengers/Hours (Dedicated Service)	2.17
Km/Passengers (Dedicated Service)	5.00
Average Speed (Dedicated Service)	10.87

CAPITAL FUNDING SOURCES

Transit System
 Provincial Contributions
 Municipal Contributions
 Donations
TOTAL CAPITAL FUNDING

VEHICLE DATA		Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars				N/A	
Accessible Vans/Minivans	1	1			
Small Buses					
Other					
TOTAL DED VEHICLES	1	1		N/A	N/A
Accessible Taxis		N/A	N/A		

PASSENGER STATISTICS	Dedicated Service	Non-Dedicated Service
Ambulatory	2,000	
Wheelchair/Scooter Users	250	
Attendants/Companions	200	
Other	2,550	
TOTAL PASSENGER (%Total)	5,000 (100%)	(0%)

BARRIE - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

B.A.C.T.S.

Contact: Mr. Ron Lemanczyk
 Title: Transportation Technologist
 Telephone: (705) 739-4220
 FAX: (705) 739-4247
 e-mail:

Dedicated Service operated by: 1 Private Contractor

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

Taxi Scrip Program available: NO

	Population served:	90,000	NUMBER OF REGISTRANTS	1,100
	Service area (km²):	74.0	Wheelchair/Scooter Users:	600 (55%)
	Communities served:	1	Ambulatory:	500 (45%)
	Service began:	1980	Attendants/Companions:	
	Advisory Committee members:	N/A	Other:	
	Eligibility Committee members:	N/A	Eligibility Criteria:	Unable to use

OPERATING DATA

Rev Veh Km - Dedicated Service

123,055

Tot Veh Km - Dedicated Service

Rev Veh Hr - Dedicated Service

Tot Veh Hr - Dedicated Service

7,855

Non-Dedicated Service - Veh Km

Non-Dedicated Service - Veh Hr

PASSENGER DATA

Dedicated Service

22,086

Non-Dedicated Service

5,146

TOTAL PASSENGERS

27,232

Subscription/Pre-booked

26%

Reservation

70%

On-Demand/Day of trip

4%

UNACCOMMODATED TRIPS

240

NO-SHOWS/CANCELLED AT DOOR

425

NUMBER OF COMPLAINTS

2

OPERATING EXPENSES

Administration

\$8,693

Operations:

Internal - Dedicated Service

\$604

Contract - Dedicated Service

\$285,775

Contract - Non-Dedicated Service

\$37,696

Taxi Scrip/Fare Reimbursement

Maintenance (Vehicles & Facilities)

\$40

Fuel

TOTAL OPERATING EXPENSES

\$332,808

OPERATING FUNDING SOURCES

Passenger Revenue

\$65,035

Other Operating Revenue

Total Operating Revenues

\$65,035

Provincial Contributions

Municipal Contributions

\$267,773

Donations

TOTAL OPERATING FUNDING

\$332,808

CAPITAL EXPENSES

Vehicles Purchased

\$66,650

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES

\$66,650

CAPITAL FUNDING SOURCES

Transit System

Provincial Contributions

\$66,650

Municipal Contributions

Donations

TOTAL CAPITAL FUNDING

\$66,650

VEHICLE DATA

Number

Veh. Peak

Wheelchair Capacity (avg. per veh)

Ambulatory Capacity (avg. per veh)

N/A

Non-Accessible Cars

Accessible Vans/Minivans

2

2

2

2

Small Buses

5

4

5

4

Other

N/A

N/A

TOTAL DED VEHICLES

7

6

N/A

N/A

Accessible Taxis

2

N/A

SERVICE HOURS/SCHEDULING

Weekday: 0730 to 2300 Sunday: 0900 to 1800

Saturday: 0900 to 2300 Holiday:

Advanced booking notice: 14 days

Minimum notice for reservation:

Reservations/Scheduling: Partially Computerized

FARE STRUCTURE

Tickets/Cards (unit price)

Monthly Pass

Cash

\$2.50

Child

\$2.50

Student

\$2.50

Senior

\$2.50

Attendant

\$2.50

Companion

\$2.50

Other

\$2.50

EMPLOYEE DATA

(Full-Time) (Part-Time)

Operators

4

Other Operations (e.g. dispatchers)

1

Maintenance

2

General Administration

1

Other

10

4

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: N/A

Top Operator Wage Rate: \$12.96

Top Mechanic Wage Rate: \$17.25

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio 20%

Net Operating Cost/Capita \$2.98

Total Exp/Passengers \$12.22

Total Exp/Eligible Passengers \$13.39

Transp Exp/Passengers

Dedicated Service \$12.97

Non-Dedicated Service (e.g. Taxis) \$7.33

Transp Exp/Hours (Dedicated Service) \$36.46

OPERATING

Registrants/Capita 0.0122

Passengers/Capita 0.3026

Passengers/Registrants 24.76

Passengers/Hours (Dedicated Service) 2.81

Km/Passengers (Dedicated Service) 5.57

Average Speed (Dedicated Service) 15.67

PASSENGER STATISTICS

Dedicated Service

Non-Dedicated Service

Ambulatory

Wheelchair/Scooter Users

Attendants/Companions

Other

TOTAL PASSENGER (%Total) 22,086 (81%) 5,146 (19%)

* Total for Ambulatory and Wheelchair/Scooter Users

BELLEVILLE - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

Belleville Mobility Bus

Contact: Ms. Elizabeth Garrison
 Title: Office Manager
 Telephone: (613) 967-3200
 FAX: (613) 967-3262
 e-mail:

Dedicated Service operated by: Transit System/Municipality

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

Taxi Scrip Program available: NO

Population served:	35,800	NUMBER OF REGISTRANTS	550
Service area (km ²):	36.0	Wheelchair/Scooter Users:	245 (45%)
Communities served:	2	Ambulatory:	245 (45%)
Service began:		Attendants/Companions:	60 (11%)
Advisory Committee members:	N/A	Other:	
Eligibility Committee members:	N/A	Eligibility Criteria:	Unable to board

OPERATING DATA

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

43,079
 43,079
 3,436
 3,436

SERVICE HOURS/SCHEDULING

Weekday:	0800 to 1730	Sunday:
Saturday:	1000 to 1400	Holiday:
Advanced booking notice:		7 days
Minimum notice for reservation:		4.0 hours
Reservations/Scheduling: Manual		

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service
TOTAL PASSENGERS
 Subscription/Pre-booked
 Reservation
 On-Demand/Day of trip
UNACCOMMODATED TRIPS
NO-SHOWS/CANCELLED AT DOOR
NUMBER OF COMPLAINTS

9,230
 9,230
 50%
 40%
 10%
 60
 2

FARE STRUCTURE

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$1.00		
Child	\$1.00		
Student	\$1.00		
Senior	\$1.00		
Attendant	\$1.50		
Companion	\$1.50		
Other			

OPERATING EXPENSES

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

\$10,105
 \$101,055
 \$1,000
 \$112,160

EMPLOYEE DATA

(Full-Time) (Part-Time)

Operators
 Other Operations (e.g. dispatchers)
 Maintenance
 General Administration
 Other
TOTAL NUMBER OF EMPLOYEES
 Union Affiliations: N/A
 Top Operator Wage Rate:
 Top Mechanic Wage Rate:

OPERATING FUNDING SOURCES

Passenger Revenue
 Other Operating Revenue
Total Operating Revenues
 Provincial Contributions
 Municipal Contributions
 Donations
TOTAL OPERATING FUNDING

\$9,658
 \$96,948
 \$5,554
 \$112,160

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio	9%
Net Operating Cost/Capita	\$2.86
Total Exp/Passengers	\$12.15
Total Exp/Eligible Passengers	\$13.67
Transp Exp/Passengers	
Dedicated Service	\$11.06
Non-Dedicated Service (e.g. Taxis)	
Transp Exp/Hours (Dedicated Service)	\$29.70

OPERATING

Registrants/Capita	0.0154
Passengers/Capita	0.2578
Passengers/Registrants	16.78
Passengers/Hours (Dedicated Service)	2.69
Km/Passengers (Dedicated Service)	4.67
Average Speed (Dedicated Service)	12.54

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses
TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Provincial Contributions
 Municipal Contributions
 Donations
TOTAL CAPITAL FUNDING

VEHICLE DATA		Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars				N/A	
Accessible Vans/Minivans					
Small Buses	2	2		3	3
Other					
TOTAL DED VEHICLES	2	2		N/A	N/A
Accessible Taxis					

PASSENGER STATISTICS	Dedicated Service	Non-Dedicated Service
Ambulatory	4,101	
Wheelchair/Scooter Users	4,101	
Attendants/Companions	1,028	
Other		
TOTAL PASSENGER (% Total)	9,230 (100%)	(0%)

BRANTFORD - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

Operation Lift

Contact: Mr. Kevin Williams
 Title: Administrator
 Telephone: (519) 756-2170
 FAX: (519) 756-2147
 e-mail: oplift@hfreen.on.ca

Dedicated Service operated by: Private Non-Profit Organization
 Non-Dedicated Service (e.g. Taxis) operated by: 2 taxi companies
 Taxi Scrip Program available: NO

	Population served:	85,000	NUMBER OF REGISTRANTS	2,000
	Service area (km ²):	71.5	Wheelchair/Scooter Users:	690 (35%)
	Communities served:	1	Ambulatory:	1,310 (66%)
	Service began:	1975	Attendants/Companions:	
	Advisory Committee members:	15	Other:	
	Eligibility Committee members:	4	Eligibility Criteria:	Unable to use

OPERATING DATA

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

	SERVICE HOURS/SCHEDULING
Weekday:	0000 to 2400
Saturday:	0000 to 2400
Holiday:	0000 to 2400

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service
TOTAL PASSENGERS
 Subscription/Pre-booked
 Reservation
 On-Demand/Day of trip
UNACCOMMODATED TRIPS
NO-SHOWS/CANCELLED AT DOOR
NUMBER OF COMPLAINTS

	FARE STRUCTURE	Tickets/Cards (unit price)	Monthly Pass
	Cash		
Dedicated Service	Adult \$1.75		
Non-Dedicated Service	Child \$1.75		
TOTAL PASSENGERS	Student \$1.75		
Subscription/Pre-booked	Senior \$1.75		
Reservation	Attendant \$1.75		
On-Demand/Day of trip	Companion \$1.75		
UNACCOMMODATED TRIPS	Other		
NO-SHOWS/CANCELLED AT DOOR			
NUMBER OF COMPLAINTS			

OPERATING EXPENSES

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

	EMPLOYEE DATA	(Full-Time)	(Part-Time)
Operators	5	3	
Other Operations (e.g. dispatchers)	2	1	
Maintenance			
General Administration	1		
Other	1		
TOTAL NUMBER OF EMPLOYEES	9	4	
Union Affiliations:	N/A		
Top Operator Wage Rate:	\$11.44		
Top Mechanic Wage Rate:			

OPERATING FUNDING SOURCES

Passenger Revenue
 Other Operating Revenue
Total Operating Revenues
 Provincial Contributions
 Municipal Contributions
 Donations
TOTAL OPERATING FUNDING

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio	23%
Net Operating Cost/Capita	\$4.94
Total Exp/Passengers	\$9.74
Total Exp/Eligible Passengers	\$10.07
Transp Exp/Passengers	
Dedicated Service	\$7.36
Non-Dedicated Service (e.g. Taxis)	\$7.89
Transp Exp/Hours (Dedicated Service)	\$28.75

OPERATING

Registrants/Capita	0.0235
Passengers/Capita	0.6575
Passengers/Registrants	27.94
Passengers/Hours (Dedicated Service)	3.91
Km/Passengers (Dedicated Service)	4.77
Average Speed (Dedicated Service)	18.66

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses
TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Provincial Contributions
 Municipal Contributions
 Donations
TOTAL CAPITAL FUNDING

VEHICLE DATA		Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Number	Veh. Peak	N/A	
Non-Accessible Cars			
Accessible Vans/Minivans			
Small Buses	7	5	6
Other			
TOTAL DED VEHICLES	7	N/A	N/A
Accessible Taxis	4	N/A	

PASSENGER STATISTICS	Dedicated Service	Non-Dedicated Service
Ambulatory	27,475	6,634
Wheelchair/Scooter Users	16,824	3,106
Attendants/Companions	1,450	400
Other		
TOTAL PASSENGER (% Total)	45,749 (82%)	10,140 (18%)

BROCKVILLE - 1998 Data

Brockville Para Transit

Contact: Ms. Valerie Harvey
 Title: Supervisor, Solid Waste / Transit
 Telephone: (613) 342-8772
 FAX: (613) 342-5035
 e-mail:
 Dedicated Service operated by: 1 Private Contractor
 Non-Dedicated Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Program available: NO

	Population served:	21,500	NUMBER OF REGISTRANTS	625
	Service area (km ²):	20.2	Wheelchair/Scooter Users:	361 (58%)
	Communities served:	1	Ambulatory:	264 (42%)
	Service began:	1993	Attendants/Companions:	
	Advisory Committee members:	N/A	Other:	
	Eligibility Committee members:	N/A	Eligibility Criteria:	Unable to use

Note: Fare increased from \$2.00 to \$3.00 in June 1998.

OPERATING DATA

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

SERVICE HOURS/SCHEDULING

Weekday:	0700 to 1800	Sunday:
Saturday:	0900 to 1800	Holiday:

Advanced booking notice:
 Minimum notice for reservation:
 Reservations/Scheduling: Manual

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service
TOTAL PASSENGERS
 Subscription/Pre-booked
 Reservation
 On-Demand/Day of trip
UNACCOMMODATED TRIPS
NO-SHOWS/CANCELLED AT DOOR
NUMBER OF COMPLAINTS

FARE STRUCTURE

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

OPERATING EXPENSES

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

EMPLOYEE DATA

(Full-Time) (Part-Time)

Operators
 Other Operations (e.g. dispatchers)
 Maintenance
 General Administration
 Other
TOTAL NUMBER OF EMPLOYEES
 Union Affiliations: N/A
 Top Operator Wage Rate:
 Top Mechanic Wage Rate:

OPERATING FUNDING SOURCES

Passenger Revenue
 Other Operating Revenue
Total Operating Revenues
 Provincial Contributions
 Municipal Contributions
 Donations
TOTAL OPERATING FUNDING

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio	26%
Net Operating Cost/Capita	\$3.19
Total Exp/Passengers	\$9.03
Total Exp/Eligible Passengers	\$10.32
Transp Exp/Passengers	
Dedicated Service	\$8.94
Non-Dedicated Service (e.g. Taxis)	
Transp Exp/Hours (Dedicated Service)	\$28.39

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses
TOTAL CAPITAL EXPENSES

OPERATING

Registrants/Capita	0.0291
Passengers/Capita	0.4770
Passengers/Registrants	16.41
Passengers/Hours (Dedicated Service)	3.18
Km/Passengers (Dedicated Service)	
Average Speed (Dedicated Service)	

CAPITAL FUNDING SOURCES

Transit System
 Provincial Contributions
 Municipal Contributions
 Donations
TOTAL CAPITAL FUNDING

VEHICLE DATA	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	2	2	4	10
Other				
TOTAL DED VEHICLES	2	2	N/A	N/A
Accessible Taxis				

PASSENGER STATISTICS	Dedicated Service	Non-Dedicated Service
Ambulatory	4,028	
Wheelchair/Scooter Users	4,942	
Attendants/Companions	1,285	
Other		
TOTAL PASSENGER (%Total)	10,255 (100%)	(0 %)

BURLINGTON - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

Burlington Handi-Van

Contact: Mr. Don Hammond
 Title: Administration Supervisor
 Telephone: (905) 335-7600
 FAX: (905) 335-7878
 e-mail: hammondd@city.burlington.on.ca

Dedicated Service operated by: Transit System/Municipality

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

Taxi Scrip Program available: NO

Population served:	135,000	NUMBER OF REGISTRANTS	1,325
Service area (km ²):	97.8	Wheelchair/Scooter Users:	795 (60%)
Communities served:	1	Ambulatory:	530 (40%)
Service began:	1975	Advisory Committee members:	7
		Eligibility Committee members:	7
		Eligibility Criteria: Unable to board	

Note: * Suffered a two-week teacher strike in November 1997. The maintenance and fuel expenses for 1997 were estimates.

OPERATING DATA

Rev Veh Km - Dedicated Service	202,208
Tot Veh Km - Dedicated Service	235,000
Rev Veh Hr - Dedicated Service	10,373
Tot Veh Hr - Dedicated Service	11,122
Non-Dedicated Service - Veh Km	
Non-Dedicated Service - Veh Hr	

PASSENGER DATA

Dedicated Service	28,006
Non-Dedicated Service	2,089
TOTAL PASSENGERS	30,095
Subscription/Pre-booked	81%
Reservation	15%
On-Demand/Day of trip	4%
UNACCOMMODATED TRIPS	102
NO-SHOWS/CANCELLED AT DOOR	556
NUMBER OF COMPLAINTS	14

OPERATING EXPENSES

Administration	
Operations:	
Internal - Dedicated Service	\$308,352
Contract - Dedicated Service	
Contract - Non-Dedicated Service	\$16,800
Taxi Scrip/Fare Reimbursement	
Maintenance (Vehicles & Facilities)*	\$61,038
Fuel*	\$15,073
TOTAL OPERATING EXPENSES	\$401,263

OPERATING FUNDING SOURCES

Passenger Revenue *	\$86,255
Other Operating Revenue	
Total Operating Revenues	\$86,255
Provincial Contributions	
Municipal Contributions	\$315,008
Donations	
TOTAL OPERATING FUNDING	\$401,263

CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	

CAPITAL FUNDING SOURCES

Transit System	
Provincial Contributions	
Municipal Contributions	
Donations	
TOTAL CAPITAL FUNDING	

VEHICLE DATA		Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars				N/A	
Accessible Vans/Minivans	6	5		6	6
Small Buses					
Other					
TOTAL DED VEHICLES	6	5		N/A	N/A
Accessible Taxis					

SERVICE HOURS/SCHEDULING

Weekday:	0700 to 2330	Sunday:	0830 to 1700
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Saturday:	0800 to 2330	Holiday:	
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Advanced booking notice:	4 days
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Minimum notice for reservation:	
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Reservations/Scheduling:	Fully Automated
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FARE STRUCTURE

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

EMPLOYEE DATA

Operators	4	(Full-Time)	(Part-Time)
-----------	---	-------------	-------------

Other Operations (e.g. dispatchers)	1		
-------------------------------------	---	--	--

Maintenance	1		
-------------	---	--	--

General Administration	1		
------------------------	---	--	--

Other			
-------	--	--	--

TOTAL NUMBER OF EMPLOYEES	7		5
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Union Affiliations:	CUPE 2723
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Top Operator Wage Rate:	\$16.62
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Top Mechanic Wage Rate:	\$19.54
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PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio	21%
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Net Operating Cost/Capita	\$2.33
---------------------------	--------

Total Exp/Passengers	\$13.33
----------------------	---------

Total Exp/Eligible Passengers	\$13.67
-------------------------------	---------

Transp Exp/Passengers	
-----------------------	--

Dedicated Service	\$13.73
-------------------	---------

Non-Dedicated Service (e.g. Taxis)	\$8.04
------------------------------------	--------

Transp Exp/Hours (Dedicated Service)	\$34.57
--------------------------------------	---------

OPERATING

Registrants/Capita	0.0098
--------------------	--------

Passengers/Capita	0.2229
-------------------	--------

Passengers/Registrants	22.71
------------------------	-------

Passengers/Hours (Dedicated Service)	2.52
--------------------------------------	------

Km/Passengers (Dedicated Service)	8.39
-----------------------------------	------

Average Speed (Dedicated Service)	21.13
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PASSENGER STATISTICS

Dedicated Service		Non-Dedicated Service	
-------------------	--	-----------------------	--

Ambulatory	10,748	1,269	
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Wheelchair/Scooter Users	16,526	820	
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Attendants/Companions	732		
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Other			
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TOTAL PASSENGER (%Total)	28,006 (93%)	2,089 (7%)	
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CAMBRIDGE - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

Cambridge Transit

Contact: Mr. Rick W. Schram
 Title: Mgr. Transit Planning/Sys. Co-ord
 Telephone: (519) 623-7721
 FAX: (519) 623-0126
 e-mail:

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

Population served:	106,000	NUMBER OF REGISTRANTS	594
Service area (km ²):		Wheelchair/Scooter Users:	116 (20%)
Communities served:	1	Ambulatory:	478 (80%)
Service began:	1976	Adendants/Companions:	
Advisory Committee members:	N/A	Other:	
Eligibility Committee members:	5	Eligibility Criteria:	Unable to use

OPERATING DATA

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

SERVICE HOURS/SCHEDULING

Weekday:	0800 to 2200	Sunday:	
Saturday:	0900 to 1700	Holiday:	
Advanced booking notice:		7 days	
Minimum notice for reservation:		24.0 hours	
Reservations/Scheduling: Fully Automated			

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service
TOTAL PASSENGERS
 Subscription/Pre-booked
 Reservation
 On-Demand/Day of trip
UNACCOMMODATED TRIPS
NO SHOWS/CANCELLED AT DOOR
NUMBER OF COMPLAINTS

FARE STRUCTURE

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.40		
Child	\$2.40		
Student	\$2.40		
Senior	\$2.40		
Attendant	\$2.40		
Companion	\$2.40		
Other			

OPERATING EXPENSES

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

EMPLOYEE DATA

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

OPERATING FUNDING SOURCES

Passenger Revenue
 Other Operating Revenue
Total Operating Revenues
 Provincial Contributions
 Municipal Contributions
 Donations
TOTAL OPERATING FUNDING

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio	31%
Net Operating Cost/Capita	\$2.17
Total Exp/Passengers	\$8.54
Total Exp/Eligible Passengers	\$8.66
Transp Exp/Passengers	
Dedicated Service	\$7.83
Non-Dedicated Service (e.g. Taxis)	\$8.16
Transp Exp/Hours (Dedicated Service)	\$27.65

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses
TOTAL CAPITAL EXPENSES

OPERATING

Registrants/Capita	0.0056
Passengers/Capita	0.3703
Passengers/Registrants	66.08
Passengers/Hours (Dedicated Service)	3.53
Km/Passengers (Dedicated Service)	5.76
Average Speed (Dedicated Service)	20.33

CAPITAL FUNDING SOURCES

Transit System
 Provincial Contributions
 Municipal Contributions
 Donations
TOTAL CAPITAL FUNDING

VEHICLE DATA

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

PASSENGER STATISTICS

	Dedicated Service	Non-Dedicated Service
Ambulatory	14,529	17,857
Wheelchair/Scooter Users	3,036	3,289
Attendants/Companions	325	215
Other		
TOTAL PASSENGER (%Total)	17,890 (46%)	21,361 (54%)

CAMPBELLFORD - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

Campbellford District Rural Trans.

Contact: Ed Dunk / Shirley Preston
 Title: Driver
 Telephone: (705) 653-1900
 FAX: (705) 653-5203
 e-mail:

Dedicated Service operated by: Private Non-Profit Organization

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

Taxi Scrip Program available: NO

Population served:	12,000	NUMBER OF REGISTRANTS	421
Service area (km ²):	51.0	Wheelchair/Scooter Users:	130 (31%)
Communities served:	4	Ambulatory:	221 (52%)
Service began:	1992	Attendants/Companions:	70 (17%)
Advisory Committee members:	8	Other:	
Eligibility Committee members:	1	Eligibility Criteria:	Unable to board

OPERATING DATA

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

SERVICE HOURS/SCHEDULING

Weekday:	0800 to 2300	Sunday:	0800 to 1700
Saturday:	0800 to 2100	Holiday:	
Advanced booking notice: 14 days			
Minimum notice for reservation: 24.0 hours			
Reservations/Scheduling: Manual			

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service
TOTAL PASSENGERS
 Subscription/Pre-booked
 Reservation
 On-Demand/Day of trip
UNACCOMMODATED TRIPS
NO-SHOWS/CANCELLED AT DOOR
NUMBER OF COMPLAINTS

		Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$4.50			
Child	\$4.50			
Student	\$4.50			
Senior	\$4.50			
Attendant				
Companion	\$4.50			
Other				

OPERATING EXPENSES

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

	(Full-Time)	(Part-Time)
Operators		3
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration		
Other		
TOTAL NUMBER OF EMPLOYEES		3
Union Affiliations:	N/A	
Top Operator Wage Rate:	\$12.00	
Top Mechanic Wage Rate:		

OPERATING FUNDING SOURCES

Passenger Revenue
 Other Operating Revenue
Total Operating Revenues
 Provincial Contributions
 Municipal Contributions
 Donations
TOTAL OPERATING FUNDING

PERFORMANCE INDICATORS

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses
TOTAL CAPITAL EXPENSES

FINANCIAL

R/C Ratio	29%
Net Operating Cost/Capita	\$2.54
Total Exp/Passengers	\$9.64
Total Exp/Eligible Passengers	\$9.64
Transp Exp/Passengers	
Dedicated Service	\$7.68
Non-Dedicated Service (e.g. Taxis)	
Transp Exp/Hours (Dedicated Service)	\$16.25

CAPITAL FUNDING SOURCES

Transit System
 Provincial Contributions
 Municipal Contributions
 Donations
TOTAL CAPITAL FUNDING

OPERATING

Registrants/Capita	0.0351
Passengers/Capita	0.3734
Passengers/Registrants	10.64
Passengers/Hours (Dedicated Service)	2.12
Km/Passengers (Dedicated Service)	16.06
Average Speed (Dedicated Service)	34.00

VEHICLE DATA

	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	1	1	5	9
Small Buses				
Other				
TOTAL DED VEHICLES	1	1	N/A	N/A
Accessible Taxis	N/A	N/A		

PASSENGER STATISTICS

	Dedicated Service	Non-Dedicated Service
Ambulatory		4,481 *
Wheelchair/Scooter Users	[]	
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	4,481 (100%)	(0%)
* Total for all categories		

CAPREOL - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

Capreol Handi Transit

Contact: Mr. E. Berube
 Title: Clerk-Treasurer, Town of Capreol
 Telephone: (705) 858-1212
 FAX: (705) 858-1085
 e-mail: capreol@isys.ca
 Dedicated Service operated by: 1 Private Contractor
 Non-Dedicated Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Program available: NO

Population served:	3,800	NUMBER OF REGISTRANTS	94
Service area (km ²):		Wheelchair/Scooter Users:	8 (9%)
Communities served:	1	Ambulatory:	86 (91%)
Service began:	1991	Attendants/Companions:	
Advisory Committee members:	N/A	Other:	
Eligibility Committee members:	N/A	Eligibility Criteria:	Unable to use

Note: Operated by Northway Bus Inc.

OPERATING DATA

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

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

TOTAL PASSENGERS

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

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

OPERATING EXPENSES

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

TOTAL OPERATING EXPENSES

OPERATING FUNDING SOURCES

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

TOTAL OPERATING FUNDING

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Provincial Contributions
 Municipal Contributions
 Donations

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

Weekday:	0800 to 1630	Sunday:
Saturday:		Holiday:
Advanced booking notice:	1 days	
Minimum notice for reservation:		
Reservations/Scheduling:	Manual	

FARE STRUCTURE

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

EMPLOYEE DATA

	(Full-Time)	(Part-Time)
Operators	1	
Other Operations (e.g. dispatchers)		1
Maintenance		
General Administration		
Other		
TOTAL NUMBER OF EMPLOYEES	1	1
Union Affiliations:	N/A	
Top Operator Wage Rate:		
Top Mechanic Wage Rate:		

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio	18%
Net Operating Cost/Capita	\$6.38
Total Exp/Passengers	\$26.89
Total Exp/Eligible Passengers	\$26.89
Transp Exp/Passengers	
Dedicated Service	\$23.89
Non-Dedicated Service (e.g. Taxis)	
Transp Exp/Hours (Dedicated Service)	

OPERATING

Registrants/Capita	0.0247
Passengers/Capita	0.2903
Passengers/Registrants	11.73
Passengers/Hours (Dedicated Service)	
Km/Passengers (Dedicated Service)	
Average Speed (Dedicated Service)	

VEHICLE DATA	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	1	1	2	12
Small Buses				
Other				
TOTAL DED VEHICLES	1	1	N/A	N/A
Accessible Taxis		N/A	N/A	

PASSENGER STATISTICS	Dedicated Service	Non-Dedicated Service
Ambulatory	1,103 *	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	1,103 (100%)	(0 %)
* Total for all categories		

CLARINGTON - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

Handi Transit Inc.

Contact: Mr. Ben Chartier
 Title: General Manager
 Telephone: (905) 571-1222
 FAX: (905) 571-7390
 e-mail: handitrn@durham.net

Dedicated Service operated by: Private Non-Profit Organization
 Non-Dedicated Service (e.g. Taxis) operated by: 2 taxi companies
 Taxi Scrip Program available: NO

	Population served:	61,000	NUMBER OF REGISTRANTS	72
	Service area (km ²):	630.0	Wheelchair/Scooter Users:	40 (56%)
	Communities served:	1	Ambulatory:	32 (44%)
	Service began:	1981	Attendants/Companions:	
	Advisory Committee members:	10	Other:	
	Eligibility Committee members:	10	Eligibility Criteria:	Unable to use

OPERATING DATA

Rev Veh Km - Dedicated Service	49,996
Tot Veh Km - Dedicated Service	49,996
Rev Veh Hr - Dedicated Service	2,470
Tot Veh Hr - Dedicated Service	2,470
Non-Dedicated Service - Veh Km	
Non-Dedicated Service - Veh Hr	

PASSENGER DATA

Dedicated Service	2,899
Non-Dedicated Service	
TOTAL PASSENGERS	2,899
Subscription/Pre-booked	25%
Reservation	60%
On-Demand/Day of trip	15%
UNACCOMMODATED TRIPS	20
NO-SHOWS/CANCELLED AT DOOR	40
NUMBER OF COMPLAINTS	

OPERATING EXPENSES

Administration	\$38,452
Operations:	
Internal - Dedicated Service	
Contract - Dedicated Service	
Contract - Non-Dedicated Service	
Taxi Scrip/Fare Reimbursement	
Maintenance (Vehicles & Facilities)	\$9,904
Fuel	\$4,621
TOTAL OPERATING EXPENSES	\$100,692

OPERATING FUNDING SOURCES

Passenger Revenue	\$10,198
Other Operating Revenue	
Total Operating Revenues	\$10,198
Provincial Contributions	
Municipal Contributions	\$90,494
Donations	
TOTAL OPERATING FUNDING	\$100,692

CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	

CAPITAL FUNDING SOURCES

Transit System	
Provincial Contributions	
Municipal Contributions	
Donations	
TOTAL CAPITAL FUNDING	

SERVICE HOURS/SCEDULING

Weekday:	0800 to 2230	Sunday:	0900 to 2230
Saturday:	0900 to 2230	Holiday:	0900 to 2230
Advanced booking notice:		7 days	
Minimum notice for reservation:			
Reservations/Scheduling:		Partially Computerized	

FARE STRUCTURE

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.50		
Child	\$1.00		
Student	\$2.50		
Senior	\$2.50		
Attendant	\$2.50		
Companion	\$2.50		
Other	"Fare-by-Distance"	outside municipal boundary	

EMPLOYEE DATA

	(Full-Time)	(Part-Time)
Operators	1	1
Other Operations (e.g. dispatchers)	1	2
Maintenance		
General Administration	1	1
Other		
TOTAL NUMBER OF EMPLOYEES	3	4
Union Affiliations:	Teamsters Local #938	
Top Operator Wage Rate:	\$13.50	
Top Mechanic Wage Rate:		

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio	10%
Net Operating Cost/Capita	\$1.48
Total Exp/Passengers	\$34.73
Total Exp/Eligible Passengers	\$38.55
Transp Exp/Passengers	
Dedicated Service	\$21.47
Non-Dedicated Service (e.g. Taxis)	
Transp Exp/Hours (Dedicated Service)	\$25.20

OPERATING

Registrants/Capita	0.0012
Passengers/Capita	0.0475
Passengers/Registrants	40.26
Passengers/Hours (Dedicated Service)	1.17
Km/Passengers (Dedicated Service)	17.25
Average Speed (Dedicated Service)	20.24

VEHICLE DATA		Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars				N/A	
Accessible Vans/Minivans					
Small Buses	1	1		6	4
Other					
TOTAL DED VEHICLES	1	1		N/A	N/A
Accessible Taxis		N/A	N/A		

PASSENGER STATISTICS	Dedicated Service	Non-Dedicated Service
Ambulatory	737	
Wheelchair/Scooter Users	1,875	
Attendants/Companions	287	
Other		
TOTAL PASSENGER (%Total)	2,899 (100%)	(0%)

COLLINGWOOD - 1998 Data

ACTS

Contact: Ms. Barb Perram
 Title: Assistant to Town Engineer
 Telephone: (705) 445-1292
 FAX: (705) 445-1286
 e-mail: engineering@town.collingwood.on.ca
 Dedicated Service operated by: 1 Private Contractor
 Non-Dedicated Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Program available: NO

	Population served:	16,500	NUMBER OF REGISTRANTS	400
	Service area (km ²):	31.5	Wheelchair/Scooter Users:	148 (37%)
	Communities served:	1	Ambulatory:	249 (62%)
	Service began:	1989	Attendants/Companions:	
	Advisory Committee members:	N/A	Other:	3 (1%)
	Eligibility Committee members:	3	Eligibility Criteria:	Unable to board

OPERATING DATA

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

SERVICE HOURS/SCHEDULING

Weekday:	0800 to 1700	Sunday:
Saturday:	0800 to 1700	Holiday:
Advanced booking notice:		1 days
Minimum notice for reservation:		2.0 hours
Reservations/Scheduling: Manual		

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

FARE STRUCTURE

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$1.75		
Child	\$1.75		
Student	\$1.75		
Senior	\$1.75		
Attendant	\$1.75		
Companion	\$1.75		
Other	Children - over 48"		

TOTAL PASSENGERS

EMPLOYEE DATA

	(Full-Time)	(Part-Time)
Operators	1	2
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration		2
Other		
TOTAL NUMBER OF EMPLOYEES	1	4
Union Affiliations:	N/A	
Top Operator Wage Rate:		
Top Mechanic Wage Rate:		

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration

PERFORMANCE INDICATORS

Operations:

Internal - Dedicated Service
 Contract - Dedicated Service
 Contract - Non-Dedicated Service
 Taxi Scrip/Fare Reimbursement

Maintenance (Vehicles & Facilities)

Fuel

TOTAL OPERATING EXPENSES

OPERATING FUNDING SOURCES

Passenger Revenue

Other Operating Revenue

Total Operating Revenues

Provincial Contributions

Municipal Contributions

Donations

TOTAL OPERATING FUNDING

CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System

Provincial Contributions

Municipal Contributions

Donations

TOTAL CAPITAL FUNDING

VEHICLE DATA		Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars				N/A	
Accessible Vans/Minivans	1	1		4	6
Small Buses					
Other					
TOTAL DED VEHICLES	1	1		N/A	N/A
Accessible Taxis		N/A	N/A		

FINANCIAL

R/C Ratio	27%
Net Operating Cost/Capita	\$3.37
Total Exp/Passengers	\$6.59
Total Exp/Eligible Passengers	\$6.59
Transp Exp/Passengers	
Dedicated Service	\$6.09
Non-Dedicated Service (e.g. Taxis)	
Transp Exp/Hours (Dedicated Service)	\$25.54

OPERATING

Registrants/Capita	0.0242
Passengers/Capita	0.6962
Passengers/Registrants	28.72
Passengers/Hours (Dedicated Service)	4.19
Km/Passengers (Dedicated Service)	2.21
Average Speed (Dedicated Service)	9.27

PASSENGER STATISTICS

	Dedicated Service	Non-Dedicated Service
Ambulatory	11,488 *	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	11,488 (100%)	(0%)

* Total for all categories

CORNWALL - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

Cornwall Transit

Contact: Mr. Sherman Goodwin
 Title: Transit Manager
 Telephone: (613) 930-2636
 FAX: (613) 932-9906
 e-mail: goodwin@city.cornwall.on.ca

Dedicated Service operated by: Transit System/Municipality

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

Taxi Scrip Program available: NO

Population served:	48,000	NUMBER OF REGISTRANTS	1,088
Service area (km ²):	63.5	Wheelchair/Scooter Users:	187 (17%)
Communities served:	1	Ambulatory:	560 (51%)
Service began:	1981	Attendants/Companions:	341 (31%)
Advisory Committee members:	N/A	Other:	
Eligibility Committee members:	N/A	Eligibility Criteria:	Unable to board

Note: * estimates for 1998.

OPERATING DATA				SERVICE HOURS/SCHEDULING			
Rev Veh Km - Dedicated Service				Weekday:	0630 to 2330	Sunday:	
Tot Veh Km - Dedicated Service*	100,000			Saturday:	0700 to 2330	Holiday:	
Rev Veh Hr - Dedicated Service					Advanced booking notice:	1 days	
Tot Veh Hr - Dedicated Service *	7,500				Minimum notice for reservation:	24.0 hours	
Non-Dedicated Service - Veh Km	9,945				Reservations/Scheduling:	Partially Computerized	
Non-Dedicated Service - Veh Hr	7,535						
PASSENGER DATA				FARE STRUCTURE		Tickets/Cards	
Dedicated Service	25,652			Cash	(unit price)	Monthly Pass	
Non-Dedicated Service	3,639			Adult	\$1.80	\$1.75	
TOTAL PASSENGERS	29,291			Child	\$1.80	\$1.75	
Subscription/Pre-booked				Student	\$1.80	\$1.75	
Reservation				Senior	\$1.80	\$1.75	
On-Demand/Day of trip				Attendant	\$1.80	\$1.75	
UNACCOMMODATED TRIPS				Companion	\$1.80	\$1.75	
NO-SHOWS/CANCELLED AT DOOR	137			Other			
NUMBER OF COMPLAINTS				EMPLOYEE DATA		(Full-Time) (Part-Time)	
				Operators	2	6	
OPERATING EXPENSES				Other Operations (e.g. dispatchers)		2	
Administration				Maintenance		3	
Operations:				General Administration		2	
Internal - Dedicated Service	\$380,710			Other			
Contract - Dedicated Service				TOTAL NUMBER OF EMPLOYEES	2	13	
Contract - Non-Dedicated Service	\$19,071			Union Affiliations:	ATU 946		
Taxi Scrip/Fare Reimbursement				Top Operator Wage Rate:	\$15.28		
Maintenance (Vehicles & Facilities)	\$21,941			Top Mechanic Wage Rate:	\$16.36		
Fuel	\$16,286			PERFORMANCE INDICATORS			
TOTAL OPERATING EXPENSES	\$438,008			FINANCIAL			
OPERATING FUNDING SOURCES				R/C Ratio		21%	
Passenger Revenue	\$89,411			Net Operating Cost/Capita		\$7.18	
Other Operating Revenue	\$3,900			Total Exp/Passengers		\$14.95	
Total Operating Revenues	\$93,311			Total Exp/Eligible Passengers		\$15.00	
Provincial Contributions				Transp Exp/Passengers			
Municipal Contributions	\$344,697			Dedicated Service		\$16.33	
Donations				Non-Dedicated Service (e.g. Taxis)		\$5.24	
TOTAL OPERATING FUNDING	\$438,008			Transp Exp/Hours (Dedicated Service)		\$55.86	
CAPITAL EXPENSES				OPERATING			
Vehicles Purchased				Registrants/Capita		0.0227	
Debt Servicing				Passengers/Capita		0.6102	
Other Capital Expenses	\$432,028			Passengers/Registrants		26.92	
TOTAL CAPITAL EXPENSES	\$432,028			Passengers/Hours (Dedicated Service)		3.42	
CAPITAL FUNDING SOURCES				Km/Passengers (Dedicated Service)		3.90	
Transit System				Average Speed (Dedicated Service)		13.33	
Provincial Contributions	\$216,014						
Municipal Contributions	\$216,014						
Donations							
TOTAL CAPITAL FUNDING	\$432,028						
VEHICLE DATA				PASSENGER STATISTICS			
	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Dedicated Service	Non-Dedicated Service		
Non-Accessible Cars			N/A				
Accessible Vans/Minivans	2	2	5	13,070	3,539		
Small Buses	5	2	4	12,582			
Other				Attendants/Companions	100		
TOTAL DED VEHICLES	7	4	N/A	Other			
Accessible Taxis	47	N/A	N/A	TOTAL PASSENGER (%Total)	25,652 (88%)	3,639 (12%)	

DRYDEN - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

Dryden Handi-Transit

Contact: Ms. Judi Stratton
 Title: Manager/Driver/Dispatcher/Bookkeeper
 Telephone: (807) 223-3568
 FAX: (807) 223-3999
 e-mail:

Dedicated Service operated by: Private Non-Profit Organization

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

Taxi Scrip Program available: NO

Population served:	7,731	NUMBER OF REGISTRANTS	75
Service area (km ²):	65.2	Wheelchair/Scooter Users:	16 (21%)
Communities served:	1	Ambulatory:	56 (75%)
Service began:	1976	Attendants/Companions:	3 (4%)
Advisory Committee members:	6	Other:	
Eligibility Committee members:	6	Eligibility Criteria:	Unable to use

Note: Statistics for 11 months of operation. Shut down for one month for vehicle maintenance and holidays.

OPERATING DATA

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

SERVICE HOURS/SCHEDULING

Weekday:	0730 to 1630	Sunday:
Saturday:		Holiday:
Advanced booking notice:		7 days
Minimum notice for reservation:		24.0 hours
Reservations/Scheduling:		Manual

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

FARE STRUCTURE

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

TOTAL PASSENGERS

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

EMPLOYEE DATA

Operators	(Full-Time)	1
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration		
Other		
TOTAL NUMBER OF EMPLOYEES		1
Union Affiliations:	N/A	
Top Operator Wage Rate:	\$16.00	
Top Mechanic Wage Rate:		

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

OPERATING EXPENSES

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

PERFORMANCE INDICATORS

OPERATING FUNDING SOURCES

Passenger Revenue
 Other Operating Revenue
 Total Operating Revenues
 Provincial Contributions
 Municipal Contributions
 Donations
 TOTAL OPERATING FUNDING

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses
 TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Provincial Contributions
 Municipal Contributions
 Donations
 TOTAL CAPITAL FUNDING

FINANCIAL

R/C Ratio	14%
Net Operating Cost/Capita	\$4.85
Total Exp/Passengers	\$19.84
Total Exp/Eligible Passengers	\$19.84
Transp Exp/Passengers Dedicated Service	\$18.93
Non-Dedicated Service (e.g. Taxis)	
Transp Exp/Hours (Dedicated Service)	\$82.04

OPERATING

Registrants/Capita	0.0097
Passengers/Capita	0.2853
Passengers/Registrants	29.41
Passengers/Hours (Dedicated Service)	4.33
Km/Passengers (Dedicated Service)	4.92
Average Speed (Dedicated Service)	21.32

VEHICLE DATA

Number

Veh. Peak

Wheelchair Capacity (avg. per veh)

Ambulatory Capacity (avg. per veh)

Non-Accessible Cars

N/A

Accessible Vans/Minivans

Small Buses

1

1

3

9

Other

N/A

N/A

TOTAL DED VEHICLES

1

1

Accessible Taxis

N/A

N/A

PASSENGER STATISTICS

Dedicated Service

Non-Dedicated Service

Ambulatory

1,724

Wheelchair/Scooter Users

482

Attendants/Companions

Other

TOTAL PASSENGER (%Total)

2,206 (100%)

(0%)

ELLIOT LAKE - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

Handi Lift Bus

Contact: Mr. Norman R. Mann
 Title: Community Services Coordinator
 Telephone: (705) 848-2019
 FAX: (705) 848-1306
 e-mail: normmldg@inorth.on.ca

Dedicated Service operated by: Transit System/Municipality

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

Taxi Scrip Program available: NO

Population served:	13,500	NUMBER OF REGISTRANTS	166
Service area (km ²):	8.0	Wheelchair/Scooter Users:	54 (33%)
Communities served:	1	Ambulatory:	112 (67%)
Service began:	1988	Advisory Committee members:	N/A
		Eligibility Committee members:	N/A
		Eligibility Criteria:	Unable to board

OPERATING DATA

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

SERVICE HOURS/SCHEDULING

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

7 days
 24.0 hours
 Manual

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service
TOTAL PASSENGERS
 Subscription/Pre-booked
 Reservation
 On-Demand/Day of trip
UNACCOMMODATED TRIPS
NO-SHOWS/CANCELLED AT DOOR
NUMBER OF COMPLAINTS

		Cash	Tickets/Cards (unit price)	Monthly Pass
Dedicated Service	5,696	Adult	\$1.25	
Non-Dedicated Service		Child	\$1.25	
TOTAL PASSENGERS	5,696	Student	\$1.25	
Subscription/Pre-booked	80%	Senior	\$1.25	
Reservation		Attendant	free	
On-Demand/Day of trip	20%	Companion	free	
UNACCOMMODATED TRIPS		Other		

OPERATING EXPENSES

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

	(Full-Time)	(Part-Time)
Operators		2
Other Operations (e.g. dispatchers)		
Maintenance	3	
General Administration	2	
Other		
TOTAL NUMBER OF EMPLOYEES	5	2
Union Affiliations:	CUPE	
Top Operator Wage Rate:	\$13.25	
Top Mechanic Wage Rate:		

OPERATING FUNDING SOURCES

Passenger Revenue
 Other Operating Revenue
Total Operating Revenues
 Provincial Contributions
 Municipal Contributions
 Donations
TOTAL OPERATING FUNDING

PERFORMANCE INDICATORS

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

FINANCIAL	
R/C Ratio	13%
Net Operating Cost/Capita	\$2.89
Total Exp/Passengers	\$7.86
Total Exp/Eligible Passengers	\$9.64
Transp Exp/Passengers	
Dedicated Service	\$7.86
Non-Dedicated Service (e.g. Taxis)	
Transp Exp/Hours (Dedicated Service)	\$29.85

CAPITAL FUNDING SOURCES

Transit System

Provincial Contributions

Municipal Contributions

Donations

TOTAL CAPITAL FUNDING

OPERATING	
Registrants/Capita	0.0123
Passengers/Capita	0.4219
Passengers/Registrants	34.31
Passengers/Hours (Dedicated Service)	3.80
Km/Passengers (Dedicated Service)	4.65
Average Speed (Dedicated Service)	17.67

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

PASSENGER STATISTICS	Dedicated Service	Non-Dedicated Service
Ambulatory	2,459	
Wheelchair/Scooter Users	2,188	
Attendants/Companions	1,049	
Other		
TOTAL PASSENGER (%Total)	5,696 (100%)	(0%)

FORT FRANCES - 1998 Data

Fort Frances Handi-Van

Contact: Mr. George A. Bell
 Title: Manager, Community Services
 Telephone: (807) 274-4561
 FAX: (807) 274-3799
 e-mail:
 Dedicated Service operated by: 1 Private Contractor
 Non-Dedicated Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Program available: NO

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

	Population served:	8,500	NUMBER OF REGISTRANTS
	Service area (km ²):		Wheelchair/Scooter Users:
	Communities served:	1	Ambulatory:
	Service began:		Attendants/Companions:
	Advisory Committee members:	5	Other:
	Eligibility Committee members:	N/A	Eligibility Criteria: Unable to use

OPERATING DATA

Rev Veh Km - Dedicated Service			SERVICE HOURS/SCHEDULING
Tot Veh Km - Dedicated Service	25,000		Weekday: 0800 to 1700
Rev Veh Hr - Dedicated Service			Sunday:
Tot Veh Hr - Dedicated Service	1,872		Saturday:
Non-Dedicated Service - Veh Km			Advanced booking notice:
Non-Dedicated Service - Veh Hr			Minimum notice for reservation: 24.0 hours
			Reservations/Scheduling: Manual

PASSENGER DATA

Dedicated Service	10,268	Cash	Tickets/Cards (unit price)
Non-Dedicated Service		\$1.25	Monthly Pass
TOTAL PASSENGERS	10,268		
Subscription/Pre-booked		Adult	
Reservation		Child	
On-Demand/Day of trip		Student	
UNACCOMMODATED TRIPS		Senior	\$1.25
NO-SHOWS/CANCELLED AT DOOR		Attendant	
NUMBER OF COMPLAINTS		Companion	
		Other	Attendant/Companion: 1/2 fare

OPERATING EXPENSES

Administration	\$11,404	EMPLOYEE DATA	(Full-Time)
Operations:		Operators	(Part-Time)
Internal - Dedicated Service		Other Operations (e.g. dispatchers)	
Contract - Dedicated Service	\$58,727	Maintenance	
Contract - Non-Dedicated Service		General Administration	
Taxi Scrip/Fare Reimbursement		Other	
Maintenance (Vehicles & Facilities)	\$9,658	TOTAL NUMBER OF EMPLOYEES	
Fuel	\$2,895	Union Affiliations:	N/A
TOTAL OPERATING EXPENSES	\$82,684	Top Operator Wage Rate:	
		Top Mechanic Wage Rate:	

OPERATING FUNDING SOURCES

Passenger Revenue	\$16,800	PERFORMANCE INDICATORS	
Other Operating Revenue			
Total Operating Revenues	\$16,800	FINANCIAL	
Provincial Contributions		R/C Ratio	20%
Municipal Contributions	\$58,191	Net Operating Cost/Capita	\$7.75
Donations	\$7,693	Total Exp/Passengers	\$8.05
TOTAL OPERATING FUNDING	\$82,684	Total Exp/Eligible Passengers	\$8.39

CAPITAL EXPENSES

Vehicles Purchased		Transp Exp/Passengers	
Debt Servicing		Dedicated Service	\$6.94
Other Capital Expenses		Non-Dedicated Service (e.g. Taxis)	
TOTAL CAPITAL EXPENSES		Transp Exp/Hours (Dedicated Service)	\$38.08

CAPITAL FUNDING SOURCES

Transit System		OPERATING	
Provincial Contributions		Registrants/Capita	
Municipal Contributions		Passengers/Capita	1.2080
Donations		Passengers/Registrants	
TOTAL CAPITAL FUNDING		Passengers/Hours (Dedicated Service)	5.49

VEHICLE DATA

	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	1	1		
Small Buses				
Other				
TOTAL DED VEHICLES	1	1	N/A	N/A
Accessible Taxis	N/A	N/A		

PASSENGER STATISTICS	Dedicated Service	Non-Dedicated Service
Ambulatory	9,850 *	
Wheelchair/Scooter Users]-	
Attendants/Companions	418	
Other		
TOTAL PASSENGER (%Total)	10,268 (100%)	(0%)
* Total for Ambulatory and Wheelchair/Scooter Users		

GANANOQUE - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

Gananoque Wheels of Care Inc.

Contact: Mr. David Payne
 Title: President
 Telephone: (613) 382-4831
 FAX: (613) 382-8514
 e-mail: dpayne@1000island.net

Dedicated Service operated by: Private Non-Profit Organization

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

Taxi Scrip Program available: NO

Population served:	10,000	NUMBER OF REGISTRANTS
Service area (km ²):	600.0	Wheelchair/Scooter Users:
Communities served:	7	Ambulatory:
Service began:	1984	Attendants/Companions:
Advisory Committee members:	14	Other:
Eligibility Committee members:	14	Eligibility Criteria: Unable to use

Note: Volunteer service, no wages

OPERATING DATA		SERVICE HOURS/SCHEDULING		
		Weekday:	0730 to 1700	Sunday:
Rev Veh Km - Dedicated Service	50,250	Saturday:		Holiday:
Tot Veh Km - Dedicated Service				
Rev Veh Hr - Dedicated Service	8,764	Advanced booking notice:		
Tot Veh Hr - Dedicated Service		Minimum notice for reservation:		
Non-Dedicated Service - Veh Km		Reservations/Scheduling:	Manual	
Non-Dedicated Service - Veh Hr				
PASSENGER DATA		FARE STRUCTURE		Tickets/Cards (unit price)
		Cash		Monthly Pass
Dedicated Service	1,412	Adult		
Non-Dedicated Service		Child		
TOTAL PASSENGERS	1,412	Student		
Subscription/Pre-booked	10%	Senior		
Reservation	60%	Attendant	free	
On-Demand/Day of trip	30%	Companion	free	
UNACCOMMODATED TRIPS	15	Other	\$0.25 per km	
NO-SHOWS/CANCELLED AT DOOR	2			
NUMBER OF COMPLAINTS	1			
OPERATING EXPENSES		EMPLOYEE DATA		
		(Full-Time)	(Part-Time)	
Administration		Operators	6	
Operations:		Other Operations (e.g. dispatchers)	3	
Internal - Dedicated Service	\$5,063	Maintenance		
Contract - Dedicated Service		General Administration	1	
Contract - Non-Dedicated Service		Other		
Taxi Scrip/Fare Reimbursement		TOTAL NUMBER OF EMPLOYEES	10	
Maintenance (Vehicles & Facilities)	\$6,071	Union Affiliations:	N/A	
Fuel	\$5,869	Top Operator Wage Rate:		
TOTAL OPERATING EXPENSES	\$17,003	Top Mechanic Wage Rate:		
OPERATING FUNDING SOURCES		PERFORMANCE INDICATORS		
		FINANCIAL		
Passenger Revenue	\$8,764	R/C Ratio	94%	
Other Operating Revenue	\$7,138	Net Operating Cost/Capita	\$0.11	
Total Operating Revenues	\$15,902	Total Exp/Passengers	\$12.04	
Provincial Contributions		Total Exp/Eligible Passengers	\$17.71	
Municipal Contributions	\$1,101	Transp Exp/Passengers		
Donations		Dedicated Service	\$12.04	
TOTAL OPERATING FUNDING	\$17,003	Non-Dedicated Service (e.g. Taxis)		
CAPITAL EXPENSES		Transp Exp/Hours (Dedicated Service)		
Vehicles Purchased		OPERATING		
Debt Servicing		Registrants/Capita		
Other Capital Expenses	\$529	Passengers/Capita	0.1412	
TOTAL CAPITAL EXPENSES	\$529	Passengers/Registrants		
CAPITAL FUNDING SOURCES		Passengers/Hours (Dedicated Service)		
Transit System		Km/Passengers (Dedicated Service)		
Provincial Contributions		Average Speed (Dedicated Service)		
Municipal Contributions				
Donations	\$7,138			
TOTAL CAPITAL FUNDING	\$7,138			

VEHICLE DATA		Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars				N/A	
Accessible Vans/Minivans					
Small Buses	1	1		3	6
Other					
TOTAL DED VEHICLES	1	1		N/A	N/A
Accessible Taxis					

PASSENGER STATISTICS	Dedicated Service	Non-Dedicated Service
Ambulatory	312	
Wheelchair/Scooter Users	648	
Attendants/Companions	312	
Other	140	
TOTAL PASSENGER (%Total)	1,412	(100%)
		(0%)

GEORGINA - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

Georgina Mobility

Contact: Mr. S. Armstrong
 Title: Treasurer
 Telephone: (905) 476-4301
 FAX: (905) 476-8100
 e-mail:

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

	Population served:	36,349	NUMBER OF REGISTRANTS	310
	Service area (km ²):	289.9	Wheelchair/Scooter Users:	70 (23%)
	Communities served:	1	Ambulatory:	180 (58%)
	Service began:	1990	Attendants/Companions:	57 (18%)
	Advisory Committee members:	N/A	Other:	3 (1%)
	Eligibility Committee members:	N/A	Eligibility Criteria:	Unable to use

OPERATING DATA

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

SERVICE HOURS/SCHEDULING

Weekday:	0900 to 1700	Sunday:
Saturday:		Holiday:
Advanced booking notice:	1 days	
Minimum notice for reservation:	0.5 hours	
Reservations/Scheduling:	Partially Computerized	

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

FARE STRUCTURE

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.50	\$1.88	
Child			
Student			
Senior	\$2.50	\$1.88	
Attendant	\$2.50	\$1.88	
Companion	\$2.50	\$1.88	
Other			

TOTAL PASSENGERS

EMPLOYEE DATA

	(Full-Time)	(Part-Time)
Operators	1	
Other Operations (e.g. dispatchers)		1
Maintenance		1
General Administration		1
Other		
TOTAL NUMBER OF EMPLOYEES	1	3
Union Affiliations:	N/A	
Top Operator Wage Rate:	\$12.03	
Top Mechanic Wage Rate:	\$24.00	

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration

Operations:

Internal - Dedicated Service

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio	29%
Net Operating Cost/Capita	\$1.72
Total Exp/Passengers	\$26.72
Total Exp/Eligible Passengers	\$27.76
Transp Exp/Passengers	
Dedicated Service	\$26.72
Non-Dedicated Service (e.g. Taxis)	
Transp Exp/Hours (Dedicated Service)	\$43.98

Contract - Dedicated Service

Contract - Non-Dedicated Service

Taxi Scrip/Fare Reimbursement

Maintenance (Vehicles & Facilities)

Fuel

TOTAL OPERATING EXPENSES

OPERATING FUNDING SOURCES

Passenger Revenue

OPERATING

Registrants/Capita	0.0085
Passengers/Capita	0.0906
Passengers/Registrants	10.62
Passengers/Hours (Dedicated Service)	1.65
Km/Passengers (Dedicated Service)	12.73
Average Speed (Dedicated Service)	20.96

Other Operating Revenue

Total Operating Revenues

Provincial Contributions

Municipal Contributions

Donations

TOTAL OPERATING FUNDING

CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System

Provincial Contributions

Municipal Contributions

Donations

TOTAL CAPITAL FUNDING

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

PASSENGER STATISTICS	Dedicated Service	Non-Dedicated Service
Ambulatory	2,283	
Wheelchair/Scooter Users	886	
Attendants/Companions	123	
Other		
TOTAL PASSENGER (%Total)	3,292 (100%)	(0%)

GUELPH - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

Guelph Transit Mobility Service

Contact: Ms. Linda Hanna
 Title: Managerial Assistant
 Telephone: (519) 822-1811
 FAX: (519) 822-1322
 e-mail:

Dedicated Service operated by: Transit System/Municipality
 Non-Dedicated Service (e.g. Taxis) operated by: 2 taxi companies
 Taxi Scrip Program available: NO

	Population served:	100,600	NUMBER OF REGISTRANTS	1,016
	Service area (km²):	88.0	Wheelchair/Scooter Users:	355 (35%)
	Communities served:	1	Ambulatory:	661 (65%)
	Service began:	1977	Attendants/Companions:	
	Advisory Committee members:	N/A	Other:	
	Eligibility Committee members:	N/A	Eligibility Criteria:	Unable to use

OPERATING DATA

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

SERVICE HOURS/SCHEDULING

	Weekday:	0615 to 2315	Sunday:
	Saturday:	0615 to 2315	Holiday:
			Advanced booking notice: 6 days
			Minimum notice for reservation: 24.0 hours
			Reservations/Scheduling: Partially Computerized

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service
TOTAL PASSENGERS
 Subscription/Pre-booked
 Reservation
 On-Demand/Day of trip
UNACCOMMODATED TRIPS
NO-SHOWS/CANCELLED AT DOOR
NUMBER OF COMPLAINTS

FARE STRUCTURE

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$1.50	\$1.25	
Child	\$1.50	\$1.25	
Student	\$1.50	\$1.25	
Senior	\$1.50	\$1.25	
Attendant	\$1.50	\$1.25	
Companion	\$1.50	\$1.25	
Other			

OPERATING EXPENSES

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

EMPLOYEE DATA

	(Full-Time)	(Part-Time)
Operators	3	3
Other Operations (e.g. dispatchers)	2	
Maintenance		1
General Administration		1
Other		1
TOTAL NUMBER OF EMPLOYEES	5	6
Union Affiliations:	ATU 1189	
Top Operator Wage Rate:	\$15.11	
Top Mechanic Wage Rate:	\$19.50	

OPERATING FUNDING SOURCES

Passenger Revenue
 Other Operating Revenue
Total Operating Revenues
 Provincial Contributions
 Municipal Contributions
 Donations
TOTAL OPERATING FUNDING

PERFORMANCE INDICATORS

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Provincial Contributions
 Municipal Contributions
 Donations
TOTAL CAPITAL FUNDING

FINANCIAL

R/C Ratio	17%
Net Operating Cost/Capita	\$3.46
Total Exp/Passengers	\$9.02
Total Exp/Eligible Passengers	\$9.46
Transp Exp/Passengers	
Dedicated Service	\$10.30
Non-Dedicated Service (e.g. Taxis)	\$5.04
Transp Exp/Hours (Dedicated Service)	\$44.90

OPERATING

Registrants/Capita	0.0101
Passengers/Capita	0.4618
Passengers/Registrants	45.73
Passengers/Hours (Dedicated Service)	4.36
Km/Passengers (Dedicated Service)	4.49
Average Speed (Dedicated Service)	19.58

VEHICLE DATA

	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	2		5	8
Small Buses	4	4	5	10
Other				
TOTAL DED VEHICLES	6	4	N/A	N/A
Accessible Taxis	5	N/A		

PASSENGER STATISTICS

	Dedicated Service	Non-Dedicated Service
--	----------------------	--------------------------

Ambulatory	[] 32,843 *	[] 11,479 *
Wheelchair/Scooter Users		
Attendants/Companions	2,139	
Other		
TOTAL PASSENGER (%Total)	34,982 (75%)	11,479 (25%)
* Total for Ambulatory and Wheelchair/Scooter Users		

HALTON HILLS - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

ActiVan

Contact: Mr. Robert Butrym
 Title: Traffic Coordinator
 Telephone: (905) 873-2600
 FAX: (905) 873-2347
 e-mail: bobb@town.halton-hills.on.ca
 Dedicated Service operated by: 1 Private Contractor
 Non-Dedicated Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Program available: NO

Population served:	45,000	NUMBER OF REGISTRANTS	205
Service area (km ²):	280.0	Wheelchair/Scooter Users:	45 (22%)
Communities served:	1	Ambulatory:	160 (78%)
Service began:	1981	Attendants/Companions:	
Advisory Committee members:	5	Other:	
Eligibility Committee members:	N/A	Eligibility Criteria:	Unable to use

OPERATING DATA

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

SERVICE HOURS/SCHEDULING

Weekday:	0800 to 1700	Sunday:
Saturday:		Holiday:
Advanced booking notice:		7 days
Minimum notice for reservation:		24.0 hours
Reservations/Scheduling:		Manual

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service
TOTAL PASSENGERS
 Subscription/Pre-booked
 Reservation
 On-Demand/Day of trip
UNACCOMMODATED TRIPS
NO-SHOWS/CANCELLED AT DOOR
NUMBER OF COMPLAINTS

FARE STRUCTURE

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.00		
Child	\$2.00		
Student			
Senior	\$2.00		
Attendant	\$2.00		
Companion			
Other		Student: fare billed as Charter to School Board @ \$7.50/trip	

OPERATING EXPENSES

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

EMPLOYEE DATA

	(Full-Time)	(Part-Time)
Operators	1	1
Other Operations (e.g. dispatchers)		1
Maintenance		1
General Administration		2
Other		
TOTAL NUMBER OF EMPLOYEES	1	5
Union Affiliations:	CUPE Local 73 (municipal mechanics)	
Top Operator Wage Rate:		
Top Mechanic Wage Rate:	\$18.34	

OPERATING FUNDING SOURCES

Passenger Revenue
 Other Operating Revenue
Total Operating Revenues
 Provincial Contributions
 Municipal Contributions
 Donations
TOTAL OPERATING FUNDING

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio	20%
Net Operating Cost/Capita	\$1.18
Total Exp/Passengers	\$17.77
Total Exp/Eligible Passengers	\$17.77
Transp Exp/Passengers	
Dedicated Service	\$16.44
Non-Dedicated Service (e.g. Taxis)	
Transp Exp/Hours (Dedicated Service)	\$27.43

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses
TOTAL CAPITAL EXPENSES

OPERATING

Registrants/Capita	0.0046
Passengers/Capita	0.0834
Passengers/Registrants	18.32
Passengers/Hours (Dedicated Service)	1.67
Km/Passengers (Dedicated Service)	8.96
Average Speed (Dedicated Service)	14.95

CAPITAL FUNDING SOURCES

Transit System
 Provincial Contributions
 Municipal Contributions
 Donations
TOTAL CAPITAL FUNDING

VEHICLE DATA		Veh. Number	Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars				N/A	
Accessible Vans/Minivans					
Small Buses	1	1		4	6
Other					
TOTAL DED VEHICLES	1	1		N/A	N/A
Accessible Taxis		N/A	N/A		

PASSENGER STATISTICS		Dedicated Service	Non-Dedicated Service
Ambulatory		3,755*	
Wheelchair/Scooter Users			
Attendants/Companions			
Other			
TOTAL PASSENGER (%Total)	3,755 (100%)		(0%)
* Total for all categories			

HAMILTON - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

Accessible Transportation Services

Contact: Mr. Paul Thompson
 Title: Service Manager
 Telephone: (905) 524-9812
 FAX: (905) 527-4412
 e-mail: pthomps@hamilton-went.on.ca

Dedicated Service operated by: Private Non-Profit Organization

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

Taxi Scrip Program available: YES

Population served:	460,000	NUMBER OF REGISTRANTS	8,007
Service area (km ²):	658.0	Wheelchair/Scooter Users:	2,198 (27%)
Communities served:	6	Ambulatory:	5,809 (73%)
Service began:	1976	Attendants/Companions:	
Advisory Committee members:	N/A	Other:	
Eligibility Committee members:	N/A	Eligibility Criteria:	Unable to use

OPERATING DATA

Rev Veh Km - Dedicated Service

2,641,062

Sunday: 0800 to 2300

Holiday: 0930 to 2300

Tot Veh Km - Dedicated Service

Rev Veh Hr - Dedicated Service

125,576

Advanced booking notice: 14 days

Tot Veh Hr - Dedicated Service

Non-Dedicated Service - Veh Km

Non-Dedicated Service - Veh Hr

Minimum notice for reservation: 24.0 hours

Reservations/Scheduling: Partially Computerized

PASSENGER DATA

Dedicated Service

237,094

Non-Dedicated Service

396,443

TOTAL PASSENGERS

633,537

Subscription/Pre-booked

43%

Reservation

29%

On-Demand/Day of trip

28%

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

4,503

NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration

\$967,430

Operations:

Internal - Dedicated Service

\$4,174,262

Contract - Dedicated Service

\$1,691,238

Contract - Non-Dedicated Service

\$831,561

Taxi Scrip/Fare Reimbursement

\$531,956

Maintenance (Vehicles & Facilities)

\$255,045

Fuel

\$8,451,492

TOTAL OPERATING EXPENSES

OPERATING FUNDING SOURCES

Passenger Revenue

\$1,660,854

Other Operating Revenue

\$22,251

Total Operating Revenues

\$1,683,105

Provincial Contributions

Municipal Contributions

\$6,758,043

Donations

\$10,345

TOTAL OPERATING FUNDING

\$8,451,493

CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

\$500,000

TOTAL CAPITAL EXPENSES

\$500,000

CAPITAL FUNDING SOURCES

Transit System

Provincial Contributions

Municipal Contributions

\$500,000

Donations

TOTAL CAPITAL FUNDING

\$500,000

VEHICLE DATA

Number

Veh. Peak

Wheelchair Capacity (avg. per veh)

Ambulatory Capacity (avg. per veh)

Non-Accessible Cars

35

35

5

Accessible Vans/Minivans

N/A

N/A

N/A

Small Buses

49

45

6

Other

N/A

N/A

10

TOTAL DED VEHICLES

84

80

N/A

N/A

Accessible Taxis

N/A

N/A

SERVICE HOURS/SCHEDULING

Weekday: 0700 to 2300

Saturday: 0800 to 2300

Holiday: 0930 to 2300

Advanced booking notice: 14 days

Minimum notice for reservation: 24.0 hours

Reservations/Scheduling: Partially Computerized

FARE STRUCTURE

Cash

Tickets/Cards (unit price)

Monthly Pass

Adult \$2.10

Child \$2.10

Student \$2.10

Senior \$2.10

Attendant \$2.10

Companion \$2.10

Other Taxi Scrip: 60% client co-payment

EMPLOYEE DATA

(Full-Time)

Operators 46

Other Operations (e.g. dispatchers) 12

Maintenance 4

General Administration 7

Other 3

TOTAL NUMBER OF EMPLOYEES 72

42

Union Affiliations: CUPE 3418

Top Operator Wage Rate: \$16.45

Top Mechanic Wage Rate: \$21.63

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio 20%

Net Operating Cost/Capita \$14.71

Total Exp/Passengers \$13.34

Total Exp/Eligible Passengers \$13.40

Transp Exp/Passengers

Dedicated Service \$20.93

Non-Dedicated Service (e.g. Taxis) \$6.36

Transp Exp/Hours (Dedicated Service) \$39.51

OPERATING

Registrants/Capita 0.0174

Passengers/Capita 1.3773

Passengers/Registrants 79.12

Passengers/Hours (Dedicated Service) 1.89

Km/Passengers (Dedicated Service) 11.14

Average Speed (Dedicated Service) 21.03

PASSENGER STATISTICS

Dedicated Service

Non-Dedicated Service

Ambulatory 55,909

396,443

Wheelchair/Scooter Users 178,159

Attendants/Companions

Other 3,026

TOTAL PASSENGER (%Total) 237,094 (37%) 396,443 (63%)

INGERSOLL - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

Ingersoll Paratransit

Contact: Ms. Ann Marie Csendes
 Title: Paratransit Coordinator
 Telephone: (519) 485-0120
 FAX: (519) 485-3543
 e-mail:

Dedicated Service operated by: 1 Private Contractor

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

Taxi Scrip Program available: NO

Population served:	10,000	NUMBER OF REGISTRANTS	445
Service area (km ²):	10.0	Wheelchair/Scooter Users:	80 (18%)
Communities served:	1	Ambulatory:	355 (80%)
Service began:	1992	Attendants/Companions:	10 (2%)
Advisory Committee members:	7	Other:	
Eligibility Committee members:	N/A	Eligibility Criteria:	Unable to use

Note: * Dedicated Contract expenses also included Non-Dedicated Service expenses.

OPERATING DATA

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

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

TOTAL PASSENGERS

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

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration	\$26,455
Operations:	
Internal - Dedicated Service	
Contract - Dedicated Service *	\$42,590
Contract - Non-Dedicated Service *	
Taxi Scrip/Fare Reimbursement	
Maintenance (Vehicles & Facilities)	
Fuel	
TOTAL OPERATING EXPENSES	\$69,045

OPERATING FUNDING SOURCES

Passenger Revenue	\$18,720
Other Operating Revenue	
Total Operating Revenues	\$18,720
Provincial Contributions	
Municipal Contributions	\$45,251
Donations	\$5,000
TOTAL OPERATING FUNDING	\$68,971

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Provincial Contributions
 Municipal Contributions
 Donations

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

Weekday:	0800 to 2000	Sunday:	0800 to 2000
Saturday:	0800 to 2000	Holiday:	
Advanced booking notice:	1 days		
Minimum notice for reservation:	24.0 hours		
Reservations/Scheduling:	Manual		

FARE STRUCTURE

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

EMPLOYEE DATA

	(Full-Time)	(Part-Time)
Operators		
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration	1	
Other		
TOTAL NUMBER OF EMPLOYEES	1	
Union Affiliations:	N/A	
Top Operator Wage Rate:		
Top Mechanic Wage Rate:		

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio	27%
Net Operating Cost/Capita	\$5.03
Total Exp/Passengers	\$5.66
Total Exp/Eligible Passengers	\$5.75
Transp Exp/Passengers	
Dedicated Service	\$60.84
Non-Dedicated Service (e.g. Taxis)	
Transp Exp/Hours (Dedicated Service)	

OPERATING

Registrants/Capita	0.0445
Passengers/Capita	1.2200
Passengers/Registrants	27.42
Passengers/Hours (Dedicated Service)	
Km/Passengers (Dedicated Service)	
Average Speed (Dedicated Service)	

VEHICLE DATA

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

PASSENGER STATISTICS

	Dedicated Service	Non-Dedicated Service
Ambulatory		11,500
Wheelchair/Scooter Users	500	
Attendants/Companions	200	
Other		
TOTAL PASSENGER (%Total)	700 (6%)	11,500 (94%)

KAPUSKASING - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

Kap Handi Trans

Contact: Mr. Marc Dupont
 Title: Accountant
 Telephone: (705) 335-2341
 FAX: (705) 337-1741
 e-mail:
 Dedicated Service operated by: 1 Private Contractor
 Non-Dedicated Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Program available: NO

	Population served:	9,501	NUMBER OF REGISTRANTS	105
Service area (km²):	84.0	Wheelchair/Scooter Users:	5	(5%)
Communities served:	1	Ambulatory:	87	(83%)
Service began:	1990	Attendants/Companions:	8	(8%)
Advisory Committee members:	6	Other:	5	(5%)
Eligibility Committee members:	2	Eligibility Criteria:	Unable to use	

OPERATING DATA

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

PASSENGER DATA

Dedicated Service 6,741
 Non-Dedicated Service

TOTAL PASSENGERS 6,741

Subscription/Pre-booked
 Reservation

On-Demand/Day of trip

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration \$3,961

Operations:

Internal - Dedicated Service

Contract - Dedicated Service

Contract - Non-Dedicated Service

Taxi Scrip/Fare Reimbursement

Maintenance (Vehicles & Facilities)

Fuel

TOTAL OPERATING EXPENSES

OPERATING FUNDING SOURCES

Passenger Revenue \$486

Other Operating Revenue

Total Operating Revenues \$486

Provincial Contributions

Municipal Contributions

Donations

TOTAL OPERATING FUNDING

CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System

Provincial Contributions

Municipal Contributions

Donations

TOTAL CAPITAL FUNDING

VEHICLE DATA	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	3	9
Other				
TOTAL DED VEHICLES	1	1	N/A	N/A
Accessible Taxis		N/A		

SERVICE HOURS/SCHEDULING

Weekday: 0900 to 1630 Sunday:

Saturday: Holiday:

Advanced booking notice: 1 days

Minimum notice for reservation: 24.0 hours

Reservations/Scheduling: Partially Computerized

FARE STRUCTURE

Cash	Tickets/Cards (unit price)	Monthly Pass
------	-------------------------------	--------------

Adult

Child

Student

Senior

Attendant

Companion

Other

Fares based on Voluntary Contributions

EMPLOYEE DATA

(Full-Time)	(Part-Time)
-------------	-------------

Operators

1

Other Operations (e.g. dispatchers)

1

Maintenance

General Administration

Other

2

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: N/A

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio	1%
Net Operating Cost/Capita	\$3.58
Total Exp/Passengers	\$5.12
Total Exp/Eligible Passengers	\$5.84
Transp Exp/Passengers	
Dedicated Service	\$4.53
Non-Dedicated Service (e.g. Taxis)	
Transp Exp/Hours (Dedicated Service)	

OPERATING

Registrants/Capita	0.0111
Passengers/Capita	0.7095
Passengers/Registrants	64.20
Passengers/Hours (Dedicated Service)	
Km/Passengers (Dedicated Service)	
Average Speed (Dedicated Service)	

PASSENGER STATISTICS	Dedicated Service	Non-Dedicated Service
Ambulatory	5,585	
Wheelchair/Scooter Users	321	
Attendants/Companions	514	
Other	321	
TOTAL PASSENGER (%Total)	6,741 (100%)	(0%)

KENORA - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

Tri-Municipal Handi-Transit

Contact: New Horizons Seniors Centre
 Title: Adminsitration - Handi Transit
 Telephone: (807) 468-5947
 FAX: (807) 468-5947
 e-mail:

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

	Population served:	16,000	NUMBER OF REGISTRANTS	256
	Service area (km ²):	20.0	Wheelchair/Scooter Users:	138 (54%)
	Communities served:	3	Ambulatory:	118 (46%)
	Service began:	1985	Attendants/Companions:	
	Advisory Committee members:	12	Other:	
	Eligibility Committee members:	3	Eligibility Criteria:	Other criteria

OPERATING DATA

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

SERVICE HOURS/SCHEDULING				
	Weekday:	0730 to 2300	Sunday:	0900 to 2300
	Saturday:	0900 to 2300	Holiday:	0900 to 2300
	Advanced booking notice:		2 days	
	Minimum notice for reservation:		24.0 hours	
	Reservations/Scheduling:	Manual		

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service
TOTAL PASSENGERS
 Subscription/Pre-booked
 Reservation
 On-Demand/Day of trip
UNACCOMMODATED TRIPS
NO-SHOWS/CANCELLED AT DOOR
NUMBER OF COMPLAINTS

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

OPERATING EXPENSES

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

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

Union Affiliations: N/A

Top Operator Wage Rate: \$10.00

Top Mechanic Wage Rate:

OPERATING FUNDING SOURCES

Passenger Revenue
 Other Operating Revenue
Total Operating Revenues
 Provincial Contributions
 Municipal Contributions
 Donations
TOTAL OPERATING FUNDING

PERFORMANCE INDICATORS

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses
TOTAL CAPITAL EXPENSES

FINANCIAL

R/C Ratio	26%
Net Operating Cost/Capita	\$4.51
Total Exp/Passengers	\$12.07
Total Exp/Eligible Passengers	\$12.71
Transp Exp/Passengers	
Dedicated Service	\$10.48
Non-Dedicated Service (e.g. Taxis)	
Transp Exp/Hours (Dedicated Service)	\$19.20

CAPITAL FUNDING SOURCES

Transit System
 Provincial Contributions
 Municipal Contributions
 Donations
TOTAL CAPITAL FUNDING

OPERATING

Registrants/Capita	0.0160
Passengers/Capita	0.5070
Passengers/Registrants	31.69
Passengers/Hours (Dedicated Service)	1.83
Km/Passengers (Dedicated Service)	6.47
Average Speed (Dedicated Service)	11.85

VEHICLE DATA		Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars				N/A	
Accessible Vans/Minivans					
Small Buses	2	2		4	4
Other					
TOTAL DED VEHICLES	2	2		N/A	N/A
Accessible Taxis		N/A	N/A		

PASSENGER STATISTICS		Dedicated Service	Non-Dedicated Service
Ambulatory		2,832	372
Wheelchair/Scooter Users		4,093	406
Attendants/Companions		409	
Other			
TOTAL PASSENGER (% Total)	7,334 (90%)	778 (10%)	

KINGSTON - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

Kingston Access Bus

Contact: Mr. L. Carpenter
 Title: Executive Director
 Telephone: (613) 542-2512
 FAX: (613) 549-6318
 e-mail: kab@kingston.net

Dedicated Service operated by: Private Non-Profit Organization

Non-Dedicated Service (e.g. Taxis) operated by: 2 taxi companies

Taxi Scrip Program available: NO

Population served:	113,000	NUMBER OF REGISTRANTS	2,203
Service area (km ²):	250.0	Wheelchair/Scooter Users:	1,851 (84%)
Communities served:	1	Ambulatory:	352 (16%)
Service began:	1967	Advisory Committee members:	9
		Eligibility Committee members:	N/A
		Eligibility Criteria:	Unable to use

OPERATING DATA

Rev Veh Km - Dedicated Service	449,162
Tot Veh Km - Dedicated Service	479,630
Rev Veh Hr - Dedicated Service	24,732
Tot Veh Hr - Dedicated Service	26,789
Non-Dedicated Service - Veh Km	
Non-Dedicated Service - Veh Hr	

PASSENGER DATA

Dedicated Service	73,814
Non-Dedicated Service	1,432
TOTAL PASSENGERS	75,246
Subscription/Pre-booked	60%
Reservation	35%
On-Demand/Day of trip	5%
UNACCOMMODATED TRIPS	1,462
NO-SHOWS/CANCELLED AT DOOR	1,182
NUMBER OF COMPLAINTS	14

OPERATING EXPENSES

Administration	\$117,949
Operations:	
Internal - Dedicated Service	\$746,267
Contract - Dedicated Service	
Contract - Non-Dedicated Service	\$6,461
Taxi Scrip/Fare Reimbursement	
Maintenance (Vehicles & Facilities)	\$120,131
Fuel	\$51,502
TOTAL OPERATING EXPENSES	\$1,042,312

OPERATING FUNDING SOURCES

Passenger Revenue	\$80,405
Other Operating Revenue	\$153,964
Total Operating Revenues	\$234,369
Provincial Contributions	
Municipal Contributions	\$807,168
Donations	\$775
TOTAL OPERATING FUNDING	\$1,042,312

CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System	
Provincial Contributions	
Municipal Contributions	
Donations	

TOTAL CAPITAL FUNDING

VEHICLE DATA		Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars	1			N/A	4
Accessible Vans/Minivans	1	1			6
Small Buses	19	14		6	4
Other					
TOTAL DED VEHICLES	21	15		N/A	N/A
Accessible Taxis	2	N/A			

SERVICE HOURS/SCHEDULING

Weekday:	0730 to 2300	Sunday:	0900 to 2300
Saturday:	0900 to 2300	Holiday:	0900 to 1900
		Advanced booking notice:	14 days
		Minimum notice for reservation:	1.0 hours
		Reservations/Scheduling:	Fully Automated

FARE STRUCTURE

		Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$1.75	\$1.75		
Child				
Student				
Senior				
Attendant	\$1.75	\$1.75		
Companion	\$1.75	\$1.75		
Other	Charged Trip - \$3.75			

EMPLOYEE DATA

	(Full-Time)	(Part-Time)
Operators	13	7
Other Operations (e.g. dispatchers)	2	2
Maintenance		
General Administration	2	
Other	1	
TOTAL NUMBER OF EMPLOYEES	18	9
Union Affiliations:	CAW 1837	
Top Operator Wage Rate:	\$13.43	
Top Mechanic Wage Rate:		

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio	22%
Net Operating Cost/Capita	\$7.15
Total Exp/Passengers	\$13.85
Total Exp/Eligible Passengers	\$15.06
Transp Exp/Passengers	
Dedicated Service	\$12.44
Non-Dedicated Service (e.g. Taxis)	\$4.51
Transp Exp/Hours (Dedicated Service)	\$34.26

OPERATING

Registrants/Capita	0.0195
Passengers/Capita	0.6659
Passengers/Registrants	34.16
Passengers/Hours (Dedicated Service)	2.76
Km/Passengers (Dedicated Service)	6.50
Average Speed (Dedicated Service)	17.90

PASSENGER STATISTICS		Dedicated Service	Non-Dedicated Service
Ambulatory		4,000	1,432
Wheelchair/Scooter Users		63,794	
Attendants/Companions		6,020	
Other			
TOTAL PASSENGER (%Total)	73,814 (98%)	1,432 (2%)	

KITCHENER - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

Project Lift Inc.

Contact: Mr. Dave Smith
 Title: General Manager
 Telephone: (519) 744-5150
 FAX: (519) 744-2899
 e-mail: admin@prolift.org

Dedicated Service operated by: Private Non-Profit Organization
 Non-Dedicated Service (e.g. Taxis) operated by: 3 taxi companies
 Taxi Scrip Program available: NO

Population served:	276,000	NUMBER OF REGISTRANTS	3,642
Service area (km ²):	203.0	Wheelchair/Scooter Users:	2,018 (55%)
Communities served:	2	Ambulatory:	1,624 (45%)
Service began:	1973	Attendants/Companions:	
Advisory Committee members:	21	Other:	
Eligibility Committee members:	7	Eligibility Criteria:	Unable to use

OPERATING DATA

Rev Veh Km - Dedicated Service	696,964
Tot Veh Km - Dedicated Service	711,478
Rev Veh Hr - Dedicated Service	32,606
Tot Veh Hr - Dedicated Service	36,692
Non-Dedicated Service - Veh Km	
Non-Dedicated Service - Veh Hr	2,582

SERVICE HOURS/SCHEDULING

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

PASSENGER DATA

Dedicated Service	75,931
Non-Dedicated Service	24,750
TOTAL PASSENGERS	100,681
Subscription/Pre-booked	60%
Reservation	20%
On-Demand/Day of trip	20%
UNACCOMMODATED TRIPS	1,109
NO-SHOWS/CANCELLED AT DOOR	2,175
NUMBER OF COMPLAINTS	

FARE STRUCTURE

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.35	\$2.35	
Child	\$2.35	\$2.35	
Student	\$2.35	\$2.35	
Senior	\$2.35	\$2.35	
Attendant	\$2.35	\$2.35	
Companion	\$2.35	\$2.35	
Other			

OPERATING EXPENSES

Administration	\$453,473
Operations:	
Internal - Dedicated Service	\$928,853
Contract - Dedicated Service	
Contract - Non-Dedicated Service	\$250,522
Taxi Scrip/Fare Reimbursement	
Maintenance (Vehicles & Facilities)	\$247,387
Fuel	\$67,164
TOTAL OPERATING EXPENSES	\$1,947,399

EMPLOYEE DATA

	(Full-Time)	(Part-Time)
Operators	20	5
Other Operations (e.g. dispatchers)	4	
Maintenance		
General Administration	3	1
Other		1
TOTAL NUMBER OF EMPLOYEES	27	7
Union Affiliations:	N/A	
Top Operator Wage Rate:	\$14.98	
Top Mechanic Wage Rate:		

OPERATING FUNDING SOURCES

Passenger Revenue	\$227,224
Other Operating Revenue	\$7,684
Total Operating Revenues	\$234,908
Provincial Contributions	
Municipal Contributions	\$1,712,491
Donations	
TOTAL OPERATING FUNDING	\$1,947,399

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio	12%
Net Operating Cost/Capita	\$6.20
Total Exp/Passengers	\$19.34
Total Exp/Eligible Passengers	\$20.07
Transp Exp/Passengers	
Dedicated Service	\$16.38
Non-Dedicated Service (e.g. Taxis)	\$10.12
Transp Exp/Hours (Dedicated Service)	\$33.89

OPERATING

Registrants/Capita	0.0132
Passengers/Capita	0.3648
Passengers/Registrants	27.64
Passengers/Hours (Dedicated Service)	2.07
Km/Passengers (Dedicated Service)	9.37
Average Speed (Dedicated Service)	19.39

CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	\$8,740
TOTAL CAPITAL EXPENSES	\$8,740

CAPITAL FUNDING SOURCES

Transit System	
Provincial Contributions	
Municipal Contributions	
Donations	\$8,740
TOTAL CAPITAL FUNDING	\$8,740

VEHICLE DATA

	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	15	13	5	7
Other				
TOTAL DED VEHICLES	15	13	N/A	N/A
Accessible Taxis	6	N/A		

PASSENGER STATISTICS	Dedicated Service	Non-Dedicated Service
Ambulatory	25,293	20,244
Wheelchair/Scooter Users	46,974	4,506
Attendants/Companions	3,664	
Other		
TOTAL PASSENGER (%Total)	75,931 (75%)	24,750 (25%)

MARKHAM - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

Markham Mobility Bus Service

Contact: Ms. Mary-Lou Jolly
 Title: Transit Supervisor
 Telephone: (905) 477-7000 x4610
 FAX: (905) 475-4709
 e-mail: mjolly@city.markham.on.ca

Dedicated Service operated by: Transit System/Municipality

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

Taxi Scrip Program available: YES

Population served:	179,500	NUMBER OF REGISTRANTS	1,447
Service area (km ²):	90.4	Wheelchair/Scooter Users:	463 (32%)
Communities served:	1	Ambulatory:	984 (68%)
Service began:	1983	Attendants/Companions:	
Advisory Committee members:	17	Other:	
Eligibility Committee members:	N/A	Eligibility Criteria:	Other criteria

Note: Friday service hours: 0700-2400

OPERATING DATA		SERVICE HOURS/SCHEDULING		
		Weekday:	0700 to 2000	Sunday:
Rev Veh Km - Dedicated Service	132,334	Saturday:	0900 to 2400	Holiday: 0900 to 2000
Tot Veh Km - Dedicated Service	132,334			
Rev Veh Hr - Dedicated Service	7,118	Advanced booking notice:	2 days	
Tot Veh Hr - Dedicated Service	7,118	Minimum notice for reservation:	0.5 hours	
Non-Dedicated Service - Veh Km		Reservations/Scheduling:	Partially Computerized	
Non-Dedicated Service - Veh Hr				
PASSENGER DATA		FARE STRUCTURE		Tickets/Cards (unit price)
Dedicated Service	17,283	Adult	Cash \$2.00	Monthly Pass \$64.00
Non-Dedicated Service	26,310	Child		
TOTAL PASSENGERS	43,593	Student		
Subscription/Pre-booked	60%	Senior		
Reservation	15%	Attendant		
On-Demand/Day of trip	25%	Companion		
UNACCOMMODATED TRIPS	250	Other	GTA Weekly Pass \$35.00	
NO-SHOWS/CANCELLED AT DOOR	1,200			
NUMBER OF COMPLAINTS	50			
OPERATING EXPENSES		EMPLOYEE DATA		
Administration	\$138,858	Operators	(Full-Time) 4	(Part-Time) 2
Operations:		Other Operations (e.g. dispatchers)		
Internal - Dedicated Service	\$202,820	Maintenance	1	
Contract - Dedicated Service		General Administration	1	
Contract - Non-Dedicated Service	\$271,027	Other		
Taxi Scrip/Fare Reimbursement		TOTAL NUMBER OF EMPLOYEES	6	2
Maintenance (Vehicles & Facilities)	\$90,286	Union Affiliations:	CUPE 1219	
Fuel	\$16,426	Top Operator Wage Rate:	\$16.52	
TOTAL OPERATING EXPENSES	\$719,417	Top Mechanic Wage Rate:	\$18.91	
OPERATING FUNDING SOURCES		PERFORMANCE INDICATORS		
Passenger Revenue	\$70,277	FINANCIAL		
Other Operating Revenue		R/C Ratio	10%	
Total Operating Revenues	\$70,277	Net Operating Cost/Capita	\$3.62	
Provincial Contributions		Total Exp/Passengers	\$16.50	
Municipal Contributions	\$649,140	Total Exp/Eligible Passengers	\$16.81	
Donations		TRANSPORTATION		
TOTAL OPERATING FUNDING	\$719,417	Transp Exp/Passengers		
CAPITAL EXPENSES		Dedicated Service	\$17.91	
Vehicles Purchased		Non-Dedicated Service (e.g. Taxis)	\$10.30	
Debt Servicing		Transp Exp/Hours (Dedicated Service)	\$43.49	
Other Capital Expenses		OPERATING		
TOTAL CAPITAL EXPENSES		Registrants/Capita	0.0081	
CAPITAL FUNDING SOURCES		Passengers/Capita	0.2429	
Transit System		Passengers/Registrants	30.13	
Provincial Contributions		Passengers/Hours (Dedicated Service)	2.43	
Municipal Contributions		Km/Passengers (Dedicated Service)	7.66	
Donations		Average Speed (Dedicated Service)	18.59	
TOTAL CAPITAL FUNDING				

VEHICLE DATA		Veh. Number	Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars					
Accessible Vans/Minivans				N/A	
Small Buses	5	4		7	6
Other					
TOTAL DED VEHICLES	5	4		N/A	N/A
Accessible Taxis	3	N/A			

PASSENGER STATISTICS		Dedicated Service	Non-Dedicated Service
Ambulatory	11,197		18,083
Wheelchair/Scooter Users	5,768		7,750
Attendants/Companions	318		477
Other			
TOTAL PASSENGER (%Total)	17,283 (40%)	26,310 (60%)	

MEAFORD - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

Rotary Handi Van

Contact: Mr. Peter Doran

Title: Chair

Telephone: (519) 538-3699

FAX:

e-mail: pdoran@bmts.com

Dedicated Service operated by: 1 Private Contractor

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

Taxi Scrip Program available: NO

Population served:	15,000	NUMBER OF REGISTRANTS	350
Service area (km ²):	400.0	Wheelchair/Scooter Users:	50 (14%)
Communities served:	3	Ambulatory:	300 (86%)
Service began:	1990	Attendants/Companions:	
Advisory Committee members:	7	Other:	
Eligibility Committee members:	4	Eligibility Criteria:	Unable to use

OPERATING DATA

Rev Veh Km - Dedicated Service

40,000

Tot Veh Km - Dedicated Service

40,000

Rev Veh Hr - Dedicated Service

2,000

Tot Veh Hr - Dedicated Service

2,000

Non-Dedicated Service - Veh Km

Non-Dedicated Service - Veh Hr

SERVICE HOURS/SCHEDULING

Weekday: 0800 to 1700 Sunday:

Saturday: Holiday:

Advanced booking notice: 1 days

Minimum notice for reservation: 24.0 hours

Reservations/Scheduling: Manual

PASSENGER DATA

Dedicated Service

4,552

Non-Dedicated Service

FARE STRUCTURE

Cash

Tickets/Cards
(unit price)

Monthly Pass

TOTAL PASSENGERS

4,552

Adult

\$1.50

Child

\$1.50

Student

\$1.50

Senior

\$1.50

Attendant

\$1.50

Companion

\$1.50

Other

Zone Fares: \$1.50 - \$5.00

Subscription/Pre-booked

10%

Reservation

85%

On-Demand/Day of trip

5%

UNACCOMMODATED TRIPS

10

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

EMPLOYEE DATA (Full-Time) (Part-Time)

OPERATING EXPENSES

Administration

\$1,123

Operations:

Internal - Dedicated Service

\$37,513

Contract - Dedicated Service

Contract - Non-Dedicated Service

Taxi Scrip/Fare Reimbursement

Maintenance (Vehicles & Facilities)

\$4,664

Fuel

\$3,600

TOTAL OPERATING EXPENSES

\$46,901

OPERATING FUNDING SOURCES

Passenger Revenue

\$7,172

Other Operating Revenue

\$6,506

Total Operating Revenues

\$13,678

Provincial Contributions

\$6,317

Municipal Contributions

\$21,525

Donations

\$5,381

TOTAL OPERATING FUNDING

\$46,901

CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System

Provincial Contributions

Municipal Contributions

Donations

TOTAL CAPITAL FUNDING

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio 29%

Net Operating Cost/Capita \$2.21

Total Exp/Passengers \$10.30

Total Exp/Eligible Passengers \$10.84

Transp Exp/Passengers Dedicated Service \$10.06

Non-Dedicated Service (e.g. Taxis) \$22.89

OPERATING

Registrants/Capita 0.0233

Passengers/Capita 0.3035

Passengers/Registrants 13.01

Passengers/Hours (Dedicated Service) 2.28

Km/Passengers (Dedicated Service) 8.79

Average Speed (Dedicated Service) 20.00

VEHICLE DATA		Veh. Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars				N/A	
Accessible Vans/Minivans					
Small Buses	1	1		4	6
Other					
TOTAL DED VEHICLES	1	1		N/A	N/A
Accessible Taxis		N/A	N/A		

PASSENGER STATISTICS	Dedicated Service	Non-Dedicated Service
Ambulatory	3,818	
Wheelchair/Scooter Users	509	
Attendants/Companions	225	
Other		
TOTAL PASSENGER (%Total)	4,552 (100%)	(0 %)

MILD MAY - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

Bruce Grey & Huron Disability

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

Dedicated Service operated by: Private Non-Profit Organization

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

Taxi Scrip Program available: NO

Population served:	50,000	NUMBER OF REGISTRANTS
Service area (km ²):		Wheelchair/Scooter Users:
Communities served:	10	Ambulatory:
Service began:	1979	Attendants/Companions:
Advisory Committee members:	15	Other:
Eligibility Committee members:	N/A	Eligibility Criteria: Unable to board

Note: 24 hour emergency service provided

OPERATING DATA		SERVICE HOURS/SCHEDULING		
		Weekday: (Refer to Note above)	Sunday:	Holiday:
Rev Veh Km - Dedicated Service	328,500			
Tot Veh Km - Dedicated Service	328,500			
Rev Veh Hr - Dedicated Service	26,280	Advanced booking notice:	1 days	
Tot Veh Hr - Dedicated Service	26,280	Minimum notice for reservation:	24.0 hours	
Non-Dedicated Service - Veh Km		Reservations/Scheduling:	Partially Computerized	
Non-Dedicated Service - Veh Hr				
PASSENGER DATA		FARE STRUCTURE		
		Cash	Tickets/Cards (unit price)	Monthly Pass
Dedicated Service	44,000	Adult		
Non-Dedicated Service		Child		
TOTAL PASSENGERS	44,000	Student		
Subscription/Pre-booked	90%	Senior		
Reservation		Attendant		
On-Demand/Day of trip	10%	Companion		
UNACCOMMODATED TRIPS		Other	Fares based on distance travelled	
NO-SHOWS/CANCELLED AT DOOR				
NUMBER OF COMPLAINTS		EMPLOYEE DATA		
OPERATING EXPENSES		(Full-Time)		
Administration	\$52,878	Operators	8	8
Operations:		Other Operations (e.g. dispatchers)		
Internal - Dedicated Service		Maintenance		
Contract - Dedicated Service		General Administration	3	
Contract - Non-Dedicated Service		Other		
Taxi Scrip/Fare Reimbursement		TOTAL NUMBER OF EMPLOYEES	11	8
Maintenance (Vehicles & Facilities)		Union Affiliations:	N/A	
Fuel		Top Operator Wage Rate:	\$11.65	
TOTAL OPERATING EXPENSES	\$393,855	Top Mechanic Wage Rate:		
OPERATING FUNDING SOURCES		PERFORMANCE INDICATORS		
Passenger Revenue	\$165,070	FINANCIAL		
Other Operating Revenue		R/C Ratio	42%	
Total Operating Revenues	\$165,070	Net Operating Cost/Capita	\$4.58	
Provincial Contributions	\$205,959	Total Exp/Passengers	\$8.95	
Municipal Contributions		Total Exp/Eligible Passengers	\$8.95	
Donations	\$22,826	Transp Exp/Passengers		
TOTAL OPERATING FUNDING	\$393,855	Dedicated Service	\$7.75	
CAPITAL EXPENSES		Non-Dedicated Service (e.g. Taxis)		
Vehicles Purchased		Transp Exp/Hours (Dedicated Service)	\$12.97	
Debt Servicing		OPERATING		
Other Capital Expenses		Registrants/Capita		
TOTAL CAPITAL EXPENSES		Passengers/Capita	0.8800	
CAPITAL FUNDING SOURCES		Passengers/Registrants		
Transit System		Passengers/Hours (Dedicated Service)	1.67	
Provincial Contributions		Km/Passengers (Dedicated Service)	7.47	
Municipal Contributions		Average Speed (Dedicated Service)	12.50	
Donations				
TOTAL CAPITAL FUNDING				

VEHICLE DATA		Veh. Number	Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars				N/A	
Accessible Vans/Minivans	13	13		2	4
Small Buses	4	3		5	4
Other	1			9	11
TOTAL DED VEHICLES	18	16		N/A	N/A
Accessible Taxis		N/A	N/A		

PASSENGER STATISTICS	Dedicated Service	Non-Dedicated Service
Ambulatory	4,400	
Wheelchair/Scooter Users	39,600	
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	44,000	(100%)

MILTON - 1998 Data

Milton Specialized Transit

Contact: Ms. Helen Lisi
 Title: Town Clerk
 Telephone: (905) 878-7211
 FAX: (905) 878-5927
 e-mail: hellis@town.milton.on.ca

Dedicated Service operated by: Transit System/Municipality

Non-Dedicated Service (e.g. Taxis) operated by: 3 taxi companies

Taxi Scrip Program available: NO

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

Population served:	33,000	NUMBER OF REGISTRANTS	185
Service area (km ²):		Wheelchair/Scooter Users:	42 (23%)
Communities served:	1	Ambulatory:	
Service began:	1987	Attendants/Companions:	
Advisory Committee members:	6	Other:	143 (77%)
Eligibility Committee members:	N/A	Eligibility Criteria:	Unable to use

Note: Service provided vis-a-vis contract. All operational costs therefore incurred by service providers (taxi companies).

OPERATING DATA

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

PASSENGER DATA

Dedicated Service	621
Non-Dedicated Service	4,853
TOTAL PASSENGERS	5,474
Subscription/Pre-booked	
Reservation	
On-Demand/Day of trip	

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration	\$373
Operations:	
Internal - Dedicated Service	
Contract - Dedicated Service	\$5,766
Contract - Non-Dedicated Service	\$44,266
Taxi Scrip/Fare Reimbursement	
Maintenance (Vehicles & Facilities)	
Fuel	
TOTAL OPERATING EXPENSES	\$50,406

OPERATING FUNDING SOURCES

Passenger Revenue	\$28,686
Other Operating Revenue	
Total Operating Revenues	\$28,686
Provincial Contributions	
Municipal Contributions	\$21,720
Donations	
TOTAL OPERATING FUNDING	\$50,406

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Provincial Contributions
 Municipal Contributions
 Donations

TOTAL CAPITAL FUNDING

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

SERVICE HOURS/SCHEDULING

Weekday:	0700 to 1800	Sunday:	
Saturday:	0900 to 1700	Holiday:	
Advanced booking notice:		1 days	
Minimum notice for reservation:			
Reservations/Scheduling:	Manual		
CASH		Tickets/Cards (unit price)	Monthly Pass
Adult			
Child			
Student			
Senior			
Attendant			
Companion			
Other	First 5 km: \$2, >5 km: \$5, out of town \$20 each way (Medical		

EMPLOYEE DATA

Operators		(Full-Time)	(Part-Time)
Other Operations (e.g. dispatchers)		5	
Maintenance			
General Administration			
Other			
TOTAL NUMBER OF EMPLOYEES	5		
Union Affiliations:	N/A		
Top Operator Wage Rate:			
Top Mechanic Wage Rate:			

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio	57%
Net Operating Cost/Capita	\$0.66
Total Exp/Passengers	\$9.21
Total Exp/Eligible Passengers	\$81.17
Transp Exp/Passengers	
Dedicated Service	\$9.29
Non-Dedicated Service (e.g. Taxis)	\$9.12
Transp Exp/Hours (Dedicated Service)	

OPERATING

Registrants/Capita	0.0056
Passengers/Capita	0.1659
Passengers/Registrants	29.59
Passengers/Hours (Dedicated Service)	
Km/Passengers (Dedicated Service)	
Average Speed (Dedicated Service)	

PASSENGER STATISTICS

Dedicated Service	Non-Dedicated Service
-------------------	-----------------------

Ambulatory	621 *
Wheelchair/Scooter Users	
Attendants/Companions	
Other	4,853
TOTAL PASSENGER (% Total)	621 (11%) 4,853 (89%)

* Total for Ambulatory and Wheelchair/Scooter Users

MITCHELL - 1998 Data

Mitchell & Area Mobility Bus

Contact: Ms. Vicki WolfeHinz
 Title: Bus Manager
 Telephone: (519) 348-9765
 FAX: (519) 348-4420
 e-mail:

Dedicated Service operated by: Private Non-Profit Organization

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

Taxi Scrip Program available: NO

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

	Population served:	8,903	NUMBER OF REGISTRANTS	266
	Service area (km²):	567.0	Wheelchair/Scooter Users:	51 (19%)
	Communities served:	1	Ambulatory:	205 (77%)
	Service began:	1989	Attendants/Companions:	10 (4%)
	Advisory Committee members:	11	Other:	
	Eligibility Committee members:	2	Eligibility Criteria:	Unable to use

Note: Service Hours: Tues. 10:00-15:00, Wed. 09:00-13:00, Thurs./Fri.

09:00-17:00. Additional service available as charters/pre-booking.

OPERATING DATA

Rev Veh Km - Dedicated Service

16,983

Tot Veh Km - Dedicated Service

17,033

Rev Veh Hr - Dedicated Service

2,004

Tot Veh Hr - Dedicated Service

2,004

Non-Dedicated Service - Veh Km

Non-Dedicated Service - Veh Hr

PASSENGER DATA

Dedicated Service

4,686

Non-Dedicated Service

TOTAL PASSENGERS

4,686

Subscription/Pre-booked

15%

Reservation

80%

On-Demand/Day of trip

5%

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

7

NUMBER OF COMPLAINTS

2

OPERATING EXPENSES

Administration

Operations:

Internal - Dedicated Service

\$27,329

Contract - Dedicated Service

Contract - Non-Dedicated Service

Taxi Scrip/Fare Reimbursement

Maintenance (Vehicles & Facilities)

\$2,995

Fuel

\$2,233

TOTAL OPERATING EXPENSES

\$32,557

OPERATING FUNDING SOURCES

Passenger Revenue

\$6,791

Other Operating Revenue

\$5,920

Total Operating Revenues

\$12,711

Provincial Contributions

Municipal Contributions

\$20,000

Donations

\$7,764

TOTAL OPERATING FUNDING

\$40,475

CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System

Provincial Contributions

Municipal Contributions

\$9,259

Donations

TOTAL CAPITAL FUNDING

\$9,259

VEHICLE DATA

Number

Veh. Peak

Wheelchair Capacity (avg. per veh)

Ambulatory Capacity (avg. per veh)

Non-Accessible Cars

Accessible Vans/Minivans

1

1

N/A

N/A

Small Buses

4

8

Other

1

1

N/A

N/A

TOTAL DED VEHICLES

Accessible Taxis

N/A

N/A

SERVICE HOURS/SCHEDULING

Weekday: (Refer to Note above) Sunday:

Saturday: Holiday:

Advanced booking notice: 1 days

Minimum notice for reservation: 24.0 hours

Reservations/Scheduling: Manual

FARE STRUCTURE

Cash Tickets/Cards (unit price)

Monthly Pass

Adult \$2.00

Child \$2.00

Student

Senior \$2.00

Attendant free

Companion free

Other Custom pass based on client's wishes, max. 25 trips/card

EMPLOYEE DATA

(Full-Time) (Part-Time)

Operators 6

Other Operations (e.g. dispatchers)

Maintenance

General Administration

Other

TOTAL NUMBER OF EMPLOYEES

7

Union Affiliations: N/A

Top Operator Wage Rate: \$12.00

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio 39%

Net Operating Cost/Capita \$2.23

Total Exp/Passengers \$6.95

Total Exp/Eligible Passengers \$6.95

Transp Exp/Passengers

Dedicated Service \$6.95

Non-Dedicated Service (e.g. Taxis)

Transp Exp/Hours (Dedicated Service) \$16.25

OPERATING

Registrants/Capita 0.0299

Passengers/Capita 0.5263

Passengers/Registrants 17.62

Passengers/Hours (Dedicated Service) 2.34

Km/Passengers (Dedicated Service) 3.63

Average Speed (Dedicated Service) 8.50

PASSENGER STATISTICS

Dedicated Service

Non-Dedicated Service

Ambulatory

4,686*

Wheelchair/Scooter Users

Attendants/Companions

Other

TOTAL PASSENGER (%Total)

4,686 (100%) (0%)

* Total for all categories

NEWMARKET - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

Newmarket Transit

Contact: Mr. James M. Barber
 Title: Transit Manager
 Telephone: (905) 895-5193 x855
 FAX: (905) 853-9511
 e-mail:

Dedicated Service operated by: Transit System/Municipality

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

Taxi Scrip Program available: NO

	Population served:	60,000	NUMBER OF REGISTRANTS	785
	Service area (km ²):	40.0	Wheelchair/Scooter Users:	73 (9%)
	Communities served:	1	Ambulatory:	712 (91%)
	Service began:	1981	Attendants/Companions:	
	Advisory Committee members:	N/A	Other:	
	Eligibility Committee members:	N/A	Eligibility Criteria:	Unable to use

OPERATING DATA

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

SERVICE HOURS/SCHEDULING

Weekday:	0800 to 1800	Sunday:
Saturday:	0900 to 1600	Holiday:
Advanced booking notice: 14 days		
Minimum notice for reservation: 24.0 hours		
Reservations/Scheduling: Partially Computerized		

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service
TOTAL PASSENGERS
 Subscription/Pre-booked
 Reservation
 On-Demand/Day of trip
UNACCOMMODATED TRIPS
NO-SHOWS/CANCELLED AT DOOR
NUMBER OF COMPLAINTS

FARE STRUCTURE

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.25		
Child	\$2.25		
Student	\$2.25		
Senior	\$2.25		
Attendant	\$2.25		
Companion	\$2.25		
Other	\$3.00 - Saturday services		

OPERATING EXPENSES

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

	(Full-Time)	(Part-Time)
Operators	2	3
Other Operations (e.g. dispatchers)	1	
Maintenance		
General Administration	1	
Other		
TOTAL NUMBER OF EMPLOYEES	4	3

OPERATING FUNDING SOURCES

Passenger Revenue
 Other Operating Revenue
Total Operating Revenues
 Provincial Contributions
 Municipal Contributions
 Donations
TOTAL OPERATING FUNDING

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio	15%
Net Operating Cost/Capita	\$3.59
Total Exp/Passengers	\$14.58
Total Exp/Eligible Passengers	\$15.39
Transp Exp/Passengers	
Dedicated Service	\$13.72
Non-Dedicated Service (e.g. Taxis)	
Transp Exp/Hours (Dedicated Service)	\$49.91

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses
TOTAL CAPITAL EXPENSES

OPERATING

Registrants/Capita	0.0131
Passengers/Capita	0.2910
Passengers/Registrants	22.24
Passengers/Hours (Dedicated Service)	3.64
Km/Passengers (Dedicated Service)	3.64
Average Speed (Dedicated Service)	13.24

CAPITAL FUNDING SOURCES

Transit System
 Provincial Contributions
 Municipal Contributions
 Donations
TOTAL CAPITAL FUNDING

VEHICLE DATA		Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars				N/A	
Accessible Vans/Minivans					
Small Buses	3	3		3	16
Other					
TOTAL DED VEHICLES	3	3		N/A	N/A
Accessible Taxis		N/A	N/A		

PASSENGER STATISTICS	Dedicated Service	Non-Dedicated Service
Ambulatory	12,617	
Wheelchair/Scooter Users	3,920	
Attendants/Companions	921	
Other		
TOTAL PASSENGER (%Total)	17,458 (100%)	(0%)

NIAGARA FALLS - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

Niagara Chair-A-Van

Contact: Mr. T. Librock
 Title: General Manager/Secretary Treasurer
 Telephone: (905) 356-1179
 FAX: (905) 356-5576
 e-mail:
 Dedicated Service operated by: Transit System/Municipality
 Non-Dedicated Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Program available: NO

Population served:	76,895	NUMBER OF REGISTRANTS	602
Service area (km ²):	212.0	Wheelchair/Scooter Users:	291 (48%)
Communities served:	1	Ambulatory:	311 (52%)
Service began:	1977	Attendants/Companions:	
Advisory Committee members:	7	Other:	
Eligibility Committee members:	2	Eligibility Criteria:	Unable to use

Note: * provides cross-boundary services to St. Catharines in 1998.

OPERATING DATA

Rev Veh Km - Dedicated Service	95,941
Tot Veh Km - Dedicated Service	95,941
Rev Veh Hr - Dedicated Service	5,357
Tot Veh Hr - Dedicated Service	5,357
Non-Dedicated Service - Veh Km	
Non-Dedicated Service - Veh Hr	

SERVICE HOURS/SCHEDULING

Weekday:	0730 to 1900	Sunday:	0900 to 1500
Saturday:	0900 to 1500	Holiday:	0900 to 1500
Advanced booking notice: 30 days			
Minimum notice for reservation: 24.0 hours			
Reservations/Scheduling: Partially Computerized			

PASSENGER DATA

Dedicated Service	12,267
Non-Dedicated Service	
TOTAL PASSENGERS	12,267
Subscription/Pre-booked	15%
Reservation	80%
On-Demand/Day of trip	5%
UNACCOMMODATED TRIPS	591
NO-SHOWS/CANCELLED AT DOOR	108

FARE STRUCTURE

Cash	Tickets/Cards (unit price)	Monthly Pass
\$1.70	\$1.65	
Adult		
Child		
Student		
Senior		
Attendant		
Companion		
Other		

NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration	\$13,506
Operations:	
Internal - Dedicated Service	
Contract - Dedicated Service	
Contract - Non-Dedicated Service	
Taxi Scrip/Fare Reimbursement	
Maintenance (Vehicles & Facilities)	\$42,716
Fuel	\$11,821
TOTAL OPERATING EXPENSES	\$201,411

EMPLOYEE DATA

Operators	2	(Full-Time)	(Part-Time)
Other Operations (e.g. dispatchers)	1		
Maintenance			
General Administration			
Other			
TOTAL NUMBER OF EMPLOYEES	3		1
Union Affiliations:	N/A		
Top Operator Wage Rate:	\$15.59		
Top Mechanic Wage Rate:	\$19.51		

OPERATING FUNDING SOURCES

Passenger Revenue	\$22,282
Other Operating Revenue	\$1,368
Total Operating Revenues	\$23,650
Provincial Contributions	
Municipal Contributions	\$177,761
Donations	
TOTAL OPERATING FUNDING	\$201,411

PERFORMANCE INDICATORS

CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	

FINANCIAL

R/C Ratio	12%
Net Operating Cost/Capita	\$2.31
Total Exp/Passengers	\$16.42
Total Exp/Eligible Passengers	\$16.42
Transp Exp/Passengers	
Dedicated Service	\$15.32
Non-Dedicated Service (e.g. Taxis)	
Transp Exp/Hours (Dedicated Service)	\$35.08

CAPITAL FUNDING SOURCES

Transit System	
Provincial Contributions	
Municipal Contributions	
Donations	
TOTAL CAPITAL FUNDING	

OPERATING

Registrants/Capita	0.0078
Passengers/Capita	0.1595
Passengers/Registrants	20.38
Passengers/Hours (Dedicated Service)	2.29
Km/Passengers (Dedicated Service)	7.82
Average Speed (Dedicated Service)	17.91

VEHICLE DATA

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

PASSENGER STATISTICS

	Dedicated Service	Non-Dedicated Service
Ambulatory	8,850	
Wheelchair/Scooter Users	3,417	
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	12,267	(100%)
		(0%)

NORTH BAY - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

North Bay Para-Bus

Contact: Ms. Linda Moynes
 Title: Assistant
 Telephone: (705) 474-0400 x166
 FAX: (705) 474-3858
 e-mail: lindam@mbox.city.north-bay.on.ca

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

Population served:	49,000	NUMBER OF REGISTRANTS	865
Service area (km ²):	87.0	Wheelchair/Scooter Users:	
Communities served:	1	Ambulatory:	
Service began:	1982	Attendants/Companions:	
Advisory Committee members:	12	Other:	
Eligibility Committee members:	1	Eligibility Criteria:	Unable to board

Note: Subscriptions are 100% of trips provided by city-owned vehicles. The on-demand/reservation are done by taxi services.

OPERATING DATA

Rev Veh Km - Dedicated Service	173,255
Tot Veh Km - Dedicated Service	190,580
Rev Veh Hr - Dedicated Service	9,452
Tot Veh Hr - Dedicated Service	10,397
Non-Dedicated Service - Veh Km	
Non-Dedicated Service - Veh Hr	

PASSENGER DATA

Dedicated Service	32,073
Non-Dedicated Service	6,077
TOTAL PASSENGERS	38,150
Subscription/Pre-booked	84%
Reservation	16%
On-Demand/Day of trip	
UNACCOMMODATED TRIPS	67
NO-SHOWS/CANCELLED AT DOOR	118
NUMBER OF COMPLAINTS	

OPERATING EXPENSES

Administration	\$28,510
Operations:	
Internal - Dedicated Service	
Contract - Dedicated Service	\$235,712
Contract - Non-Dedicated Service	\$57,762
Taxi Scrip/Fare Reimbursement	
Maintenance (Vehicles & Facilities)	\$100,258
Fuel	\$20,665
TOTAL OPERATING EXPENSES	\$442,907

OPERATING FUNDING SOURCES

Passenger Revenue	\$97,210
Other Operating Revenue	\$10,846
Total Operating Revenues	\$108,056
Provincial Contributions	
Municipal Contributions	\$334,851
Donations	
TOTAL OPERATING FUNDING	\$442,907

CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	

CAPITAL FUNDING SOURCES

Transit System	
Provincial Contributions	
Municipal Contributions	
Donations	
TOTAL CAPITAL FUNDING	

SERVICE HOURS/SCHEDULING

Weekday:	0730 to 2330	Sunday:	0930 to 1800
Saturday:	0900 to 2330	Holiday:	

Advanced booking notice:
 Minimum notice for reservation: 24.0 hours
 Reservations/Scheduling: Fully Automated

FARE STRUCTURE

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.00	\$2.00	
Child	\$2.00	\$2.00	
Student	\$2.00	\$2.00	
Senior	\$2.00	\$2.00	
Attendant	\$2.00	\$2.00	
Companion	\$2.00	\$2.00	
Other	10-trip cards only available to registrants		

EMPLOYEE DATA

	(Full-Time)	(Part-Time)
Operators	4	3
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration	3	3
Other		
TOTAL NUMBER OF EMPLOYEES	7	6
Union Affiliations:	Drivers - Teamsters	230
Top Operator Wage Rate:	\$12.79	
Top Mechanic Wage Rate:	\$18.72	

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio	24%
Net Operating Cost/Capita	\$6.83
Total Exp/Passengers	\$11.61
Total Exp/Eligible Passengers	\$12.73
Transp Exp/Passengers	
Dedicated Service	\$11.12
Non-Dedicated Service (e.g. Taxis)	\$9.51
Transp Exp/Hours (Dedicated Service)	\$34.30

OPERATING

Registrants/Capita	0.0177
Passengers/Capita	0.7786
Passengers/Registrants	44.10
Passengers/Hours (Dedicated Service)	3.08
Km/Passengers (Dedicated Service)	5.94
Average Speed (Dedicated Service)	18.33

VEHICLE DATA		Veh. Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars				N/A	
Accessible Vans/Minivans					
Small Buses	5	3		4	7
Other					
TOTAL DED VEHICLES	5	3		N/A	N/A
Accessible Taxis					

PASSENGER STATISTICS		Dedicated Service	Non-Dedicated Service
Ambulatory			
Wheelchair/Scooter Users			
Attendants/Companions			
Other			
TOTAL PASSENGER (%Total)	32,073	(84%)	6,077

OAKVILLE - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

Oakville Care-A-Van

Contact: Ms. Joanne Phoenix
 Title: Planner / Analyst
 Telephone: (905) 845-6601
 FAX: (905) 338-4166
 e-mail: jphoenix@town.oakville.on.ca

Dedicated Service operated by: Transit System/Municipality

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

Taxi Scrip Program available: NO

Population served:	135,000	NUMBER OF REGISTRANTS	1,298
Service area (km ²):	76.5	Wheelchair/Scooter Users:	411 (32%)
Communities served:	1	Ambulatory:	887 (68%)
Service began:	1980	Attendants/Companions:	
Advisory Committee members:	7	Other:	
Eligibility Committee members:	3	Eligibility Criteria:	Unable to board

OPERATING DATA

Rev Veh Km - Dedicated Service

144,923

Tot Veh Km - Dedicated Service

Rev Veh Hr - Dedicated Service

Tot Veh Hr - Dedicated Service

6,522

Non-Dedicated Service - Veh Km

Non-Dedicated Service - Veh Hr

PASSENGER DATA

Dedicated Service

19,156

Non-Dedicated Service

8,208

TOTAL PASSENGERS

27,364

Subscription/Pre-booked

Reservation

On-Demand/Day of trip

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

360

NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration

\$56,478

Operations:

Internal - Dedicated Service

\$122,997

Contract - Dedicated Service

\$90,149

Contract - Non-Dedicated Service

Taxi Scrip/Fare Reimbursement

\$77,055

Maintenance (Vehicles & Facilities)

Fuel

\$19,275

TOTAL OPERATING EXPENSES

\$365,954

OPERATING FUNDING SOURCES

Passenger Revenue

\$43,095

Other Operating Revenue

Total Operating Revenues

\$43,095

Provincial Contributions

Municipal Contributions

\$322,859

Donations

TOTAL OPERATING FUNDING

\$365,954

CAPITAL EXPENSES

Vehicles Purchased

\$75,000

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES

\$75,000

CAPITAL FUNDING SOURCES

Transit System

Provincial Contributions

Municipal Contributions

\$10,100

Donations

\$64,900

TOTAL CAPITAL FUNDING

\$75,000

VEHICLE DATA

Number

Veh. Peak

Wheelchair Capacity (avg. per veh)

N/A

Ambulatory Capacity (avg. per veh)

N/A

Non-Accessible Cars

Accessible Vans/Minivans

Small Buses

3

2

Other

TOTAL DED VEHICLES

3

2

Accessible Taxis

N/A

N/A

SERVICE HOURS/SCHEDULING

Weekday: 0700 to 2400 Sunday:

Saturday: 0700 to 2400 Holiday:

Advanced booking notice: 2 days

Minimum notice for reservation:

Reservations/Scheduling: Fully Automated

FARE STRUCTURE

Tickets/Cards (unit price)

Monthly Pass

Cash

\$1.75 \$1.50

Child \$1.75 \$1.50

Student \$1.75 \$1.50

Senior \$1.75 \$1.50

Attendant \$1.75 \$1.50

Companion \$1.75 \$1.50

Other

EMPLOYEE DATA

(Full-Time) (Part-Time)

Operators 3

Other Operations (e.g. dispatchers) 2

Maintenance

General Administration

Other

5

Union Affiliations: CAW 1256, CUPE 1329

Top Operator Wage Rate: \$17.14

Top Mechanic Wage Rate: \$21.55

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio 12%

Net Operating Cost/Capita \$2.39

Total Exp/Passengers \$13.37

Total Exp/Eligible Passengers \$13.63

Transp Exp/Passengers

Dedicated Service \$11.45

Non-Dedicated Service (e.g. Taxis) \$10.98

Transp Exp/Hours (Dedicated Service) \$33.63

OPERATING

Registrants/Capita 0.0096

Passengers/Capita 0.2027

Passengers/Registrants 21.08

Passengers/Hours (Dedicated Service) 2.94

Km/Passengers (Dedicated Service) 7.57

Average Speed (Dedicated Service) 22.22

PASSENGER STATISTICS

Dedicated Service

Non-Dedicated Service

Ambulatory 12,449

8,139

Wheelchair/Scooter Users 6,257

69

Attendants/Companions 450

Other

TOTAL PASSENGER (%Total)

19,156 (70%)

8,208 (30%)

OSHAWA - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

Handi Transit Inc.

Contact: Mr. Ben Chartier
 Title: General Manager
 Telephone: (905) 571-1222
 FAX: (905) 571-7390
 e-mail: handitrn@durham.net

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

	Population served:	140,000	NUMBER OF REGISTRANTS	717
	Service area (km ²):	200.0	Wheelchair/Scooter Users:	355 (50%)
	Communities served:	1	Ambulatory:	362 (50%)
	Service began:	1974	Attendants/Companions:	
	Advisory Committee members:	10	Other:	
	Eligibility Committee members:	10	Eligibility Criteria:	Unable to use

OPERATING DATA

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

	SERVICE HOURS/SCHEDULING		
	Weekday:	0800 to 2230	Sunday:
	Saturday:	0900 to 2230	Holiday:
	Advanced booking notice:		
	Minimum notice for reservation:		
	Reservations/Scheduling:		

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service
 TOTAL PASSENGERS
 Subscription/Pre-booked
 Reservation
 On-Demand/Day of trip
 UNACCOMMODATED TRIPS
 NO-SHOWS/CANCELLED AT DOOR
 NUMBER OF COMPLAINTS

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.50		
Child	\$1.00		
Student	\$2.50		
Senior	\$2.50		
Attendant	\$2.50		
Companion	\$2.50		
Other	"Fare-By-Distance" outside municipal boundary		

OPERATING EXPENSES

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

\$117,688
 \$301,389
 \$38,314
 \$101,225
 \$35,501
 \$594,117

	(Full-Time)	(Part-Time)
Operators	5	4
Other Operations (e.g. dispatchers)	1	2
Maintenance		
General Administration	1	1
Other		
TOTAL NUMBER OF EMPLOYEES	7	7
Union Affiliations:	Teamsters Local #938	
Top Operator Wage Rate:	\$13.50	
Top Mechanic Wage Rate:		

OPERATING FUNDING SOURCES

Passenger Revenue
 Other Operating Revenue
 Total Operating Revenues
 Provincial Contributions
 Municipal Contributions
 Donations
 TOTAL OPERATING FUNDING

\$152,968
 \$441,149
 \$594,117

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio
 Net Operating Cost/Capita
 Total Exp/Passengers
 Total Exp/Eligible Passengers

Transp Exp/Passengers

\$3.15
 \$12.04
 \$12.81

Dedicated Service
 Non-Dedicated Service (e.g. Taxis)

Transp Exp/Hours (Dedicated Service)

26%

\$9.97

\$7.09

\$26.46

OPERATING

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

\$140,000

Registrants/Capita

0.0051

TOTAL CAPITAL EXPENSES

\$140,000

Passengers/Capita

0.3525

CAPITAL FUNDING SOURCES

Transit System
 Provincial Contributions
 Municipal Contributions
 Donations
 TOTAL CAPITAL FUNDING

\$140,000

Passengers/Registers

68.83

\$140,000

Passengers/Hours (Dedicated Service)

2.65

\$140,000

Km/Passengers (Dedicated Service)

5.51

\$140,000

Average Speed (Dedicated Service)

14.63

VEHICLE DATA		Veh. Number	Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars				N/A	
Accessible Vans/Minivans					
Small Buses	7	6		7	4
Other					
TOTAL DED VEHICLES	7	6		N/A	N/A
Accessible Taxis					

PASSENGER STATISTICS	Dedicated Service	Non-Dedicated Service
Ambulatory	11,880	5,407
Wheelchair/Scooter Users	29,085	
Attendants/Companions	2,982	
Other		
TOTAL PASSENGER (%Total)	43,947 (89%)	5,407 (11%)

OTTAWA - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

Para Transpo

Contact: Ms. Karen Barton
 Title: Supervisor, Admin. & Customer Serv.
 Telephone: (613) 244-1289
 FAX: (613) 244-4329
 e-mail:
 Dedicated Service operated by: 1 Private Contractor
 Non-Dedicated Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Program available: NO

Population served:	660,700	NUMBER OF REGISTRANTS	8,893
Service area (km ²):	368.4	Wheelchair/Scooter Users:	2,668 (30%)
Communities served:	8	Ambulatory:	6,225 (70%)
Service began:	1974	Attendants/Companions:	
Advisory Committee members:	12	Other:	
Eligibility Committee members:	N/A	Eligibility Criteria:	Unable to board

Note: * Operating Expense for Contract - Dedicated Service includes capital costs for vehicles.

OPERATING DATA

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

6,765,958

8,114,634

337,475

381,172

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service
TOTAL PASSENGERS
 Subscription/Pre-booked
 Reservation
 On-Demand/Day of trip
UNACCOMMODATED TRIPS
NO-SHOWS/CANCELLED AT DOOR
NUMBER OF COMPLAINTS

734,569

51%

44%

5%

39,714

33,306

OPERATING EXPENSES

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

\$1,701,566

\$13,309,572

\$15,011,138

OPERATING FUNDING SOURCES

Passenger Revenue
 Other Operating Revenue
Total Operating Revenues
 Provincial Contributions
 Municipal Contributions
 Reserves
TOTAL OPERATING FUNDING

\$1,228,804

\$30,563

\$1,259,367

\$13,585,771

\$166,000

\$15,011,138

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses
TOTAL CAPITAL EXPENSES

\$136,594

\$136,594

CAPITAL FUNDING SOURCES

Transit System
 Provincial Contributions
 Municipal Contributions
 Reserves
TOTAL CAPITAL FUNDING

\$136,594

\$136,594

SERVICE HOURS/SCHEDULING

Weekday: 0630 to 0030 Sunday: 0630 to 0030

Saturday: 0630 to 0030 Holiday: 0630 to 0030

Advanced booking notice: 1 days

Minimum notice for reservation:

Reservations/Scheduling: Partially Computerized

FARE STRUCTURE

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.25		\$57.00
Child	\$2.25		\$46.75
Student	\$2.25		\$46.75
Senior	\$2.25		\$28.00
Attendant	\$2.25		
Companion	\$2.25		
Other	Ticket: \$0.75. Peak fare for \$3.50 or 3 tickets.		

EMPLOYEE DATA

(Full-Time) (Part-Time)

Operators 172 47

Other Operations (e.g. dispatchers) 14 8

Maintenance 18

General Administration 7

Other 15

TOTAL NUMBER OF EMPLOYEES 226 55

Union Affiliations: ATU 279

Top Operator Wage Rate: \$16.50

Top Mechanic Wage Rate: \$19.10

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio	8%
Net Operating Cost/Capita	\$20.81
Total Exp/Passengers	\$20.44
Total Exp/Eligible Passengers	\$22.51
Transp Exp/Passengers	

Dedicated Service \$18.12

Non-Dedicated Service (e.g. Taxis)

Transp Exp/Hours (Dedicated Service) \$34.92

OPERATING

Registrants/Capita	0.0135
Passengers/Capita	1.1118
Passengers/Registrants	82.60
Passengers/Hours (Dedicated Service)	1.93
Km/Passengers (Dedicated Service)	11.05
Average Speed (Dedicated Service)	21.29

VEHICLE DATA		Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars	57	55		N/A	4
Accessible Vans/Minivans	76	70		4	4
Small Buses	11	10		8	14
Other					
TOTAL DED VEHICLES	144	135		N/A	N/A
Accessible Taxis		N/A	N/A		

PASSENGER STATISTICS		Dedicated Service	Non-Dedicated Service
Ambulatory		442,102	
Wheelchair/Scooter Users		224,634	
Attendants/Companions		67,833	
Other			
TOTAL PASSENGER (% Total)	734,569	(100%)	(0%)

PEEL - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

Transhelp

Contact: Mr. Norman R. McLeod
 Title: Manager
 Telephone: (905) 791-7800
 FAX: (905) 277-5864
 e-mail: mcleodn@region.peel.on.ca

Dedicated Service operated by: Transit System/Municipality
 Non-Dedicated Service (e.g. Taxis) operated by: 2 taxi companies
 Taxi Scrip Program available: NO

Population served:	956,689	NUMBER OF REGISTRANTS	1,550
Service area (km ²):	759.0	Wheelchair/Scooter Users:	779 (50%)
Communities served:	1	Ambulatory:	771 (50%)
Service began:	1981	Attendants/Companions:	
Advisory Committee members:	8	Other:	
Eligibility Committee members:	N/A	Eligibility Criteria:	Unable to use

OPERATING DATA
 Rev Veh Km - Dedicated Service
 Tot Veh Km - Dedicated Service
 Rev Veh Hr - Dedicated Service
 Tot Veh Hr - Dedicated Service
 Non-Dedicated Service - Veh Km
 Non-Dedicated Service - Veh Hr

SERVICE HOURS/SCHEDULING			
Weekday:	0730 to 2330	Sunday:	0900 to 2200
Saturday:	0900 to 2330	Holiday:	0900 to 2200

PASSENGER DATA
 Dedicated Service
 Non-Dedicated Service
TOTAL PASSENGERS
 Subscription/Pre-booked
 Reservation
 On-Demand/Day of trip
UNACCOMMODATED TRIPS
NO-SHOWS/CANCELLED AT DOOR
NUMBER OF COMPLAINTS

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

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

EMPLOYEE DATA		(Full-Time)	(Part-Time)
Operators	20	10	
Other Operations (e.g. dispatchers)	3	3	
Maintenance	3	2	
General Administration	5		
Other			
TOTAL NUMBER OF EMPLOYEES	31	15	

OPERATING FUNDING SOURCES
 Passenger Revenue
 Other Operating Revenue
Total Operating Revenues

PERFORMANCE INDICATORS

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

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

\$17.85	
\$13.62	
\$42.59	

CAPITAL FUNDING SOURCES
 Transit System
 Provincial Contributions
 Municipal Contributions
 Donations
TOTAL CAPITAL FUNDING

0.0016	
0.1735	
107.07	
2.39	
8.99	
21.46	

VEHICLE DATA		Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
	Number Peak		
Non-Accessible Cars		N/A	
Accessible Vans/Minivans			
Small Buses	24	6	4
Other	2	7	16
TOTAL DED VEHICLES	26	23	N/A
Accessible Taxis	10	N/A	N/A

PASSENGER STATISTICS	Dedicated Service	Non-Dedicated Service
Ambulatory	40,408	30,484
Wheelchair/Scooter Users	41,941	31,640
Attendants/Companions	12,244	9,236
Other		
TOTAL PASSENGER (%Total)	94,593 (57%)	71,360 (43%)

PEMBROKE - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

Pembroke Handi-Bus

Contact: Mr. Art Gallagher
 Title: Manager
 Telephone: (613) 735-6998
 FAX: (613) 735-8632
 e-mail:

Dedicated Service operated by: Private Non-Profit Organization

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

Taxi Scrip Program available: NO

Population served:	18,600	NUMBER OF REGISTRANTS	312
Service area (km ²):	91.5	Wheelchair/Scooter Users:	65 (21%)
Communities served:	2	Ambulatory:	247 (79%)
Service began:	1989	Attendants/Companions:	
Advisory Committee members:	10	Other:	
Eligibility Committee members:	2	Eligibility Criteria:	Unable to board

OPERATING DATA

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

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service
TOTAL PASSENGERS
 Subscription/Pre-booked
 Reservation
 On-Demand/Day of trip
UNACCOMMODATED TRIPS
NO-SHOWS/CANCELLED AT DOOR
NUMBER OF COMPLAINTS

OPERATING EXPENSES

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

OPERATING FUNDING SOURCES

Passenger Revenue
 Other Operating Revenue
Total Operating Revenues
 Provincial Contributions
 Municipal Contributions
 Donations
TOTAL OPERATING FUNDING

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Provincial Contributions
 Municipal Contributions
 Donations
TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

Weekday:	0800 to 1630	Sunday:
Saturday:		Holiday:
Advanced booking notice:	1 days	
Minimum notice for reservation:	2.0 hours	
Reservations/Scheduling:	Manual	

FARE STRUCTURE

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.00	\$2.40	\$75.00
Child	\$3.00	\$2.40	\$75.00
Student	\$3.00	\$2.40	\$75.00
Senior	\$3.00	\$2.40	\$75.00
Attendant			
Companion			
Other			

EMPLOYEE DATA

	(Full-Time)	(Part-Time)
Operators	2	1
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration	1	
Other		
TOTAL NUMBER OF EMPLOYEES	3	1
Union Affiliations:	N/A	
Top Operator Wage Rate:	\$13.25	
Top Mechanic Wage Rate:		

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio	24%
Net Operating Cost/Capita	\$6.32
Total Exp/Passengers	\$8.49
Total Exp/Eligible Passengers	\$9.24
Transp Exp/Passengers	
Dedicated Service	\$4.87
Non-Dedicated Service (e.g. Taxis)	
Transp Exp/Hours (Dedicated Service)	

OPERATING

Registrants/Capita	0.0168
Passengers/Capita	0.9818
Passengers/Registrants	58.53
Passengers/Hours (Dedicated Service)	
Km/Passengers (Dedicated Service)	
Average Speed (Dedicated Service)	

VEHICLE DATA		Veh. Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars				N/A	
Accessible Vans/Minivans	4	3		3	7
Small Buses					
Other					
TOTAL DED VEHICLES	4	3		N/A	N/A
Accessible Taxis		N/A	N/A		

PASSENGER STATISTICS	Dedicated Service	Non-Dedicated Service
Ambulatory	13,132	
Wheelchair/Scooter Users	3,647	
Attendants/Companions	1,483	
Other		
TOTAL PASSENGER (%Total)	18,262	(100%)
		(0%)

PETERBOROUGH - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

Peterborough Handi-Van

Contact: Mr. J.N. Kimble
 Title: Manager, Transportation
 Telephone: (705) 748-8895
 FAX: (705) 742-3741
 e-mail: jkimble@city.peterborough.on.ca

Dedicated Service operated by: Transit System/Municipality
 Non-Dedicated Service (e.g. Taxis) operated by: 2 taxi companies
 Taxi Scrip Program available: NO

Population served:	70,608	NUMBER OF REGISTRANTS	1,100
Service area (km ²):	62.5	Wheelchair/Scooter Users:	420 (38%)
Communities served:	1	Ambulatory:	680 (62%)
Service began:	1976	Attendants/Companions:	
Advisory Committee members:	8	Other:	
Eligibility Committee members:	N/A	Eligibility Criteria:	Unable to use

OPERATING DATA

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

SERVICE HOURS/SCHEDULING
 Weekday: 0715 to 2245 Sunday: 0930 to 2000
 Saturday: 0715 to 2215 Holiday:

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service
TOTAL PASSENGERS
 Subscription/Pre-booked
 Reservation
 On-Demand/Day of trip
UNACCOMMODATED TRIPS
NO SHOWS/CANCELLED AT DOOR
NUMBER OF COMPLAINTS

	FARE STRUCTURE	Tickets/Cards (unit price)	Monthly Pass
47,860	Adult	\$1.75	\$64.00
440	Child	\$1.75	\$30.00
48,300	Student	\$1.75	\$45.00
70%	Senior	\$1.75	\$30.00
29%	Attendant	\$1.75	\$64.00
1%	Companion	\$1.75	\$64.00
	Other	Senior - semi-annual \$90; College - semester pass \$180	

OPERATING EXPENSES

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

EMPLOYEE DATA	(Full-Time)	(Part-Time)
Operators	8	3
Other Operations (e.g. dispatchers)		
Maintenance		3
General Administration	2	2
Other		
TOTAL NUMBER OF EMPLOYEES	10	8

OPERATING FUNDING SOURCES

Passenger Revenue
 Other Operating Revenue
Total Operating Revenues
 Provincial Contributions
 Municipal Contributions
 Donations
TOTAL OPERATING FUNDING

PERFORMANCE INDICATORS

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses
TOTAL CAPITAL EXPENSES

FINANCIAL	
R/C Ratio	12%
Net Operating Cost/Capita	\$7.22
Total Exp/Passengers	\$11.93
Total Exp/Eligible Passengers	\$12.55
Transp Exp/Passengers	
Dedicated Service	\$10.95
Non-Dedicated Service (e.g. Taxis)	\$7.16
Transp Exp/Hours (Dedicated Service)	\$34.70

CAPITAL FUNDING SOURCES

Transit System
 Provincial Contributions
 Municipal Contributions
 Donations
TOTAL CAPITAL FUNDING

OPERATING	
Registrants/Capita	0.0156
Passengers/Capita	0.6841
Passengers/Registrants	43.91
Passengers/Hours (Dedicated Service)	3.17
Km/Passengers (Dedicated Service)	5.81
Average Speed (Dedicated Service)	18.41

VEHICLE DATA

	Veh. Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	8	6	4	5
Other				
TOTAL DED VEHICLES	8	6	N/A	N/A
Accessible Taxis	2	N/A		

PASSENGER STATISTICS	Dedicated Service	Non-Dedicated Service
Ambulatory	24,890	310
Wheelchair/Scooter Users	20,580	110
Attendants/Companions	2,390	20
Other		
TOTAL PASSENGER (%Total)	47,860 (99%)	440 (1%)

PETERBOROUGH COUNTY - 1998

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

Caremobile (Senior Citizens Council)

Contact: Ms. Pam MacDougall
 Title: Executive Director
 Telephone: (705) 742-7067
 FAX: (705) 742-7608
 e-mail: ptbosrcouncil@ptbo.igs.net

Dedicated Service operated by: Private Non-Profit Organization

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

Taxi Scrip Program available: NO

Population served:	53,913	NUMBER OF REGISTRANTS	165
Service area (km ²):	3877.2	Wheelchair/Scooter Users:	110 (67%)
Communities served:	11	Ambulatory:	55 (33%)
Service began:	1992	Attendants/Companions:	
Advisory Committee members:	6	Other:	
Eligibility Committee members:	N/A	Eligibility Criteria:	Unable to use

OPERATING DATA

Rev Veh Km - Dedicated Service	28,354
Tot Veh Km - Dedicated Service	56,708
Rev Veh Hr - Dedicated Service	900
Tot Veh Hr - Dedicated Service	1,800
Non-Dedicated Service - Veh Km	
Non-Dedicated Service - Veh Hr	

Weekday:	0800 to 1800	Sunday:	
Saturday:		Holiday:	
Advanced booking notice: 7 days			
Minimum notice for reservation: 24.0 hours			
Reservations/Scheduling: Manual			

PASSENGER DATA

Dedicated Service	2,096
Non-Dedicated Service	
TOTAL PASSENGERS	2,096
Subscription/Pre-booked	60%
Reservation	39%
On-Demand/Day of trip	1%
UNACCOMMODATED TRIPS	10
NO-SHOWS/CANCELLED AT DOOR	6
NUMBER OF COMPLAINTS	

FARE STRUCTURE		Tickets/Cards (unit price)	Monthly Pass
Cash			

Adult	
Child	
Student	
Senior	
Attendant	
Companion	
Other	Flat Rate of \$8.00 or \$16.00 depending on distance

OPERATING EXPENSES

Administration	\$4,868
Operations:	
Internal - Dedicated Service	
Contract - Dedicated Service	\$31,910
Contract - Non-Dedicated Service	
Taxi Scrip/Fare Reimbursement	
Maintenance (Vehicles & Facilities)	\$4,209
Fuel	\$4,273
TOTAL OPERATING EXPENSES	\$45,260

EMPLOYEE DATA	(Full-Time)	(Part-Time)
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Operators	1
Other Operations (e.g. dispatchers)	
Maintenance	
General Administration	1
Other	1
TOTAL NUMBER OF EMPLOYEES	1
Union Affiliations:	N/A
Top Operator Wage Rate:	\$13.81
Top Mechanic Wage Rate:	

OPERATING FUNDING SOURCES

Passenger Revenue	\$8,380
Other Operating Revenue	\$322
Total Operating Revenues	\$8,702
Provincial Contributions	\$25,242
Municipal Contributions	
Donations	\$1,172
TOTAL OPERATING FUNDING	\$35,116

PERFORMANCE INDICATORS

CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	

FINANCIAL

R/C Ratio	19%
Net Operating Cost/Capita	\$0.68
Total Exp/Passengers	\$21.59
Total Exp/Eligible Passengers	\$23.50
Transp Exp/Passengers	
Dedicated Service	\$19.27
Non-Dedicated Service (e.g. Taxis)	
Transp Exp/Hours (Dedicated Service)	\$22.44

CAPITAL FUNDING SOURCES

Transit System	
Provincial Contributions	
Municipal Contributions	
Donations	
TOTAL CAPITAL FUNDING	

OPERATING

Registrants/Capita	0.0031
Passengers/Capita	0.0389
Passengers/Registrants	12.70
Passengers/Hours (Dedicated Service)	1.16
Km/Passengers (Dedicated Service)	27.06
Average Speed (Dedicated Service)	31.50

VEHICLE DATA

	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	1	1	4	8
Small Buses				
Other				
TOTAL DED VEHICLES	1	1	N/A	N/A
Accessible Taxis	N/A	N/A		

PASSENGER STATISTICS

	Dedicated Service	Non-Dedicated Service
Ambulatory	664	
Wheelchair/Scooter Users	1,262	
Attendants/Companions	170	
Other		
TOTAL PASSENGER (%Total)	2,096	(100%)
		(0%)

PICKERING - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

Pickering Transit Specialized

Contact: Ms. Deanna Wilson
 Title: Administrative Support Coordinator
 Telephone: (905) 683-4111
 FAX: (905) 683-5314
 e-mail: dwilson@town.pickering.on.ca

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

Population served:	84,800	NUMBER OF REGISTRANTS	590
Service area (km ²):	340.0	Wheelchair/Scooter Users:	185 (31%)
Communities served:	1	Ambulatory:	405 (69%)
Service began:	1980	Attendants/Companions:	
Advisory Committee members:	2	Other:	
Eligibility Committee members:	N/A	Eligibility Criteria:	Unable to board

Note: 24 hour service provided, 7 days per week

OPERATING DATA

Rev Veh Km - Dedicated Service	165,000
Tot Veh Km - Dedicated Service	175,000
Rev Veh Hr - Dedicated Service	8,746
Tot Veh Hr - Dedicated Service	9,954
Non-Dedicated Service - Veh Km	
Non-Dedicated Service - Veh Hr	2,214

PASSENGER DATA

Dedicated Service	19,271
Non-Dedicated Service	2,609
TOTAL PASSENGERS	21,880
Subscription/Pre-booked	75%
Reservation	22%
On-Demand/Day of trip	3%
UNACCOMMODATED TRIPS	165
NO-SHOWS/CANCELLED AT DOOR	4,615
NUMBER OF COMPLAINTS	5

OPERATING EXPENSES

Administration	\$150,764
Operations:	
Internal - Dedicated Service	\$234,247
Contract - Dedicated Service	
Contract - Non-Dedicated Service	\$32,185
Taxi Scrip/Fare Reimbursement	
Maintenance (Vehicles & Facilities)	\$25,816
Fuel	\$22,090
TOTAL OPERATING EXPENSES	\$465,102

OPERATING FUNDING SOURCES

Passenger Revenue	\$22,020
Other Operating Revenue	\$720
Total Operating Revenues	\$22,740
Provincial Contributions	
Municipal Contributions	\$442,362
Donations	
TOTAL OPERATING FUNDING	\$465,102

CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	\$9,100
TOTAL CAPITAL EXPENSES	\$9,100

CAPITAL FUNDING SOURCES

Transit System	
Provincial Contributions	
Municipal Contributions	\$9,100
Donations	
TOTAL CAPITAL FUNDING	\$9,100

SERVICE HOURS/SCHEDULING

Weekday: (Refer to Note above)		Sunday:
Saturday:		Holiday:
Advanced booking notice:	14 days	
Minimum notice for reservation:	1.0 hours	
Reservations/Scheduling:	Fully Automated	

FARE STRUCTURE

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$1.50	\$1.25	
Child	\$1.50	\$1.25	
Student	\$1.50	\$1.25	
Senior	\$1.50	\$1.25	
Attendant	\$1.50	\$1.25	
Companion	\$1.50	\$1.25	
Other			

EMPLOYEE DATA

Operators	3	20
Other Operations (e.g. dispatchers)	1	
Maintenance		
General Administration	1	
Other		
TOTAL NUMBER OF EMPLOYEES	5	20
Union Affiliations:	CUPE 129	
Top Operator Wage Rate:	\$17.96	
Top Mechanic Wage Rate:		

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio	5%
Net Operating Cost/Capita	\$5.22
Total Exp/Passengers	\$21.26
Total Exp/Eligible Passengers	\$22.18
Transp Exp/Passengers	
Dedicated Service	\$14.64
Non-Dedicated Service (e.g. Taxis)	\$12.34
Transp Exp/Hours (Dedicated Service)	\$28.35

OPERATING

Registrants/Capita	0.0070
Passengers/Capita	0.2580
Passengers/Registrants	37.08
Passengers/Hours (Dedicated Service)	1.94
Km/Passengers (Dedicated Service)	9.08
Average Speed (Dedicated Service)	17.58

VEHICLE DATA		Veh. Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars				N/A	
Accessible Vans/Minivans					
Small Buses	5	4		4	10
Other					
TOTAL DED VEHICLES	5	4		N/A	N/A
Accessible Taxis					

PASSENGER STATISTICS		Dedicated Service	Non-Dedicated Service
Ambulatory			
Wheelchair/Scooter Users			
Attendants/Companions			
Other			
TOTAL PASSENGER (%Total)	19,271 (88%)	2,609 (12%)	

PORT HOPE - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

Port Hope Mobiltrans

Contact: Ms. Barbara Spy
 Title: Treasurer
 Telephone: (905) 885-4544
 FAX: (905) 885-7698
 e-mail:

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

Population served:	12,500	NUMBER OF REGISTRANTS	200
Service area (km ²):	13.1	Wheelchair/Scooter Users:	
Communities served:	1	Ambulatory:	
Service began:	1986	Attendants/Companions:	
Advisory Committee members:	5	Other:	
Eligibility Committee members:	5	Eligibility Criteria:	Unable to use

OPERATING DATA

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

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service
TOTAL PASSENGERS
 Subscription/Pre-booked
 Reservation
 On-Demand/Day of trip
UNACCOMMODATED TRIPS
NO-SHOWS/CANCELLED AT DOOR
NUMBER OF COMPLAINTS

OPERATING EXPENSES

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

OPERATING FUNDING SOURCES

Passenger Revenue
 Other Operating Revenue
Total Operating Revenues
 Provincial Contributions
 Municipal Contributions
 Donations
TOTAL OPERATING FUNDING

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses
TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Provincial Contributions
 Municipal Contributions
 Donations
TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

Weekday: 0815 to 1700 Sunday:
 Saturday: Holiday:

Advanced booking notice:
 Minimum notice for reservation:
 Reservations/Scheduling: Manual

FARE STRUCTURE

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

EMPLOYEE DATA

	(Full-Time)	(Part-Time)
Operators		
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration		
Other		
TOTAL NUMBER OF EMPLOYEES		
Union Affiliations:	N/A	
Top Operator Wage Rate:		
Top Mechanic Wage Rate:		

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio	10%
Net Operating Cost/Capita	\$5.70
Total Exp/Passengers	\$13.73
Total Exp/Eligible Passengers	\$13.73
Transp Exp/Passengers	
Dedicated Service	\$12.47
Non-Dedicated Service (e.g. Taxis)	
Transp Exp/Hours (Dedicated Service)	

OPERATING

Registrants/Capita	0.0160
Passengers/Capita	0.4640
Passengers/Registrants	29.00
Passengers/Hours (Dedicated Service)	
Km/Passengers (Dedicated Service)	
Average Speed (Dedicated Service)	

VEHICLE DATA	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses				
Other				
TOTAL DED VEHICLES		N/A	N/A	N/A
Accessible Taxis				

PASSENGER STATISTICS	Dedicated Service	Non-Dedicated Service
Ambulatory		5,800 *
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	5,800	(100%)
* Total for all categories		

RICHMOND HILL - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

Richmond Hill Transit

Contact: Mr. Bruno P. Capone
 Title: Transit Supervisor
 Telephone: (905) 771-2419
 FAX: (905) 771-5438
 e-mail: BPC@Town.Richmond-Hill.On.Ca

Dedicated Service operated by: 1 Private Contractor

Non-Dedicated Service (e.g. Taxis) operated by: 2 taxi companies

Taxi Scrip Program available: YES

Population served:	116,000	NUMBER OF REGISTRANTS	940
Service area (km ²):	52.0	Wheelchair/Scooter Users:	608 (65%)
Communities served:	1	Ambulatory:	332 (35%)
Service began:	1980	Attendants/Companions:	
Advisory Committee members:	8	Other:	
Eligibility Committee members:	2	Eligibility Criteria:	Unable to use

Note: Friday services hours: 0700-2100.

OPERATING DATA

Rev Veh Km - Dedicated Service
 Tot Veh Km - Dedicated Service

Rev Veh Hr - Dedicated Service

3,767 Advanced booking notice: 30 days

Tot Veh Hr - Dedicated Service

3,767 Minimum notice for reservation: 24.0 hours

Non-Dedicated Service - Veh Km

Non-Dedicated Service - Veh Hr

SERVICE HOURS/SCHEDULING

Weekday:	0700 to 1900	Sunday:	
Saturday:		Holiday:	

Reservations/Scheduling: Fully Automated

PASSENGER DATA

Dedicated Service

12,119	Cash	Tickets/Cards (unit price)	
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Non-Dedicated Service

5,301	\$2.00	\$1.60	\$64.00
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TOTAL PASSENGERS

17,420	Child		
--------	-------	--	--

Subscription/Pre-booked

60%	Student	\$1.50	\$1.25
-----	---------	--------	--------

Reservation

30%	Senior	\$1.00	
-----	--------	--------	--

On-Demand/Day of trip

10%	Attendant		
-----	-----------	--	--

UNACCOMMODATED TRIPS

Other Blind/infant: free; 5-day monthly pass with SYR ID: \$44

NO-SHOWS/CANCELLED AT DOOR

183			
-----	--	--	--

NUMBER OF COMPLAINTS

3			
---	--	--	--

OPERATING EXPENSES

Administration

\$48,000

Operations:

Internal - Dedicated Service

\$82,926	Adult		
----------	-------	--	--

Contract - Dedicated Service

\$25,429	Child		
----------	-------	--	--

Contract - Non-Dedicated Service

Taxi Scrip/Fare Reimbursement

Maintenance (Vehicles & Facilities)

Fuel

TOTAL OPERATING EXPENSES

\$156,355

OPERATING FUNDING SOURCES

Passenger Revenue

Other Operating Revenue

\$16,462	Cash		
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Total Operating Revenues

\$16,462	Child		
----------	-------	--	--

Provincial Contributions

\$10,411	Student		
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Municipal Contributions

\$129,482	Senior		
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Donations

TOTAL OPERATING FUNDING

\$156,355	Attendant		
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CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System

Provincial Contributions

Municipal Contributions

Donations

TOTAL CAPITAL FUNDING

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio 11%

Net Operating Cost/Capita \$1.21

Total Exp/Passengers \$8.98

Total Exp/Eligible Passengers \$9.42

Transp Exp/Passengers \$6.84

Dedicated Service \$4.80

Non-Dedicated Service (e.g. Taxis) \$22.01

Transp Exp/Hours (Dedicated Service)

OPERATING

Registrants/Capita 0.0081

Passengers/Capita 0.1502

Passengers/Registrants 18.53

Passengers/Hours (Dedicated Service) 3.22

Km/Passengers (Dedicated Service)

Average Speed (Dedicated Service)

VEHICLE DATA	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses				
Other				
TOTAL DED VEHICLES	3	N/A	N/A	N/A
Accessible Taxis				

PASSENGER STATISTICS	Dedicated Service	Non-Dedicated Service
Ambulatory		5,301
Wheelchair/Scooter Users	11,301	
Attendants/Companions	818	
Other		
TOTAL PASSENGER (%Total)	12,119 (70%)	5,301 (30%)

SARNIA - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

Sarnia Care-A-Van

Contact: Ms. Pauline Chenier
 Title: Co-Manager
 Telephone: (519) 336-3271
 FAX: (519) 336-3361
 e-mail: pchenier@city.sarnia.on.ca

Dedicated Service operated by: Transit System/Municipality

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

Taxi Scrip Program available: NO

Population served:	75,000	NUMBER OF REGISTRANTS	662
Service area (km ²):	167.3	Wheelchair/Scooter Users:	303 (46%)
Communities served:	2	Ambulatory:	359 (54%)
Service began:	1981	Attendants/Companions:	
Advisory Committee members:	N/A	Other:	
Eligibility Committee members:	N/A	Eligibility Criteria:	Unable to board

OPERATING DATA

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

141,925
 141,925
 8,088
 8,088
 Reservations/Scheduling: Partially Computerized

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service
 TOTAL PASSENGERS
 Subscription/Pre-booked
 Reservation
 On-Demand/Day of trip
 UNACCOMMODATED TRIPS
 NO-SHOWS/CANCELLED AT DOOR
 NUMBER OF COMPLAINTS

		Cash	Tickets/Cards (unit price)	Monthly Pass
Dedicated Service	24,740	Adult	\$1.50	\$1.25
Non-Dedicated Service		Child	free	\$48.00
TOTAL PASSENGERS	24,740	Student	\$1.00	\$24.00
Subscription/Pre-booked	53%	Senior		\$40.00
Reservation	44%	Attendant		
On-Demand/Day of trip	3%	Companion		
UNACCOMMODATED TRIPS	181	Other	Semester pass: \$110.00/\$125.00	
NO-SHOWS/CANCELLED AT DOOR	236			
NUMBER OF COMPLAINTS	3			

OPERATING EXPENSES

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

	(Full-Time)	(Part-Time)
Operators	4	
Other Operations (e.g. dispatchers)	1	
Maintenance		1
General Administration		1
Other		
TOTAL NUMBER OF EMPLOYEES	5	2
Union Affiliations:	CAW 4184, CUPE 3690	
Top Operator Wage Rate:	\$14.58	
Top Mechanic Wage Rate:	\$17.48	

OPERATING FUNDING SOURCES

Passenger Revenue
 Other Operating Revenue
 Total Operating Revenues
 Provincial Contributions
 Municipal Contributions
 Donations
 TOTAL OPERATING FUNDING

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio
 Net Operating Cost/Capita
 Total Exp/Passengers
 Total Exp/Eligible Passengers

Transp Exp/Passengers
 Dedicated Service
 Non-Dedicated Service (e.g. Taxis)
 Transp Exp/Hours (Dedicated Service)

OPERATING

Registrants/Capita
 Passengers/Capita
 Passengers/Registrants
 Passengers/Hours (Dedicated Service)
 Km/Passengers (Dedicated Service)
 Average Speed (Dedicated Service)

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses
 TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES
 Transit System
 Provincial Contributions
 Municipal Contributions
 Donations
 TOTAL CAPITAL FUNDING

VEHICLE DATA	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	5	4	3	8
Small Buses				
Other				
TOTAL DED VEHICLES	5	4	N/A	N/A
Accessible Taxis		N/A		

PASSENGER STATISTICS	Dedicated Service	Non-Dedicated Service
Ambulatory	15,274	
Wheelchair/Scooter Users	8,119	
Attendants/Companions	1,347	
Other		
TOTAL PASSENGER (%Total)	24,740 (100%)	(0%)

SAULT STE MARIE - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

Sault Ste Marie Transit Parabus

Contact: Mr. Art Gagnon
 Title: Assistant Manager
 Telephone: (705) 759-5434
 FAX: (705) 759-4534
 e-mail:

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

Population served:	81,000	NUMBER OF REGISTRANTS	1,300
Service area (km ²):		Wheelchair/Scooter Users:	650 (50%)
Communities served:	1	Ambulatory:	650 (50%)
Service began:	1975	Attendants/Companions:	
Advisory Committee members:	10	Other:	
Eligibility Committee members:	3	Eligibility Criteria:	Other criteria

OPERATING DATA

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

155,637

10,152

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

24,580

7,812

TOTAL PASSENGERS

32,392

Subscription/Pre-booked
 Reservation

On-Demand/Day of trip

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

187

NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration

\$40,397

Operations:

Internal - Dedicated Service

\$259,553

Contract - Dedicated Service

Contract - Non-Dedicated Service

\$71,586

Taxi Scrip/Fare Reimbursement

Maintenance (Vehicles & Facilities)

\$64,322

Fuel

\$17,146

TOTAL OPERATING EXPENSES

\$453,004

OPERATING FUNDING SOURCES

Passenger Revenue

\$97,499

Other Operating Revenue

\$8,814

Total Operating Revenues

\$106,313

Provincial Contributions

Municipal Contributions

Donations

TOTAL OPERATING FUNDING

\$346,691

\$453,004

CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System

Provincial Contributions

Municipal Contributions

Donations

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

Weekday: 0730 to 2300 Sunday: 0900 to 2100

Saturday: 0830 to 2300 Holiday:

Advanced booking notice: 1 days

Minimum notice for reservation: 24.0 hours

Reservations/Scheduling: Fully Automated

FARE STRUCTURE

Cash	Tickets/Cards (unit price)	Monthly Pass
------	----------------------------	--------------

Adult

Child

Student

Senior

Attendant

Companion

Other

Wheelchair (ambulatory): Cash \$1.50 (\$7.00)

EMPLOYEE DATA

(Full-Time)	(Part-Time)
-------------	-------------

Operators

Other Operations (e.g. dispatchers)

Maintenance

General Administration

Other

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: United Transportation 104

Top Operator Wage Rate: \$15.50

Top Mechanic Wage Rate: \$17.78

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio 23%

Net Operating Cost/Capita \$4.28

Total Exp/Passengers \$13.99

Total Exp/Eligible Passengers \$16.15

Transp Exp/Passengers

Dedicated Service * \$13.87

Non-Dedicated Service (e.g. Taxis) \$9.16

Transp Exp/Hours (Dedicated Service) \$33.59

OPERATING

Registrants/Capita 0.0160

Passengers/Capita 0.3999

Passengers/Registrants 24.92

Passengers/Hours (Dedicated Service) 2.42

Km/Passengers (Dedicated Service) 6.33

Average Speed (Dedicated Service) 15.33

VEHICLE DATA

Number Veh. Peak

Wheelchair Capacity (avg. per veh)
N/A

Ambulatory Capacity (avg. per veh)

5 6

Small Buses

Other

TOTAL DED VEHICLES 7 6

Accessible Taxis N/A N/A

PASSENGER STATISTICS

Dedicated Service

Non-Dedicated Service

Ambulatory 7,701

Wheelchair/Scooter Users 20,345

Attendants/Companions 4,235 111

Other

TOTAL PASSENGER (%Total) 24,580 (76%) 7,812 (24%)

SCUGOG-UXBRIDGE - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

Handi Transit Inc.

Contact: Mr. Ben Chartier
 Title: General Manager
 Telephone: (905) 571-1222
 FAX: (905) 571-7390
 e-mail: handitrn@durham.net

Dedicated Service operated by: Private Non-Profit Organization

Population served:	30,000	NUMBER OF REGISTRANTS	46
Service area (km ²):	870.0	Wheelchair/Scooter Users:	22 (48%)
Communities served:	2	Ambulatory:	24 (52%)
Service began:	1987	Attendants/Companions:	
Advisory Committee members:	10	Other:	
Eligibility Committee members:	10	Eligibility Criteria:	Unable to use

Non-Dedicated Service (e.g. Taxis) operated by: 2 taxi companies

Taxi Scrip Program available: NO

OPERATING DATA

Rev Veh Km - Dedicated Service	45,257
Tot Veh Km - Dedicated Service	45,257
Rev Veh Hr - Dedicated Service	2,348
Tot Veh Hr - Dedicated Service	2,348
Non-Dedicated Service - Veh Km	
Non-Dedicated Service - Veh Hr	

PASSENGER DATA

Dedicated Service	1,543
Non-Dedicated Service	
TOTAL PASSENGERS	1,543
Subscription/Pre-booked	25%
Reservation	60%
On-Demand/Day of trip	15%
UNACCOMMODATED TRIPS	5
NO-SHOWS/CANCELLED AT DOOR	18
NUMBER OF COMPLAINTS	

OPERATING EXPENSES

Administration	\$19,226
Operations:	
Internal - Dedicated Service	
Contract - Dedicated Service	\$32,745
Contract - Non-Dedicated Service	
Taxi Scrip/Fare Reimbursement	
Maintenance (Vehicles & Facilities)	\$10,246
Fuel	\$4,382
TOTAL OPERATING EXPENSES	\$66,599

OPERATING FUNDING SOURCES

Passenger Revenue	\$10,683
Other Operating Revenue	
Total Operating Revenues	\$10,683
Provincial Contributions	
Municipal Contributions	\$55,916
Donations	
TOTAL OPERATING FUNDING	\$66,599

CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System	
Provincial Contributions	
Municipal Contributions	
Donations	
TOTAL CAPITAL FUNDING	

VEHICLE DATA	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	7	4
Other				
TOTAL DED VEHICLES	1	1	N/A	N/A
Accessible Taxis	N/A	N/A		

SERVICE HOURS/SCHEDULING

Weekday:	0800 to 2230	Sunday:	0900 to 2230
Saturday:	0900 to 2230	Holiday:	0900 to 2230

Advanced booking notice: 7 days

Minimum notice for reservation:

Reservations/Scheduling: Partially Computerized

FARE STRUCTURE

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.00		
Child	\$1.00		
Student	\$3.00		
Senior	\$3.00		
Attendant	\$3.00		
Companion	\$3.00		
Other	"Fare by Distance" outside municipal boundary		

EMPLOYEE DATA

Operators	1	1
Other Operations (e.g. dispatchers)	1	2

Maintenance

General Administration	1	1
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Other

TOTAL NUMBER OF EMPLOYEES	3	4
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Union Affiliations: Teamsters Local 938

Top Operator Wage Rate: \$13.50

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio 16%

Net Operating Cost/Capita \$1.86

Total Exp/Passengers \$43.16

Total Exp/Eligible Passengers \$47.88

Transp Exp/Passengers

 Dedicated Service \$30.70

 Non-Dedicated Service (e.g. Taxis)

Transp Exp/Hours (Dedicated Service) \$20.18

OPERATING

Registrants/Capita 0.0015

Passengers/Capita 0.0514

Passengers/Registrants 33.54

Passengers/Hours (Dedicated Service) 0.66

Km/Passengers (Dedicated Service) 29.33

Average Speed (Dedicated Service) 19.27

PASSENGER STATISTICS

Dedicated Service		Non-Dedicated Service	
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Ambulatory 494

Wheelchair/Scooter Users 897

Attendants/Companions 152

Other

TOTAL PASSENGER (%Total)	1,543 (100%)	(0%)
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ST. CATHARINES - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

St. Catharines Paratransit

Contact: Mrs. Patty Vandekamp
 Title: Paratransit Supervisor
 Telephone: (905) 685-9844
 FAX: (905) 685-4050
 e-mail:

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

Population served:	130,000	NUMBER OF REGISTRANTS	1,480
Service area (km ²):	97.0	Wheelchair/Scooter Users:	766 (52%)
Communities served:	2	Ambulatory:	714 (48%)
Service began:	1979	Adendants/Companions:	
Advisory Committee members:	9	Other:	
Eligibility Committee members:	3	Eligibility Criteria:	Unable to use

Note: * started to provide cross-boundary services to Thorold in June 1998.

OPERATING DATA

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

SERVICE HOURS/SCHEDULING

Weekday:	0730 to 2330	Sunday:	1030 to 1830
Saturday:	0900 to 2330	Holiday:	1030 to 1830
Advanced booking notice: 21 days			
Minimum notice for reservation: 24.0 hours			
Reservations/Scheduling: Partially Computerized			

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service
TOTAL PASSENGERS
 Subscription/Pre-booked
 Reservation
 On-Demand/Day of trip
UNACCOMMODATED TRIPS
NO-SHOWS/CANCELLED AT DOOR
NUMBER OF COMPLAINTS

FARE STRUCTURE

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.00	\$1.85	\$70.00
Child	\$1.25	\$1.25	
Student	\$2.00	\$1.75	\$45.00
Senior	\$2.00	\$1.25	\$45.00
Attendant	\$2.00		
Companion	\$2.00		
Other			

OPERATING EXPENSES

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

EMPLOYEE DATA

	(Full-Time)	(Part-Time)
Operators	6	
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration	2	
Other		
TOTAL NUMBER OF EMPLOYEES	8	
Union Affiliations: ATU 846		
Top Operator Wage Rate: \$17.15		
Top Mechanic Wage Rate: \$19.49		

OPERATING FUNDING SOURCES

Passenger Revenue
 Other Operating Revenue
Total Operating Revenues
 Provincial Contributions
 Municipal Contributions
 Donations
TOTAL OPERATING FUNDING
CAPITAL EXPENSES
 Vehicles Purchased
 Debt Servicing
 Other Capital Expenses
TOTAL CAPITAL EXPENSES
CAPITAL FUNDING SOURCES
 Transit System
 Provincial Contributions
 Municipal Contributions
 Donations
TOTAL CAPITAL FUNDING

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio	13%
Net Operating Cost/Capita	\$4.51
Total Exp/Passengers	\$20.68
Total Exp/Eligible Passengers	\$22.97
Transp Exp/Passengers	
Dedicated Service	\$20.63
Non-Dedicated Service (e.g. Taxis)	\$8.99
Transp Exp/Hours (Dedicated Service)	\$49.33

OPERATING

Registrants/Capita	0.0114
Passengers/Capita	0.2501
Passengers/Registrants	21.96
Passengers/Hours (Dedicated Service)	2.39
Km/Passengers (Dedicated Service)	8.41
Average Speed (Dedicated Service)	20.11

VEHICLE DATA

	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	8	6	5	6
Other				
TOTAL DED VEHICLES	8	6	N/A	N/A
Accessible Taxis	1	N/A		

PASSENGER STATISTICS

	Dedicated Service	Non-Dedicated Service
Ambulatory	14,301	2,053
Wheelchair/Scooter Users	11,324	1,592
Attendants/Companions	3,006	232
Other		
TOTAL PASSENGER (%Total)	28,631 (88%)	3,877 (12%)

ST. MARYS - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

St. Mary's & Area Mobility Service

Contact: Ms. Kathy Holden
 Title: Office Manager
 Telephone: (519) 284-4010
 FAX: (519) 284-2881
 e-mail:

Dedicated Service operated by: Private Non-Profit Organization
 Non-Dedicated Service (e.g. Taxis) operated by: 1 taxi company
 Taxi Scrip Program available: YES

	Population served:	10,000	NUMBER OF REGISTRANTS	233
Service area (km ²):			Wheelchair/Scooter Users:	33 (14%)
Communities served:	5		Ambulatory:	200 (86%)
Service began:	1992		Attendants/Companions:	
Advisory Committee members:	15		Other:	
Eligibility Committee members:	4		Eligibility Criteria:	Unable to use

OPERATING DATA

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

	SERVICE HOURS/SCHEDULING
Weekday:	0800 to 1600
Saturday:	Holiday:
Advanced booking notice:	30 days
Minimum notice for reservation:	24.0 hours
Reservations/Scheduling:	Manual

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service
TOTAL PASSENGERS
 Subscription/Pre-booked
 Reservation
 On-Demand/Day of trip
UNACCOMMODATED TRIPS
NO-SHOWS/CANCELLED AT DOOR
NUMBER OF COMPLAINTS

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

OPERATING EXPENSES

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

	EMPLOYEE DATA	(Full-Time)	(Part-Time)
Operators		1	
Other Operations (e.g. dispatchers)			1
Maintenance			
General Administration			
Other			
TOTAL NUMBER OF EMPLOYEES		1	1
Union Affiliations:	N/A		
Top Operator Wage Rate:	\$11.53		
Top Mechanic Wage Rate:			

OPERATING FUNDING SOURCES

Passenger Revenue
 Other Operating Revenue
Total Operating Revenues
 Provincial Contributions
 Municipal Contributions
 Donations
TOTAL OPERATING FUNDING

PERFORMANCE INDICATORS

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Provincial Contributions
 Municipal Contributions
 Donations

TOTAL CAPITAL FUNDING

FINANCIAL

R/C Ratio	44%
Net Operating Cost/Capita	\$3.47
Total Exp/Passengers	\$10.04
Total Exp/Eligible Passengers	\$10.04
Transp Exp/Passengers	
Dedicated Service	\$9.36
Non-Dedicated Service (e.g. Taxis)	\$2.47
Transp Exp/Hours (Dedicated Service)	\$27.21

OPERATING

Registrants/Capita	0.0233
Passengers/Capita	0.6145
Passengers/Registrants	26.37
Passengers/Hours (Dedicated Service)	2.91
Km/Passengers (Dedicated Service)	3.87
Average Speed (Dedicated Service)	11.25

VEHICLE DATA

	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	4	6
Other				
TOTAL DED VEHICLES	1	1	N/A	N/A
Accessible Taxis		N/A		

PASSENGER STATISTICS

	Dedicated Service	Non-Dedicated Service
Ambulatory	4,782	55
Wheelchair/Scooter Users	1,308	
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	6,090 (99%)	55 (1%)

ST. THOMAS - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

St. Thomas Paratransit

Contact: Mr. John Roberts
 Title: Traffic Coordinator
 Telephone: (519) 631-1680
 FAX: (519) 633-9019
 e-mail:
 Dedicated Service operated by: 1 Private Contractor
 Non-Dedicated Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Program available: NO

	Population served:	32,000	NUMBER OF REGISTRANTS	440
	Service area (km ²):	32.2	Wheelchair/Scooter Users:	114 (26%)
	Communities served:	1	Ambulatory:	326 (74%)
	Service began:	1990	Attendants/Companions:	
	Advisory Committee members:	10	Other:	
	Eligibility Committee members:	3	Eligibility Criteria:	Unable to use

OPERATING DATA

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

SERVICE HOURS/SCHEDULING

Weekday:	0730 to 1800	Sunday:
Saturday:	0900 to 1700	Holiday:
Advanced booking notice:		1 days
Minimum notice for reservation:		1.0 hours
Reservations/Scheduling: Manual		

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service
TOTAL PASSENGERS
 Subscription/Pre-booked
 Reservation
 On-Demand/Day of trip
UNACCOMMODATED TRIPS
NO-SHOWS/CANCELLED AT DOOR
NUMBER OF COMPLAINTS

FARE STRUCTURE

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

OPERATING EXPENSES

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

EMPLOYEE DATA

	(Full-Time)	(Part-Time)
Operators	3	
Other Operations (e.g. dispatchers)	1	1
Maintenance		
General Administration	1	
Other		
TOTAL NUMBER OF EMPLOYEES	5	1
Union Affiliations:	N/A	
Top Operator Wage Rate:	\$11.80	
Top Mechanic Wage Rate:	\$16.83	

OPERATING FUNDING SOURCES

Passenger Revenue
 Other Operating Revenue
Total Operating Revenues
 Provincial Contributions
 Municipal Contributions
 Donations
TOTAL OPERATING FUNDING

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio	37%
Net Operating Cost/Capita	\$3.01
Total Exp/Passengers	\$7.84
Total Exp/Eligible Passengers	\$8.14
Transp Exp/Passengers	
Dedicated Service	\$7.82
Non-Dedicated Service (e.g. Taxis)	
Transp Exp/Hours (Dedicated Service)	\$24.66

OPERATING

Registrants/Capita	0.0138
Passengers/Capita	0.6039
Passengers/Registrants	43.92
Passengers/Hours (Dedicated Service)	3.15
Km/Passengers (Dedicated Service)	2.51
Average Speed (Dedicated Service)	7.93

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses
TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Provincial Contributions
 Municipal Contributions
 Donations
TOTAL CAPITAL FUNDING

VEHICLE DATA

	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	2	2	6	6
Other				
TOTAL DED VEHICLES	2	2	N/A	N/A
Accessible Taxis	N/A	N/A		

PASSENGER STATISTICS

	Dedicated Service	Non-Dedicated Service
Ambulatory	12,544	
Wheelchair/Scooter Users	6,074	
Attendants/Companions	707	
Other		
TOTAL PASSENGER (%Total)	19,325 (100%)	(0%)

STRATFORD - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

Stratford Parallel Transit

Contact: Mr. Harry Eaton
 Title: General Manager
 Telephone: (519) 273-0511
 FAX: (519) 273-5041
 e-mail:

Dedicated Service operated by: Private Non-Profit Organization

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

Taxi Scrip Program available: NO

Population served:	28,000	NUMBER OF REGISTRANTS	700
Service area (km ²):		Wheelchair/Scooter Users:	300 (43%)
Communities served:	1	Ambulatory:	400 (57%)
Service began:	1996	Attendants/Companions:	
Advisory Committee members:	10	Other:	
Eligibility Committee members:	2	Eligibility Criteria:	Unable to use

Note: Wage for Part Time Operators & Dispatcher: \$10.10/hr

OPERATING DATA		SERVICE HOURS/SCHEDULING		
		Weekday:	0800 to 1700	Sunday:
Rev Veh Km - Dedicated Service		Saturday:	0900 to 1700	Holiday:
Tot Veh Km - Dedicated Service				
Rev Veh Hr - Dedicated Service		Advanced booking notice:	3 days	
Tot Veh Hr - Dedicated Service		Minimum notice for reservation:	1.0 hours	
Non-Dedicated Service - Veh Km		Reservations/Scheduling:	Fully Automated	
Non-Dedicated Service - Veh Hr				
PASSENGER DATA		FARE STRUCTURE		Tickets/Cards (unit price)
Dedicated Service		Cash		Monthly Pass
Non-Dedicated Service		Adult	\$2.00	\$2.00
TOTAL PASSENGERS		Child	\$2.00	\$2.00
Subscription/Pre-booked		Student	\$2.00	\$2.00
Reservation		Senior	\$2.00	\$2.00
On-Demand/Day of trip		Attendant	free	
UNACCOMMODATED TRIPS		Companion		
NO-SHOWS/CANCELLED AT DOOR		Other		
NUMBER OF COMPLAINTS				
OPERATING EXPENSES		EMPLOYEE DATA		
Administration		(Full-Time)		(Part-Time)
Operations:		Operators	2	2
Internal - Dedicated Service		Other Operations (e.g. dispatchers)		1
Contract - Dedicated Service		Maintenance		
Contract - Non-Dedicated Service		General Administration	1	
Taxi Scrip/Fare Reimbursement		Other		
Maintenance (Vehicles & Facilities)		TOTAL NUMBER OF EMPLOYEES	3	3
Fuel		Union Affiliations:	N/A	
TOTAL OPERATING EXPENSES		Top Operator Wage Rate:	\$11.31	
OPERATING FUNDING SOURCES		Top Mechanic Wage Rate:		
Passenger Revenue				
Other Operating Revenue				
Total Operating Revenues				
Provincial Contributions				
Municipal Contributions				
Donations				
TOTAL OPERATING FUNDING				
CAPITAL EXPENSES		PERFORMANCE INDICATORS		
Vehicles Purchased		FINANCIAL		
Debt Servicing		R/C Ratio		17%
Other Capital Expenses		Net Operating Cost/Capita		\$7.12
TOTAL CAPITAL EXPENSES		Total Exp/Passengers		\$10.34
CAPITAL FUNDING SOURCES		Total Exp/Eligible Passengers		\$10.34
Transit System		Transp Exp/Passengers		
Provincial Contributions		Dedicated Service		\$7.73
Municipal Contributions		Non-Dedicated Service (e.g. Taxis)		\$3.57
Donations		Transp Exp/Hours (Dedicated Service)		\$23.67
TOTAL CAPITAL FUNDING				

VEHICLE DATA	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	5	3	3	5
Other				
TOTAL DED VEHICLES	5	3	N/A	N/A
Accessible Taxis	N/A	N/A		

PASSENGER STATISTICS	Dedicated Service	Non-Dedicated Service
Ambulatory	11,181	2,498
Wheelchair/Scooter Users	9,641	
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	20,822 (89%)	2,498 (11%)

SUDBURY - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

Sudbury Handi-Transit

Contact: Mr. Colin Williams
 Title: Manager, Transportation Services
 Telephone: (705) 674-3141 x2481
 FAX: (705) 671-9327
 e-mail: colin.williams@city.sudbury.on.ca
 Dedicated Service operated by: 1 Private Contractor
 Non-Dedicated Service (e.g. Taxis) operated by: 1 taxi company
 Taxi Scrip Program available: NO

Population served:	91,056	NUMBER OF REGISTRANTS	2,608
Service area (km ²):	263.5	Wheelchair/Scooter Users:	1,467 (56%)
Communities served:	1	Ambulatory:	1,141 (44%)
Service began:	1975	Attendants/Companions:	
Advisory Committee members:	10	Other:	
Eligibility Committee members:	N/A	Eligibility Criteria:	Unable to use

Note: * Contractor owns vehicles. Capital cost are included in contract cost.

OPERATING DATA

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

SERVICE HOURS/SCHEDULING

Weekday:	0700 to 2400	Sunday:	0830 to 2200
Saturday:	0930 to 2000	Holiday:	0830 to 2200
Advanced booking notice:		30 days	
Minimum notice for reservation:		48.0 hours	
Reservations/Scheduling: Fully Automated			

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

FARE STRUCTURE

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$1.75		
Child	\$1.75		
Student	\$1.75		
Senior	\$1.75		
Attendant	\$1.75		
Companion	\$1.75		
Other			

TOTAL PASSENGERS

EMPLOYEE DATA

	(Full-Time)	(Part-Time)
Operators	6	4
Other Operations (e.g. dispatchers)	2	
Maintenance		
General Administration		1
Other		
TOTAL NUMBER OF EMPLOYEES	8	5
Union Affiliations:	N/A	
Top Operator Wage Rate:	\$14.38	
Top Mechanic Wage Rate:	\$21.25	

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration

Operations:

Internal - Dedicated Service

PERFORMANCE INDICATORS

Contract - Dedicated Service

FINANCIAL

Contract - Non-Dedicated Service *	\$780,768	
Taxi Scrip/Fare Reimbursement	\$113,666	
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$894,434	
Total Operating Revenues	\$97,326	
Provincial Contributions		
Municipal Contributions	\$797,108	
Donations		
TOTAL OPERATING FUNDING	\$894,434	

CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System

Provincial Contributions

Municipal Contributions

Donations

TOTAL CAPITAL FUNDING

OPERATING

Registrants/Capita	0.0286
Passengers/Capita	0.6079
Passengers/Registrants	21.23
Passengers/Hours (Dedicated Service)	2.70
Km/Passengers (Dedicated Service)	7.28
Average Speed (Dedicated Service)	19.65

VEHICLE DATA

	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	9	7	6	4
Other				
TOTAL DED VEHICLES	9	7	N/A	N/A
Accessible Taxis				

PASSENGER STATISTICS

	Dedicated Service	Non-Dedicated Service
Ambulatory	27,244	5,357
Wheelchair/Scooter Users	15,095	3,007
Attendants/Companions	4,652	
Other		
TOTAL PASSENGER (%Total)	46,991 (85%)	8,364 (15%)

THUNDER BAY - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

HAGI Transit Inc.

Contact: Mr. Doug Meredith
 Title: Manager
 Telephone: (807) 345-0777
 FAX: (807) 344-3521
 e-mail:

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

	Population served:	120,000	NUMBER OF REGISTRANTS	2,400
	Service area (km²):	323.5	Wheelchair/Scooter Users:	960 (40%)
	Communities served:	1	Ambulatory:	1,440 (60%)
	Service began:	1975	Attendants/Companions:	
	Advisory Committee members:	10	Other:	
	Eligibility Committee members:	3	Eligibility Criteria:	Unable to use

Dedicated Service operated by: Private Non-Profit Organization

Non-Dedicated Service (e.g. Taxis) operated by: 2 taxi companies

Taxi Scrip Program available: YES

OPERATING DATA		SERVICE HOURS/SCEDULING		
Rev Veh Km - Dedicated Service		Weekday: 0700 to 2300	Sunday: 0900 to 2230	
Tot Veh Km - Dedicated Service	524,773	Saturday: 0700 to 2300	Holiday:	
Rev Veh Hr - Dedicated Service		Advanced booking notice:	14 days	
Tot Veh Hr - Dedicated Service	26,110	Minimum notice for reservation:	24.0 hours	
Non-Dedicated Service - Veh Km	3,930	Reservations/Scheduling:	Manual	
Non-Dedicated Service - Veh Hr				
PASSENGER DATA		FARE STRUCTURE		Tickets/Cards (unit price)
Dedicated Service	70,472	Cash		Monthly Pass
Non-Dedicated Service	524	Adult	\$2.50	
TOTAL PASSENGERS	70,996	Child	\$2.50	
Subscription/Pre-booked	65%	Student	\$2.50	
Reservation	30%	Senior	\$2.50	
On-Demand/Day of trip	5%	Attendant	\$2.50	
UNACCOMMODATED TRIPS	316	Companion	\$2.50	
NO-SHOWS/CANCELLED AT DOOR	1,128	Other		
NUMBER OF COMPLAINTS	10	EMPLOYEE DATA		
		(Full-Time)	(Part-Time)	
Administration	\$118,496	Operators	9	16
Operations:		Other Operations (e.g. dispatchers)	3	4
Internal - Dedicated Service	\$730,092	Maintenance		
Contract - Dedicated Service		General Administration	2	
Contract - Non-Dedicated Service		Other		
Taxi Scrip/Fare Reimbursement	\$4,192	TOTAL NUMBER OF EMPLOYEES		
Maintenance (Vehicles & Facilities)	\$140,631	14	20	
Fuel	\$79,520			
TOTAL OPERATING EXPENSES	\$1,072,931	Union Affiliations: ATU 966		
OPERATING FUNDING SOURCES		Top Operator Wage Rate: \$13.01		
Passenger Revenue	\$178,350	Top Mechanic Wage Rate:		
Other Operating Revenue	\$51,114	PERFORMANCE INDICATORS		
Total Operating Revenues	\$229,464	FINANCIAL		
Provincial Contributions	\$1,570	R/C Ratio	21%	
Municipal Contributions	\$867,094	Net Operating Cost/Capita	\$7.03	
Donations	\$210	Total Exp/Passengers	\$15.11	
TOTAL OPERATING FUNDING	\$1,098,338	Total Exp/Eligible Passengers	\$15.71	
CAPITAL EXPENSES		Transp Exp/Passengers		
Vehicles Purchased		Dedicated Service	\$13.48	
Debt Servicing		Non-Dedicated Service (e.g. Taxis)	\$8.00	
Other Capital Expenses		Transp Exp/Hours (Dedicated Service)	\$36.39	
TOTAL CAPITAL EXPENSES				
CAPITAL FUNDING SOURCES		OPERATING		
Transit System		Registrants/Capita	0.0200	
Provincial Contributions		Passengers/Capita	0.5916	
Municipal Contributions		Passengers/Registrants	29.58	
Donations		Passengers/Hours (Dedicated Service)	2.70	
TOTAL CAPITAL FUNDING		Km/Passengers (Dedicated Service)	7.45	
		Average Speed (Dedicated Service)	20.10	

VEHICLE DATA	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	16	14	4	8
Other				
TOTAL DED VEHICLES	16	14	N/A	N/A
Accessible Taxis				

PASSENGER STATISTICS	Dedicated Service	Non-Dedicated Service
Ambulatory	40,933	524
Wheelchair/Scooter Users	26,838	
Attendants/Companions	2,701	
Other		
TOTAL PASSENGER (%Total)	70,472 (99%)	524 (1%)

TIMMINS - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

Timmins Handi-Trans

Contact: Mr. John S. Craig
 Title: Superintendent
 Telephone: (705) 264-1331 x475
 FAX: (705) 360-1405
 e-mail:

Dedicated Service operated by: Transit System/Municipality

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

Taxi Scrip Program available: NO

Population served:	44,629	NUMBER OF REGISTRANTS	529
Service area (km ²):		Wheelchair/Scooter Users:	222 (42%)
Communities served:	1	Ambulatory:	307 (58%)
Service began:	1976	Attendants/Companions:	
Advisory Committee members:	9	Other:	
Eligibility Committee members:	4	Eligibility Criteria:	Unable to use

Note: Thursday service hours: 0700-2300.

OPERATING DATA

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

SERVICE HOURS/SCHEDULING

Weekday:	0700 to 1800	Sunday:	
Saturday:	1000 to 1800	Holiday:	
Advanced booking notice:		10 days	
Minimum notice for reservation:		24.0 hours	
Reservations/Scheduling: Fully Automated			

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service
TOTAL PASSENGERS
 Subscription/Pre-booked
 Reservation
 On-Demand/Day of trip
UNACCOMMODATED TRIPS
NO-SHOWS/CANCELLED AT DOOR
NUMBER OF COMPLAINTS

FARE STRUCTURE

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.50	\$2.50	
Child	\$2.50	\$2.05	
Student	\$2.50	\$2.05	
Senior	\$2.50	\$1.73	
Attendant	\$2.50		
Companion	\$2.50		
Other	College: Cash \$2.50, ticket \$2.43		

OPERATING EXPENSES

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

	(Full-Time)	(Part-Time)
Operators	2	3
Other Operations (e.g. dispatchers)		2
Maintenance		4
General Administration		3
Other		
TOTAL NUMBER OF EMPLOYEES	2	12
Union Affiliations:	CUPE 1140/434/1544	
Top Operator Wage Rate:	\$16.60	
Top Mechanic Wage Rate:	\$19.55	

OPERATING FUNDING SOURCES

Passenger Revenue
 Other Operating Revenue
Total Operating Revenues
 Provincial Contributions
 Municipal Contributions
 Donations
TOTAL OPERATING FUNDING

PERFORMANCE INDICATORS

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Provincial Contributions
 Municipal Contributions
 Donations

TOTAL CAPITAL FUNDING

FINANCIAL

R/C Ratio	11%
Net Operating Cost/Capita	\$5.67
Total Exp/Passengers	\$18.01
Total Exp/Eligible Passengers	\$18.60
Transp Exp/Passengers	
Dedicated Service	\$15.34
Non-Dedicated Service (e.g. Taxis)	
Transp Exp/Hours (Dedicated Service)	\$29.43

OPERATING

Registrants/Capita	0.0119
Passengers/Capita	0.3530
Passengers/Registrants	29.78
Passengers/Hours (Dedicated Service)	1.92
Km/Passengers (Dedicated Service)	7.82
Average Speed (Dedicated Service)	14.99

VEHICLE DATA

	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	3	1	4	4
Small Buses	2	2	5	14
Other				
TOTAL DED VEHICLES	5	3	N/A	N/A
Accessible Taxis		N/A	N/A	

PASSENGER STATISTICS

Dedicated Service	Non-Dedicated Service
----------------------	--------------------------

Ambulatory	15,252 *
Wheelchair/Scooter Users	
Attendants/Companions	502
Other	
TOTAL PASSENGER (% Total)	15,754 (100%) (0%)

* Total for Ambulatory and Wheelchair/Scooter Users

TORONTO - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

TTC Wheel-Trans

Contact: Mr. Bob Thacker
 Title: General Superintendent
 Telephone: (416) 393-4170
 FAX: (416) 338-0139
 e-mail:

Dedicated Service operated by: Transit System/Municipality
 Non-Dedicated Service (e.g. Taxis) operated by: 14 taxi companies
 Taxi Scrip Program available: NO

	Population served:	2,300,000	NUMBER OF REGISTRANTS	15,550
	Service area (km²):	630.0	Wheelchair/Scooter Users:	7,402 (48%)
	Communities served:	1	Ambulatory:	
	Service began:	1975	Attendants/Companions:	
	Advisory Committee members:	15	Other:	8,148 (52%)
	Eligibility Committee members:	N/A	Eligibility Criteria:	Other criteria

OPERATING DATA

Rev Veh Km - Dedicated Service	5,747,905
Tot Veh Km - Dedicated Service	9,380,000
Rev Veh Hr - Dedicated Service	356,200
Tot Veh Hr - Dedicated Service	356,200
Non-Dedicated Service - Veh Km	3,638,284
Non-Dedicated Service - Veh Hr	114,818

PASSENGER DATA

Dedicated Service	847,301
Non-Dedicated Service	573,585
TOTAL PASSENGERS	1,420,886
Subscription/Pre-booked	39%
Reservation	60%
On-Demand/Day of trip	1%
UNACCOMMODATED TRIPS	44,921
NO-SHOWS/CANCELLED AT DOOR	198,336
NUMBER OF COMPLAINTS	2,382

OPERATING EXPENSES

Administration	\$5,905,685
Operations:	
Internal - Dedicated Service	\$14,405,877
Contract - Dedicated Service	
Contract - Non-Dedicated Service	\$6,628,604
Taxi Scrip/Fare Reimbursement	
Maintenance (Vehicles & Facilities)	\$9,091,316
Fuel	\$1,259,339
TOTAL OPERATING EXPENSES	\$37,290,821

OPERATING FUNDING SOURCES

Passenger Revenue	\$1,671,650
Other Operating Revenue	\$95,708
Total Operating Revenues	\$1,767,359
Provincial Contributions	
Municipal Contributions	\$35,523,462
Donations	
TOTAL OPERATING FUNDING	\$37,290,821

CAPITAL EXPENSES

Vehicles Purchased	\$2,829,000
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	\$2,829,000

CAPITAL FUNDING SOURCES

Transit System	
Provincial Contributions	
Municipal Contributions	\$2,829,000
Donations	
TOTAL CAPITAL FUNDING	\$2,829,000

VEHICLE DATA	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars	100	100	N/A	
Accessible Vans/Minivans				
Small Buses	140	115	5	13
Other				
TOTAL DED VEHICLES	240	215	N/A	N/A
Accessible Taxis	25	N/A		

SERVICE HOURS/SCHEDULING

Weekday:	0600 to 0100	Sunday:	0700 to 0100
Saturday:	0700 to 0100	Holiday:	0700 to 0100
Advanced booking notice:	1 days		
Minimum notice for reservation:	2.0 hours		
Reservations/Scheduling:	Fully Automated		

FARE STRUCTURE

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.00	\$1.60	\$83.00
Child	\$0.50	\$0.40	
Student	\$1.35	\$1.07	\$73.00
Senior	\$1.35	\$1.07	\$73.00
Attendant			
Companion			
Other	Under 2 years - free		

EMPLOYEE DATA

	(Full-Time)	(Part-Time)
Operators	235	
Other Operations (e.g. dispatchers)	27	4
Maintenance	72	
General Administration	33	
Other		
TOTAL NUMBER OF EMPLOYEES	367	4
Union Affiliations:	ATU 113	
Top Operator Wage Rate:	\$20.36	
Top Mechanic Wage Rate:	\$23.78	

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio	5%
Net Operating Cost/Capita	\$15.44
Total Exp/Passengers	\$26.24
Total Exp/Eligible Passengers	\$26.24
Transp Exp/Passengers	
Dedicated Service	\$29.22
Non-Dedicated Service (e.g. Taxis)	\$11.56
Transp Exp/Hours (Dedicated Service)	\$69.50

OPERATING

Registrants/Capita	0.0068
Passengers/Capita	0.6178
Passengers/Registrants	91.38
Passengers/Hours (Dedicated Service)	2.38
Km/Passengers (Dedicated Service)	11.07
Average Speed (Dedicated Service)	26.33

PASSENGER STATISTICS	Dedicated Service	Non-Dedicated Service
Ambulatory	292,897	511,506
Wheelchair/Scooter Users	554,404	62,079
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	847,301 (60%)	573,585 (40%)

VALLEY EAST - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

Northway Bus Lines Inc.

Contact: Mr. Gord Tokaryk
 Title: Commissioner of Finance
 Telephone: (705) 897-4938
 FAX: (705) 897-2667
 e-mail:
 Dedicated Service operated by: 1 Private Contractor
 Non-Dedicated Service (e.g. Taxis) operated by: N/A
 Taxi Scrip Program available: NO

Population served:	29,000	NUMBER OF REGISTRANTS	140
Service area (km ²):	218.0	Wheelchair/Scooter Users:	140 (100%)
Communities served:	2	Ambulatory:	
Service began:		Attendants/Companions:	
Advisory Committee members:	N/A	Other:	
Eligibility Committee members:	N/A	Eligibility Criteria:	Unable to use

Note: The municipality owns the vehicles. The operator takes care of the maintenance.

OPERATING DATA

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

SERVICE HOURS/SCHEDULING

Weekday:	0645 to 2230	Sunday:	
Saturday:	0745 to 2230	Holiday:	
Advanced booking notice:		1 days	
Minimum notice for reservation:		12.0 hours	
Reservations/Scheduling: Manual			

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

FARE STRUCTURE

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

TOTAL PASSENGERS

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

EMPLOYEE DATA

	(Full-Time)	(Part-Time)
Operators	2	1
Other Operations (e.g. dispatchers)	1	
Maintenance	1	
General Administration	1	
Other		
TOTAL NUMBER OF EMPLOYEES	5	1
Union Affiliations:	N/A	
Top Operator Wage Rate:	\$15.50	
Top Mechanic Wage Rate:	\$20.03	

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration

Operations:

Internal - Dedicated Service
 Contract - Dedicated Service
 Contract - Non-Dedicated Service
 Taxi Scrip/Fare Reimbursement

Maintenance (Vehicles & Facilities)

Fuel

TOTAL OPERATING EXPENSES

\$35,537

OPERATING FUNDING SOURCES

Passenger Revenue
 Other Operating Revenue

Total Operating Revenues

\$15,493

Provincial Contributions

Municipal Contributions

Donations

TOTAL OPERATING FUNDING

\$20,044

CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System

Provincial Contributions

Municipal Contributions

Donations

TOTAL CAPITAL FUNDING

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio	44%
Net Operating Cost/Capita	\$0.69
Total Exp/Passengers	\$8.88
Total Exp/Eligible Passengers	\$8.88
Transp Exp/Passengers	
Dedicated Service	
Non-Dedicated Service (e.g. Taxis)	
Transp Exp/Hours (Dedicated Service)	

OPERATING

Registrants/Capita	0.0048
Passengers/Capita	0.1379
Passengers/Registrants	28.57
Passengers/Hours (Dedicated Service)	0.81
Km/Passengers (Dedicated Service)	46.18
Average Speed (Dedicated Service)	37.59

VEHICLE DATA

Number Veh.
 Peak

Wheelchair
Capacity
(avg. per veh)
N/A

Ambulatory
Capacity
(avg. per veh)
N/A

Non-Accessible Cars

Accessible Vans/Minivans

Small Buses

Other

TOTAL DED VEHICLES

Accessible Taxis

2

2

6

2

N/A

N/A

N/A

PASSENGER STATISTICS

Dedicated
Service

Non-Dedicated
Service

Ambulatory

Wheelchair/Scooter Users

4,000

Attendants/Companions

Other

TOTAL PASSENGER (%Total)

4,000

(100%)

(0%)

VAUGHAN - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

Vaughan Access Bus

Contact: Mr. Robert Di Profio
 Title: Transit Technician
 Telephone: (905) 832-8526
 FAX: (905) 832-5680
 e-mail: diprofit@city.vaughan.on.ca

Dedicated Service operated by: Transit System/Municipality
 Non-Dedicated Service (e.g. Taxis) operated by: 3 taxi companies
 Taxi Scrip Program available: NO

Population served:	154,324	NUMBER OF REGISTRANTS	708
Service area (km ²):	275.3	Wheelchair/Scooter Users:	233 (33%)
Communities served:	1	Ambulatory:	475 (67%)
Service began:	1987	Advisory Committee members:	N/A
		Eligibility Committee members:	N/A
		Eligibility Criteria:	Unable to use

Note: Wednesday and Friday service hours: 0730-2200.

OPERATING DATA

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

118,535 Weekday: 0730 to 1830 Sunday: 1000 to 1800

118,535 Saturday: 1000 to 1800 Holiday:

5,760 Advanced booking notice: 7 days

5,760 Minimum notice for reservation: 24.0 hours

Reservations/Scheduling: Partially Computerized

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service
 TOTAL PASSENGERS
 Subscription/Pre-booked
 Reservation
 On-Demand/Day of trip
 UNACCOMMODATED TRIPS
 NO-SHOWS/CANCELLED AT DOOR
 NUMBER OF COMPLAINTS

		Cash	Tickets/Cards (unit price)	Monthly Pass
Dedicated Service	11,127	Adult	\$2.00	\$1.60
Non-Dedicated Service	30,731	Child	\$1.00	\$1.00
TOTAL PASSENGERS	41,858	Student	\$1.50	\$1.25
Subscription/Pre-booked		Senior	\$1.00	\$1.00
Reservation		Attendant		
On-Demand/Day of trip		Companion		
UNACCOMMODATED TRIPS	233	Other	GTA weekly pass - \$35.00	
NO-SHOWS/CANCELLED AT DOOR	590			
NUMBER OF COMPLAINTS	25			

OPERATING EXPENSES

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

		(Full-Time)	(Part-Time)
Operators		3	2
Other Operations (e.g. dispatchers)		1	
Maintenance			
General Administration			2
Other			
TOTAL NUMBER OF EMPLOYEES	4	4	
Union Affiliations:	CUPE 1090		
Top Operator Wage Rate:	\$16.28		
Top Mechanic Wage Rate:			

OPERATING FUNDING SOURCES

Passenger Revenue
 Other Operating Revenue
 Total Operating Revenues
 Provincial Contributions
 Municipal Contributions
 Donations
 TOTAL OPERATING FUNDING

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio	6%
Net Operating Cost/Capita	\$4.64
Total Exp/Passengers	\$18.28
Total Exp/Eligible Passengers	\$20.03
Transp Exp/Passengers	
Dedicated Service	\$23.75
Non-Dedicated Service (e.g. Taxis)	\$11.94
Transp Exp/Hours (Dedicated Service)	\$45.87

OPERATING

Registrants/Capita	0.0046
Passengers/Capita	0.2712
Passengers/Registrants	59.12
Passengers/Hours (Dedicated Service)	1.93
Km/Passengers (Dedicated Service)	10.65
Average Speed (Dedicated Service)	20.58

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses
 TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Provincial Contributions
 Municipal Contributions
 Donations
 TOTAL CAPITAL FUNDING

VEHICLE DATA	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	4	3	4	7
Other				
TOTAL DED VEHICLES	4	3	N/A	N/A
Accessible Taxis	2	N/A		

PASSENGER STATISTICS	Dedicated Service	Non-Dedicated Service
Ambulatory	4,071	23,641
Wheelchair/Scooter Users	5,654	4,833
Attendants/Companions	1,402	2,257
Other		
TOTAL PASSENGER (%Total)	11,127 (27%)	30,731 (73%)

VICTORIA COUNTY - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

Victoria County Community Care

Contact: Ms. Linda Sytnyk
 Title: Van Co-ordinator
 Telephone: (705) 324-7323
 FAX: (705) 328-0607
 e-mail: ccvc@lindsaycomp.on.ca

Dedicated Service operated by: Private Non-Profit Organization

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

Taxi Scrip Program available: NO

Population served:	67,926	NUMBER OF REGISTRANTS	337
Service area (km ²):	3070.0	Wheelchair/Scooter Users:	146 (43%)
Communities served:	18	Ambulatory:	191 (57%)
Service began:	1989	Attendants/Companions:	
Advisory Committee members:	7	Other:	
Eligibility Committee members:	N/A	Eligibility Criteria:	Unable to use

Note: 6 volunteers drive van for special requests (weekends, evenings) or when staff driver is on vacation.

OPERATING DATA

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

SERVICE HOURS/SCHEDULING

Weekday:	0800 to 1800	Sunday:	0800 to 1800
Saturday:	0800 to 1800	Holiday:	0800 to 1800
Advanced booking notice:		30 days	
Minimum notice for reservation:		24.0 hours	
Reservations/Scheduling: Manual			

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service
TOTAL PASSENGERS
 Subscription/Pre-booked
 Reservation
 On-Demand/Day of trip
UNACCOMMODATED TRIPS
NO-SHOWS/CANCELLED AT DOOR
NUMBER OF COMPLAINTS

FARE STRUCTURE

Cash	Tickets/Cards (unit price)	Monthly Pass
------	-------------------------------	--------------

Adult		
Child		
Student		
Senior		
Attendant		free
Companion		
Other	Flat rate (in town) for \$4.00; Senior/special needs for \$0.2	

OPERATING EXPENSES

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

EMPLOYEE DATA

(Full-Time)	(Part-Time)
-------------	-------------

Operators	1
Other Operations (e.g. dispatchers)	
Maintenance	
General Administration	1
Other	
TOTAL NUMBER OF EMPLOYEES	1
Union Affiliations:	N/A
Top Operator Wage Rate:	\$9.50
Top Mechanic Wage Rate:	

OPERATING FUNDING SOURCES

Passenger Revenue
 Other Operating Revenue
Total Operating Revenues
 Provincial Contributions
 Municipal Contributions
 Donations
TOTAL OPERATING FUNDING
CAPITAL EXPENSES
 Vehicles Purchased
 Debt Servicing
 Other Capital Expenses
TOTAL CAPITAL EXPENSES
CAPITAL FUNDING SOURCES
 Transit System
 Provincial Contributions
 Municipal Contributions
 Donations
TOTAL CAPITAL FUNDING

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio	33%
Net Operating Cost/Capita	\$0.34
Total Exp/Passengers	\$30.23
Total Exp/Eligible Passengers	\$32.49
Transp Exp/Passengers	
Dedicated Service	\$21.93
Non-Dedicated Service (e.g. Taxis)	
Transp Exp/Hours (Dedicated Service)	\$17.20

OPERATING

Registrants/Capita	0.0050
Passengers/Capita	0.0168
Passengers/Registrants	3.38
Passengers/Hours (Dedicated Service)	0.78
Km/Passengers (Dedicated Service)	50.43
Average Speed (Dedicated Service)	39.56

VEHICLE DATA		Veh. Number	Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars				N/A	
Accessible Vans/Minivans	1	1		2	6
Small Buses					
Other					
TOTAL DED VEHICLES	1	1		N/A	N/A
Accessible Taxis		N/A	N/A		

PASSENGER STATISTICS		Dedicated Service	Non-Dedicated Service
Ambulatory		511	
Wheelchair/Scooter Users		549	
Attendants/Companions		79	
Other			
TOTAL PASSENGER (%Total)	1,139 (100%)		(0%)

WELLAND - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

Welland Handi-Trans

Contact: Ms. Marg Fortin
 Title: Office Co-ordinator
 Telephone: (905) 732-6844
 FAX: (905) 732-9422
 e-mail:

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

Population served:	48,100	NUMBER OF REGISTRANTS	904
Service area (km ²):	86.0	Wheelchair/Scooter Users:	216 (24%)
Communities served:	1	Ambulatory:	626 (69%)
Service began:	1981	Attendants/Companions:	50 (6%)
Advisory Committee members:	4	Other:	12 (1%)
Eligibility Committee members:	N/A	Eligibility Criteria:	Unable to use

Note: * 10-week summer schedule (21/6/98-5/9/98); reduced scheduling from 103.75/week to 87.5/week.

OPERATING DATA

Rev Veh Km - Dedicated Service	87,702
Tot Veh Km - Dedicated Service	88,482
Rev Veh Hr - Dedicated Service	4,913
Tot Veh Hr - Dedicated Service	4,985
Non-Dedicated Service - Veh Km	
Non-Dedicated Service - Veh Hr	

PASSENGER DATA

Dedicated Service	19,088
Non-Dedicated Service	
TOTAL PASSENGERS	19,088
Subscription/Pre-booked	22%
Reservation	75%
On-Demand/Day of trip	3%
UNACCOMMODATED TRIPS	240
NO-SHOWS/CANCELLED AT DOOR	185
NUMBER OF COMPLAINTS	36

OPERATING EXPENSES

Administration	\$65,397
Operations:	
Internal - Dedicated Service	
Contract - Dedicated Service	
Contract - Non-Dedicated Service	
Taxi Scrip/Fare Reimbursement	
Maintenance (Vehicles & Facilities)	\$26,451
Fuel	\$11,697
TOTAL OPERATING EXPENSES	\$238,463

OPERATING FUNDING SOURCES

Passenger Revenue	\$31,740
Other Operating Revenue	\$1,265
Total Operating Revenues	\$33,005
Provincial Contributions	
Municipal Contributions	\$205,458
Donations	
TOTAL OPERATING FUNDING	\$238,463

CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	

CAPITAL FUNDING SOURCES

Transit System	
Provincial Contributions	
Municipal Contributions	
Donations	
TOTAL CAPITAL FUNDING	

VEHICLE DATA	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	3	2	5	9
Other				
TOTAL DED VEHICLES	3	2	N/A	N/A
Accessible Taxis				

SERVICE HOURS/SCHEDULING

Weekday:	0710 to 1855	Sunday:	
Saturday:	1000 to 1800	Holiday:	
Advanced booking notice:	14 days		
Minimum notice for reservation:	24.0 hours		
Reservations/Scheduling:	Fully Automated		

FARE STRUCTURE

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.00	\$1.36	
Child	\$2.00	\$1.36	
Student	\$2.00	\$1.36	
Senior	\$2.00	\$1.18	
Attendant	\$2.00	\$1.36	
Companion	\$2.00	\$1.36	
Other	Blind - free with CNIB card		

EMPLOYEE DATA

	(Full-Time)	(Part-Time)
Operators	2	1
Other Operations (e.g. dispatchers)	1	
Maintenance	1	
General Administration	1	
Other		
TOTAL NUMBER OF EMPLOYEES	5	1
Union Affiliations:	ATU - Local 1633	
Top Operator Wage Rate:	\$16.86	
Top Mechanic Wage Rate:	\$19.12	

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio	14%
Net Operating Cost/Capita	\$4.27
Total Exp/Passengers	\$12.49
Total Exp/Eligible Passengers	\$13.42
Transp Exp/Passengers	
Dedicated Service	\$9.07
Non-Dedicated Service (e.g. Taxis)	
Transp Exp/Hours (Dedicated Service)	\$34.72

OPERATING

Registrants/Capita	0.0188
Passengers/Capita	0.3968
Passengers/Registrants	21.12
Passengers/Hours (Dedicated Service)	3.83
Km/Passengers (Dedicated Service)	4.64
Average Speed (Dedicated Service)	17.75

PASSENGER STATISTICS	Dedicated Service	Non-Dedicated Service
Ambulatory	11,393	
Wheelchair/Scooter Users	6,372	
Attendants/Companions	924	
Other	399	
TOTAL PASSENGER (%Total)	19,088 (100%)	(0%)

WHITBY - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

Handi Transit Inc.

Contact: Mr. Ben Chartier
 Title: General Manager
 Telephone: (905) 571-1222
 FAX: (905) 571-7390
 e-mail: handitrn@durham.net

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

Population served:	75,000	NUMBER OF REGISTRANTS	232
Service area (km ²):	200.0	Wheelchair/Scooter Users:	121 (52%)
Communities served:	1	Ambulatory:	111 (48%)
Service began:	1979	Attendants/Companions:	
Advisory Committee members:	10	Other:	
Eligibility Committee members:	10	Eligibility Criteria:	Unable to use

OPERATING DATA		SERVICE HOURS/SCHEDULING		
Rev Veh Km - Dedicated Service	85,869	Weekday:	0800 to 2230	Sunday: 0900 to 2230
Tot Veh Km - Dedicated Service	85,869	Saturday:	0900 to 2230	Holiday: 0900 to 2230
Rev Veh Hr - Dedicated Service	4,740	Advanced booking notice:	7 days	
Tot Veh Hr - Dedicated Service	4,740	Minimum notice for reservation:		
Non-Dedicated Service - Veh Km		Reservations/Scheduling:	Partially Computerized	
Non-Dedicated Service - Veh Hr				
PASSENGER DATA		FARE STRUCTURE		Tickets/Cards (unit price)
Dedicated Service	9,513	Cash	\$2.50	
Non-Dedicated Service	1,867	Child	\$1.00	
TOTAL PASSENGERS	11,380	Student	\$2.50	
Subscription/Pre-booked	25%	Senior	\$2.50	
Reservation	60%	Attendant	\$2.50	
On-Demand/Day of trip	15%	Companion	\$2.50	
UNACCOMMODATED TRIPS	80	Other	"Fare-by-Distance" outside municipal boundary	
NO-SHOWS/CANCELLED AT DOOR	145			
NUMBER OF COMPLAINTS		EMPLOYEE DATA		
OPERATING EXPENSES		(Full-Time)		(Part-Time)
Administration	\$51,269	Operators	2	1
Operations:		Other Operations (e.g. dispatchers)	1	2
Internal - Dedicated Service		Maintenance		
Contract - Dedicated Service	\$95,675	General Administration	1	1
Contract - Non-Dedicated Service	\$15,606	Other		
Taxi Scrip/Fare Reimbursement		TOTAL NUMBER OF EMPLOYEES	4	4
Maintenance (Vehicles & Facilities)	\$30,145	Union Affiliations:	Teamsters Local 938	
Fuel	\$9,508	Top Operator Wage Rate:	\$13.50	
TOTAL OPERATING EXPENSES	\$202,203	Top Mechanic Wage Rate:		
OPERATING FUNDING SOURCES		PERFORMANCE INDICATORS		
Passenger Revenue	\$30,619	FINANCIAL		
Other Operating Revenue		R/C Ratio	15%	
Total Operating Revenues	\$30,619	Net Operating Cost/Capita	\$2.29	
Provincial Contributions		Total Exp/Passengers	\$17.77	
Municipal Contributions	\$171,584	Total Exp/Eligible Passengers	\$18.62	
Donations		Transp Exp/Passengers		
TOTAL OPERATING FUNDING	\$202,203	Dedicated Service	\$14.23	
CAPITAL EXPENSES		Non-Dedicated Service (e.g. Taxis)	\$8.36	
Vehicles Purchased		Transp Exp/Hours (Dedicated Service)	\$28.55	
Debt Servicing		OPERATING		
Other Capital Expenses		Registrants/Capita	0.0031	
TOTAL CAPITAL EXPENSES		Passengers/Capita	0.1517	
CAPITAL FUNDING SOURCES		Passengers/Registrants	49.05	
Transit System		Passengers/Hours (Dedicated Service)	2.01	
Provincial Contributions		Km/Passengers (Dedicated Service)	9.03	
Municipal Contributions		Average Speed (Dedicated Service)	18.12	
Donations				
TOTAL CAPITAL FUNDING				

VEHICLE DATA	Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	3	2	7	4
Other				
TOTAL DED VEHICLES	3	2	N/A	N/A
Accessible Taxis				

PASSENGER STATISTICS	Dedicated Service	Non-Dedicated Service
Ambulatory	2,699	1,867
Wheelchair/Scooter Users	6,296	
Attendants/Companions	518	
Other		
TOTAL PASSENGER (%Total)	9,513 (84%)	1,867 (16%)

WILMOT - 1998 Data

Corp. of Township of Wilmot

Contact: Ms. Donna Hartzler
 Title: Transit Dispatcher
 Telephone: (519) 634-8444
 FAX: (519) 634-5522
 e-mail:

Dedicated Service operated by: Transit System/Municipality

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

Taxi Scrip Program available: NO

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

	Population served:	13,500	NUMBER OF REGISTRANTS	113
	Service area (km²):	253.0	Wheelchair/Scooter Users:	6 (5%)
	Communities served:	1	Ambulatory:	107 (95%)
	Service began:	1992	Advisory Committee members:	4
	Eligibility Committee members:	N/A	Other:	
			Eligibility Criteria:	Unable to use

OPERATING DATA

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

SERVICE HOURS/SCHEDULING

Weekday:	0800 to 1600	Sunday:
Saturday:		Holiday:
Advanced booking notice:		
Minimum notice for reservation: 24.0 hours		
Reservations/Scheduling: Manual		

PASSENGER DATA

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

		Cash	Tickets/Cards (unit price)	Monthly Pass
	Adult	\$3.00		
	Child			
	Student			
	Senior	\$3.00		
	Attendant	free		
	Companion			
	Other	Out of Township: Return \$12.00, One-way \$7.50		

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

OPERATING EXPENSES

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

	(Full-Time)	(Part-Time)
Operators	1	1
Other Operations (e.g. dispatchers)		1
Maintenance		
General Administration		
Other		
TOTAL NUMBER OF EMPLOYEES	1	2
Union Affiliations:	N/A	
Top Operator Wage Rate:	\$14.00	
Top Mechanic Wage Rate:		

OPERATING FUNDING SOURCES

Passenger Revenue
 Other Operating Revenue
Total Operating Revenues
 Provincial Contributions
 Municipal Contributions
 Donations
TOTAL OPERATING FUNDING

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio	23%
Net Operating Cost/Capita	\$3.88
Total Exp/Passengers	\$13.62
Total Exp/Eligible Passengers	\$13.67
Transp Exp/Passengers	
Dedicated Service	\$11.28
Non-Dedicated Service (e.g. Taxis)	
Transp Exp/Hours (Dedicated Service)	\$43.94

OPERATING

Registrants/Capita	0.0084
Passengers/Capita	0.3693
Passengers/Registrants	44.12
Passengers/Hours (Dedicated Service)	3.90
Km/Passengers (Dedicated Service)	9.01
Average Speed (Dedicated Service)	35.10

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses
TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Provincial Contributions
 Municipal Contributions
 Donations
TOTAL CAPITAL FUNDING

VEHICLE DATA		Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars				N/A	
Accessible Vans/Minivans					
Small Buses	1	1		2	10
Other					
TOTAL DED VEHICLES	1	1		N/A	N/A
Accessible Taxis		N/A	N/A		

PASSENGER STATISTICS	Dedicated Service	Non-Dedicated Service
Ambulatory	4,805	
Wheelchair/Scooter Users	160	
Attendants/Companions	21	
Other		
TOTAL PASSENGER (%Total)	4,986 (100%)	(0%)

WINDSOR - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

Handi-Transit Windsor

Contact: Ms. Lori Colenutt
 Title: Acting General Manager
 Telephone: (519) 966-0930
 FAX: (519) 966-1249
 e-mail:

Dedicated Service operated by: Private Non-Profit Organization

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

Taxi Scrip Program available: YES

Population served:	200,000	NUMBER OF REGISTRANTS	1,538
Service area (km ²):		Wheelchair/Scooter Users:	1,007 (65%)
Communities served:	2	Ambulatory:	531 (35%)
Service began:	1978	Attendants/Companions:	
Advisory Committee members:	11	Other:	
Eligibility Committee members:	2	Eligibility Criteria:	Unable to board

OPERATING DATA

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

347,371

15,743

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

49,565

TOTAL PASSENGERS

49,565

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

80%

18%

2%

UNACCOMMODATED TRIPS

89

NO-SHOWS/CANCELLED AT DOOR

604

NUMBER OF COMPLAINTS

4

OPERATING EXPENSES

Administration

\$233,144

Operations:

Internal - Dedicated Service
 Contract - Dedicated Service
 Contract - Non-Dedicated Service

\$312,184

\$547

Taxi Scrip/Fare Reimbursement

\$106,274

Maintenance (Vehicles & Facilities)

\$69,358

Fuel

\$721,507

TOTAL OPERATING EXPENSES

OPERATING FUNDING SOURCES

Passenger Revenue

\$209,267

Other Operating Revenue

\$20,067

Total Operating Revenues

\$229,334

Provincial Contributions

Municipal Contributions

\$492,173

Donations

TOTAL OPERATING FUNDING

\$721,507

CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System

Provincial Contributions

Municipal Contributions

Donations

TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

Weekday:	0630 to 0030	Sunday:	0800 to 2200
Saturday:	0800 to 0030	Holiday:	0800 to 2200

Advanced booking notice: 21 days

Minimum notice for reservation: 2.0 hours

Reservations/Scheduling: Partially Computerized

FARE STRUCTURE

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.20		
Child	\$2.20		
Student	\$2.20		
Senior	\$2.20		
Attendant	\$2.20		
Companion	\$2.20		
Other	* \$2.75 for group travel; \$7.00 for school trip		

EMPLOYEE DATA

(Full-Time) (Part-Time)

Operators	5	13
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Other Operations (e.g. dispatchers)	2	1
-------------------------------------	---	---

Maintenance

General Administration	2	
------------------------	---	--

Other

TOTAL NUMBER OF EMPLOYEES	9	14
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Union Affiliations: Teamster 880

Top Operator Wage Rate: \$14.30

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio 32%

Net Operating Cost/Capita \$2.46

Total Exp/Passengers \$14.56

Total Exp/Eligible Passengers \$16.42

Transp Exp/Passengers

Dedicated Service \$9.84

Non-Dedicated Service (e.g. Taxis)

Transp Exp/Hours (Dedicated Service) \$30.99

OPERATING

Registrants/Capita 0.0077

Passengers/Capita 0.2478

Passengers/Registrants 32.23

Passengers/Hours (Dedicated Service) 3.15

Km/Passengers (Dedicated Service) 7.01

Average Speed (Dedicated Service) 22.07

VEHICLE DATA

Number Veh.
Peak

Wheelchair Capacity
(avg. per veh)
N/A

Ambulatory Capacity
(avg. per veh)
N/A

Non-Accessible Cars

Accessible Vans/Minivans

Small Buses 11 11

Other

TOTAL DED VEHICLES 11 11

Accessible Taxis N/A N/A

PASSENGER STATISTICS

Dedicated Service

Non-Dedicated Service

Ambulatory 15,655

Wheelchair/Scooter Users 28,291

Attendants/Companions 5,619

Other

TOTAL PASSENGER (%Total) 49,565 (100%)

(0%)

WINGHAM - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

Wheels Away

Contact: Ms. Diane Grummert
 Title: Office Manager
 Telephone: (519) 357-4074
 FAX: (519) 357-4074
 e-mail:

Dedicated Service operated by: Private Non-Profit Organization

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

Taxi Scrip Program available: NO

Population served:	21,592	NUMBER OF REGISTRANTS	362
Service area (km ²):	173.1	Wheelchair/Scooter Users:	150 (41%)
Communities served:	13	Ambulatory:	212 (59%)
Service began:	1991	Attendants/Companions:	
Advisory Committee members:	12	Other:	
Eligibility Committee members:	2	Eligibility Criteria:	Unable to use

OPERATING DATA

Rev Veh Km - Dedicated Service

Tot Veh Km - Dedicated Service

Rev Veh Hr - Dedicated Service

Tot Veh Hr - Dedicated Service

Non-Dedicated Service - Veh Km

Non-Dedicated Service - Veh Hr

PASSENGER DATA

Dedicated Service

3,359

Adult

Non-Dedicated Service

Child

TOTAL PASSENGERS

3,359

Student

Subscription/Pre-booked

85%

Senior

Reservation

14%

Attendant

free

On-Demand/Day of trip

1%

Companion

UNACCOMMODATED TRIPS

48

Other

Graduated fare: min \$4.00 up to 8km, \$0.50 each add'l 4 km

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

2

OPERATING EXPENSES

Administration

\$11,816

Operations:

Internal - Dedicated Service

\$23,600

Contract - Dedicated Service

Contract - Non-Dedicated Service

Taxi Scrip/Fare Reimbursement

Maintenance (Vehicles & Facilities)

\$1,061

Fuel

\$4,751

TOTAL OPERATING EXPENSES

\$41,228

OPERATING FUNDING SOURCES

Passenger Revenue

\$25,458

Other Operating Revenue

\$1,154

Total Operating Revenues

\$26,612

Provincial Contributions

Municipal Contributions

\$8,128

Donations

\$15,845

TOTAL OPERATING FUNDING

\$50,585

CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

\$9,912

TOTAL CAPITAL EXPENSES

\$9,912

CAPITAL FUNDING SOURCES

Transit System

Provincial Contributions

Municipal Contributions

Donations

TOTAL CAPITAL FUNDING

VEHICLE DATA

Number

Veh. Peak

Wheelchair Capacity (avg. per veh)

Ambulatory Capacity (avg. per veh)

Non-Accessible Cars

N/A

Accessible Vans/Minivans

1

1

3

5

Small Buses

Other

TOTAL DED VEHICLES

1

1

N/A

N/A

Accessible Taxis

PASSENGER STATISTICS

Dedicated Service

Non-Dedicated Service

Ambulatory

3,359 *

Wheelchair/Scooter Users

Attendants/Companions

Other

TOTAL PASSENGER (%Total)

3,359 (100%)

(0 %)

* Total for all categories

WOODSTOCK - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

Woodstock Paratransit

Contact: Mr. Robin Heggie
 Title: Superintendent of Rec. & Transit
 Telephone: (519) 539-1291
 FAX: (519) 539-7695
 e-mail: rheggie@city.woodstock.on.ca

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

Population served:	32,000	NUMBER OF REGISTRANTS	120
Service area (km ²):	31.1	Wheelchair/Scooter Users:	54 (45%)
Communities served:	1	Ambulatory:	66 (55%)
Service began:	1979	Advisory Committee members:	N/A
		Eligibility Committee members:	N/A
		Eligibility Criteria:	Unable to use

Note: service unavailable during 1100-1300

OPERATING DATA

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

SERVICE HOURS/SCHEDULING			
Weekday:	0830 to 1630	Sunday:	
Saturday:	0930 to 1600	Holiday:	
		Advanced booking notice:	1 days
		Minimum notice for reservation:	24.0 hours
		Reservations/Scheduling:	Manual

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service
TOTAL PASSENGERS
 Subscription/Pre-booked
 Reservation
 On-Demand/Day of trip
UNACCOMMODATED TRIPS
NO-SHOWS/CANCELLED AT DOOR
NUMBER OF COMPLAINTS

FARE STRUCTURE		
Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.00	\$1.82
Child	\$2.00	
Student	\$2.00	
Senior	\$2.00	
Attendant	\$2.00	
Companion	\$2.00	
Other		

OPERATING EXPENSES

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

EMPLOYEE DATA		
Operators	(Full-Time)	(Part-Time)
	5	
Other Operations (e.g. dispatchers)		1
Maintenance		1
General Administration		1
Other		
TOTAL NUMBER OF EMPLOYEES		
		8
Union Affiliations:	CUPE 1146	
Top Operator Wage Rate:	\$16.79	
Top Mechanic Wage Rate:	\$19.16	

OPERATING FUNDING SOURCES

Passenger Revenue
 Other Operating Revenue
Total Operating Revenues
 Provincial Contributions
 Municipal Contributions
 Donations
TOTAL OPERATING FUNDING

PERFORMANCE INDICATORS

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses
TOTAL CAPITAL EXPENSES

FINANCIAL

R/C Ratio	14%
Net Operating Cost/Capita	\$2.22
Total Exp/Passengers	\$8.91
Total Exp/Eligible Passengers	\$17.85
Transp Exp/Passengers	
Dedicated Service	\$10.73
Non-Dedicated Service (e.g. Taxis)	\$2.14
Transp Exp/Hours (Dedicated Service)	\$29.28

CAPITAL FUNDING SOURCES

Transit System
 Provincial Contributions
 Municipal Contributions
 Donations
TOTAL CAPITAL FUNDING

OPERATING

Registrants/Capita	0.0038
Passengers/Capita	0.2890
Passengers/Registrants	77.07
Passengers/Hours (Dedicated Service)	2.73
Km/Passengers (Dedicated Service)	
Average Speed (Dedicated Service)	

VEHICLE DATA

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

PASSENGER STATISTICS

Ambulatory	2,540
Wheelchair/Scooter Users	2,079
Attendants/Companions	
Other	4,629
TOTAL PASSENGER (%Total)	4,619 (50%)
	4,629 (50%)

WOOLWICH - 1998 Data

Ontario Specialized Transit Services Fact Book - 1998 Operating Data

Woolwich Transit c/o Kiwanis Transit

Contact: Ms. Cheryl Fisher
 Title: Transit Manager
 Telephone: (519) 669-4533
 FAX: (519) 669-3124
 e-mail:

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

Population served: 29,000
 Service area (km²): 590.0
 Communities served: 2
 Service began: 1992
 Advisory Committee members: 10
 Eligibility Committee members: N/A

NUMBER OF REGISTRANTS 494
 Wheelchair/Scooter Users: 135 (27%)
 Ambulatory: 359 (73%)
 Attendants/Companions:
 Other:
 Eligibility Criteria: Unable to use

OPERATING DATA

Rev Veh Km - Dedicated Service 106,000
 Tot Veh Km - Dedicated Service 106,000
 Rev Veh Hr - Dedicated Service 3,822
 Tot Veh Hr - Dedicated Service 3,822
 Non-Dedicated Service - Veh Km 1,662
 Non-Dedicated Service - Veh Hr 252

PASSENGER DATA

Dedicated Service 14,252
 Non-Dedicated Service 480
TOTAL PASSENGERS 14,732
 Subscription/Pre-booked 75%
 Reservation 23%
 On-Demand/Day of trip 2%
UNACCOMMODATED TRIPS 133
NO-SHOWS/CANCELLED AT DOOR 18
NUMBER OF COMPLAINTS 4

OPERATING EXPENSES

Administration \$14,000
 Operations:
 Internal - Dedicated Service \$118,514
 Contract - Dedicated Service
 Contract - Non-Dedicated Service \$3,400
 Taxi Scrip/Fare Reimbursement
 Maintenance (Vehicles & Facilities) \$10,900
 Fuel \$9,920
TOTAL OPERATING EXPENSES \$156,734

OPERATING FUNDING SOURCES

Passenger Revenue \$36,400
 Other Operating Revenue
Total Operating Revenues \$36,400
 Provincial Contributions
 Municipal Contributions \$93,140
 Donations \$27,210
TOTAL OPERATING FUNDING \$156,750

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses
TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Provincial Contributions
 Municipal Contributions
 Donations
TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING

Weekday: 0600 to 1800 Sunday:
 Saturday: Holiday:
 Advanced booking notice: 4 days
 Minimum notice for reservation: 48.0 hours
 Reservations/Scheduling: Partially Computerized

FARE STRUCTURE

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

Zone Fares: \$2.00-\$6.00 one way

EMPLOYEE DATA

	(Full-Time)	(Part-Time)
Operators	2	3
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration	1	1
Other		
TOTAL NUMBER OF EMPLOYEES	3	4
Union Affiliations: N/A		
Top Operator Wage Rate: \$12.25		
Top Mechanic Wage Rate:		

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio	23%
Net Operating Cost/Capita	\$4.15
Total Exp/Passengers	\$10.64
Total Exp/Eligible Passengers	\$12.21
Transp Exp/Passengers	
Dedicated Service	\$9.78
Non-Dedicated Service (e.g. Taxis)	\$7.08
Transp Exp/Hours (Dedicated Service)	\$36.46

OPERATING

Registrants/Capita	0.0170
Passengers/Capita	0.5080
Passengers/Registrants	29.82
Passengers/Hours (Dedicated Service)	3.73
Km/Passengers (Dedicated Service)	7.44
Average Speed (Dedicated Service)	27.73

VEHICLE DATA		Number	Veh. Peak	Wheelchair Capacity (avg. per veh)	Ambulatory Capacity (avg. per veh)
Non-Accessible Cars				N/A	
Accessible Vans/Minivans					
Small Buses	2	2		3	12
Other					
TOTAL DED VEHICLES	2	2		N/A	N/A
Accessible Taxis		N/A	N/A		

PASSENGER STATISTICS		Dedicated Service	Non-Dedicated Service
Ambulatory		8,196	480
Wheelchair/Scooter Users		4,156	
Attendants/Companions		1,900	
Other			
TOTAL PASSENGER (%Total)	14,252 (97%)	480 (3%)	