

Ontario Specialized Transit Services

2008 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 2007 and 2008, along with key performance indicators, for each of the Ontario specialized transit systems. It also provides a provincial summary, as well as a summary comparing the performance indicators by population group.

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<p>Supplementary Notes</p> <p>Please contact CUTA's Technical Services Department for any corrections or comments.</p> <p>© 2009 Data is not to be reproduced without CUTA's permission</p>		
<p>Abstract</p> <p>The Ontario Specialized Transit Services Fact Book contains operating statistics collected from 79 Ontario specialized transit systems which provide transit services for persons with disabilities.</p> <p>The Fact Book provides detailed data for 2007 and 2008, along with key performance indicators, for each of the specialized transit systems. The report also provides summary information for the province and population groups.</p>		
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SUPPLEMENTARY NOTES

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

The completion and submission of the annual questionnaire is required from all Ontario municipalities wishing to receive gas tax funding as part of the 2009 Dedicated Gas Tax allocation.

New Transit Systems:

Machin and Parry Sound joined the other Ontario municipalities to participate in the 2008 Ontario Specialized Transit Services Fact Book project.

Strikes / Service Interruptions Information:

Transit System	From	To	Days	Remarks
Brantford	29/09/2008	31/12/2008	94	strike
Kawartha Lakes (Urban)	24/04/2008	24/03/2008	35	strike

I. SPECIALIZED TRANSIT STATISTICS GLOSSARY

The definitions contained in this section are those used by the Association for the collection and publication of statistical data for specialized transit systems.

GENERAL INFORMATION

Service Area Population: Population served.

Advisory Committee

Group of concerned citizens who assist in the development of policy.

Eligibility Committee

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

Eligibility Criteria:

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

Registrants

Registrants are all persons who meet the eligibility criteria, including any attendants/companions who are required to register for the service, and have completed all requirements of the registration process. Includes wheelchair/scooter users, or ambulatory persons registered to use the service, as well as other eligible users, as locally defined, e.g. attendants/companions, and other registrants (which include persons with temporary disabilities).

FARE STRUCTURE

Provides information about fares by type of passenger and type of fare media for the reporting year.

SERVICE

Specialized transit service provides door to door demand response transit services to persons that meet eligibility criteria of specialized transit system.

Dedicated Service

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

Non-Dedicated Service (e.g. Taxis)

Service available to persons with disabilities provided by non-exclusive vehicles, typically taxis under contract. The basis of payment for these taxi service contracts include: meter rate, hourly rate, flat trip rate, mileage rate, etc.

Taxi Scrip/User Subsidy Program

Provides eligible users with coupons that are purchased at a discount and can be used on participating taxi services.

SERVICE HOURS / SCHEDULING

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

Reservations/Scheduling

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

OPERATING STATISTICS

Revenue Vehicles

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

Non-Accessible Cars

Unmodified cars, station wagons, and minivans used for carrying ambulatory passengers.

Accessible Vans/Minivans

Regular production vans or minivans with a raised roof and/or lowered floor and a lift or ramp for wheelchair access.

Small Buses

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

Other

Excludes taxis.

Total Revenue Vehicles

Total number of fully dedicated vehicles owned and/or leased for the provision of the services. Vehicles used by volunteer services should **NOT** be considered as revenue vehicles and must not be included in the revenue vehicle statistics.

Revenue Vehicle Kilometres and Hours *(for dedicated service only)*

Excludes deadheading, maintenance, training, charter travel and non-dedicated services. Revenue Vehicle Kilometres is the total distance travelled during the year by fully dedicated vehicles while in revenue service, excluding deadheading (to make a return without a load) to and from garage, maintenance, and training. It excludes the travel distance by taxi or other vehicles not fully dedicated to the service. Revenue Vehicle Hours is the sum of all vehicle hours operated by fully dedicated vehicles in service, excluding deadheading to and from garage, maintenance, and training. It excludes the service hours by taxi or other vehicles not fully dedicated to the service.

PASSENGER STATISTICS**Annual Passengers**

Passenger Data is broken down by type of service (dedicated, non-dedicated/taxi) and by type of user (ambulatory, wheelchair/scooter users, attendants, companions, and other). The number of passengers includes eligible riders who used dedicated and/or non-dedicated (taxi) specialized transit service, as well as attendants, companions, and other non-paying riders. A passenger trip is defined as a one-way trip from origin to destination. Passengers who request round-trip (two-way) service are counted twice. Passenger trips that are being delivered for free by volunteer services should **NOT** be counted in the annual passenger statistics.

Subscription/Pre-booked

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

Reservations

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

On-Demand/Day of Trip

trips requested the same day as the trip is made, and accommodated as feasible.

Total Trips Requested

The total trips requested includes all subscription / pre-booked, reservations, on-demand, unaccommodated, and no show/ cancelled trip requests. Total number of trips requested is not necessarily equal to the total number of passengers.

Cancelled in Advance

The annual number of scheduled passenger trips which were cancelled prior to the service being dispatched.

Unaccommodated Trip Requests

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

No-Shows/Trips Cancelled at Door

The annual number of scheduled passenger trips which were dispatched but not used because of no shows or cancellations at the door.

FINANCIAL STATISTICS

Provides Operating Expenses, Operating Revenues and Other Funding Contributions, Capital Expenses, and Capital Funding Sources.

Operating Expenses

Administration

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

Operations – Internal – Dedicated Service

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

Contract - Dedicated Service

Cost of contract(s) for Dedicated Specialized Transit Service (please see definition) operated by companies under contract.

Contract - Non-Dedicated Service

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

Contract - Taxi Scrip

Amount paid to taxi company under contract according to Taxi Scrip/User Subsidy Program (please see definition).

Maintenance

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

Fuel

The cost of fuel, fuel taxes and other expenses related to fuelling vehicles.

Total Operating Expenses

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

Operating Revenues and Other Funding Contributions

Passenger Revenue

Fares received from dedicated and/or non-dedicated service.

Other Operating Revenue

Charters, bank interest, tax rebates, etc.

Total Operating Revenues

Passenger Revenue + Other Operating Revenue

Donations/Other

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

Total Operating Revenues and Other Funding Contributions

Total Operating Revenues + Federal Operating Contributions+ Provincial Operating Contributions + Municipal Operating Contributions + Donations/Other

Capital Expenses

Vehicles Purchased

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

Debt Service Payments

Capital plus interest payments made in the current year for capital expenditures funded through debt serviced by the reporting agency.

Other Capital Expenses

Computers, equipment, etc. expensed in the reporting year.

Capital Funding Sources

The sources of capital funding reported should reflect the breakdown of money received either from the capital funding program or from the mix of revenue sources used to finance the servicing of the debt. Transit system funding represents monies received from either the transit system's operating or capital budgets.

EMPLOYMENT STATISTICS

Full-time Employee

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

Part-time Employee

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

Wage Rates

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

PERFORMANCE INDICATORS

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

FINANCIAL PERFORMANCE INDICATORS

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

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

OPERATING PERFORMANCE INDICATORS

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

II. ONTARIO SUMMARY

Ontario Summary

Number of Systems Reporting:	79	Systems with Dedicated Service:	78	99%	REGISTRANTS	Active	Total
Population served:	11,080,761	Operated by:			Wheelchair/Scooter Users:	43,355	67,166
Service area (km²):	64,493.8	Transit System/Municipality:	37	47%	Ambulatory:	63,781	83,696
Communities served:	157	Private Contractor:	28	35%	Attendants:	2,288	2,733
Eligibility Criteria:		Private Non-Profit Organization:	32	41%	Companions:	341	395
Unable to Board:	72%	Systems with Non-Dedicated Service:	28	35%	Other:	763	3,894
Unable to Use:	71%	Systems with a Taxi Scrip Program:	9	11%	Total:	123,548	161,514
Other Criteria:	46%						

OPERATING DATA

	2007	2008
Number of transit systems reporting	77	79
Rev. Veh. Km. - Dedicated Service	38,531,565	38,365,444
Tot. Veh. Km. - Dedicated Service	41,237,980	41,279,237
Rev. Veh. Hrs. - Dedicated Service	1,879,666	1,890,657
Tot. Veh. Hrs. - Dedicated Service	2,033,509	2,017,783
Non-Dedicated Service - Veh. Km.	2,523,252	2,959,194
Non-Dedicated Service - Veh. Hrs.	90,922	115,601

PASSENGER DATA

Dedicated Service	4,976,592	4,982,254
Non-Dedicated Service	1,065,728	1,285,992
TOTAL PASSENGERS	6,042,320	6,268,246
Subscription / Pre-booked	41%	43%
Reservation	48%	46%
On-Demand / Day of trip	11%	11%
Cancelled in advance	637,033	849,981
No-shows / Cancelled at door	131,699	139,892
Unaccommodated trips	109,111	111,123
Number of complaints	4,690	4,241

OPERATING EXPENSES

Administration	\$23,607,952	\$25,136,095
Operations:		
Internal - Dedicated Service	\$51,551,263	\$67,365,090
Contract - Dedicated Service	\$50,996,623	\$34,741,394
Contract - Non-Dedicated Service	\$12,348,768	\$17,877,556
Contract - Taxi Scrip	\$1,962,051	\$2,767,167
Maintenance (Vehicles & Facilities)	\$18,596,033	\$23,543,168
Fuel	\$5,882,273	\$8,659,128
TOTAL OPERATING EXPENSES	\$164,944,963	\$180,089,599

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$13,367,368	\$14,289,785
Other Operating Revenue	\$748,562	\$778,314
Total Operating Revenue	\$14,115,930	\$15,068,099
Federal Contributions		
Provincial Contributions	\$24,037,528	\$25,288,135
Municipal Contributions	\$126,186,681	\$139,053,204
Other / Donations	\$746,414	\$539,699
TOTAL	\$165,066,553	\$179,949,137

CAPITAL EXPENSES

Vehicles Purchased	\$11,259,297	\$5,886,509
Debt Servicing	\$79,493	\$34,898
Other Capital Expenses	\$4,007,131	\$3,994,375
TOTAL CAPITAL EXPENSES	\$15,345,921	\$9,915,782

CAPITAL FUNDING SOURCE

Transit System	\$95,080	\$33,460
Federal Contributions	\$91,262	\$1,086,470
Provincial Contributions	\$3,974,613	\$2,621,877
Municipal Contributions	\$10,981,385	\$5,998,882
Other / Donations	\$203,581	\$184,978
TOTAL CAPITAL FUNDING	\$15,345,921	\$9,925,667

SCHEDULING

Advanced booking notice:	9 day(s)
Minimum notice for reservation:	21.21 hour(s)

FARE STRUCTURE (Average)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.88	\$2.49	\$69.16
Child	\$2.73	\$2.39	\$53.53
Student	\$2.89	\$2.44	\$58.57
Senior	\$2.80	\$2.35	\$55.24
Attendant	\$2.67	\$2.39	\$66.00
Companion	\$2.84	\$2.41	\$66.22

EMPLOYEE DATA

	Full-time	Part-time
Operators	832	269
Other Operations	176	53
Vehicle Mechanics	114	13
General and Administration	121	37
Other	15	4

TOTAL NUMBER OF EMPLOYEES 1,258 376

* Contract employees are not necessarily included in the Employee Statistics

Average Top Operator Wage Rate: \$18.40

Average Top Mechanic Wage Rate: \$26.50

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	9%	8%
Net Operating Cost / Capita	\$13.83	\$14.92
Total Exp. / Passenger	\$27.32	\$28.75
Total Exp. / Eligible Passenger	\$29.51	\$31.24
Transportation Exp. / Passenger		
Dedicated Service	\$25.82	\$27.28
Non-Dedicated Service	\$18.29	\$15.63
Transportation Exp. / Hour (Dedicated Service)	\$62.04	\$66.45

OPERATING

Registrants / Capita	0.0148	0.0148
Passengers / Capita	0.5509	0.5657
Passengers / Registrant	37.39	38.11
Passengers / Hour (Dedicated Service)	2.57	2.58
Kms / Passenger (Dedicated Service)	8.19	8.17
Average Speed (Dedicated Service)	21.39	21.09

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	2,913,629	993,453
Wheelchair/Scooter Users	1,761,782	100,190
Attendants	195,412	17,908
Companions	106,967	35,178
Other (specified)	4,464	139,263
TOTAL	4,982,254	1,285,992

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	162	140	N/A	
Accessible Vans / Minivans	292	267		1
Small Buses	619	528	3	6
Other	16	12		
TOTAL DED. VEHICLES	1,089	947	N/A	N/A
Accessible taxis:	210			

III. POPULATION GROUP SUMMARIES

Population Group 1 (> 150,000)

Number of Systems Reporting:	13	Systems with Dedicated Service:	13	100%	REGISTRANTS	Active	Total
Population served:	8,631,407	Operated by:			Wheelchair/Scooter Users:	29,972	49,846
Service area (km²):	13,880.3	Transit System/Municipality:	9	69%	Ambulatory:	42,322	58,650
Communities served:	45	Private Contractor:	7	54%	Attendants:	836	979
Eligibility Criteria:		Private Non-Profit Organization:	4	31%	Companions:	65	119
Unable to Board:	77%	Systems with Non-Dedicated Service:	10	77%	Other:	169	3,259
Unable to Use:	62%	Systems with a Taxi Scrip Program:	5	38%	Total:	82,864	112,853
Other Criteria:	38%						

OPERATING DATA

	2007	2008
Number of transit systems reporting	13	13
Rev. Veh. Km. - Dedicated Service	32,032,705	31,443,045
Tot. Veh. Km. - Dedicated Service	34,458,085	34,040,698
Rev. Veh. Hrs. - Dedicated Service	1,541,213	1,534,125
Tot. Veh. Hrs. - Dedicated Service	1,678,987	1,644,709
Non-Dedicated Service - Veh. Km.	2,426,742	2,853,713
Non-Dedicated Service - Veh. Hrs.	86,922	110,590

PASSENGER DATA

Dedicated Service	4,002,314	3,988,700
Non-Dedicated Service	940,110	1,137,737
TOTAL PASSENGERS	4,942,424	5,126,437
Subscription / Pre-booked	50%	50%
Reservation	45%	45%
On-Demand / Day of trip	5%	5%
Cancelled in advance	545,163	705,106
No-shows / Cancelled at door	121,059	130,566
Unaccommodated trips	98,657	98,799
Number of complaints	4,425	3,960

OPERATING EXPENSES

Administration	\$20,608,088	\$22,152,767
Operations:		
Internal - Dedicated Service	\$41,278,250	\$56,518,161
Contract - Dedicated Service	\$47,269,948	\$30,630,866
Contract - Non-Dedicated Service	\$11,288,346	\$17,058,384
Contract - Taxi Scrip	\$1,849,184	\$2,201,140
Maintenance (Vehicles & Facilities)	\$16,536,521	\$21,311,269
Fuel	\$4,288,199	\$6,744,253
TOTAL OPERATING EXPENSES	\$143,118,536	\$156,616,840

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$9,720,721	\$10,286,642
Other Operating Revenue	\$370,774	\$416,406
Total Operating Revenue	\$10,091,495	\$10,703,048
Federal Contributions		
Provincial Contributions	\$21,712,897	\$22,350,731
Municipal Contributions	\$111,270,770	\$123,514,212
Other / Donations	\$12,101	\$14,403
TOTAL	\$143,087,263	\$156,582,394

CAPITAL EXPENSES

Vehicles Purchased	\$9,075,700	\$3,143,239
Debt Servicing	\$36,911	
Other Capital Expenses	\$3,882,215	\$3,952,878
TOTAL CAPITAL EXPENSES	\$12,994,826	\$7,096,117

CAPITAL FUNDING SOURCE

Transit System		
Federal Contributions	\$45,000	\$1,051,704
Provincial Contributions	\$2,754,786	\$802,885
Municipal Contributions	\$10,172,900	\$5,141,862
Other / Donations	\$22,140	\$99,667
TOTAL CAPITAL FUNDING	\$12,994,826	\$7,096,118

SCHEDULING

Advanced booking notice:	12 day(s)
Minimum notice for reservation:	22.36 hour(s)

FARE STRUCTURE (Average)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.65	\$2.79	\$92.71
Child	\$2.22	\$2.58	\$88.55
Student	\$2.53	\$2.66	\$81.38
Senior	\$2.53	\$2.61	\$71.19
Attendant	\$2.49	\$2.38	\$95.00
Companion	\$2.65	\$2.32	\$95.00

EMPLOYEE DATA

	Full-time	Part-time
Operators	695	90
Other Operations	147	30
Vehicle Mechanics	104	3
General and Administration	84	1
Other	10	3

TOTAL NUMBER OF EMPLOYEES 1,040 127

* Contract employees are not necessarily included in the Employee Statistics

Average Top Operator Wage Rate: \$22.04

Average Top Mechanic Wage Rate: \$29.13

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	7%	7%
Net Operating Cost / Capita	\$15.62	\$16.91
Total Exp. / Passenger	\$28.96	\$30.55
Total Exp. / Eligible Passenger	\$31.23	\$33.15
Transportation Exp. / Passenger		
Dedicated Service	\$27.46	\$29.12
Non-Dedicated Service	\$18.51	\$15.83
Transportation Exp. / Hour (Dedicated Service)	\$65.40	\$70.55

OPERATING

Registrants / Capita	0.0132	0.0131
Passengers / Capita	0.5804	0.5939
Passengers / Registrant	44.02	45.43
Passengers / Hour (Dedicated Service)	2.60	2.60
Kms / Passenger (Dedicated Service)	8.35	8.27
Average Speed (Dedicated Service)	21.95	21.54

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	2,317,456	872,014
Wheelchair/Scooter Users	1,442,023	93,157
Attendants	141,811	16,897
Companions	85,172	34,073
Other (specified)	2,238	121,596
TOTAL	3,988,700	1,137,737

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	143	129	N/A	1
Accessible Vans / Minivans	227	211	1	1
Small Buses	431	373	3	5
Other	13	9		1
TOTAL DED. VEHICLES	814	722	N/A	N/A
Accessible taxis:	199			

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

Number of Systems Reporting:	20	Systems with Dedicated Service:	20	100%	REGISTRANTS	Active	Total
Population served:	1,579,242	Operated by:			Wheelchair/Scooter Users:	8,598	11,022
Service area (km²):	33,084.8	Transit System/Municipality:	8	40%	Ambulatory:	13,420	16,109
Communities served:	44	Private Contractor:	2	10%	Attendants:	292	292
Eligibility Criteria:		Private Non-Profit Organization:	12	60%	Companions:	253	253
Unable to Board:	70%	Systems with Non-Dedicated Service:	9	45%	Other:	579	620
Unable to Use:	75%	Systems with a Taxi Scrip Program:	2	10%	Total:	24,052	28,733
Other Criteria:	40%						

OPERATING DATA

	2007	2008
Number of transit systems reporting	20	20
Rev. Veh. Km. - Dedicated Service	4,689,101	4,989,317
Tot. Veh. Km. - Dedicated Service	4,807,863	5,115,145
Rev. Veh. Hrs. - Dedicated Service	237,549	246,615
Tot. Veh. Hrs. - Dedicated Service	244,285	252,917
Non-Dedicated Service - Veh. Km.	50,396	53,624
Non-Dedicated Service - Veh. Hrs.	3,090	3,395

PASSENGER DATA

Dedicated Service	596,546	601,935
Non-Dedicated Service	58,865	61,192
TOTAL PASSENGERS	655,411	663,127
Subscription / Pre-booked	45%	39%
Reservation	49%	52%
On-Demand / Day of trip	7%	9%
Cancelled in advance	67,315	115,741
No-shows / Cancelled at door	8,223	6,724
Unaccommodated trips	9,534	10,786
Number of complaints	221	170

OPERATING EXPENSES

Administration	\$2,060,306	\$1,983,626
Operations:		
Internal - Dedicated Service	\$7,949,247	\$8,630,696
Contract - Dedicated Service	\$1,406,105	\$1,656,992
Contract - Non-Dedicated Service	\$595,528	\$585,318
Contract - Taxi Scrip	\$112,573	\$166,380
Maintenance (Vehicles & Facilities)	\$1,448,830	\$1,538,726
Fuel	\$1,147,353	\$1,395,088
TOTAL OPERATING EXPENSES	\$14,719,942	\$15,956,826

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$2,369,066	\$2,550,760
Other Operating Revenue	\$258,339	\$317,223
Total Operating Revenue	\$2,627,405	\$2,867,983
Federal Contributions		
Provincial Contributions	\$1,338,174	\$1,821,692
Municipal Contributions	\$10,349,032	\$10,866,156
Other / Donations	\$447,070	\$293,116
TOTAL	\$14,761,681	\$15,848,946

CAPITAL EXPENSES

Vehicles Purchased	\$1,605,816	\$1,553,100
Debt Servicing	\$17,950	\$17,560
Other Capital Expenses	\$93,607	\$28,856
TOTAL CAPITAL EXPENSES	\$1,717,373	\$1,599,516

CAPITAL FUNDING SOURCE

Transit System	\$95,080	\$25,322
Federal Contributions	\$34,283	
Provincial Contributions	\$857,613	\$919,625
Municipal Contributions	\$603,979	\$596,480
Other / Donations	\$126,418	\$67,974
TOTAL CAPITAL FUNDING	\$1,717,373	\$1,609,401

SCHEDULING

Advanced booking notice:	12 day(s)
Minimum notice for reservation:	26.12 hour(s)

FARE STRUCTURE (Average)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.85	\$2.23	\$61.67
Child	\$2.75	\$2.26	\$55.00
Student	\$2.84	\$2.16	\$60.00
Senior	\$2.85	\$2.16	\$55.00
Attendant	\$2.32	\$2.19	\$61.67
Companion	\$2.73	\$2.13	\$61.67

EMPLOYEE DATA

	Full-time	Part-time
Operators	107	101
Other Operations	24	13
Vehicle Mechanics	4	5
General and Administration	22	22
Other	3	1

TOTAL NUMBER OF EMPLOYEES

* Contract employees are not necessarily included in the Employee Statistics

Average Top Operator Wage Rate: \$18.36

Average Top Mechanic Wage Rate: \$25.92

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	18%	18%
Net Operating Cost / Capita	\$7.70	\$8.29
Total Exp. / Passenger	\$22.46	\$24.06
Total Exp. / Eligible Passenger	\$24.26	\$26.16
Transportation Exp. / Passenger		
Dedicated Service	\$20.03	\$21.97
Non-Dedicated Service	\$13.61	\$11.05
Transportation Exp. / Hour (Dedicated Service)	\$47.52	\$50.73

OPERATING

Registrants / Capita	0.0200	0.0203
Passengers / Capita	0.4175	0.4199
Passengers / Registrant	21.58	19.39
Passengers / Hour (Dedicated Service)	2.42	2.36
Kms / Passenger (Dedicated Service)	8.14	8.56
Average Speed (Dedicated Service)	19.74	20.23

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	323,596	52,341
Wheelchair/Scooter Users	227,250	6,812
Attendants	29,492	934
Companions	20,300	1,105
Other (specified)	1,297	
TOTAL	601,935	61,192

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	7	7	N/A	
Accessible Vans / Minivans	39	33		2
Small Buses	124	98	3	7
Other	2	2		1
TOTAL DED. VEHICLES	172	140	N/A	N/A
Accessible taxis:	5			

Population Group 3 (< 50,000)

Number of Systems Reporting:	46	Systems with Dedicated Service:	45	98%	REGISTRANTS	Active	Total
Population served:	870,112	Operated by:			Wheelchair/Scooter Users:	4,785	6,298
Service area (km²):	17,528.7	Transit System/Municipality:	20	43%	Ambulatory:	8,039	8,937
Communities served:	68	Private Contractor:	19	41%	Attendants:	1,160	1,462
Eligibility Criteria:		Private Non-Profit Organization:	16	35%	Companions:	23	23
Unable to Board:	72%	Systems with Non-Dedicated Service:	9	20%	Other:	15	15
Unable to Use:	72%	Systems with a Taxi Scrip Program:	2	4%	Total:	16,632	19,928
Other Criteria:	50%						

OPERATING DATA

	2007	2008
Number of transit systems reporting	44	46
Rev. Veh. Km. - Dedicated Service	1,809,759	1,933,082
Tot. Veh. Km. - Dedicated Service	1,972,032	2,123,394
Rev. Veh. Hrs. - Dedicated Service	100,904	109,917
Tot. Veh. Hrs. - Dedicated Service	110,237	120,157
Non-Dedicated Service - Veh. Km.	46,114	51,857
Non-Dedicated Service - Veh. Hrs.	910	1,616

PASSENGER DATA

Dedicated Service	377,732	391,619
Non-Dedicated Service	66,753	87,063
TOTAL PASSENGERS	444,485	478,682
Subscription / Pre-booked	35%	43%
Reservation	49%	43%
On-Demand / Day of trip	16%	14%
Cancelled in advance	24,555	29,134
No-shows / Cancelled at door	2,417	2,602
Unaccommodated trips	920	1,538
Number of complaints	44	111

OPERATING EXPENSES

Administration	\$939,558	\$999,702
Operations:		
Internal - Dedicated Service	\$2,323,766	\$2,216,233
Contract - Dedicated Service	\$2,320,570	\$2,453,536
Contract - Non-Dedicated Service	\$464,894	\$233,854
Contract - Taxi Scrip	\$294	\$399,647
Maintenance (Vehicles & Facilities)	\$610,682	\$693,174
Fuel	\$446,721	\$519,787
TOTAL OPERATING EXPENSES	\$7,106,485	\$7,515,932

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,277,581	\$1,452,383
Other Operating Revenue	\$119,449	\$44,685
Total Operating Revenue	\$1,397,030	\$1,497,068
Federal Contributions		
Provincial Contributions	\$986,457	\$1,115,712
Municipal Contributions	\$4,566,879	\$4,672,836
Other / Donations	\$287,243	\$232,180
TOTAL	\$7,217,609	\$7,517,796

CAPITAL EXPENSES

Vehicles Purchased	\$577,781	\$1,190,169
Debt Servicing	\$24,632	\$17,338
Other Capital Expenses	\$31,309	\$12,641
TOTAL CAPITAL EXPENSES	\$633,722	\$1,220,148

CAPITAL FUNDING SOURCE

Transit System		\$8,138
Federal Contributions	\$11,979	\$34,766
Provincial Contributions	\$362,214	\$899,367
Municipal Contributions	\$204,506	\$260,540
Other / Donations	\$55,023	\$17,337
TOTAL CAPITAL FUNDING	\$633,722	\$1,220,148

SCHEDULING

Advanced booking notice:	7 day(s)
Minimum notice for reservation:	18.54 hour(s)

FARE STRUCTURE (Average)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.94	\$2.49	\$48.81
Child	\$2.84	\$2.39	\$38.09
Student	\$3.00	\$2.51	\$41.67
Senior	\$2.85	\$2.33	\$41.67
Attendant	\$2.94	\$2.71	\$58.00
Companion	\$2.97	\$2.65	\$55.25

EMPLOYEE DATA

	Full-time	Part-time
Operators	30	78
Other Operations	5	10
Vehicle Mechanics	6	5
General and Administration	15	14
Other	2	

TOTAL NUMBER OF EMPLOYEES

* Contract employees are not necessarily included in the Employee Statistics

Average Top Operator Wage Rate: \$16.84

Average Top Mechanic Wage Rate: \$23.41

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	20%	20%
Net Operating Cost / Capita	\$6.92	\$7.07
Total Exp. / Passenger	\$16.18	\$15.83
Total Exp. / Eligible Passenger	\$17.78	\$17.46
Transportation Exp. / Passenger		
Dedicated Service	\$15.55	\$14.96
Non-Dedicated Service	\$10.89	
Transportation Exp. / Hour (Dedicated Service)	\$40.43	\$40.29
OPERATING		
Registrants / Capita	0.0224	0.0235
Passengers / Capita	0.5038	0.5501
Passengers / Registrant	22.63	23.68
Passengers / Hour (Dedicated Service)	2.56	2.71
Kms / Passenger (Dedicated Service)	6.16	6.19
Average Speed (Dedicated Service)	16.96	16.79

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	272,577	69,098
Wheelchair/Scooter Users	92,509	221
Attendants	24,109	77
Companions	1,495	
Other (specified)	929	17,667
TOTAL	391,619	87,063

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	12	4	N/A	
Accessible Vans / Minivans	26	23		1
Small Buses	64	57	2	7
Other	1	1		
TOTAL DED. VEHICLES	103	85	N/A	N/A
Accessible taxis:	6			

IV. INDIVIDUAL TRANSIT SYSTEM DATA

Barrie

Barrie Accessible Community Transportation Service

Contact: Julie MacDonald
 Title: Transit Analyst
 Telephone: 705-739-5072 x4497
 Fax: 705-739-4238
 Email: jmacdonald@barrie.ca

Population served: 135,000
 Service area (km²): 74.0
 Communities served: 1
 Service began: 01/02/1980
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	1,294	1,294
Ambulatory:	1,320	1,320
Attendants:		
Companions:		
Other:		
Total:	2,614	2,614

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

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

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

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	279,097	312,761
Tot. Veh. Km. - Dedicated Service	279,097	312,761
Rev. Veh. Hrs. - Dedicated Service	18,851	20,260
Tot. Veh. Hrs. - Dedicated Service	18,851	20,260
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	33,804	37,478
Non-Dedicated Service	1,323	1,429
TOTAL PASSENGERS	35,127	38,907
Subscription / Pre-booked	34 %	30 %
Reservation	64 %	68 %
On-Demand / Day of trip	2 %	2 %
Cancelled in advance	7,635	7,523
No-shows / Cancelled at door	673	742
Unaccommodated trips	847	913
Number of complaints	20	25

OPERATING EXPENSES

Administration	\$15,264	\$17,911
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$880,085	\$1,015,445
Contract - Non-Dedicated Service	\$28,714	\$19,859
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$15,296	\$28,856
Fuel	\$27,601	\$41,981
TOTAL OPERATING EXPENSES	\$966,960	\$1,124,052

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$87,817	\$97,268
Other Operating Revenue		
Total Operating Revenue	\$87,817	\$97,268
Federal Contributions		
Provincial Contributions	\$168,047	\$225,000
Municipal Contributions	\$711,096	\$801,784
Other / Donations		
TOTAL	\$966,960	\$1,124,052

CAPITAL EXPENSES

Vehicles Purchased		\$53,691
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$53,691

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$33,619
Municipal Contributions		\$20,072
Other / Donations		
TOTAL CAPITAL FUNDING		\$53,691

SERVICE HOURS / SCHEDULING

Weekday:	0730 to 2300	Sunday:	0900 to 1800
Saturday:	0900 to 2300	Holiday:	to
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date 01/01/2008	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.50	\$2.50		<input type="checkbox"/>
Child	\$2.50	\$2.50		<input type="checkbox"/>
Student	\$2.50	\$2.50		<input type="checkbox"/>
Senior	\$2.50	\$2.50		<input checked="" type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion	\$2.50	\$2.50		<input type="checkbox"/>
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators	12	
Other Operations	1	1
Vehicle Mechanics	2	
General and Administration	1	
Other	2	
TOTAL NUMBER OF EMPLOYEES	18	1

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

Top Operator Wage Rate: \$18.93
 Top Mechanic Wage Rate: \$25.70

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	9%	9%
Net Operating Cost / Capita	\$6.51	\$7.61
Total Exp. / Passenger	\$27.53	\$28.89
Total Exp. / Eligible Passenger	\$31.82	\$33.54
Transportation Exp. / Passenger		
Dedicated Service	\$27.30	\$28.98
Non-Dedicated Service	\$21.70	\$13.90
Transportation Exp. / Hour (Dedicated Service)	\$48.96	\$53.62
OPERATING		
Registrants / Capita	0.0160	0.0194
Passengers / Capita	0.2602	0.2882
Passengers / Registrant	16.30	14.88
Passengers / Hour (Dedicated Service)	1.79	1.85
Kms / Passenger (Dedicated Service)	8.26	8.35
Average Speed (Dedicated Service)	14.81	15.44

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	17,555	1,178
Wheelchair/Scooter Users	14,698	85
Attendants	5,225	166
Companions		
Other (specified)		
TOTAL	37,478	1,429

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	1	1	N/A	3
Small Buses	10	8	5	4
Other				
TOTAL DED. VEHICLES	11	9	N/A	N/A
Vehicle ownership:	Municipal Transit System			
Vehicle maintenance responsibility:	Contracted Operators			
Accessible taxis:	1			

Belleville

Mobility Bus

Contact: Peter Hodgson
 Title: Manager of Transit Services
 Telephone: 613-967-3200 x3518
 Fax: 613-967-4721
 Email: phodgson@city.belleville.on.ca

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

REGISTRANTS
 Wheelchair/Scooter Users: 334
 Ambulatory: 231
 Attendants:
 Companions:
 Other:
Total: 565

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

Eligibility Criteria: ☒ Unable to Board

☒ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☐

☐ Unable to Use

☐ Private Non-Profit Org.

☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	70,882	69,420
Tot. Veh. Km. - Dedicated Service	70,882	69,420
Rev. Veh. Hrs. - Dedicated Service	5,042	5,037
Tot. Veh. Hrs. - Dedicated Service	5,042	5,037
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	10,324	10,185
Non-Dedicated Service		

TOTAL PASSENGERS

Subscription / Pre-booked	%	80 %
Reservation	%	20 %
On-Demand / Day of trip	%	%

Cancelled in advance

No-shows / Cancelled at door

Unaccommodated trips

Number of complaints

OPERATING EXPENSES

Administration

Operations:

Internal - Dedicated Service

Contract - Dedicated Service \$234,561 \$200,961

Contract - Non-Dedicated Service

Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)

Fuel

TOTAL OPERATING EXPENSES \$234,561 \$200,961

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$15,517	\$15,548
Other Operating Revenue		

Total Operating Revenue \$15,517 \$15,548

Federal Contributions

Provincial Contributions

Municipal Contributions \$219,044 \$185,413

Other / Donations

TOTAL \$234,561 \$200,961

CAPITAL EXPENSES

Vehicles Purchased \$67,766

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES \$67,766

CAPITAL FUNDING SOURCES

Transit System

Federal Contributions

Provincial Contributions \$67,766

Municipal Contributions

Other / Donations

TOTAL CAPITAL FUNDING \$67,766

SERVICE HOURS / SCHEDULING

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

FARE STRUCTURE

Effective Date 03/07/2007

	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$1.75	\$1.58	\$50.00	<input type="checkbox"/>
Child	\$1.75	\$1.58	\$50.00	<input type="checkbox"/>
Student	\$1.75	\$1.58	\$50.00	<input type="checkbox"/>
Senior	\$1.75	\$1.58	\$50.00	<input type="checkbox"/>
Attendant	\$2.10	\$1.93	\$66.00	<input type="checkbox"/>
Companion	\$2.10	\$1.93	\$66.00	<input type="checkbox"/>
Other				

EMPLOYEE DATA

Operators

Other Operations

Vehicle Mechanics

General and Administration

Other

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators:

Mechanics:

Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	7%	8%
Net Operating Cost / Capita	\$5.76	\$4.75
Total Exp. / Passenger	\$22.72	\$19.73
Total Exp. / Eligible Passenger	\$22.72	\$20.58
Transportation Exp. / Passenger		
Dedicated Service	\$22.72	\$19.73
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$46.52	\$39.90
OPERATING		
Registrants / Capita	0.0100	0.0145
Passengers / Capita	0.2717	0.2612
Passengers / Registrant	27.24	18.03
Passengers / Hour (Dedicated Service)	2.05	2.02
Kms / Passenger (Dedicated Service)	6.87	6.82
Average Speed (Dedicated Service)	14.06	13.78

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	9,766	
Wheelchair/Scooter Users		
Attendants	419	
Companions		
Other (specified)		
TOTAL	10,185	

VEHICLE DATA

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

Blind River

Liberty Express Liberté

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

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

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

Active

Total

92

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

VEHICLE KILOMETRES & HOURS

2007

2008

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

26,151

26,151

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

1,811

1,240

TOTAL PASSENGERS

1,811

1,240

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

%

%

%

%

%

%

Cancelled in advance

No-shows / Cancelled at door

Unaccommodated trips

Number of complaints

OPERATING EXPENSES

Administration

\$9,119

\$8,354

Operations:

Internal - Dedicated Service

Contract - Dedicated Service

\$8,400

\$14,190

Contract - Non-Dedicated Service

Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)

\$2,613

\$608

Fuel

\$3,693

\$7,234

TOTAL OPERATING EXPENSES

\$23,825

\$30,386

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue

\$5,790

Other Operating Revenue

Total Operating Revenue

\$5,790

Federal Contributions

Provincial Contributions

\$3,450

\$3,450

Municipal Contributions

\$23,100

\$23,480

Other / Donations

TOTAL

\$26,550

\$32,720

CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System

Federal Contributions

Provincial Contributions

Municipal Contributions

Other / Donations

TOTAL CAPITAL FUNDING

* Service hours: Monday to Friday: 0830-1030 hrs and 1400-1600 hrs. * Contracted operator retains passenger revenues. In 2008, the expense for the contract - dedicated service included an adjustment of \$5,790, representing the passenger revenue collected by the contractor.

SERVICE HOURS / SCHEDULING

Weekday: 0830 to 1600

Sunday:

to

Saturday: to

Holiday:

to

Advanced booking notice: 1 day(s)

Minimum notice for reservation: 0 hour(s)

Reservations / Scheduling: Manual

FARE STRUCTURE

Effective Date 01/01/2005

Tickets/Cards
(unit price)

Monthly Pass

Free

Cash

Adult \$2.50

Child \$2.50

Student \$2.50

Senior \$2.50

Attendant

Companion

Other

EMPLOYEE DATA

Full-time

Part-time

Operators

1

Other Operations

1

Vehicle Mechanics

1

General and Administration

Other

TOTAL NUMBER OF EMPLOYEES

3

Union Affiliations: Operators:

Mechanics:

Other (specify):

Top Operator Wage Rate: \$17.27

Top Mechanic Wage Rate: \$21.76

PERFORMANCE INDICATORS

FINANCIAL

2007

2008

R/C Ratio

19%

Net Operating Cost / Capita

\$6.53

\$6.74

Total Exp. / Passenger

\$13.16

\$24.50

Total Exp. / Eligible Passenger

\$13.16

\$26.45

Transportation Exp. / Passenger

Dedicated Service

\$8.12

\$17.77

Non-Dedicated Service

Transportation Exp. / Hour (Dedicated Service)

OPERATING

Registrants / Capita

0.0296

0.0252

Passengers / Capita

0.4962

0.3397

Passengers / Registrant

16.77

13.48

Passengers / Hour (Dedicated Service)

Kms / Passenger (Dedicated Service)

21.09

Average Speed (Dedicated Service)

PASSENGER DATA

Ded. Service

Non-Ded. Service

Ambulatory

798

Wheelchair/Scooter Users

351

Attendants

91

Companions

Other (specified)

TOTAL

1,240

VEHICLE DATA

Number

Veh. Peak

Avg. Capacity per Veh.

Wheelchair

Ambulatory

Non-Accessible Cars

Accessible Vans / Minivans

Small Buses

1

1

5

15

Other

TOTAL DED. VEHICLES

1

1

N/A

N/A

Vehicle ownership: Municipality

Vehicle maintenance responsibility: Municipality

Accessible taxis:

Brantford

Operation Lift Inc.

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

Population served: 93,000
 Service area (km²): 71.6
 Communities served: 1
 Service began: 01/12/1975
 Advisory Committee members: 9
 Eligibility Committee members: 1

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	465	465
Ambulatory:	784	784
Attendants:	27	27
Companions:	53	53
Other:		
Total:	1,329	1,329

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

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

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

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	355,429	271,300
Tot. Veh. Km. - Dedicated Service	355,429	271,300
Rev. Veh. Hrs. - Dedicated Service	22,626	17,074
Tot. Veh. Hrs. - Dedicated Service	22,626	17,074
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	61,422	47,264
Non-Dedicated Service		
TOTAL PASSENGERS	61,422	47,264
Subscription / Pre-booked	98 %	46 %
Reservation	%	52 %
On-Demand / Day of trip	2 %	2 %
Cancelled in advance	10,100	20,087
No-shows / Cancelled at door	2,198	361
Unaccommodated trips	196	156
Number of complaints	24	

OPERATING EXPENSES

Administration	\$303,389	\$309,358
Operations:		
Internal - Dedicated Service	\$643,223	\$578,091
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$130,976	\$118,758
Fuel	\$90,778	\$94,787
TOTAL OPERATING EXPENSES	\$1,168,366	\$1,100,994

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$195,743	\$145,008
Other Operating Revenue		
Total Operating Revenue	\$195,743	\$145,008
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$982,254	\$904,869
Other / Donations	\$56,179	\$19,094
TOTAL	\$1,234,176	\$1,068,971

CAPITAL EXPENSES

Vehicles Purchased	\$91,575	\$276,420
Debt Servicing		
Other Capital Expenses	\$24,638	\$4,856
TOTAL CAPITAL EXPENSES	\$116,213	\$281,276

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$270,305
Municipal Contributions	\$91,575	
Other / Donations	\$24,638	\$4,856
TOTAL CAPITAL FUNDING	\$116,213	\$275,161

ATU members on strike from September 29 - December 31. Service was only available for dialysis trips during this time period.

SERVICE HOURS / SCHEDULING

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

FARE STRUCTURE

Effective Date 01/01/2008	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.00	\$3.00		
Child	\$3.00	\$3.00		
Student	\$3.00	\$3.00		
Senior	\$3.00	\$3.00		
Attendant	\$3.00	\$3.00		
Companion	\$3.00	\$3.00		
Other Same Day Service (\$6.00)				

EMPLOYEE DATA

	Full-time	Part-time
Operators	9	4
Other Operations	2	2
Vehicle Mechanics		
General and Administration	3	2
Other		
TOTAL NUMBER OF EMPLOYEES	14	8

Union Affiliations: Operators: ATU
 Mechanics:
 Other (specify): ATU - Dispatcher, Administrative Assistant

Top Operator Wage Rate: \$17.47

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	17%	13%
Net Operating Cost / Capita	\$10.93	\$10.28
Total Exp. / Passenger	\$19.02	\$23.29
Total Exp. / Eligible Passenger	\$19.37	\$24.80
Transportation Exp. / Passenger		
Dedicated Service	\$14.08	\$16.75
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$38.23	\$46.37
OPERATING		
Registrants / Capita	0.0154	0.0143
Passengers / Capita	0.6901	0.5082
Passengers / Registrant	44.67	35.56
Passengers / Hour (Dedicated Service)	2.71	2.77
Kms / Passenger (Dedicated Service)	5.79	5.74
Average Speed (Dedicated Service)	15.71	15.89

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	27,729	
Wheelchair/Scooter Users	16,657	
Attendants	793	
Companions	2,085	
Other (specified)		
TOTAL	47,264	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	14	12	4	7
Other				
TOTAL DED. VEHICLES	14	12	N/A	N/A
Vehicle ownership:	Non-profit Organization			
Vehicle maintenance responsibility:	Non-profit Organization			
Accessible taxis:				

Brockville

Brockville Para Transit

Contact: Valerie Harvey
 Title: Acting Director of Parks & Recreation
 Telephone: 613-342-8772 x8225
 Fax: 613-342-5035
 Email: vharvey@brockville.com

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

REGISTRANTS
 Wheelchair/Scooter Users: 283
 Ambulatory: 214
 Attendants: 218
 Companions:
 Other:
Total: 715

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

Eligibility Criteria: ☐ Unable to Board

☒ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☐

☒ Unable to Use

☐ Private Non-Profit Org.

☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	90,055	102,521
Tot. Veh. Km. - Dedicated Service	90,055	102,521
Rev. Veh. Hrs. - Dedicated Service	5,898	5,748
Tot. Veh. Hrs. - Dedicated Service	5,898	5,748
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	20,638	20,119
Non-Dedicated Service		
TOTAL PASSENGERS	20,638	20,119
Subscription / Pre-booked	%	%
Reservation	%	%
On-Demand / Day of trip	%	%
Cancelled in advance	1,273	1,417
No-shows / Cancelled at door	10	4
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

Administration	\$11,981	\$10,905
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$250,123	\$298,023
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel	\$20,703	\$17,342
TOTAL OPERATING EXPENSES	\$282,807	\$326,270

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$29,775	\$28,245
Other Operating Revenue		
Total Operating Revenue	\$29,775	\$28,245
Federal Contributions		
Provincial Contributions	\$21,093	\$14,758
Municipal Contributions	\$221,827	\$265,113
Other / Donations	\$10,112	\$18,154
TOTAL	\$282,807	\$326,270

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

SERVICE HOURS / SCHEDULING

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

FARE STRUCTURE

Effective Date 01/01/2006	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.00	\$1.50	\$55.00	<input type="checkbox"/>
Child	\$2.00	\$1.50	\$55.00	<input type="checkbox"/>
Student	\$2.00	\$1.50	\$55.00	<input type="checkbox"/>
Senior	\$2.00	\$1.50	\$55.00	<input checked="" type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion	\$2.00	\$1.50	\$55.00	<input type="checkbox"/>
Other	40 ride pass for \$55			

EMPLOYEE DATA

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

TOTAL NUMBER OF EMPLOYEES

1

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	11%	9%
Net Operating Cost / Capita	\$13.23	\$15.58
Total Exp. / Passenger	\$13.70	\$16.22
Total Exp. / Eligible Passenger	\$16.00	\$19.20
Transportation Exp. / Passenger		
Dedicated Service	\$13.12	\$15.67
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$45.92	\$54.87
OPERATING		
Registrants / Capita	0.0385	0.0374
Passengers / Capita	1.0789	1.0518
Passengers / Registrant	28.04	28.14
Passengers / Hour (Dedicated Service)	3.50	3.50
Kms / Passenger (Dedicated Service)	4.36	5.10
Average Speed (Dedicated Service)	15.27	17.84

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	9,520	
Wheelchair/Scooter Users	7,474	
Attendants	3,125	
Companions		
Other (specified)		
TOTAL	20,119	

VEHICLE DATA

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

Burlington

Burlington Transit Handi-Van

Contact: Fahi Karimullah
 Title: Transit Business Process Co-ordinator
 Telephone: 905-335-7600 x7449
 Fax: 905-335-7878
 Email: karimullahf@burlington.ca

Population served: 163,735
 Service area (km²): 97.8
 Communities served: 1
 Service began: 01/01/1975
 Advisory Committee members: 11
 Eligibility Committee members: 6

REGISTRANTS
 Wheelchair/Scooter Users: 1,003
 Ambulatory: 1,401
 Attendants:
 Companions:
 Other:
Total: 2,404

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

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

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

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	281,687	309,591
Tot. Veh. Km. - Dedicated Service	281,687	309,591
Rev. Veh. Hrs. - Dedicated Service	12,885	14,036
Tot. Veh. Hrs. - Dedicated Service	12,885	14,036
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	30,710	35,075
Non-Dedicated Service	11,533	13,632
TOTAL PASSENGERS	42,243	48,707
Subscription / Pre-booked	60 %	50 %
Reservation	40 %	49 %
On-Demand / Day of trip	%	1 %
Cancelled in advance	3,091	2,851
No-shows / Cancelled at door	477	235
Unaccommodated trips	128	210
Number of complaints	6	5

OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service	\$606,961	\$659,620
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$65,451	\$79,064
Contract - Taxi Scrip	\$50,884	\$62,887
Maintenance (Vehicles & Facilities)	\$167,469	\$189,453
Fuel	\$75,218	\$100,905
TOTAL OPERATING EXPENSES	\$965,983	\$1,091,929

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$98,207	\$87,367
Other Operating Revenue	\$34,632	\$39,345
Total Operating Revenue	\$132,839	\$126,712
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$833,144	\$965,217
Other / Donations		
TOTAL	\$965,983	\$1,091,929

CAPITAL EXPENSES

Vehicles Purchased	\$209,744	
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$209,744	

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$209,744	
Other / Donations		
TOTAL CAPITAL FUNDING	\$209,744	

* Other Eligibility Criteria: Elderly, cognitively impaired and visually impaired persons may be eligible for the Handi-Van service if they have a physical disability that prevents them from boarding a public transit vehicle. * 2008 Maintenance expense also includes 16.66% of facility costs, i.e. \$43,420. * Employment Statistics - 1 part-time Other Operations represents vacation/sick coverage for Sched/Dispatch as required, 3 part-time Mechanics represent 0.5 Mechanic, 0.25 Mechanic's Helper, 0.2 Supervisor full-time equivalent.

SERVICE HOURS / SCHEDULING

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

FARE STRUCTURE

Effective Date 05/09/2006	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.50	\$2.50		
Child	\$2.50	\$2.50		
Student	\$2.50	\$2.50		
Senior	\$2.50	\$2.50		
Attendant	\$2.50	\$2.50		
Companion	\$2.50	\$2.50		
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators	7	3
Other Operations	2	1
Vehicle Mechanics		3
General and Administration		
Other		
TOTAL NUMBER OF EMPLOYEES	9	7

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

Top Operator Wage Rate: \$22.84

Top Mechanic Wage Rate: \$26.76

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	14%	12%
Net Operating Cost / Capita	\$5.14	\$5.89
Total Exp. / Passenger	\$22.87	\$22.42
Total Exp. / Eligible Passenger	\$26.40	\$25.97
Transportation Exp. / Passenger		
Dedicated Service	\$27.67	\$27.08
Non-Dedicated Service	\$10.09	\$10.41
Transportation Exp. / Hour (Dedicated Service)	\$65.94	\$67.68
OPERATING		
Registrants / Capita	0.0130	0.0147
Passengers / Capita	0.2609	0.2975
Passengers / Registrant	20.08	20.26
Passengers / Hour (Dedicated Service)	2.38	2.50
Kms / Passenger (Dedicated Service)	9.17	8.83
Average Speed (Dedicated Service)	21.86	22.06

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	19,243	6,626
Wheelchair/Scooter Users	15,832	349
Attendants		
Companions		
Other (specified)		6,657
TOTAL	35,075	13,632

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	8	7	5	5
Other				
TOTAL DED. VEHICLES	8	7	N/A	N/A
Vehicle ownership:	Transit System			
Vehicle maintenance responsibility:	Transit System			
Accessible taxis:				

Caledon

Caledon Community Services

Contact: Fay Davy
 Title: Coordinator Transportation
 Telephone: 905-951-2300 x204
 Fax: 905-951-2303
 Email: fdavy@ccs4u.org

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

REGISTRANTS
 Wheelchair/Scooter Users: 528
 Ambulatory: 528
 Attendants:
 Companions:
 Other:
Total: 528

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

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

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

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	228,414	294,000
Tot. Veh. Km. - Dedicated Service	228,414	295,200
Rev. Veh. Hrs. - Dedicated Service	5,524	9,600
Tot. Veh. Hrs. - Dedicated Service	5,524	10,080
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	18,701	19,699
Non-Dedicated Service		
TOTAL PASSENGERS	18,701	19,699
Subscription / Pre-booked	35 %	17 %
Reservation	55 %	83 %
On-Demand / Day of trip	10 %	%
Cancelled in advance		720
No-shows / Cancelled at door	570	155
Unaccommodated trips	60	
Number of complaints		3

OPERATING EXPENSES

Administration	\$43,599	\$72,507
Operations:		
Internal - Dedicated Service	\$300,404	\$385,095
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		\$128
Maintenance (Vehicles & Facilities)	\$20,298	\$26,543
Fuel	\$24,556	\$36,202
TOTAL OPERATING EXPENSES	\$388,857	\$520,475

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$75,114	\$78,065
Other Operating Revenue		\$14
Total Operating Revenue	\$75,114	\$78,079
Federal Contributions		
Provincial Contributions	\$242,751	\$295,681
Municipal Contributions	\$17,000	\$63,091
Other / Donations	\$53,992	\$83,624
TOTAL	\$388,857	\$520,475

CAPITAL EXPENSES

Vehicles Purchased	\$76,629	
Debt Servicing		
Other Capital Expenses	\$13,371	
TOTAL CAPITAL EXPENSES	\$90,000	

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$90,000	
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING	\$90,000	

* Other Eligibility Criteria: Caledon residents 60 years of age and older, unable to drive due to a long or short term disability, with cognitive impairments attending community programs, or Ontario Works clients and crisis clients. * Fare Structure: One way fare is \$3.00 anywhere within the Town of Caledon, \$10.00 to Brampton, \$15.00 to Mississauga, Georgetown, Woodbridge and Newmarket, \$25.00 to Oakville and Toronto. * We have 3 buses with ramps; two 450 Fords and one Ford 350, one Savana Van with running board for easier access. Our vehicle kilometres and hours have increased over the past year with running 4 buses in 2008 between the months of Sept 2008 until Dec 2008. We are now running our program with 3 buses out daily. Due to medical demands more than 1 bus has been running between the hours of 6:00 am to 6:00pm also adding to kilometres and hour totals.

SERVICE HOURS / SCHEDULING

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

FARE STRUCTURE

Effective Date 01/04/2006	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.00			<input type="checkbox"/>
Child				<input type="checkbox"/>
Student				<input type="checkbox"/>
Senior	\$3.00			<input checked="" type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion	\$3.00			
Other	\$3 within the Town of Caledon			

EMPLOYEE DATA

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

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	19%	15%
Net Operating Cost / Capita	\$5.50	\$7.76
Total Exp. / Passenger	\$20.79	\$26.42
Total Exp. / Eligible Passenger	\$20.79	\$26.42
Transportation Exp. / Passenger		
Dedicated Service	\$18.46	\$22.73
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$62.50	\$44.43
OPERATING		
Registrants / Capita	0.0079	0.0093
Passengers / Capita	0.3278	0.3456
Passengers / Registrant	41.65	37.31
Passengers / Hour (Dedicated Service)	3.39	2.05
Kms / Passenger (Dedicated Service)	12.21	14.92
Average Speed (Dedicated Service)	41.35	30.63

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	19,699	
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
TOTAL	19,699	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	3	3	3	10
Other	1	1		9
TOTAL DED. VEHICLES	4	4	N/A	N/A
Vehicle ownership:	Non-Profit Organization			
Vehicle maintenance responsibility:	Non-Profit Organization			
Accessible taxis:				

Chapleau

Chapleau Handi-Transit

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

Population served: 2,354
 Service area (km²): 13.5
 Communities served: 1
 Service began: 01/01/1993
 Advisory Committee members: 5
 Eligibility Committee members: N/A

REGISTRANTS

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

Active

Total

Dedicated Serv. Operated by: ☒ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

Eligibility Criteria: ☐ Unable to Board

☒ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☐

☐ Unable to Use

☐ Private Non-Profit Org.

☒ Other Criteria

VEHICLE KILOMETRES & HOURS

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

2007

2008

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

1,313

1,313

1,313

1,313

TOTAL PASSENGERS

1,870

2,075

Subscription / Pre-booked

%

%

Reservation

%

%

On-Demand / Day of trip

%

%

Cancelled in advance

No-shows / Cancelled at door

Unaccommodated trips

Number of complaints

OPERATING EXPENSES

Administration

Operations:

Internal - Dedicated Service

Contract - Dedicated Service

\$25,716

\$30,071

Contract - Non-Dedicated Service

Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)

\$30,143

\$36,523

Fuel

TOTAL OPERATING EXPENSES

\$55,859

\$66,594

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue

\$4,806

\$6,006

Other Operating Revenue

Total Operating Revenue

\$4,806

\$6,006

Federal Contributions

Provincial Contributions

\$23,463

\$27,430

Municipal Contributions

\$27,591

\$33,158

Other / Donations

TOTAL

\$55,860

\$66,594

CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System

Federal Contributions

Provincial Contributions

Municipal Contributions

Other / Donations

TOTAL CAPITAL FUNDING

Other eligibility criteria: anyone in the community requesting transportation within the township boundaries. The bus is equipped with 12 seats and 2 wheelchair spaces.

SERVICE HOURS / SCHEDULING

Weekday: 0845 to 1445

Sunday:

to

Saturday: to

Holiday:

to

Advanced booking notice: 1 day(s)

Minimum notice for reservation: 0 hour(s)

Reservations / Scheduling: Manual

FARE STRUCTURE

Effective Date

Tickets/Cards
(unit price)

Monthly Pass

Free

Cash

Adult \$3.50

Child \$1.00

Student \$3.50

Senior \$2.50

Attendant \$3.50

Companion \$3.50

Other Pass:\$25.00

EMPLOYEE DATA

Full-time

Part-time

Operators

Other Operations

Vehicle Mechanics

General and Administration

Other

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators:

Mechanics:

Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL

2007

2008

R/C Ratio 9% 9%

Net Operating Cost / Capita \$21.69 \$25.74

Total Exp. / Passenger \$29.87 \$32.09

Total Exp. / Eligible Passenger \$29.87 \$32.09

Transportation Exp. / Passenger

Dedicated Service \$29.87 \$32.09

Non-Dedicated Service

Transportation Exp. / Hour (Dedicated Service) \$42.54 \$50.72

OPERATING

Registrants / Capita

Passengers / Capita 0.7944 0.8815

Passengers / Registrant

Passengers / Hour (Dedicated Service) 1.42 1.58

Kms / Passenger (Dedicated Service)

Average Speed (Dedicated Service)

PASSENGER DATA

Ded. Service

Non-Ded. Service

Ambulatory 2,075

Wheelchair/Scooter Users

Attendants

Companions

Other (specified)

TOTAL 2,075

VEHICLE DATA

Number

Veh.
Peak

Avg. Capacity per Veh.
Wheelchair
Ambulatory

Non-Accessible Cars

Accessible Vans / Minivans

Small Buses

1

1

Other

TOTAL DED. VEHICLES 1 1

N/A

N/A

Vehicle ownership: Municipality

Vehicle maintenance responsibility: Contracted Operators

Accessible taxis:

Chatham

CKTransit Chatham Accessible Service

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

Population served: 44,000
 Service area (km²): 30.9
 Communities served: 1
 Service began: 01/04/1973
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	550	550
Ambulatory:	342	342
Attendants:	506	506
Companions:		
Other:		
Total:	1,398	1,398

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

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

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

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	95,382	92,110
Tot. Veh. Km. - Dedicated Service	95,382	92,110
Rev. Veh. Hrs. - Dedicated Service	3,676	3,703
Tot. Veh. Hrs. - Dedicated Service	3,676	3,703
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	15,288	14,877
Non-Dedicated Service		
TOTAL PASSENGERS	15,288	14,877
Subscription / Pre-booked	%	%
Reservation	100 %	100 %
On-Demand / Day of trip	%	%
Cancelled in advance		29
No-shows / Cancelled at door	126	138
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

Administration	\$10,855	\$10,855
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$235,681	\$239,907
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		

TOTAL OPERATING EXPENSES **\$246,536** **\$250,762**

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$41,719	\$40,827
Other Operating Revenue		

Total Operating Revenue \$41,719 \$40,827

Federal Contributions

Provincial Contributions

Municipal Contributions \$204,817 \$209,935

Other / Donations

TOTAL **\$246,536** **\$250,762**

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

Extended Service Hours: Friday Service - 0800 - 2300 hrs

SERVICE HOURS / SCHEDULING

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

FARE STRUCTURE

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

EMPLOYEE DATA

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

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	17%	16%
Net Operating Cost / Capita	\$4.65	\$4.77
Total Exp. / Passenger	\$16.13	\$16.86
Total Exp. / Eligible Passenger	\$18.27	\$19.50
Transportation Exp. / Passenger		
Dedicated Service	\$15.42	\$16.13
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$64.11	\$64.79
OPERATING		
Registrants / Capita	0.0308	0.0318
Passengers / Capita	0.3475	0.3381
Passengers / Registrant	11.27	10.64
Passengers / Hour (Dedicated Service)	4.16	4.02
Kms / Passenger (Dedicated Service)	6.24	6.19
Average Speed (Dedicated Service)	25.95	24.87

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	12,859	
Wheelchair/Scooter Users		
Attendants	2,018	
Companions		
Other (specified)		
TOTAL	14,877	

VEHICLE DATA

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

Cobourg

Cobourg Transit

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

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

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	134	332
Ambulatory:	95	
Attendants:	98	
Companions:		
Other:		
Total:	327	659

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

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

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

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	30,120	28,428
Tot. Veh. Km. - Dedicated Service	30,120	28,428
Rev. Veh. Hrs. - Dedicated Service	1,890	1,875
Tot. Veh. Hrs. - Dedicated Service	1,890	1,875
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	9,714	9,270
Non-Dedicated Service		12
TOTAL PASSENGERS	9,714	9,282
Subscription / Pre-booked	%	%
Reservation	100 %	100 %
On-Demand / Day of trip	%	%
Cancelled in advance	15	377
No-shows / Cancelled at door		
Unaccommodated trips		96
Number of complaints	5	30

OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$80,436	\$81,948
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$80,436	\$81,948

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$19,428	\$18,564
Other Operating Revenue		
Total Operating Revenue	\$19,428	\$18,564
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$61,008	\$63,384
Other / Donations		
TOTAL	\$80,436	\$81,948

CAPITAL EXPENSES

Vehicles Purchased	\$77,322	
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$77,322	

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$25,748	
Municipal Contributions	\$51,574	
Other / Donations		
TOTAL CAPITAL FUNDING	\$77,322	

Other Eligibility Criteria: including elderly and blind persons. Starting December 22, 2008 the Town of Cobourg has implemented the accessible taxi service to its clients. The service hours are Monday to Friday morning 0615 to 0800 hrs and afternoon 1530 - 1945 hrs, Saturday 0815-1845 hrs, and Sunday 0900 - 1600 hrs. The fare is \$2.00 per trip during the specified service hours. Cost not during transit hours will be based on the Town of Cobourg's approved meter rates plus a \$3.00 fee. Cobourg to Port Hope Accessible Taxi Service will be based on the Town of Cobourg's approved meter rates plus \$3.00 fee and a \$3.00 pick-up charge plus \$1.50/km.

SERVICE HOURS / SCHEDULING

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

FARE STRUCTURE

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

EMPLOYEE DATA

	Full-time	Part-time
Operators		
Other Operations		
Vehicle Mechanics		
General and Administration		
Other		
TOTAL NUMBER OF EMPLOYEES		
Union Affiliations:		
Operators:		
Mechanics:		
Other (specify):		

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	24%	23%
Net Operating Cost / Capita	\$3.35	\$3.48
Total Exp. / Passenger	\$8.28	\$8.83
Total Exp. / Eligible Passenger	\$8.28	\$8.83
Transportation Exp. / Passenger		
Dedicated Service	\$8.28	\$8.84
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$42.56	\$43.71
OPERATING		
Registrants / Capita	0.0168	0.0362
Passengers / Capita	0.5334	0.5097
Passengers / Registrant	31.75	14.08
Passengers / Hour (Dedicated Service)	5.14	4.94
Kms / Passenger (Dedicated Service)	3.10	3.07
Average Speed (Dedicated Service)	15.94	15.16

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	9,270	
Wheelchair/Scooter Users		12
Attendants		
Companions		
Other (specified)		
TOTAL	9,270	12

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	1	1	3	5
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Vehicle ownership:	Town of Cobourg			
Vehicle maintenance responsibility:	Contractor			
Accessible taxis:	1			

Accessibility Advisory Committee

Contact: Lorraine D. Groulx
 Title: Junior Clerk/Resource Person
 Telephone: 705-272-4361 x0
 Fax: 705-272-6068
 Email: lorraine.groulx@town.cochrane.on.ca

Population served: 5,457
 Service area (km²): 538.7
 Communities served: 1
 Service began: 01/01/1993
 Advisory Committee members: 8
 Eligibility Committee members: 8

REGISTRANTS

Wheelchair/Scooter Users: 35
 Ambulatory: 73
 Attendants:
 Companions:
 Other:
Total: 108

Active
 35
 73
 108

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

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

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

VEHICLE KILOMETRES & HOURS

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

2007 **2008**

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

9,927 5,996

TOTAL PASSENGERS

9,927 **5,996**

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

% %
 % %
 100 % 100 %

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

OPERATING EXPENSES

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

\$10,861 \$10,384
 \$82,737 \$51,307

Maintenance (Vehicles & Facilities)
 Fuel

TOTAL OPERATING EXPENSES

\$93,598 **\$61,691**

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

\$21,565 \$22,891

Total Operating Revenue
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

\$21,565 \$22,891
 \$47,000 \$27,992
 \$25,033 \$10,808
\$93,598 **\$61,691**

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES**CAPITAL FUNDING SOURCES**

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

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

SERVICE HOURS / SCHEDULING

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

FARE STRUCTURE

Effective Date 01/06/2008

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

EMPLOYEE DATA

Operators
 Other Operations
 Vehicle Mechanics
 General and Administration
 Other

Full-time **Part-time**

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS**FINANCIAL**

	2007	2008
R/C Ratio	23%	37%
Net Operating Cost / Capita	\$13.10	\$7.11
Total Exp. / Passenger	\$9.43	\$10.29
Total Exp. / Eligible Passenger	\$9.43	\$10.29
Transportation Exp. / Passenger		
Dedicated Service		
Non-Dedicated Service	\$8.33	\$8.56
Transportation Exp. / Hour (Dedicated Service)		

OPERATING

Registrants / Capita	0.0409	0.0198
Passengers / Capita	1.8049	1.0988
Passengers / Registrant	44.12	55.52
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory		5,996
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
TOTAL		5,996

VEHICLE DATA

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

Collingwood

Canadian Red Cross

Contact: Dianne Tripp
Title: Fleet Coordinator
Telephone: 705 721-3313 x278
Fax: 705-739-9916
Email: dianne.tripp@redcross.ca

Population served: 21,000
Service area (km²): 33.4
Communities served: 1
Service began: 01/01/1999
Advisory Committee members: N/A
Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	146	146
Ambulatory:	580	580
Attendants:		
Companions:		
Other:		
Total:	726	726

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

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

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

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service		22,764
Tot. Veh. Km. - Dedicated Service		22,764
Rev. Veh. Hrs. - Dedicated Service		2,625
Tot. Veh. Hrs. - Dedicated Service		2,625
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	10,051	10,058
Non-Dedicated Service		
TOTAL PASSENGERS	10,051	10,058
Subscription / Pre-booked	40 %	90 %
Reservation	55 %	%
On-Demand / Day of trip	5 %	10 %

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

OPERATING EXPENSES

Administration	\$594	\$11,310
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$61,402	\$57,898
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		

Maintenance (Vehicles & Facilities)
Fuel

TOTAL OPERATING EXPENSES	\$61,996	\$69,208
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OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue		\$23,436
Other Operating Revenue		

Total Operating Revenue		\$23,436
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Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$61,996	\$45,772

Other / Donations		
TOTAL	\$61,996	\$69,208

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses	\$22,711	
TOTAL CAPITAL EXPENSES	\$22,711	

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$22,711	
Other / Donations		
TOTAL CAPITAL FUNDING	\$22,711	

*Other eligibility criteria: Frail and elderly persons with disabilities.

SERVICE HOURS / SCHEDULING

Weekday:	0630 to 2230	Sunday:	to
Saturday:	0630 to 2230	Holiday:	0800 to 1630
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date 01/04/2008	Tickets/Cards	Monthly Pass	Free
	(unit price)		
Adult	\$2.35		<input type="checkbox"/>
Child			<input type="checkbox"/>
Student			<input type="checkbox"/>
Senior	\$2.35		<input checked="" type="checkbox"/>
Attendant			<input checked="" type="checkbox"/>
Companion			<input checked="" type="checkbox"/>
Other			<input type="checkbox"/>

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$11.70
Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio		34%
Net Operating Cost / Capita	\$1.35	\$2.18
Total Exp. / Passenger	\$6.17	\$6.88
Total Exp. / Eligible Passenger	\$6.17	\$6.88
Transportation Exp. / Passenger		
Dedicated Service	\$6.11	\$5.76
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		\$22.06
OPERATING		
Registrants / Capita	0.0068	0.0346
Passengers / Capita	0.2185	0.4790
Passengers / Registrant	32.21	13.85
Passengers / Hour (Dedicated Service)		3.83
Kms / Passenger (Dedicated Service)		2.26
Average Speed (Dedicated Service)		8.67

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	10,058	
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
TOTAL	10,058	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	1	1	N/A	3
Small Buses	1	1	5	8
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A

Vehicle ownership: Municipality-Town of Collingwood
Vehicle maintenance responsibility: Non Profit Organization-Canadian Red Cross
Accessible taxis:

Cornwall

Cornwall Transit

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

Population served: 46,000
 Service area (km²): 61.5
 Communities served: 1
 Service began: 07/07/1981
 Advisory Committee members: 10
 Eligibility Committee members: 10

REGISTRANTS
 Wheelchair/Scooter Users: 546
 Ambulatory: 753
 Attendants:
 Companions:
 Other:
Total: 1,299

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

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

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

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	133,006	135,379
Tot. Veh. Km. - Dedicated Service	133,006	135,379
Rev. Veh. Hrs. - Dedicated Service	13,507	13,374
Tot. Veh. Hrs. - Dedicated Service	13,507	13,374
Non-Dedicated Service - Veh. Km.	5,217	9,265
Non-Dedicated Service - Veh. Hrs.	229	946

PASSENGER DATA

Dedicated Service	38,514	38,961
Non-Dedicated Service	1,998	3,062
TOTAL PASSENGERS	40,512	42,023
Subscription / Pre-booked	50 %	39 %
Reservation	50 %	61 %
On-Demand / Day of trip	%	%
Cancelled in advance	8,021	8,889
No-shows / Cancelled at door	272	415
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

Administration	\$285,586	\$262,679
Operations:		
Internal - Dedicated Service	\$423,121	\$412,815
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$12,102	\$20,418
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$232,095	\$274,840
Fuel	\$63,032	\$69,591
TOTAL OPERATING EXPENSES	\$1,015,936	\$1,040,343

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$64,802	\$66,074
Other Operating Revenue		
Total Operating Revenue	\$64,802	\$66,074
Federal Contributions		
Provincial Contributions	\$157,020	\$164,000
Municipal Contributions	\$794,114	\$810,269
Other / Donations		
TOTAL	\$1,015,936	\$1,040,343

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

SERVICE HOURS / SCHEDULING

Weekday:	0630 to 2215	Sunday:	to
Saturday:	0615 to 2215	Holiday:	to
Advanced booking notice:	14 day(s)		
Minimum notice for reservation:	24 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date 31/03/2008	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.25	\$1.80		<input type="checkbox"/>
Child	\$2.00	\$1.40		<input type="checkbox"/>
Student	\$2.25	\$1.60		<input type="checkbox"/>
Senior	\$2.25	\$1.60		<input checked="" type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion	\$2.25	\$1.80		<input type="checkbox"/>
Other				

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$20.86

Top Mechanic Wage Rate: \$22.07

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	6%	6%
Net Operating Cost / Capita	\$20.69	\$21.18
Total Exp. / Passenger	\$25.08	\$24.76
Total Exp. / Eligible Passenger	\$28.11	\$27.85
Transportation Exp. / Passenger		
Dedicated Service	\$18.65	\$19.44
Non-Dedicated Service	\$6.06	\$6.67
Transportation Exp. / Hour (Dedicated Service)	\$53.18	\$56.62
OPERATING		
Registrants / Capita	0.0269	0.0282
Passengers / Capita	0.8814	0.9135
Passengers / Registrant	32.80	32.35
Passengers / Hour (Dedicated Service)	2.85	2.91
Kms / Passenger (Dedicated Service)	3.45	3.47
Average Speed (Dedicated Service)	9.85	10.12

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	22,212	2,985
Wheelchair/Scooter Users	12,162	
Attendants	4,587	77
Companions		
Other (specified)		
TOTAL	38,961	3,062

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	8	5	3	16
Other				
TOTAL DED. VEHICLES	8	5	N/A	N/A
Vehicle ownership:	Municipality			
Vehicle maintenance responsibility:	Municipality			
Accessible taxis:				

Dryden

Dryden Handi Transit

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

Population served: 8,198
 Service area (km²): 65.2
 Communities served: 1
 Service began: 01/06/1976
 Advisory Committee members: 5
 Eligibility Committee members: 5

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

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

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

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

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	25,603	20,112
Tot. Veh. Km. - Dedicated Service	25,683	20,206
Rev. Veh. Hrs. - Dedicated Service	1,681	1,492
Tot. Veh. Hrs. - Dedicated Service	3,043	2,980
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	5,567	5,775
Non-Dedicated Service		
TOTAL PASSENGERS	5,567	5,775
Subscription / Pre-booked	80 %	80 %
Reservation	15 %	15 %
On-Demand / Day of trip	5 %	5 %
Cancelled in advance	38	95
No-shows / Cancelled at door	8	11
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

Administration	\$11,808	\$11,530
Operations:		
Internal - Dedicated Service	\$87,663	\$55,273
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$3,034	\$5,431
Fuel	\$10,619	\$8,760
TOTAL OPERATING EXPENSES	\$113,124	\$80,994

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$13,933	\$3,579
Other Operating Revenue		\$703
Total Operating Revenue	\$13,933	\$4,282
Federal Contributions		
Provincial Contributions	\$40,271	\$17,952
Municipal Contributions	\$58,660	\$58,660
Other / Donations	\$260	\$100
TOTAL	\$113,124	\$80,994

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

Revenues decreased from 2007 due to the fact that we no longer have school boards as clients. School boards now have their school buses equipped with wheelchair lifts to transport students in wheelchairs. Ridership replaced due to an increase in our senior daily shuttle service which is free to seniors.

SERVICE HOURS / SCHEDULING

Weekday:	0800 to 1600	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	24 hour(s)		
Reservations / Scheduling:	Manual		

FARE STRUCTURE

Effective Date 01/01/2008	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.00			<input type="checkbox"/>
Child				<input type="checkbox"/>
Student				<input type="checkbox"/>
Senior	\$1.50			<input type="checkbox"/>
Attendant	\$3.00			<input type="checkbox"/>
Companion	\$3.00			<input type="checkbox"/>
Other	Home Support Service \$1.50 and School Board \$4.00/km			

EMPLOYEE DATA

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

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate: \$17.00

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	12%	5%
Net Operating Cost / Capita	\$12.10	\$9.36
Total Exp. / Passenger	\$20.32	\$14.02
Total Exp. / Eligible Passenger	\$20.44	\$14.19
Transportation Exp. / Passenger		
Dedicated Service	\$18.20	\$12.03
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$33.29	\$23.31
OPERATING		
Registrants / Capita	0.0323	0.0323
Passengers / Capita	0.6791	0.7044
Passengers / Registrant	21.01	21.79
Passengers / Hour (Dedicated Service)	3.31	3.87
Kms / Passenger (Dedicated Service)	4.60	3.48
Average Speed (Dedicated Service)	15.23	13.48

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	5,368	
Wheelchair/Scooter Users	339	
Attendants	68	
Companions		
Other (specified)		
TOTAL	5,775	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	1	1	4	12
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Vehicle ownership:	City of Dryden			
Vehicle maintenance responsibility:	Dryden Handicapped Association			
Accessible taxis:				

Durham Region

Durham Region Transit

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

Population served: 611,900
 Service area (km²): 2,590.0
 Communities served: 8
 Service began: 01/01/2006
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	1,123	1,123
Ambulatory:	1,761	1,761
Attendants:	64	64
Companions:		
Other:		
Total:	2,948	2,948

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

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

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

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	965,159	933,872
Tot. Veh. Km. - Dedicated Service	1,015,957	983,023
Rev. Veh. Hrs. - Dedicated Service	47,048	45,754
Tot. Veh. Hrs. - Dedicated Service	49,524	48,230
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	95,490	100,544
Non-Dedicated Service	25,217	32,311
TOTAL PASSENGERS	120,707	132,855
Subscription / Pre-booked	60 %	60 %
Reservation	35 %	35 %
On-Demand / Day of trip	5 %	5 %
Cancelled in advance	23,022	25,183
No-shows / Cancelled at door	601	828
Unaccommodated trips	2,598	3,085
Number of complaints	19	13

OPERATING EXPENSES

Administration	\$978,412	\$790,290
Operations:		
Internal - Dedicated Service	\$1,794,367	\$2,365,199
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$317,856	\$475,222
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$486,940	\$533,150
Fuel	\$252,101	\$308,285
TOTAL OPERATING EXPENSES	\$3,829,676	\$4,472,146

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$294,055	\$321,824
Other Operating Revenue	\$8,856	\$21,903
Total Operating Revenue	\$302,911	\$343,727
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$3,526,765	\$4,128,419
Other / Donations		
TOTAL	\$3,829,676	\$4,472,146

CAPITAL EXPENSES

Vehicles Purchased	\$51,786	
Debt Servicing		
Other Capital Expenses	\$7,403	\$30,013
TOTAL CAPITAL EXPENSES	\$59,189	\$30,013

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$51,786	
Municipal Contributions	\$7,403	\$30,013
Other / Donations		
TOTAL CAPITAL FUNDING	\$59,189	\$30,013

SERVICE HOURS / SCHEDULING

Weekday:	0600 to 2400	Sunday:	0800 to 2200
Saturday:	0600 to 2400	Holiday:	0800 to 2200
Advanced booking notice:	14 day(s)		
Minimum notice for reservation:	1 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date 01/07/2008	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.85		\$95.00	
Child	\$2.85		\$95.00	
Student	\$2.85		\$95.00	
Senior	\$2.85		\$95.00	
Attendant	\$2.85		\$95.00	
Companion	\$2.85		\$95.00	
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators	20	9
Other Operations	2	1
Vehicle Mechanics		
General and Administration	3	
Other		
TOTAL NUMBER OF EMPLOYEES	25	10

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

Top Operator Wage Rate: \$26.23

Top Mechanic Wage Rate: \$31.39

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	8%	8%
Net Operating Cost / Capita	\$5.85	\$6.75
Total Exp. / Passenger	\$31.73	\$33.66
Total Exp. / Eligible Passenger	\$31.73	\$33.66
Transportation Exp. / Passenger		
Dedicated Service	\$26.53	\$31.89
Non-Dedicated Service	\$12.60	\$14.71
Transportation Exp. / Hour (Dedicated Service)	\$51.16	\$66.49
OPERATING		
Registrants / Capita	0.0044	0.0048
Passengers / Capita	0.2001	0.2171
Passengers / Registrant	45.26	45.07
Passengers / Hour (Dedicated Service)	2.03	2.20
Kms / Passenger (Dedicated Service)	10.11	9.29
Average Speed (Dedicated Service)	20.51	20.41

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	60,330	19,388
Wheelchair/Scooter Users	40,214	12,923
Attendants		
Companions		
Other (specified)		
TOTAL	100,544	32,311

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	30	23	N/A	6
Small Buses			4	
Other				
TOTAL DED. VEHICLES	30	23	N/A	N/A
Vehicle ownership:	Regional Municipality of Durham			
Vehicle maintenance responsibility:	Transit Commission			
Accessible taxis:				

Dysart et Al

Dysart Special Transit Service

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

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

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	47	47
Ambulatory:	72	72
Attendants:	15	15
Companions:		
Other:		
Total:	134	134

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

Eligibility Criteria: ☐ Unable to Board

☒ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☐

☐ Unable to Use

☐ Private Non-Profit Org.

☒ Other Criteria

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	7,703	6,524
Tot. Veh. Km. - Dedicated Service	10,271	8,698
Rev. Veh. Hrs. - Dedicated Service	521	432
Tot. Veh. Hrs. - Dedicated Service	694	576
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	1,186	1,320
Non-Dedicated Service		
TOTAL PASSENGERS	1,186	1,320
Subscription / Pre-booked	30 %	29 %
Reservation	62 %	64 %
On-Demand / Day of trip	8 %	7 %
Cancelled in advance	5	4
No-shows / Cancelled at door	2	4
Unaccommodated trips	3	2
Number of complaints	1	

OPERATING EXPENSES

Administration	\$2,100	\$1,888
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$10,409	\$10,128
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$6,711	\$4,296
Fuel	\$2,530	\$2,621
TOTAL OPERATING EXPENSES	\$21,750	\$18,933

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$9,480	\$8,871
Other Operating Revenue		
Total Operating Revenue	\$9,480	\$8,871
Federal Contributions		
Provincial Contributions	\$845	\$4,047
Municipal Contributions	\$11,425	\$6,015
Other / Donations		
TOTAL	\$21,750	\$18,933

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		

TOTAL CAPITAL FUNDING

* Other eligibility criteria includes disabled and seniors. Medical approval is required to use the service. * Fare Structure: Area 1: \$6 per person in each direction within this area; \$4 per person each direction for Wednesday grocery shopping. Area 2: \$15 per person in each direction between Area 1 and Area 2. Area 3: \$20 per person each direction between Area 1 and Area 3. Area 4: \$30 per person each direction between Area 1 and Area 4. Area 5: \$40 per person each direction between Area 1 and Area 5. Beyond the boundaries of each of the Villages in Area 1 through Area 5: Add \$1 per kilometre. Haliburton to Lindsay, Peterborough or Bracebridge: Minimum \$200; 5 passengers and over: \$40 each. Haliburton to Barrie or Oshawa: Minimum \$250; 5 passengers and over \$50 each. Haliburton to Toronto or Kingston: Minimum \$150 plus \$40/hr. Long Term Care Facilities and Medical Transfer Rate (Rates include driver only): \$125 up to 3 hours; \$40 per hour thereafter. Out of Area medical appointments that exceed normal operating hours will be accommodated.

SERVICE HOURS / SCHEDULING

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

FARE STRUCTURE

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

EMPLOYEE DATA

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

TOTAL NUMBER OF EMPLOYEES

5

Union Affiliations: Operators:
 Mechanics: CUPE Local 2142
 Other (specify):

Top Operator Wage Rate: \$18.00

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	44%	47%
Net Operating Cost / Capita	\$1.89	\$1.55
Total Exp. / Passenger	\$18.34	\$14.34
Total Exp. / Eligible Passenger	\$21.37	\$16.55
Transportation Exp. / Passenger		
Dedicated Service	\$16.57	\$12.91
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$28.31	\$29.59
OPERATING		
Registrants / Capita	0.0198	0.0206
Passengers / Capita	0.1825	0.2031
Passengers / Registrant	9.19	9.85
Passengers / Hour (Dedicated Service)	2.28	3.06
Kms / Passenger (Dedicated Service)	6.49	4.94
Average Speed (Dedicated Service)	14.79	15.10

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	736	
Wheelchair/Scooter Users	408	
Attendants	176	
Companions		
Other (specified)		
TOTAL	1,320	

VEHICLE DATA

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

Elliot Lake

Elliot Lake Handi Lift Bus

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

Population served: 11,500
 Service area (km²): 16.0
 Communities served: 1
 Service began: 01/01/1988
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 66
 Ambulatory: 110
 Attendants:
 Companions:
 Other:
Total: 176

Active
 76
 135
 211

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

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

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

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	24,252	25,962
Tot. Veh. Km. - Dedicated Service	24,252	25,962
Rev. Veh. Hrs. - Dedicated Service	1,950	1,950
Tot. Veh. Hrs. - Dedicated Service	1,950	1,950
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	6,780	6,445
Non-Dedicated Service		
TOTAL PASSENGERS	6,780	6,445
Subscription / Pre-booked	75 %	75 %
Reservation	24 %	24 %
On-Demand / Day of trip	1 %	1 %
Cancelled in advance		200
No-shows / Cancelled at door		160
Unaccommodated trips		180
Number of complaints		

OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$49,865	\$60,263
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$20,155	\$8,383
Fuel	\$8,752	\$10,135
TOTAL OPERATING EXPENSES	\$78,772	\$78,781

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$10,504	\$10,398
Other Operating Revenue		
Total Operating Revenue	\$10,504	\$10,398
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$68,268	\$68,383
Other / Donations		
TOTAL	\$78,772	\$78,781

CAPITAL EXPENSES

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

CAPITAL FUNDING SOURCES

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

* Contracted operator retains passenger revenues. In 2008, the expense for the contract - dedicated service included an adjustment of \$10,398 representing the passenger revenue collected by the contractor.

SERVICE HOURS / SCHEDULING

Weekday:	0830 to 1600	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	14 day(s)		
Minimum notice for reservation:	24 hour(s)		
Reservations / Scheduling:	Manual		

FARE STRUCTURE

Effective Date 01/01/2007	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.00			<input type="checkbox"/>
Child	\$2.00			<input type="checkbox"/>
Student	\$2.00			<input type="checkbox"/>
Senior	\$2.00			<input checked="" type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion				<input checked="" type="checkbox"/>
Other				

EMPLOYEE DATA

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

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate: \$15.29

Top Mechanic Wage Rate: \$25.33

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	13%	13%
Net Operating Cost / Capita	\$5.94	\$5.95
Total Exp. / Passenger	\$11.62	\$12.22
Total Exp. / Eligible Passenger	\$15.00	\$15.15
Transportation Exp. / Passenger		
Dedicated Service	\$11.62	\$12.22
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$40.40	\$40.40
OPERATING		
Registrants / Capita	0.0196	0.0184
Passengers / Capita	0.5896	0.5604
Passengers / Registrant	30.13	30.55
Passengers / Hour (Dedicated Service)	3.48	3.31
Kms / Passenger (Dedicated Service)	3.58	4.03
Average Speed (Dedicated Service)	12.44	13.31

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	3,298	
Wheelchair/Scooter Users	1,901	
Attendants		
Companions	1,246	
Other (specified)		
TOTAL	6,445	

VEHICLE DATA

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

Espanola

Espanola Care Van

Contact: Cathy Tessier
 Title: Accounting Clerk
 Telephone: 705-869-1540 x2108
 Fax: 705-869-0083
 Email: ctessier@town.espanola.on.ca

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

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	15	15
Ambulatory:	68	68
Attendants:		
Companions:		
Other:		
Total:	83	83

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

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

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

VEHICLE KILOMETRES & HOURS

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

2007 2008

SERVICE HOURS / SCHEDULING

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

PASSENGER DATA

Dedicated Service 3,282 3,513
 Non-Dedicated Service
TOTAL PASSENGERS 3,282 3,513
 Subscription / Pre-booked 90 % 90 %
 Reservation % %
 On-Demand / Day of trip 10 % 10 %

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

OPERATING EXPENSES

Administration \$991 \$924
 Operations:
 Internal - Dedicated Service \$34,452 \$32,622
 Contract - Dedicated Service
 Contract - Non-Dedicated Service
 Contract - Taxi Scrip
 Maintenance (Vehicles & Facilities) \$210 \$2,246
 Fuel \$3,169 \$3,539
TOTAL OPERATING EXPENSES \$38,822 \$39,330

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue \$8,205 \$8,783
 Other Operating Revenue

Total Operating Revenue \$8,205 \$8,783
 Federal Contributions
 Provincial Contributions \$18,572 \$13,497
 Municipal Contributions \$12,045 \$17,050
 Other / Donations
TOTAL \$38,822 \$39,330

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

Other eligibility criteria: Seniors and mentally/physically challenged individuals

FARE STRUCTURE

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

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$14.88
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	21%	22%
Net Operating Cost / Capita	\$6.03	\$6.01
Total Exp. / Passenger	\$11.83	\$11.20
Total Exp. / Eligible Passenger	\$11.83	\$11.20
Transportation Exp. / Passenger		
Dedicated Service	\$11.53	\$10.93
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0159	0.0163
Passengers / Capita	0.6462	0.6917
Passengers / Registrant	40.52	42.33
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	3,513	
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
TOTAL	3,513	

VEHICLE DATA

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

Fort Erie

Fort Erie Accessible Specialized Transit (FAST)

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

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

REGISTRANTS
 Wheelchair/Scooter Users: 19
 Ambulatory: 100
 Attendants:
 Companions:
 Other:
Total: 119

Active
 19
 100
 431

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

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

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

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service		35,470
Tot. Veh. Km. - Dedicated Service		35,470
Rev. Veh. Hrs. - Dedicated Service		3,479
Tot. Veh. Hrs. - Dedicated Service		3,479
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2007	2008
Dedicated Service	10,733	9,532
Non-Dedicated Service		
TOTAL PASSENGERS	10,733	9,532
Subscription / Pre-booked	66 %	53 %
Reservation	34 %	47 %
On-Demand / Day of trip	%	%
Cancelled in advance	1,835	1,680
No-shows / Cancelled at door		30
Unaccommodated trips	40	62
Number of complaints		4

OPERATING EXPENSES

	2007	2008
Administration	\$20,344	\$4,954
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$110,779	\$143,416
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$21,120	\$4,395
Fuel	\$30,273	\$15,500
TOTAL OPERATING EXPENSES	\$182,516	\$168,265

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2007	2008
Passenger Revenue	\$21,466	\$17,920
Other Operating Revenue	\$155	
Total Operating Revenue	\$21,621	\$17,920
Federal Contributions		
Provincial Contributions	\$85,250	\$57,569
Municipal Contributions	\$9,414	\$92,776
Other / Donations	\$56,919	
TOTAL	\$173,204	\$168,265

CAPITAL EXPENSES

	2007	2008
Vehicles Purchased	\$54,841	
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$54,841	

CAPITAL FUNDING SOURCES

	2007	2008
Transit System		
Federal Contributions	\$9,362	
Provincial Contributions		
Municipal Contributions	\$45,479	
Other / Donations		
TOTAL CAPITAL FUNDING	\$54,841	

Effective July 3, 2007, the Town of Fort Erie contracted the FAST service to the Canadian Red Cross Society - Niagara Branch. Fare revenues are held in trust until the contract ends in July 2009.

SERVICE HOURS / SCHEDULING

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

FARE STRUCTURE

Effective Date 03/07/2007	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.00	\$2.00		<input type="checkbox"/>
Child	\$2.00	\$2.00		<input type="checkbox"/>
Student	\$2.00	\$2.00		<input type="checkbox"/>
Senior	\$2.00	\$2.00		<input checked="" type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion				<input checked="" type="checkbox"/>
Other				

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$16.48

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2007	2008
FINANCIAL		
R/C Ratio	12%	11%
Net Operating Cost / Capita	\$5.38	\$5.02
Total Exp. / Passenger	\$17.01	\$17.65
Total Exp. / Eligible Passenger	\$17.01	\$17.65
Transportation Exp. / Passenger		
Dedicated Service	\$15.11	\$17.13
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		\$46.94
OPERATING		
Registrants / Capita	0.0225	0.0144
Passengers / Capita	0.3587	0.3185
Passengers / Registrant	15.95	22.12
Passengers / Hour (Dedicated Service)		2.74
Kms / Passenger (Dedicated Service)		3.72
Average Speed (Dedicated Service)		10.20

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	9,532	
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
TOTAL	9,532	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	3	2	3	3
Small Buses				
Other				
TOTAL DED. VEHICLES	3	2	N/A	N/A
Vehicle ownership:	1 Van - Town; 2 Vans - Red Cross			
Vehicle maintenance responsibility:	Town of Fort Erie & Red Cross			
Accessible taxis:				

Fort Frances

Fort Frances Handicapped Transit

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

Population served: 8,135
 Service area (km²): 25.9
 Communities served: 1
 Service began:
 Advisory Committee members: 3
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users:
 Ambulatory:
 Attendants:
 Companions:
 Other:
Total: **232** **232**

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

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

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

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	38,134	38,769
Tot. Veh. Km. - Dedicated Service	38,134	38,769
Rev. Veh. Hrs. - Dedicated Service		
Tot. Veh. Hrs. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	11,189	10,952
Non-Dedicated Service	18,368	17,570
TOTAL PASSENGERS	29,557	28,522
Subscription / Pre-booked	%	%
Reservation	%	%
On-Demand / Day of trip	%	%
Cancelled in advance	939	1,712
No-shows / Cancelled at door	88	
Unaccommodated trips		
Number of complaints	2	2

OPERATING EXPENSES

Administration	\$10,158	\$15,847
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$118,486	\$121,676
Contract - Non-Dedicated Service	\$34,575	\$32,428
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$7,302	\$5,222
Fuel	\$7,779	\$10,220
TOTAL OPERATING EXPENSES	\$178,300	\$185,393

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$19,567	\$17,495
Other Operating Revenue		
Total Operating Revenue	\$19,567	\$17,495
Federal Contributions		
Provincial Contributions	\$60,828	\$67,657
Municipal Contributions	\$82,831	\$84,487
Other / Donations	\$15,074	\$15,754
TOTAL	\$178,300	\$185,393

CAPITAL EXPENSES

Vehicles Purchased	\$75,374	
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$75,374	

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions	\$2,617	
Provincial Contributions	\$72,757	
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING	\$75,374	

* Other Eligibility Criteria: Medical authorization required. * Service provided for all upon request. * Passenger-Non-Dedicated Service includes 18,167 and 17,361 low income residents passenger trips in 2007 and 2008 respectively.

SERVICE HOURS / SCHEDULING

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

FARE STRUCTURE

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

EMPLOYEE DATA

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

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

Top Operator Wage Rate:
 Top Mechanic Wage Rate: \$27.07

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	11%	9%
Net Operating Cost / Capita	\$19.51	\$20.64
Total Exp. / Passenger	\$6.03	\$6.50
Total Exp. / Eligible Passenger	\$16.56	\$16.95
Transportation Exp. / Passenger		
Dedicated Service	\$11.94	\$12.52
Non-Dedicated Service	\$1.88	\$1.85
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0279	0.0285
Passengers / Capita	3.6333	3.5061
Passengers / Registrant	130.21	122.94
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)	3.41	3.54
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory		
Wheelchair/Scooter Users	10,726	209
Attendants		
Companions	226	
Other (specified)		17,361
TOTAL	10,952	17,570

VEHICLE DATA

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

Greenstone

Municipality of Greenstone

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

Population served: 5,600
 Service area (km²): 3,000.0
 Communities served: 1
 Service began: 01/01/2001
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	16	16
Ambulatory:	49	49
Attendants:	89	89
Companions:		
Other:		
Total:	154	154

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

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

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

VEHICLE KILOMETRES & HOURS

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

2007
 1,088
 1,088

SERVICE HOURS / SCHEDULING

Weekday: 0900 to 1700 Sunday: to
 Saturday: to Holiday: to
 Advanced booking notice: 1 day(s)
 Minimum notice for reservation: 2 hour(s)
 Reservations / Scheduling:

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

6,882
6,882

TOTAL PASSENGERS

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

%
 %
 100 %

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

OPERATING EXPENSES

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

\$2,367
 \$2,936
 \$31,430
 \$24,249
 \$12,575
 \$2,928
\$49,300

Maintenance (Vehicles & Facilities)
 Fuel

TOTAL OPERATING EXPENSES

\$9,398
 \$3,883
\$40,466

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

\$1,814
 \$2,080

Total Operating Revenue

\$1,814
 \$2,080

Federal Contributions

Provincial Contributions

\$28,224
 \$27,604

Municipal Contributions

\$19,262
 \$10,782

Other / Donations

TOTAL

\$49,300
\$40,466

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

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

FARE STRUCTURE

Effective Date 31/12/2008

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

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$23.81

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	4%	5%
Net Operating Cost / Capita	\$8.48	\$6.85
Total Exp. / Passenger	\$7.16	\$5.88
Total Exp. / Eligible Passenger	\$7.16	\$5.88
Transportation Exp. / Passenger		
Dedicated Service	\$6.82	\$5.45
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$43.14	\$34.49
OPERATING		
Registrants / Capita	0.0123	0.0275
Passengers / Capita	1.2289	1.2293
Passengers / Registrant	99.74	44.70
Passengers / Hour (Dedicated Service)	6.33	6.33
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA

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

VEHICLE DATA

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

Guelph

Guelph Transit Mobility Service

Contact: Linda Hanna
 Title: Supervisor/Admin/Marketing/Cust.Serv.
 Telephone: 519-822-1811 x2790
 Fax: 519- 822-1322
 Email: linda.hanna@guelph.ca

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

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	456	456
Ambulatory:	954	954
Attendants:		
Companions:		
Other:		
Total:	1,410	1,410

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

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

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

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	164,475	182,391
Tot. Veh. Km. - Dedicated Service	168,753	182,391
Rev. Veh. Hrs. - Dedicated Service	8,309	9,888
Tot. Veh. Hrs. - Dedicated Service	8,309	9,888
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	33,439	33,550
Non-Dedicated Service	20,122	16,679
TOTAL PASSENGERS	53,561	50,229
Subscription / Pre-booked	19 %	19 %
Reservation	80 %	80 %
On-Demand / Day of trip	1 %	1 %
Cancelled in advance	9,378	8,738
No-shows / Cancelled at door	321	348
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

Administration	\$55,516	\$46,843
Operations:		
Internal - Dedicated Service	\$460,133	\$521,795
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$180,800	\$123,864
Contract - Taxi Scrip		\$29,264
Maintenance (Vehicles & Facilities)		
Fuel	\$100,000	\$50,000
TOTAL OPERATING EXPENSES	\$796,449	\$771,766

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$86,986	\$103,769
Other Operating Revenue		
Total Operating Revenue	\$86,986	\$103,769
Federal Contributions		
Provincial Contributions		\$26,036
Municipal Contributions	\$709,463	\$641,961
Other / Donations		
TOTAL	\$796,449	\$771,766

CAPITAL EXPENSES

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

CAPITAL FUNDING SOURCES

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

SERVICE HOURS / SCHEDULING

Weekday:	0545 to 0015	Sunday:	0915 to 1815
Saturday:	0545 to 0015	Holiday:	0915 to 1815
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	24 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date 01/02/2009	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.25	\$1.95		
Child	\$2.25	\$1.95		
Student	\$2.25	\$1.95		
Senior	\$2.25	\$1.95		
Attendant	\$2.25	\$1.95		
Companion	\$2.25	\$1.95		
Other registered PAL, war veterans				

EMPLOYEE DATA

	Full-time	Part-time
Operators	4	3
Other Operations	2	1
Vehicle Mechanics		
General and Administration		
Other		
TOTAL NUMBER OF EMPLOYEES	6	4

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

Top Operator Wage Rate: \$23.34
 Top Mechanic Wage Rate: \$27.32

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	11%	13%
Net Operating Cost / Capita	\$5.98	\$5.57
Total Exp. / Passenger	\$14.87	\$15.36
Total Exp. / Eligible Passenger	\$15.84	\$16.17
Transportation Exp. / Passenger		
Dedicated Service	\$16.75	\$17.04
Non-Dedicated Service	\$8.99	\$9.18
Transportation Exp. / Hour (Dedicated Service)	\$67.41	\$57.82
OPERATING		
Registrants / Capita	0.0116	0.0118
Passengers / Capita	0.4515	0.4186
Passengers / Registrant	38.81	35.62
Passengers / Hour (Dedicated Service)	4.02	3.39
Kms / Passenger (Dedicated Service)	4.92	5.44
Average Speed (Dedicated Service)	19.79	18.44

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	20,278	14,202
Wheelchair/Scooter Users	10,769	2,477
Attendants		
Companions	2,503	
Other (specified)		
TOTAL	33,550	16,679

VEHICLE DATA

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

Halton Hills

Halton Hills Activan

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

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

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	132	132
Ambulatory:	582	582
Attendants:		
Companions:		
Other:		
Total:	714	714

Dedicated Serv. Operated by: ☒ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

Eligibility Criteria: ☐ Unable to Board

☒ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☐

☐ Unable to Use

☐ Private Non-Profit Org.

☒ Other Criteria

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	103,927	111,020
Tot. Veh. Km. - Dedicated Service	103,927	111,020
Rev. Veh. Hrs. - Dedicated Service	4,255	4,380
Tot. Veh. Hrs. - Dedicated Service	5,710	4,380
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	7,708	12,309
Non-Dedicated Service		
TOTAL PASSENGERS	7,708	12,309
Subscription / Pre-booked	%	%
Reservation	99 %	99 %
On-Demand / Day of trip	1 %	1 %
Cancelled in advance	420	548
No-shows / Cancelled at door	33	67
Unaccommodated trips	202	278
Number of complaints	1	

OPERATING EXPENSES

Administration	\$91,495	\$77,050
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$140,470	\$216,503
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$49,795	\$49,200
Fuel		
TOTAL OPERATING EXPENSES	\$281,760	\$342,753

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$15,244	\$19,839
Other Operating Revenue		
Total Operating Revenue	\$15,244	\$19,839
Federal Contributions		
Provincial Contributions	\$70,656	\$158,328
Municipal Contributions	\$195,860	\$163,786
Other / Donations		\$800
TOTAL	\$281,760	\$342,753

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

* Other Eligibility Criteria: registrants with cognitive disabilities. * Maintenance expense also include fuel expenses. * In February 2007, the Town took over the responsibility to reserve and dispatch function of ActiVan in order to provide more services to its clients.

SERVICE HOURS / SCHEDULING

Weekday:	0700 to 2300	Sunday:	0700 to 2300
Saturday:	0700 to 2300	Holiday:	0700 to 2300
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	16 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date 01/01/1992	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.00	\$2.00		
Child	\$2.00	\$2.00		
Student	\$2.00	\$2.00		
Senior	\$2.00	\$2.00		
Attendant	\$2.00	\$2.00		
Companion	\$2.00	\$2.00		
Other	other than Monday to Friday 0800 - 1630 hrs.: fare \$3.00 per ride			

EMPLOYEE DATA

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

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

Top Operator Wage Rate:

Top Mechanic Wage Rate: \$26.17

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	5%	6%
Net Operating Cost / Capita	\$4.85	\$5.87
Total Exp. / Passenger	\$36.55	\$27.85
Total Exp. / Eligible Passenger	\$38.56	\$29.32
Transportation Exp. / Passenger		
Dedicated Service	\$24.68	\$21.59
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$33.32	\$60.66
OPERATING		
Registrants / Capita	0.0105	0.0130
Passengers / Capita	0.1401	0.2238
Passengers / Registrant	13.41	17.24
Passengers / Hour (Dedicated Service)	1.81	2.81
Kms / Passenger (Dedicated Service)	13.48	9.02
Average Speed (Dedicated Service)	24.42	25.35

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	9,511	
Wheelchair/Scooter Users	2,178	
Attendants	620	
Companions		
Other (specified)		
TOTAL	12,309	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	1	1	N/A	3
Small Buses	1	1	1	17
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A

Vehicle ownership: Municipality of Halton Hills
 Vehicle maintenance responsibility: Municipality of Halton Hills
 Accessible taxis:

Hamilton

Accessible Transportation Services

Contact: Paul Thompson
 Title: Manager
 Telephone: 905-546-2424 x1862
 Fax: 905- 679-7305
 Email: paul.thompson@hamilton.ca

Population served: 513,000
 Service area (km²): 1,134.0
 Communities served: 1
 Service began: 01/01/1975
 Advisory Committee members: 6
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 7,568
 Ambulatory: 1,495
 Attendants:
 Companions:
 Other: 3,090
Total: 9,500 12,153

Dedicated Serv. Operated by: ☒ Transit System/Municipality
☒ Private Contractor(s), number: 2
☒ Private Non-Profit Org.

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

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

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	3,793,411	4,127,875
Tot. Veh. Km. - Dedicated Service	3,793,411	4,127,875
Rev. Veh. Hrs. - Dedicated Service	175,675	186,378
Tot. Veh. Hrs. - Dedicated Service	175,675	186,378
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2007	2008
Dedicated Service	411,775	422,208
Non-Dedicated Service	251,062	237,815
TOTAL PASSENGERS	662,837	660,023
Subscription / Pre-booked	40 %	39 %
Reservation	22 %	25 %
On-Demand / Day of trip	38 %	36 %
Cancelled in advance	46,455	106,325
No-shows / Cancelled at door	8,790	8,912
Unaccommodated trips	10,894	10,816
Number of complaints	410	371

OPERATING EXPENSES

	2007	2008
Administration	\$3,292,317	\$3,308,533
Operations:		
Internal - Dedicated Service	\$5,479,438	\$5,982,934
Contract - Dedicated Service	\$1,554,833	\$1,642,150
Contract - Non-Dedicated Service		\$5,769
Contract - Taxi Scrip	\$1,288,630	\$1,349,723
Maintenance (Vehicles & Facilities)	\$1,029,571	\$1,388,779
Fuel	\$696,862	\$847,396
TOTAL OPERATING EXPENSES	\$13,341,651	\$14,525,284

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2007	2008
Passenger Revenue	\$1,682,563	\$1,774,528
Other Operating Revenue	\$44,292	\$46,081
Total Operating Revenue	\$1,726,855	\$1,820,609
Federal Contributions		
Provincial Contributions		\$839,470
Municipal Contributions	\$11,612,474	\$11,864,785
Other / Donations	\$2,322	\$420
TOTAL	\$13,341,651	\$14,525,284

CAPITAL EXPENSES

	2007	2008
Vehicles Purchased		\$895,447
Debt Servicing		
Other Capital Expenses		\$87,184
TOTAL CAPITAL EXPENSES		\$982,631

CAPITAL FUNDING SOURCES

	2007	2008
Transit System		
Federal Contributions		
Provincial Contributions		\$340,000
Municipal Contributions		\$642,631
Other / Donations		
TOTAL CAPITAL FUNDING		\$982,631

* Mechanics includes 6 vehicle maintenance employees.

SERVICE HOURS / SCHEDULING

	2007	2008
Weekday: 0700 to 2300		
Saturday: 0700 to 0030		
Sunday: 0700 to 2300		
Holiday: 0700 to 2300		
Advanced booking notice: 7 day(s)		
Minimum notice for reservation: 24 hour(s)		
Reservations / Scheduling: Fully Computerized		

FARE STRUCTURE

	2007	2008
Effective Date 01/01/2008		
Cash	Tickets/Cards (unit price)	Monthly Pass Free
Adult	\$2.20	
Child	\$2.20	
Student	\$2.20	
Senior	\$2.20	
Attendant	\$2.20	
Companion	\$2.20	
Other	\$2.20	

EMPLOYEE DATA

	2007	2008
Operators	101	
Other Operations	17	
Vehicle Mechanics	11	
General and Administration	21	
Other		
TOTAL NUMBER OF EMPLOYEES	150	

Union Affiliations: Operators: CUPE Local 167
 Mechanics: CUPE Local 167
 Other (specify): ATS Inside workers (ATU Local 107)

Top Operator Wage Rate: \$21.11
 Top Mechanic Wage Rate: \$30.84

PERFORMANCE INDICATORS

	2007	2008
FINANCIAL		
R/C Ratio	13%	13%
Net Operating Cost / Capita	\$23.02	\$24.77
Total Exp. / Passenger	\$20.13	\$22.01
Total Exp. / Eligible Passenger	\$23.23	\$26.51
Transportation Exp. / Passenger		
Dedicated Service	\$21.28	\$23.36
Non-Dedicated Service	\$5.13	\$5.70
Transportation Exp. / Hour (Dedicated Service)	\$49.87	\$52.91
OPERATING		
Registrants / Capita	0.0230	0.0237
Passengers / Capita	1.3137	1.2866
Passengers / Registrant	57.19	54.31
Passengers / Hour (Dedicated Service)	2.34	2.27
Kms / Passenger (Dedicated Service)	9.21	9.78
Average Speed (Dedicated Service)	21.59	22.15

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	174,097	147,848
Wheelchair/Scooter Users	214,207	11,681
Attendants	5,605	
Companions	26,061	22,267
Other (specified)	2,238	56,019
TOTAL	422,208	237,815

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	20	20	N/A	6
Accessible Vans / Minivans				
Small Buses	66	53	4	8
Other				
TOTAL DED. VEHICLES	86	73	N/A	N/A

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

Hanover

Bruce Grey & Huron Disability

Contact: Teresa Weber
 Title:
 Telephone: 866-981-2504
 Fax: 519-881-2504
 Email: bgandh@hurontel.on.ca

Population served: 50,000
 Service area (km²): 2,400.0
 Communities served: 5
 Service began: 01/01/1979
 Advisory Committee members: 7
 Eligibility Committee members: N/A

REGISTRANTS

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

Active

Total

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

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

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

VEHICLE KILOMETRES & HOURS		2007	2008	SERVICE HOURS / SCHEDULING	
Rev. Veh. Km. - Dedicated Service				Weekday:	to Sunday: to
Tot. Veh. Km. - Dedicated Service				Saturday:	to Holiday: to
Rev. Veh. Hrs. - Dedicated Service				Advanced booking notice:	0 day(s)
Tot. Veh. Hrs. - Dedicated Service				Minimum notice for reservation:	24 hour(s)
Non-Dedicated Service - Veh. Km.				Reservations / Scheduling:	Manual
Non-Dedicated Service - Veh. Hrs.					
PASSENGER DATA				FARE STRUCTURE	
Dedicated Service		20,517	18,750	Effective Date 01/01/2006	Tickets/Cards (unit price)
Non-Dedicated Service				Cash	Monthly Pass
TOTAL PASSENGERS		20,517	18,750	Adult \$6.00	Free
Subscription / Pre-booked		75 %	75 %	Child \$6.00	<input type="checkbox"/>
Reservation		9 %	9 %	Student \$6.00	<input type="checkbox"/>
On-Demand / Day of trip		16 %	16 %	Senior \$6.00	<input type="checkbox"/>
Cancelled in advance				Attendant	<input checked="" type="checkbox"/>
No-shows / Cancelled at door				Companion \$6.00	<input type="checkbox"/>
Unaccommodated trips				Other out of town trip according to km and time	
Number of complaints					
OPERATING EXPENSES				EMPLOYEE DATA	
Administration		\$55,659	\$67,757	Operators	Full-time Part-time
Operations:				Other Operations	3 8
Internal - Dedicated Service		\$291,134	\$318,330	Vehicle Mechanics	
Contract - Dedicated Service		\$1,865	\$1,162	General and Administration	2 1
Contract - Non-Dedicated Service				Other	
Contract - Taxi Scrip				TOTAL NUMBER OF EMPLOYEES	5 9
Maintenance (Vehicles & Facilities)		\$12,272	\$17,301	Union Affiliations: Operators:	
Fuel		\$37,716	\$53,172	Mechanics:	
TOTAL OPERATING EXPENSES		\$398,646	\$457,722	Other (specify):	
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS				Top Operator Wage Rate: \$12.86	
Passenger Revenue		\$108,784	\$119,946	Top Mechanic Wage Rate:	
Other Operating Revenue					
Total Operating Revenue		\$108,784	\$119,946		
Federal Contributions					
Provincial Contributions		\$8,186	\$2,212		
Municipal Contributions		\$255,000	\$255,000		
Other / Donations		\$2,605	\$2,454		
TOTAL		\$374,575	\$379,612		
CAPITAL EXPENSES					
Vehicles Purchased		\$126,011	\$98,044		
Debt Servicing					
Other Capital Expenses		\$6,752			
TOTAL CAPITAL EXPENSES		\$132,763	\$98,044		
CAPITAL FUNDING SOURCES					
Transit System					
Federal Contributions					
Provincial Contributions		\$132,763	\$98,044		
Municipal Contributions					
Other / Donations					
TOTAL CAPITAL FUNDING		\$132,763	\$98,044		

* Other Eligibility Criteria: Frail, elderly, mentally or physically disabled.

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	27%	26%
Net Operating Cost / Capita	\$5.80	\$6.76
Total Exp. / Passenger	\$19.43	\$24.41
Total Exp. / Eligible Passenger	\$19.43	\$24.41
Transportation Exp. / Passenger		
Dedicated Service	\$16.72	\$20.80
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita		
Passengers / Capita	0.4103	0.3750
Passengers / Registrant		
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	18,750	
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
TOTAL	18,750	

VEHICLE DATA		Veh. Peak	Avg. Capacity per Veh.	
Number			Wheelchair	Ambulatory
Non-Accessible Cars	1	1	N/A	7
Accessible Vans / Minivans	6	3	2	4
Small Buses	3	2	10	17
Other	1	1	8	12
TOTAL DED. VEHICLES	11	7	N/A	N/A
Vehicle ownership:	Non-profit Organization			
Vehicle maintenance responsibility:	Non-profit Organization			
Accessible taxis:				

Hearst

Hearst Community Transportation Association

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

Population served: 6,643
 Service area (km²): 841.0
 Communities served: 1
 Service began: 08/09/1998
 Advisory Committee members: 7
 Eligibility Committee members: 7

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	45	45
Ambulatory:	260	260
Attendants:	12	12
Companions:		
Other:		
Total:	317	317

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

Eligibility Criteria: ☐ Unable to Board

☒ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☐

☐ Unable to Use

☐ Private Non-Profit Org.

☒ Other Criteria

VEHICLE KILOMETRES & HOURS

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

2007

2008

SERVICE HOURS / SCHEDULING

Weekday: 0800 to 1700 Sunday: to
 Saturday: 0900 to 1500 Holiday: to
 Advanced booking notice: 1 day(s)
 Minimum notice for reservation: 0 hour(s)
 Reservations / Scheduling: Manual

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

7,128

8,921

TOTAL PASSENGERS

7,128

8,921

Subscription / Pre-booked

5 %

5 %

Reservation

%

%

On-Demand / Day of trip

95 %

95 %

Cancelled in advance

No-shows / Cancelled at door

Unaccommodated trips

Number of complaints

OPERATING EXPENSES

Administration

\$491

Operations:

Internal - Dedicated Service

Contract - Dedicated Service

\$90,258

\$98,116

Contract - Non-Dedicated Service

Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)

Fuel

TOTAL OPERATING EXPENSES

\$90,749

\$98,116

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue

\$18,533

\$22,303

Other Operating Revenue

Total Operating Revenue

\$18,533

\$22,303

Federal Contributions

Provincial Contributions

\$33,836

\$37,085

Municipal Contributions

\$33,180

\$32,228

Other / Donations

\$5,200

\$6,500

TOTAL

\$90,749

\$98,116

CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System

Federal Contributions

Provincial Contributions

Municipal Contributions

Other / Donations

TOTAL CAPITAL FUNDING

* Other eligibility criteria includes seniors aged 50 and over, physically disabled youth and adults

FARE STRUCTURE

Effective Date 01/01/2006

Cash

Tickets/Cards
(unit price)

Monthly Pass

Free

Adult

\$2.50

\$2.27

Child

\$2.50

\$2.27

Student

\$2.50

\$2.27

Senior

\$2.50

\$2.27

Attendant

\$2.50

\$2.27

Companion

\$2.50

\$2.27

Other

EMPLOYEE DATA

Full-time

Part-time

Operators

1

3

Other Operations

Vehicle Mechanics

1

General and Administration

1

Other

TOTAL NUMBER OF EMPLOYEES

3

3

Union Affiliations: Operators:

Mechanics:

Other (specify):

Top Operator Wage Rate: \$12.00

Top Mechanic Wage Rate: \$20.00

PERFORMANCE INDICATORS

FINANCIAL

2007

2008

R/C Ratio

20%

23%

Net Operating Cost / Capita

\$10.87

\$11.41

Total Exp. / Passenger

\$12.73

\$11.00

Total Exp. / Eligible Passenger

\$12.84

\$11.08

Transportation Exp. / Passenger

Dedicated Service

\$12.66

\$11.00

Non-Dedicated Service

Transportation Exp. / Hour (Dedicated Service)

OPERATING

Registrants / Capita

0.0391

0.0477

Passengers / Capita

1.0730

1.3429

Passengers / Registrant

27.42

28.14

Passengers / Hour (Dedicated Service)

Kms / Passenger (Dedicated Service)

Average Speed (Dedicated Service)

PASSENGER DATA

Ded. Service

Non-Ded. Service

Ambulatory

7,582

Wheelchair/Scooter Users

1,274

Attendants

65

Companions

Other (specified)

TOTAL

8,921

VEHICLE DATA

Number

Veh.
Peak

Avg. Capacity per Veh.
Wheelchair Ambulatory

Non-Accessible Cars

Accessible Vans / Minivans

Small Buses

1

1

4

16

Other

TOTAL DED. VEHICLES

1

1

N/A

N/A

Vehicle ownership:

private operation by contracted operator

Vehicle maintenance responsibility:

private operation by contracted operator

Accessible taxis:

Ingersoll

Ingersoll Paratransit System

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

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

REGISTRANTS		Active	Total
Wheelchair/Scooter Users:		66	66
Ambulatory:		229	229
Attendants:		25	25
Companions:			
Other:		15	15
Total:		335	335

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

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

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

VEHICLE KILOMETRES & HOURS		2007	2008	SERVICE HOURS / SCHEDULING	
Rev. Veh. Km. - Dedicated Service				Weekday: 0800 to 2100	Sunday: 0800 to 1700
Tot. Veh. Km. - Dedicated Service				Saturday: 0800 to 2100	Holiday: to
Rev. Veh. Hrs. - Dedicated Service				Advanced booking notice: 1 day(s)	
Tot. Veh. Hrs. - Dedicated Service				Minimum notice for reservation: 24 hour(s)	
Non-Dedicated Service - Veh. Km.				Reservations / Scheduling: Partially Computerized	
Non-Dedicated Service - Veh. Hrs.					
PASSENGER DATA				FARE STRUCTURE	
Dedicated Service		692	717	Effective Date 01/07/2007	
Non-Dedicated Service		5,132	3,813	Cash	Tickets/Cards (unit price)
TOTAL PASSENGERS		5,824	4,530	Adult \$3.00	Monthly Pass
Subscription / Pre-booked		2 %	2 %	Child \$3.00	Free
Reservation		98 %	98 %	Student \$3.00	
On-Demand / Day of trip		1 %	1 %	Senior \$3.00	
Cancelled in advance		300	300	Attendant	
No-shows / Cancelled at door		10	5	Companion	
Unaccommodated trips				Other	
Number of complaints				EMPLOYEE DATA	Full-time
OPERATING EXPENSES				Operators	Part-time
Administration		\$33,453	\$38,475	Other Operations	
Operations:				Vehicle Mechanics	
Internal - Dedicated Service				General and Administration	
Contract - Dedicated Service		\$9,543	\$10,482	Other	
Contract - Non-Dedicated Service		\$37,758	\$25,945	TOTAL NUMBER OF EMPLOYEES	
Contract - Taxi Scrip				Union Affiliations: Operators:	
Maintenance (Vehicles & Facilities)				Mechanics:	
Fuel				Other (specify):	
TOTAL OPERATING EXPENSES		\$80,754	\$74,902	Top Operator Wage Rate:	
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS				Top Mechanic Wage Rate:	
Passenger Revenue		\$16,400	\$14,318	PERFORMANCE INDICATORS	
Other Operating Revenue				FINANCIAL	
Total Operating Revenue		\$16,400	\$14,318		2007
Federal Contributions				R/C Ratio	2008
Provincial Contributions				Net Operating Cost / Capita	
Municipal Contributions		\$64,254	\$60,484	Total Exp. / Passenger	
Other / Donations		\$100	\$100	Total Exp. / Eligible Passenger	
TOTAL		\$80,754	\$74,902	Transportation Exp. / Passenger	
CAPITAL EXPENSES				Dedicated Service	
Vehicles Purchased				Non-Dedicated Service	
Debt Servicing				Transportation Exp. / Hour (Dedicated Service)	
Other Capital Expenses				OPERATING	
TOTAL CAPITAL EXPENSES				Registrants / Capita	
CAPITAL FUNDING SOURCES				Passengers / Capita	
Transit System				Passengers / Registrant	
Federal Contributions				Passengers / Hour (Dedicated Service)	
Provincial Contributions				Kms / Passenger (Dedicated Service)	
Municipal Contributions				Average Speed (Dedicated Service)	
Other / Donations					
TOTAL CAPITAL FUNDING					

* Other eligibility criteria: vision and hearing impaired. * Friday Service Hours:0800-2200 hrs. * Ridership is down considerably due to approved regular users relocating outside of Ingersoll to reside with their families or to nursing homes or they have passed on.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory		3,507
Wheelchair/Scooter Users	717	
Attendants		
Companions		
Other (specified)		306
TOTAL	717	3,813

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	11	3	N/A	
Accessible Vans / Minivans	1	1	1	1
Small Buses				
Other				
TOTAL DED. VEHICLES	12	4	N/A	N/A
Vehicle ownership:	Contracted Operator			
Vehicle maintenance responsibility:	Contracted Operator			
Accessible taxis:				

Kapuskasing

KAP Accessible Bus Service

Contact: Patricia Simone
 Title:
 Telephone: 705-335-2341
 Fax: 705-337-1741
 Email: dupontm@ntl.sympatico.ca

Population served: 8,500
 Service area (km²): 84.0
 Communities served: 1
 Service began: 01/01/1990
 Advisory Committee members: 9
 Eligibility Committee members: 9

REGISTRANTS
 Wheelchair/Scooter Users: 425
 Ambulatory:
 Attendants:
 Companions:
 Other:
Total: 425

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

Eligibility Criteria: ☒ Unable to Board

☒ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☒

☒ Unable to Use

☐ Private Non-Profit Org.

☒ Other Criteria

VEHICLE KILOMETRES & HOURS		2007	2008	SERVICE HOURS / SCHEDULING	
Rev. Veh. Km. - Dedicated Service				Weekday: 0800 to 1600	Sunday: to
Tot. Veh. Km. - Dedicated Service				Saturday: 1200 to 1500	Holiday: to
Rev. Veh. Hrs. - Dedicated Service				Advanced booking notice: 1 day(s)	
Tot. Veh. Hrs. - Dedicated Service				Minimum notice for reservation: 24 hour(s)	
Non-Dedicated Service - Veh. Km.				Reservations / Scheduling: Partially Computerized	
Non-Dedicated Service - Veh. Hrs.					
PASSENGER DATA				FARE STRUCTURE	
Dedicated Service		15,183	15,543	Effective Date	Tickets/Cards (unit price)
Non-Dedicated Service				Cash	Monthly Pass
TOTAL PASSENGERS		15,183	15,543	Adult \$2.00	\$16.66
Subscription / Pre-booked	%	%	%	Child \$2.00	\$16.66
Reservation	%	%	%	Student \$2.00	\$16.66
On-Demand / Day of trip	%	%	%	Senior \$2.00	\$16.66
Cancelled in advance				Attendant \$2.00	
No-shows / Cancelled at door	31	42	86	Companion \$2.00	
Unaccommodated trips				Other	
Number of complaints					
OPERATING EXPENSES				EMPLOYEE DATA	
Administration	\$14,052	\$12,553		Operators	Full-time
Operations:				Other Operations	Part-time
Internal - Dedicated Service				Vehicle Mechanics	
Contract - Dedicated Service	\$81,875	\$88,505		General and Administration	
Contract - Non-Dedicated Service				Other	
Contract - Taxi Scrip		\$4		TOTAL NUMBER OF EMPLOYEES	
Maintenance (Vehicles & Facilities)	\$5,609	\$4,699		Union Affiliations: Operators:	
Fuel				Mechanics:	
TOTAL OPERATING EXPENSES	\$101,536	\$105,761		Other (specify):	
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS				Top Operator Wage Rate:	
Passenger Revenue	\$16,856	\$18,481		Top Mechanic Wage Rate:	
Other Operating Revenue					
Total Operating Revenue	\$16,856	\$18,481			
Federal Contributions					
Provincial Contributions	\$41,768	\$45,332			
Municipal Contributions	\$42,912	\$41,948			
Other / Donations					
TOTAL	\$101,536	\$105,761			
CAPITAL EXPENSES					
Vehicles Purchased		\$94,386			
Debt Servicing					
Other Capital Expenses					
TOTAL CAPITAL EXPENSES		\$94,386			
CAPITAL FUNDING SOURCES					
Transit System		\$8,138			
Federal Contributions					
Provincial Contributions		\$64,762			
Municipal Contributions		\$21,486			
Other / Donations					
TOTAL CAPITAL FUNDING		\$94,386			

Other Eligibility Criteria: Physically disabled persons; visually impaired persons; developmentally handicapped persons; persons with invisible needs such as psychiatric needs.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	13,517	
Wheelchair/Scooter Users	1,801	
Attendants	225	
Companions		
Other (specified)		
TOTAL	15,543	

VEHICLE DATA		Veh. Peak	Avg. Capacity per Veh.	
Number			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	2	2	3	9
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A
Vehicle ownership:	1 small bus - Municipality; 1 Contractor			
Vehicle maintenance responsibility:	Municipality			
Accessible taxis:				

Kawartha Lakes (Rural)

Community Care City of Kawartha Lakes

Contact: Ms. Charlotte Clay-Ireland
 Title: Specialized Transit Supervisor
 Telephone: 705-324-7323 x223
 Fax: 705-328-0607
 Email: cireland@community-care.on.ca

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

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	1,062	1,062
Ambulatory:	290	290
Attendants:		
Companions:		
Other:	579	579
Total:	1,931	1,931

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

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

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

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	341,597	335,053
Tot. Veh. Km. - Dedicated Service	341,597	335,053
Rev. Veh. Hrs. - Dedicated Service	6,155	6,545
Tot. Veh. Hrs. - Dedicated Service	6,155	6,545
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	8,642	7,797
Non-Dedicated Service		
TOTAL PASSENGERS	8,642	7,797
Subscription / Pre-booked	35 %	30 %
Reservation	50 %	60 %
On-Demand / Day of trip	15 %	10 %

Cancelled in advance	495	130
No-shows / Cancelled at door	50	20
Unaccommodated trips	144	126
Number of complaints	3	2

OPERATING EXPENSES

Administration	\$152,450	\$47,163
Operations:		
Internal - Dedicated Service	\$99,038	\$220,834
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		

Maintenance (Vehicles & Facilities)	\$24,844	\$37,722
Fuel	\$51,683	\$55,861
TOTAL OPERATING EXPENSES	\$328,015	\$361,580

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$197,919	\$176,540
Other Operating Revenue		

Total Operating Revenue	\$197,919	\$176,540
Federal Contributions		
Provincial Contributions	\$42,000	\$62,616
Municipal Contributions	\$76,449	\$75,885
Other / Donations	\$11,647	\$46,539
TOTAL	\$328,015	\$361,580

CAPITAL EXPENSES

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

CAPITAL FUNDING SOURCES

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

Other eligibility criteria: stretcher transfers.

SERVICE HOURS / SCHEDULING

Weekday:	0600 to 2300	Sunday:	0800 to 2300
Saturday:	0600 to 2300	Holiday:	to
Advanced booking notice:	12 day(s)		
Minimum notice for reservation:	24 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date 16/06/2008	Tickets/Cards	Monthly Pass	Free
Cash	(unit price)		
Adult			<input type="checkbox"/>
Child			<input type="checkbox"/>
Student			<input type="checkbox"/>
Senior			<input checked="" type="checkbox"/>
Attendant			<input checked="" type="checkbox"/>
Companion			<input checked="" type="checkbox"/>
Other \$0.40/km \$10.00 flat fee			

EMPLOYEE DATA

	Full-time	Part-time
Operators	1	7
Other Operations		
Vehicle Mechanics		
General and Administration	2	
Other		
TOTAL NUMBER OF EMPLOYEES	3	7

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

Top Operator Wage Rate: \$10.99

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	60%	49%
Net Operating Cost / Capita	\$1.81	\$2.57
Total Exp. / Passenger	\$37.96	\$46.37
Total Exp. / Eligible Passenger	\$41.02	\$50.71
Transportation Exp. / Passenger		
Dedicated Service	\$20.32	\$40.33
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$28.52	\$48.04
OPERATING		
Registrants / Capita	0.0163	0.0268
Passengers / Capita	0.1200	0.1083
Passengers / Registrant	7.35	4.04
Passengers / Hour (Dedicated Service)	1.40	1.19
Kms / Passenger (Dedicated Service)	39.53	42.97
Average Speed (Dedicated Service)	55.50	51.19

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	780	
Wheelchair/Scooter Users	6,351	
Attendants		
Companions		
Other (specified)	666	
TOTAL	7,797	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars	2	2	Wheelchair	Ambulatory
Accessible Vans / Minivans	5	5	N/A	5
Small Buses				2
Other				
TOTAL DED. VEHICLES	7	7	N/A	N/A
Vehicle ownership:	Non-Profit Organization			
Vehicle maintenance responsibility:	Non-Profit Organization			
Accessible taxis:				

Kawartha Lakes (Urban)

Kawartha Lakes Transit

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

Population served: 19,361
 Service area (km²): 25.0
 Communities served: 1
 Service began: 01/01/1997
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

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

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

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

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

VEHICLE KILOMETRES & HOURS

Rev. Veh. Km. - Dedicated Service
 Tot. Veh. Km. - Dedicated Service
 Rev. Veh. Hrs. - Dedicated Service 2,340
 Tot. Veh. Hrs. - Dedicated Service 2,340
 Non-Dedicated Service - Veh. Km.
 Non-Dedicated Service - Veh. Hrs.

PASSENGER DATA

Dedicated Service 5,288 4,004
 Non-Dedicated Service
TOTAL PASSENGERS 5,288 4,004
 Subscription / Pre-booked %
 Reservation %
 On-Demand / Day of trip %

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

OPERATING EXPENSES

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

Maintenance (Vehicles & Facilities)
 Fuel

TOTAL OPERATING EXPENSES

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

Total Operating Revenue
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

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

SERVICE HOURS / SCHEDULING

Weekday: 0800 to 1700 Sunday: to
 Saturday: 1000 to 1700 Holiday: to
 Advanced booking notice: 0 day(s)
 Minimum notice for reservation: 0 hour(s)
 Reservations / Scheduling: Manual

FARE STRUCTURE

Effective Date 02/07/2003
Cash
Tickets/Cards
(unit price)
Monthly Pass
Free
 Adult \$1.50 \$1.30
 Child \$1.25 \$1.10
 Student \$1.25 \$1.10
 Senior \$1.25 \$1.10
 Attendant
 Companion
 Other

EMPLOYEE DATA

Operators
 Other Operations
 Vehicle Mechanics
 General and Administration
 Other

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate: \$18.07

Top Mechanic Wage Rate: \$22.03

PERFORMANCE INDICATORS

FINANCIAL

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

OPERATING

Registrants / Capita 0.0545 0.0548
 Passengers / Capita 0.2731 0.2068
 Passengers / Registrant 5.01 3.78
 Passengers / Hour (Dedicated Service) 2.26
 Kms / Passenger (Dedicated Service)
 Average Speed (Dedicated Service)

PASSENGER DATA

Ded. Service **Non-Ded. Service**
 Ambulatory 4,004
 Wheelchair/Scooter Users
 Attendants
 Companions
 Other (specified)
TOTAL 4,004

VEHICLE DATA

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

Kenora

Kenora Handi Transit

Contact: Diana Jardine
 Title: Administrative Services
 Telephone: 807-468-3295
 Fax: 807-486-5947
 Email: newhorizon@kenora.com

Population served: 16,000
 Service area (km²): 210.9
 Communities served: 1
 Service began: 16/06/1980
 Advisory Committee members: 5
 Eligibility Committee members: 2

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	100	100
Ambulatory:	50	50
Attendants:	4	4
Companions:		
Other:		
Total:	154	154

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

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

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

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	60,284	49,070
Tot. Veh. Km. - Dedicated Service	61,382	50,003
Rev. Veh. Hrs. - Dedicated Service	4,089	3,484
Tot. Veh. Hrs. - Dedicated Service	4,272	3,640
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	9,029	8,367
Non-Dedicated Service		
TOTAL PASSENGERS	9,029	8,367
Subscription / Pre-booked	93 %	93 %
Reservation	5 %	5 %
On-Demand / Day of trip	2 %	2 %
Cancelled in advance	20	20
No-shows / Cancelled at door	5	5
Unaccommodated trips	10	10
Number of complaints	5	5

OPERATING EXPENSES

Administration	\$27,710	\$20,436
Operations:		
Internal - Dedicated Service	\$89,062	\$71,706
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$11,084	\$16,525
Fuel	\$17,094	\$17,399
TOTAL OPERATING EXPENSES	\$144,950	\$126,066

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$53,593	\$37,527
Other Operating Revenue	\$2,542	
Total Operating Revenue	\$56,135	\$37,527
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$62,172	\$64,408
Other / Donations	\$13,985	\$15,153
TOTAL	\$132,292	\$117,088

CAPITAL EXPENSES

Vehicles Purchased	\$79,767	
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$79,767	

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$24,744	
Municipal Contributions		
Other / Donations	\$55,023	
TOTAL CAPITAL FUNDING	\$79,767	

Note: Other Eligibility Criteria: doctor recommendation. Exceptions in Service Hours:
 Extended service for Sundays, holidays and evenings provided if sufficient bookings.

SERVICE HOURS / SCHEDULING

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

FARE STRUCTURE

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

EMPLOYEE DATA

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

TOTAL NUMBER OF EMPLOYEES

9

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

Top Operator Wage Rate: \$14.78

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	39%	30%
Net Operating Cost / Capita	\$5.55	\$5.53
Total Exp. / Passenger	\$16.05	\$15.07
Total Exp. / Eligible Passenger	\$17.42	\$16.38
Transportation Exp. / Passenger		
Dedicated Service	\$12.98	\$12.62
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$27.44	\$29.02
OPERATING		
Registrants / Capita	0.0129	0.0096
Passengers / Capita	0.5643	0.5229
Passengers / Registrant	43.83	54.33
Passengers / Hour (Dedicated Service)	2.21	2.40
Kms / Passenger (Dedicated Service)	6.68	5.86
Average Speed (Dedicated Service)	14.74	14.08

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	2,615	
Wheelchair/Scooter Users	5,079	
Attendants	673	
Companions		
Other (specified)		
TOTAL	8,367	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	2	1	N/A	
Small Buses			5	6
Other				
TOTAL DED. VEHICLES	2	1	N/A	N/A
Vehicle ownership:	Non-Profit Organization			
Vehicle maintenance responsibility:	Transit System			
Accessible taxis:				

Kingston

Kingston Access Bus

Contact: Trudy Mckean
 Title: Operations Manager
 Telephone: 613-542-2512
 Fax: 613-549-6318
 Email: kab@kingston.net

Population served: 117,000
 Service area (km²): 447.0
 Communities served: 1
 Service began: 01/09/1967
 Advisory Committee members: 11
 Eligibility Committee members: N/A

REGISTRANTS

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

Active

Total

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

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

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

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	583,313	597,574
Tot. Veh. Km. - Dedicated Service	620,546	641,012
Rev. Veh. Hrs. - Dedicated Service	30,661	30,695
Tot. Veh. Hrs. - Dedicated Service	32,619	32,829
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	83,173	84,502
Non-Dedicated Service	1,098	2,721
TOTAL PASSENGERS	84,271	87,223
Subscription / Pre-booked	59 %	58 %
Reservation	39 %	40 %
On-Demand / Day of trip	2 %	2 %
Cancelled in advance	20,180	22,790
No-shows / Cancelled at door	1,140	1,319
Unaccommodated trips	2,217	2,771
Number of complaints	23	20

OPERATING EXPENSES

Administration	\$341,315	\$411,713
Operations:		
Internal - Dedicated Service	\$1,532,059	\$1,912,283
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$8,846	\$27,385
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$131,176	\$161,028
Fuel	\$157,183	\$201,238
TOTAL OPERATING EXPENSES	\$2,170,579	\$2,713,647

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$357,680	\$404,851
Other Operating Revenue	\$190,033	\$196,247
Total Operating Revenue	\$547,713	\$601,098
Federal Contributions		
Provincial Contributions	\$59,000	\$61,000
Municipal Contributions	\$1,504,466	\$1,978,044
Other / Donations	\$59,400	\$73,505
TOTAL	\$2,170,579	\$2,713,647

CAPITAL EXPENSES

Vehicles Purchased	\$380,000	\$232,596
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$380,000	\$232,596

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$126,540	\$76,757
Municipal Contributions	\$253,460	\$155,839
Other / Donations		
TOTAL CAPITAL FUNDING	\$380,000	\$232,596

Christmas service from 10:00 to 22:00

SERVICE HOURS / SCHEDULING

Weekday:	0715 to 2300	Sunday:	0900 to 2300
Saturday:	0900 to 2300	Holiday:	0715 to 2300
Advanced booking notice:	14 day(s)		
Minimum notice for reservation:	1 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

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

EMPLOYEE DATA

	Full-time	Part-time
Operators	16	9
Other Operations	4	2
Vehicle Mechanics		
General and Administration	3	
Other		
TOTAL NUMBER OF EMPLOYEES	23	11

Union Affiliations: Operators: CAW Local 1837
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$17.81

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	25%	22%
Net Operating Cost / Capita	\$13.87	\$18.06
Total Exp. / Passenger	\$25.76	\$31.11
Total Exp. / Eligible Passenger	\$31.27	\$37.54
Transportation Exp. / Passenger		
Dedicated Service	\$21.89	\$26.92
Non-Dedicated Service	\$8.06	\$10.06
Transportation Exp. / Hour (Dedicated Service)	\$55.81	\$69.28
OPERATING		
Registrants / Capita	0.0274	
Passengers / Capita	0.7203	0.7455
Passengers / Registrant	26.26	
Passengers / Hour (Dedicated Service)	2.71	2.75
Kms / Passenger (Dedicated Service)	7.01	7.07
Average Speed (Dedicated Service)	19.02	19.47

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	26,311	1,796
Wheelchair/Scooter Users	44,180	
Attendants		
Companions	14,011	925
Other (specified)		
TOTAL	84,502	2,721

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	1	1	N/A	8
Small Buses	20	17	6	4
Other				
TOTAL DED. VEHICLES	21	18	N/A	N/A
Vehicle ownership:	Non-Profit Operation			
Vehicle maintenance responsibility:	Contracted Operator			
Accessible taxis:				

Lanark County

Lanark Transportation Association

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

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

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	160	160
Ambulatory:	1,360	1,360
Attendants:		
Companions:	200	200
Other:		
Total:	1,720	1,720

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

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

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

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	194,000	343,500
Tot. Veh. Km. - Dedicated Service	194,000	343,500
Rev. Veh. Hrs. - Dedicated Service	10,000	12,000
Tot. Veh. Hrs. - Dedicated Service	10,000	12,000
Non-Dedicated Service - Veh. Km.		1,100
Non-Dedicated Service - Veh. Hrs.		600

PASSENGER DATA

Dedicated Service	9,433	17,190
Non-Dedicated Service		
TOTAL PASSENGERS	9,433	17,190
Subscription / Pre-booked	5 %	5 %
Reservation	90 %	90 %
On-Demand / Day of trip	5 %	5 %
Cancelled in advance	260	600
No-shows / Cancelled at door	52	135
Unaccommodated trips	110	175
Number of complaints	10	21

OPERATING EXPENSES

Administration	\$111,500	\$76,000
Operations:		
Internal - Dedicated Service	\$132,000	\$174,000
Contract - Dedicated Service		\$46,200
Contract - Non-Dedicated Service	\$1,500	\$12,000
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$12,500	\$14,500
Fuel	\$22,500	\$29,000
TOTAL OPERATING EXPENSES	\$280,000	\$351,700

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$204,000	\$261,200
Other Operating Revenue		
Total Operating Revenue	\$204,000	\$261,200
Federal Contributions		
Provincial Contributions		\$14,500
Municipal Contributions	\$76,000	\$77,500
Other / Donations		\$1,000
TOTAL	\$280,000	\$354,200

CAPITAL EXPENSES

Vehicles Purchased	\$48,000	\$70,500
Debt Servicing		
Other Capital Expenses	\$10,500	\$6,500
TOTAL CAPITAL EXPENSES	\$58,500	\$77,000

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$55,500	\$93,000
Municipal Contributions		
Other / Donations	\$3,000	
TOTAL CAPITAL FUNDING	\$58,500	\$93,000

* Other eligibility criteria: to be eligible for service clients must be registered with or approved by another agency, i.e. Ontario Works, ODSP, Best Start, Children's Aid Society, or Connections/Early Years Program, or require wheelchair accessible transportation. * The 2007 ridership data reflects the number of 1-way trips, not the number of passengers; however, the 2008 ridership data reflects the number of passengers.

SERVICE HOURS / SCHEDULING

Weekday:	0500 to 2100	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	14 day(s)		
Minimum notice for reservation:	0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date 01/01/2008	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult				<input type="checkbox"/>
Child				<input type="checkbox"/>
Student				<input type="checkbox"/>
Senior				<input type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion				<input type="checkbox"/>
Other	Wheelchair clients - \$11 in town to a maximum of \$52.50 to Ottawa			<input type="checkbox"/>

EMPLOYEE DATA

	Full-time	Part-time
Operators	10	
Other Operations	2	
Vehicle Mechanics		
General and Administration	1	
Other		
TOTAL NUMBER OF EMPLOYEES	13	

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

Top Operator Wage Rate: \$13.00

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	73%	74%
Net Operating Cost / Capita	\$1.06	\$1.27
Total Exp. / Passenger	\$29.68	\$20.46
Total Exp. / Eligible Passenger	\$29.68	\$21.52
Transportation Exp. / Passenger		
Dedicated Service	\$17.70	\$15.34
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$16.70	\$21.98
OPERATING		
Registrants / Capita		0.0241
Passengers / Capita	0.1319	0.2404
Passengers / Registrant		9.99
Passengers / Hour (Dedicated Service)	0.94	1.43
Kms / Passenger (Dedicated Service)	20.57	19.98
Average Speed (Dedicated Service)	19.40	28.63

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	15,480	
Wheelchair/Scooter Users	860	
Attendants		
Companions	850	
Other (specified)		
TOTAL	17,190	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars	4	4	N/A	6
Accessible Vans / Minivans	2	2	2	3
Small Buses				
Other				
TOTAL DED. VEHICLES	6	6	N/A	N/A

Vehicle ownership: Non-profit organization
 Vehicle maintenance responsibility: Non-profit organization
 Accessible taxis:

Leamington

Erie Shore Community Transit

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

Population served: 51,000
 Service area (km²): 590.0
 Communities served: 3
 Service began: 01/10/1991
 Advisory Committee members: 12
 Eligibility Committee members: N/A

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

Active
Total

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

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

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

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	93,145	106,801
Tot. Veh. Km. - Dedicated Service	93,145	106,801
Rev. Veh. Hrs. - Dedicated Service	5,200	5,200
Tot. Veh. Hrs. - Dedicated Service	5,200	5,200
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	9,688	9,549
Non-Dedicated Service		
TOTAL PASSENGERS	9,688	9,549
Subscription / Pre-booked	25 %	40 %
Reservation	70 %	55 %
On-Demand / Day of trip	5 %	5 %
Cancelled in advance	969	859
No-shows / Cancelled at door	58	48
Unaccommodated trips	29	29
Number of complaints		1

OPERATING EXPENSES

Administration	\$39,707	\$12,681
Operations:		
Internal - Dedicated Service	\$133,986	\$181,349
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$18,413	\$19,321
Fuel	\$21,964	\$28,686
TOTAL OPERATING EXPENSES	\$214,070	\$242,037

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$49,390	\$53,362
Other Operating Revenue		\$1,300
Total Operating Revenue	\$49,390	\$54,662
Federal Contributions		
Provincial Contributions	\$144,753	\$165,700
Municipal Contributions	\$19,927	\$21,012
Other / Donations		\$663
TOTAL	\$214,070	\$242,037

CAPITAL EXPENSES

Vehicles Purchased		\$80,341
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$80,341

CAPITAL FUNDING SOURCES

Transit System		\$25,322
Federal Contributions		
Provincial Contributions		\$26,219
Municipal Contributions		\$13,800
Other / Donations		\$15,000
TOTAL CAPITAL FUNDING		\$80,341

Other Eligibility Criteria includes: other disabilities and/or health conditions that do not permit the user to access other transportation services; or requires the use of an accessible service. Service Hours: other days/times may be accommodated depending on client need & driver availability

SERVICE HOURS / SCHEDULING

Weekday:	0700 to 1700	Sunday:	to
Saturday:	to	Holiday:	0900 to 1500
Advanced booking notice:	30 day(s)		
Minimum notice for reservation:	48 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date 01/04/2006	Tickets/Cards	Monthly Pass	Free
	(unit price)		
Adult	\$5.00		<input type="checkbox"/>
Child			<input type="checkbox"/>
Student	\$5.00		<input type="checkbox"/>
Senior	\$5.00		<input type="checkbox"/>
Attendant	\$2.50		<input type="checkbox"/>
Companion	\$2.50		<input type="checkbox"/>
Other			<input type="checkbox"/>

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$13.90

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2007	2008
FINANCIAL		
R/C Ratio	23%	23%
Net Operating Cost / Capita	\$3.23	\$3.67
Total Exp. / Passenger	\$22.10	\$25.35
Total Exp. / Eligible Passenger	\$24.97	\$27.88
Transportation Exp. / Passenger		
Dedicated Service	\$18.00	\$24.02
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$33.53	\$44.11
OPERATING		
Registrants / Capita	0.0146	0.0086
Passengers / Capita	0.1900	0.1872
Passengers / Registrant	13.00	21.85
Passengers / Hour (Dedicated Service)	1.86	1.84
Kms / Passenger (Dedicated Service)	9.61	11.18
Average Speed (Dedicated Service)	17.91	20.54

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	6,593	
Wheelchair/Scooter Users	2,088	
Attendants	868	
Companions		
Other (specified)		
TOTAL	9,549	

VEHICLE DATA

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

London

London Community Transportation Brokerage

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

Population served: 359,100
 Service area (km²): 166.0
 Communities served: 1
 Service began: 01/10/1977
 Advisory Committee members: 6
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	2,090	2,090
Ambulatory:	1,408	1,408
Attendants:		
Companions:		
Other:		
Total:	3,498	3,498

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

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

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

VEHICLE KILOMETRES & HOURS	2007	2008
Rev. Veh. Km. - Dedicated Service		
Tot. Veh. Km. - Dedicated Service		
Rev. Veh. Hrs. - Dedicated Service	81,857	74,300
Tot. Veh. Hrs. - Dedicated Service	81,857	74,300
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		8,300
PASSENGER DATA		
Dedicated Service	167,034	187,859
Non-Dedicated Service	29,531	22,448
TOTAL PASSENGERS	196,565	210,307
Subscription / Pre-booked	37 %	40 %
Reservation	53 %	51 %
On-Demand / Day of trip	10 %	9 %
Cancelled in advance	26,663	29,236
No-shows / Cancelled at door	3,021	3,179
Unaccommodated trips	9,433	9,194
Number of complaints	73	111
OPERATING EXPENSES		
Administration	\$83,300	\$79,888
Operations:		
Internal - Dedicated Service	\$463,274	\$484,265
Contract - Dedicated Service	\$2,170,427	\$2,354,315
Contract - Non-Dedicated Service	\$250,713	\$226,972
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$2,967,714	\$3,145,440
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Passenger Revenue	\$327,911	\$349,992
Other Operating Revenue		
Total Operating Revenue	\$327,911	\$349,992
Federal Contributions		
Provincial Contributions	\$155,403	\$189,448
Municipal Contributions	\$2,484,400	\$2,606,000
Other / Donations		
TOTAL	\$2,967,714	\$3,145,440
CAPITAL EXPENSES		
Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		
CAPITAL FUNDING SOURCES		
Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING		

* Other Eligibility Criteria: a person who is unable as a result of their disability, to make use of our conventional transit services, is eligible for some form of specialized service, which will be determined by an eligibility assessment.

SERVICE HOURS / SCHEDULING			
Weekday:	0600 to 2400	Sunday:	0830 to 2300
Saturday:	0600 to 2400	Holiday:	0830 to 2300
Advanced booking notice:	3 day(s)		
Minimum notice for reservation:	1 hour(s)		
Reservations / Scheduling:	Partially Computerized		
FARE STRUCTURE			
Effective Date 01/12/2008		Tickets/Cards	Monthly Pass
Cash		(unit price)	Free
Adult	\$2.75	\$1.90	\$81.00
Child	\$1.35	\$1.10	
Student	\$2.75	\$1.54	
Senior	\$2.75	\$1.43	\$57.50
Attendant			
Companion	\$2.75		
Other			
EMPLOYEE DATA		Full-time	Part-time
Operators			
Other Operations		2	
Vehicle Mechanics			
General and Administration		5	
Other			
TOTAL NUMBER OF EMPLOYEES		7	
Union Affiliations:			
Operators:			
Mechanics:			
Other (specify):			
Top Operator Wage Rate:			
Top Mechanic Wage Rate:			
PERFORMANCE INDICATORS			
FINANCIAL		2007	2008
R/C Ratio		11%	11%
Net Operating Cost / Capita		\$7.50	\$7.78
Total Exp. / Passenger		\$15.10	\$14.96
Total Exp. / Eligible Passenger		\$16.94	\$16.78
Transportation Exp. / Passenger			
Dedicated Service		\$15.77	\$15.11
Non-Dedicated Service		\$8.49	\$10.11
Transportation Exp. / Hour (Dedicated Service)		\$32.17	\$38.20
OPERATING			
Registrants / Capita		0.0087	0.0097
Passengers / Capita		0.5587	0.5857
Passengers / Registrant		64.45	60.12
Passengers / Hour (Dedicated Service)		2.04	2.53
Kms / Passenger (Dedicated Service)			
Average Speed (Dedicated Service)			

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	78,768	9,341
Wheelchair/Scooter Users	88,830	10,526
Attendants	20,261	2,581
Companions		
Other (specified)		
TOTAL	187,859	22,448

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

Machin

Municipality of Machin- Home Support Program

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

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

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

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

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

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

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service		23,400
Tot. Veh. Km. - Dedicated Service		23,400
Rev. Veh. Hrs. - Dedicated Service		1,000
Tot. Veh. Hrs. - Dedicated Service		1,000
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

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

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

OPERATING EXPENSES

Administration	\$786
Operations:	
Internal - Dedicated Service	\$14,502
Contract - Dedicated Service	
Contract - Non-Dedicated Service	
Contract - Taxi Scrip	
Maintenance (Vehicles & Facilities)	\$1,995
Fuel	\$3,527
TOTAL OPERATING EXPENSES	\$20,810

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$4,952
Other Operating Revenue	
TOTAL	\$4,952
Federal Contributions	
Provincial Contributions	
Municipal Contributions	\$15,858
Other / Donations	
TOTAL	\$20,810

CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	

CAPITAL FUNDING SOURCES

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

Other eligibility criteria: all clients who contact us are eligible for service. Cash fare of \$3.50 is 1-way and \$7.00 for 2-way. Additionally, Machin provides a special rate twice per month for \$1.00 each way.

SERVICE HOURS / SCHEDULING

Weekday:	0800 to 1700	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	0 day(s)		
Minimum notice for reservation:	1 hour(s)		
Reservations / Scheduling:	Manual		

FARE STRUCTURE

Effective Date	01/01/2008	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$3.50			<input type="checkbox"/>
Child	\$3.50			<input type="checkbox"/>
Student	\$3.50			<input type="checkbox"/>
Senior	\$3.50			<input type="checkbox"/>
Attendant	\$3.50			<input type="checkbox"/>
Companion	\$3.50			<input type="checkbox"/>
Other	The cash fare of \$3.50 is for one-way; \$7.00 for 2-ways			

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$12.00
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2007	2008
FINANCIAL		
R/C Ratio		24%
Net Operating Cost / Capita		\$16.25
Total Exp. / Passenger		\$12.66
Total Exp. / Eligible Passenger		\$12.66
Transportation Exp. / Passenger		
Dedicated Service		\$12.18
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		\$20.02
OPERATING		
Registrants / Capita		0.1680
Passengers / Capita		1.6844
Passengers / Registrant		10.02
Passengers / Hour (Dedicated Service)		1.64
Kms / Passenger (Dedicated Service)		14.23
Average Speed (Dedicated Service)		23.40

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	1,644	
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
TOTAL	1,644	

VEHICLE DATA

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

Meaford

Georgian Handivan

Contact: Peter Doran
 Title: Secretary
 Telephone: 519-538-3699
 Fax:
 Email: pdoran@bmts.com

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

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

Active
 20
 150
 170
315

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

Eligibility Criteria: ☒ Unable to Board

☒ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☐

☒ Unable to Use

☐ Private Non-Profit Org.

☒ Other Criteria

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	35,000	35,000
Tot. Veh. Km. - Dedicated Service	35,000	35,000
Rev. Veh. Hrs. - Dedicated Service	1,558	1,610
Tot. Veh. Hrs. - Dedicated Service	2,043	2,054
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	5,816	6,429
Non-Dedicated Service		
TOTAL PASSENGERS	5,816	6,429
Subscription / Pre-booked	20 %	30 %
Reservation	75 %	60 %
On-Demand / Day of trip	5 %	10 %

Cancelled in advance

No-shows / Cancelled at door

Unaccommodated trips

Number of complaints

OPERATING EXPENSES

Administration	\$2,211	
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$47,303	\$49,546
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$8,267	\$9,292
Fuel	\$8,854	\$10,580
TOTAL OPERATING EXPENSES	\$66,635	\$69,418

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$9,748	\$10,195
Other Operating Revenue	\$18,001	\$19,542
Total Operating Revenue	\$27,749	\$29,737
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$38,886	\$39,681
Other / Donations		
TOTAL	\$66,635	\$69,418

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

No employees. Total operation is contracted. *Other eligibility criteria: Senior citizens are accepted without disabilities. *\$2.00 to \$7.50 Zone fares

SERVICE HOURS / SCHEDULING

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

FARE STRUCTURE

Effective Date 01/01/2005	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.00			<input type="checkbox"/>
Child	\$2.00			<input type="checkbox"/>
Student	\$2.00			<input type="checkbox"/>
Senior	\$2.00			<input type="checkbox"/>
Attendant	\$2.00			<input type="checkbox"/>
Companion	\$2.00			<input type="checkbox"/>
Other	Zone fares for out of town			

EMPLOYEE DATA

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

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	42%	43%
Net Operating Cost / Capita	\$3.89	\$3.97
Total Exp. / Passenger	\$11.46	\$10.80
Total Exp. / Eligible Passenger	\$11.90	\$11.12
Transportation Exp. / Passenger		
Dedicated Service	\$11.08	\$10.80
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$31.53	\$33.80
OPERATING		
Registrants / Capita	0.0294	0.0315
Passengers / Capita	0.5816	0.6429
Passengers / Registrant	19.78	20.41
Passengers / Hour (Dedicated Service)	3.73	3.99
Kms / Passenger (Dedicated Service)	6.02	5.44
Average Speed (Dedicated Service)	22.46	21.74

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	4,299	
Wheelchair/Scooter Users	1,944	
Attendants	186	
Companions		
Other (specified)		
TOTAL	6,429	

VEHICLE DATA

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

Midland

Midland Accessible Transit

Contact: Mike Kenney
 Title: Transit Manager
 Telephone: 705-526-4275
 Fax: 705-526-9971
 Email: mkenney@town.midland.on.ca

Population served: 16,500
 Service area (km²): 10.0
 Communities served: 1
 Service began: 15/12/2005
 Advisory Committee members: 3
 Eligibility Committee members: 3

REGISTRANTS		Active	Total
Wheelchair/Scooter Users:	33		65
Ambulatory:	46		73
Attendants:	13		43
Companions:			
Other:			
Total:		92	181

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

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

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

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	10,930	6,123
Tot. Veh. Km. - Dedicated Service	10,930	15,236
Rev. Veh. Hrs. - Dedicated Service	497	641
Tot. Veh. Hrs. - Dedicated Service	497	1,604
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	1,490	3,019
Non-Dedicated Service		
TOTAL PASSENGERS	1,490	3,019
Subscription / Pre-booked	5 %	%
Reservation	90 %	78 %
On-Demand / Day of trip	5 %	22 %
Cancelled in advance	115	264
No-shows / Cancelled at door		2
Unaccommodated trips		
Number of complaints		2

OPERATING EXPENSES

Administration	\$3,000	\$5,158
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$33,730	\$38,667
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$509	\$244
Fuel	\$2,244	\$2,941
TOTAL OPERATING EXPENSES	\$39,483	\$47,010

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$3,399	\$6,113
Other Operating Revenue		
Total Operating Revenue	\$3,399	\$6,113
Federal Contributions		
Provincial Contributions	\$36,084	\$40,897
Municipal Contributions		
Other / Donations		
TOTAL	\$39,483	\$47,010

CAPITAL EXPENSES

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

CAPITAL FUNDING SOURCES

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

* Ridership numbers are increasing due to increased public awareness and this being the third full year of operation. * No mechanics staff, the Town pays employees to do repair work at an hourly rate of \$26.32.

SERVICE HOURS / SCHEDULING

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

FARE STRUCTURE

Effective Date 12/12/2005	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.50			<input type="checkbox"/>
Child	\$2.50			<input type="checkbox"/>
Student	\$2.50			<input type="checkbox"/>
Senior	\$2.50			<input checked="" type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion	\$2.50			
Other				

EMPLOYEE DATA

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

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

Top Operator Wage Rate:
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	9%	13%
Net Operating Cost / Capita	\$2.16	\$2.48
Total Exp. / Passenger	\$26.50	\$15.57
Total Exp. / Eligible Passenger	\$26.50	\$16.23
Transportation Exp. / Passenger		
Dedicated Service	\$24.49	\$13.86
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$73.41	\$26.09
OPERATING		
Registrants / Capita	0.0377	0.0110
Passengers / Capita	0.0892	0.1830
Passengers / Registrant	2.37	16.68
Passengers / Hour (Dedicated Service)	3.00	4.71
Kms / Passenger (Dedicated Service)	7.34	2.03
Average Speed (Dedicated Service)	21.99	9.55

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	1,702	
Wheelchair/Scooter Users	1,195	
Attendants	122	
Companions		
Other (specified)		
TOTAL	3,019	

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

Milton

Milton Transit

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

Population served: 70,000
 Service area (km²): 380.0
 Communities served: 1
 Service began:
 Advisory Committee members: 7
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	63	63
Ambulatory:	252	252
Attendants:	52	52
Companions:		
Other:		
Total:	367	367

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

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

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

VEHICLE KILOMETRES & HOURS

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

2007

2008

SERVICE HOURS / SCHEDULING

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

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

3,728

2,932

TOTAL PASSENGERS

4,244

3,619

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

%

%

%

%

%

%

Cancelled in advance

530

No-shows / Cancelled at door

64

Unaccommodated trips

Number of complaints

1

OPERATING EXPENSES

Administration

Operations:

Internal - Dedicated Service

Contract - Dedicated Service

\$127,012

\$129,345

Contract - Non-Dedicated Service

\$5,946

\$6,429

Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)

Fuel

TOTAL OPERATING EXPENSES

\$132,958

\$135,774

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue

\$12,049

\$8,238

Other Operating Revenue

Total Operating Revenue

\$12,049

\$8,238

Federal Contributions

Provincial Contributions

Municipal Contributions

\$120,909

\$127,536

Other / Donations

TOTAL

\$132,958

\$135,774

CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System

Federal Contributions

Provincial Contributions

Municipal Contributions

Other / Donations

TOTAL CAPITAL FUNDING

FARE STRUCTURE

Effective Date 02/02/2004

Cash

Adult \$3.00

Child \$3.00

Student \$3.00

Senior \$3.00

Attendant

Companion \$3.00

Other

Tickets/Cards
 (unit price)

Monthly Pass

Free

☐☐☒☐

EMPLOYEE DATA

Full-time

Part-time

Operators

Other Operations

Vehicle Mechanics

General and Administration

Other

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators:

Mechanics:

Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL

	2007	2008
R/C Ratio	9%	6%
Net Operating Cost / Capita	\$1.86	\$1.82
Total Exp. / Passenger	\$31.33	\$37.52
Total Exp. / Eligible Passenger	\$31.33	\$37.52
Transportation Exp. / Passenger		
Dedicated Service	\$34.07	\$44.11
Non-Dedicated Service	\$11.52	\$9.36
Transportation Exp. / Hour (Dedicated Service)		

OPERATING

Registrants / Capita	0.0050	0.0052
Passengers / Capita	0.0653	0.0517
Passengers / Registrant	13.06	9.86
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA

Ded. Service

Non-Ded. Service

Ambulatory

2,932

687

Wheelchair/Scooter Users

Attendants

Companions

Other (specified)

TOTAL

2,932

687

VEHICLE DATA

Number

Veh.
Peak

Avg. Capacity per Veh.

Wheelchair

Ambulatory

Non-Accessible Cars

Accessible Vans / Minivans

Small Buses

1

1

4

4

Other

TOTAL DED. VEHICLES

1

1

N/A

N/A

Vehicle ownership:

Contracted Operator

Vehicle maintenance responsibility:

Contracted Operator

Accessible taxis:

Niagara Falls

Niagara Chair-A-Van

Contact: Jackie Zufelt
 Title: Dispatcher/Supervisor
 Telephone: 905-357-0122
 Fax: 905-357-7199
 Email: ncav@cogeco.net

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

REGISTRANTS
 Wheelchair/Scooter Users: 640
 Ambulatory: 540
 Attendants:
 Companions:
 Other:
Total: 1,180

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

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

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

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	165,545	178,944
Tot. Veh. Km. - Dedicated Service	165,545	178,944
Rev. Veh. Hrs. - Dedicated Service	7,786	9,117
Tot. Veh. Hrs. - Dedicated Service	7,786	9,117
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	19,516	21,406
Non-Dedicated Service		5
TOTAL PASSENGERS	19,516	21,411
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance	2,042	2,572
No-shows / Cancelled at door	136	102
Unaccommodated trips	365	227
Number of complaints	1	1

OPERATING EXPENSES

Administration	\$18,538	\$18,867
Operations:		
Internal - Dedicated Service	\$323,592	\$367,122
Contract - Dedicated Service		
Contract - Non-Dedicated Service		\$108
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$46,142	\$57,538
Fuel	\$45,280	\$64,444
TOTAL OPERATING EXPENSES	\$433,552	\$508,079

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$42,498	\$93,954
Other Operating Revenue	\$21,440	\$1,450
Total Operating Revenue	\$63,938	\$95,404
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$369,614	\$412,428
Other / Donations		
TOTAL	\$433,552	\$507,832

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

* Niagara Transit does not have any taxi companies under contract to provide non-dedicated service. The expenses for the Contract - Non-Dedicated Service is the expense for the taxi services due to vehicle breakdown or emergency. * It uses an Excel spreadsheet for scheduling the service and therefore does not keep tracking of all passenger statistics, such as companions and attendants data. Niagara Transit will purchase scheduling software in 2009 in order to provide more accurate passenger statistics.

SERVICE HOURS / SCHEDULING

Weekday:	0730 to 2000	Sunday:	0900 to 1900
Saturday:	0900 to 2300	Holiday:	to
Advanced booking notice:	2 day(s)		
Minimum notice for reservation:	0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date 01/01/2003	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.25	\$2.20		<input type="checkbox"/>
Child	\$2.25	\$2.20		<input type="checkbox"/>
Student	\$2.25	\$2.20		<input type="checkbox"/>
Senior	\$2.25	\$2.20		<input type="checkbox"/>
Attendant	\$2.25	\$2.20		<input type="checkbox"/>
Companion	\$2.25	\$2.20		<input type="checkbox"/>
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators	4	5
Other Operations	1	
Vehicle Mechanics		
General and Administration		
Other		

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate: \$20.47

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	15%	19%
Net Operating Cost / Capita	\$4.62	\$5.02
Total Exp. / Passenger	\$22.22	\$23.73
Total Exp. / Eligible Passenger	\$22.22	\$23.73
Transportation Exp. / Passenger		
Dedicated Service	\$21.27	\$22.85
Non-Dedicated Service		\$21.60
Transportation Exp. / Hour (Dedicated Service)	\$53.30	\$53.65
OPERATING		
Registrants / Capita	0.0131	0.0144
Passengers / Capita	0.2440	0.2605
Passengers / Registrant	18.69	18.14
Passengers / Hour (Dedicated Service)	2.51	2.35
Kms / Passenger (Dedicated Service)	8.48	8.36
Average Speed (Dedicated Service)	21.26	19.63

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	15,806	1
Wheelchair/Scooter Users	5,600	4
Attendants		
Companions		
Other (specified)		
TOTAL	21,406	5

VEHICLE DATA

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

Vehicle ownership: City of Niagara Falls
 Vehicle maintenance responsibility: Niagara Falls Transit
 Accessible taxis:

Niagara Region

Niagara Specialized Transit

Contact: Kim Koz
 Title: Manager Fleet Services
 Telephone: 905-984-3621
 Fax: 905-685-0013
 Email: kim.koz@niagararegion.ca

Population served: 435,300
 Service area (km²): 1,850.9
 Communities served: 12
 Service began: 06/11/2006
 Advisory Committee members: 19
 Eligibility Committee members: 5

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	143	410
Ambulatory:	39	116
Attendants:	59	168
Companions:	25	69
Other:		
Total:	266	763

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

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

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

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	208,487	315,421
Tot. Veh. Km. - Dedicated Service	208,487	315,421
Rev. Veh. Hrs. - Dedicated Service	11,103	12,128
Tot. Veh. Hrs. - Dedicated Service	11,103	12,128
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	4,252	8,099
Non-Dedicated Service		
TOTAL PASSENGERS	4,252	8,099
Subscription / Pre-booked	57 %	62 %
Reservation	43 %	38 %
On-Demand / Day of trip	%	%
Cancelled in advance	436	905
No-shows / Cancelled at door		26
Unaccommodated trips	2	
Number of complaints		

OPERATING EXPENSES

Administration	\$83,049	
Operations:		
Internal - Dedicated Service	\$421,167	\$497,207
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$48,035	\$50,400
Fuel	\$38,874	\$71,767
TOTAL OPERATING EXPENSES	\$591,125	\$619,374

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$45,254	\$43,776
Other Operating Revenue		
Total Operating Revenue	\$45,254	\$43,776
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$545,871	\$575,598
Other / Donations		
TOTAL	\$591,125	\$619,374

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		

TOTAL CAPITAL FUNDING

* Niagara Region provides inter-municipality specialized transit service to the areas of Niagara Falls, St. Catharines, Welland, Port Colborne, Thorold, Niagara-on-the-Lake, Fort Erie, Lincoln, Pelham, Grimsby, West Lincoln, and Wainfleet. * 2007 Administration expenses included consultant fees.

SERVICE HOURS / SCHEDULING

Weekday:	0700 to 2200	Sunday:	to
Saturday:	0800 to 1600	Holiday:	to
Advanced booking notice:	2 day(s)		
Minimum notice for reservation:	48 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date 06/11/2006	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult		\$7.50		<input type="checkbox"/>
Child		\$7.50		<input type="checkbox"/>
Student		\$7.50		<input type="checkbox"/>
Senior		\$7.50		<input checked="" type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion				<input type="checkbox"/>
Other				<input type="checkbox"/>

EMPLOYEE DATA

	Full-time	Part-time
Operators	4	6
Other Operations	1	2
Vehicle Mechanics	1	
General and Administration	1	
Other		
TOTAL NUMBER OF EMPLOYEES	7	8

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

Top Operator Wage Rate: \$16.00

Top Mechanic Wage Rate: \$28.97

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	8%	7%
Net Operating Cost / Capita	\$1.25	\$1.32
Total Exp. / Passenger	\$139.02	\$76.48
Total Exp. / Eligible Passenger	\$156.71	\$84.27
Transportation Exp. / Passenger		
Dedicated Service	\$119.49	\$76.48
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$45.76	\$51.07
OPERATING		
Registrants / Capita	0.0012	0.0018
Passengers / Capita	0.0098	0.0186
Passengers / Registrant	8.22	10.61
Passengers / Hour (Dedicated Service)	0.38	0.67
Kms / Passenger (Dedicated Service)	49.03	38.95
Average Speed (Dedicated Service)	18.78	26.01

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	3,381	
Wheelchair/Scooter Users	3,969	
Attendants	657	
Companions	92	
Other (specified)		
TOTAL	8,099	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	5	4	3	6
Other				
TOTAL DED. VEHICLES	5	4	N/A	N/A
Vehicle ownership:	Region of Niagara			
Vehicle maintenance responsibility:	Region of Niagara			
Accessible taxis:				

North Bay

North Bay Para Bus

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

Population served: 56,000
 Service area (km²): 87.0
 Communities served: 1
 Service began: 01/06/1982
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 590
 Ambulatory: 655
 Attendants:
 Companions:
 Other:
Total: 1,245

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

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

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

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	204,482	183,794
Tot. Veh. Km. - Dedicated Service	204,482	183,794
Rev. Veh. Hrs. - Dedicated Service	11,757	10,854
Tot. Veh. Hrs. - Dedicated Service	11,757	10,854
Non-Dedicated Service - Veh. Km.	24,809	26,317
Non-Dedicated Service - Veh. Hrs.	1,175	859

PASSENGER DATA

Dedicated Service	38,541	33,522
Non-Dedicated Service	8,339	7,953
TOTAL PASSENGERS	46,880	41,475
Subscription / Pre-booked	62 %	48 %
Reservation	%	%
On-Demand / Day of trip	38 %	52 %
Cancelled in advance	2,752	15,523
No-shows / Cancelled at door	243	357
Unaccommodated trips	217	473
Number of complaints	6	6

OPERATING EXPENSES

Administration	\$18,582	\$18,582
Operations:		
Internal - Dedicated Service	\$613	\$779
Contract - Dedicated Service	\$383,685	\$377,682
Contract - Non-Dedicated Service	\$72,751	\$71,407
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$87,017	\$89,365
Fuel	\$59,887	\$72,193
TOTAL OPERATING EXPENSES	\$622,535	\$630,008

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$115,252	\$102,821
Other Operating Revenue		
Total Operating Revenue	\$115,252	\$102,821
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$507,283	\$527,188
Other / Donations		
TOTAL	\$622,535	\$630,008

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

SERVICE HOURS / SCHEDULING

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

FARE STRUCTURE

Effective Date 01/01/2008	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.25	\$2.20		
Child	\$2.25	\$2.20		
Student	\$2.25	\$2.20		
Senior	\$2.25	\$2.20		
Attendant	\$2.25	\$2.20		
Companion	\$2.25	\$2.20		
Other				

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$17.16

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	19%	16%
Net Operating Cost / Capita	\$9.06	\$9.41
Total Exp. / Passenger	\$13.28	\$15.19
Total Exp. / Eligible Passenger	\$15.39	\$17.71
Transportation Exp. / Passenger		
Dedicated Service	\$13.78	\$16.11
Non-Dedicated Service	\$8.72	\$8.98
Transportation Exp. / Hour (Dedicated Service)	\$45.18	\$49.75
OPERATING		
Registrants / Capita	0.0304	0.0222
Passengers / Capita	0.8371	0.7406
Passengers / Registrant	27.54	33.31
Passengers / Hour (Dedicated Service)	3.28	3.09
Kms / Passenger (Dedicated Service)	5.31	5.48
Average Speed (Dedicated Service)	17.39	16.93

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	13,478	6,030
Wheelchair/Scooter Users	14,771	1,301
Attendants	5,273	622
Companions		
Other (specified)		
TOTAL	33,522	7,953

VEHICLE DATA

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

North Huron

North Huron Special Transit Corporation

Contact: Dianne Grummett
 Title: Office Manager
 Telephone: 519-357-4074
 Fax: 519-357-4074
 Email: wheelsaway@bellnet.ca

Population served: 19,395
 Service area (km²): 1,462.3
 Communities served: 7
 Service began: 01/01/1991
 Advisory Committee members: 8
 Eligibility Committee members: 2

REGISTRANTS
 Wheelchair/Scooter Users: 550
 Ambulatory: 40
 Attendants:
 Companions:
 Other:
Total: 590

Active
 550
 40
 590

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

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

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

VEHICLE KILOMETRES & HOURS		2007	2008	SERVICE HOURS / SCHEDULING	
Rev. Veh. Km. - Dedicated Service				Weekday: 0700 to 2300	Sunday: 0700 to 2300
Tot. Veh. Km. - Dedicated Service				Saturday: 0700 to 2300	Holiday: 0700 to 2300
Rev. Veh. Hrs. - Dedicated Service		1,886		Advanced booking notice: 0 day(s)	
Tot. Veh. Hrs. - Dedicated Service		1,886		Minimum notice for reservation: 1 hour(s)	
Non-Dedicated Service - Veh. Km.				Reservations / Scheduling: Partially Computerized	
Non-Dedicated Service - Veh. Hrs.					
PASSENGER DATA				FARE STRUCTURE	
Dedicated Service		1,787	1,370	Effective Date 30/09/2007	
Non-Dedicated Service				Cash	
TOTAL PASSENGERS		1,787	1,370	Adult \$4.00	
Subscription / Pre-booked		76 %	30 %	Child \$4.00	
Reservation		20 %	68 %	Student \$4.00	
On-Demand / Day of trip		4 %	2 %	Senior \$4.00	
Cancelled in advance		232	222	Attendant \$4.00	
No-shows / Cancelled at door		17	7	Companion \$4.00	
Unaccommodated trips				Other \$0.65/km (base); \$12/hr; In town \$4/trip	
Number of complaints		3			
OPERATING EXPENSES				EMPLOYEE DATA	
Administration		\$28,305	\$32,337		
Operations:				Full-time	Part-time
Internal - Dedicated Service		\$72,570	\$25,262	Operators	2
Contract - Dedicated Service				Other Operations	1
Contract - Non-Dedicated Service				Vehicle Mechanics	
Contract - Taxi Scrip				General and Administration	1
Maintenance (Vehicles & Facilities)		\$7,412	\$13,599	Other	
Fuel		\$10,816	\$6,040	TOTAL NUMBER OF EMPLOYEES	4
TOTAL OPERATING EXPENSES		\$119,103	\$77,238	Union Affiliations: Operators:	
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS				Mechanics:	
Passenger Revenue		\$45,170	\$19,755	Other (specify):	
Other Operating Revenue		\$1,496	\$2,729	Top Operator Wage Rate: \$12.00	
Total Operating Revenue		\$46,666	\$22,484	Top Mechanic Wage Rate:	
Federal Contributions				PERFORMANCE INDICATORS	
Provincial Contributions		\$8,617	\$12,615	FINANCIAL	
Municipal Contributions		\$31,969	\$9,165		
Other / Donations		\$1,252	\$1,743		
TOTAL		\$88,504	\$46,007		
CAPITAL EXPENSES					
Vehicles Purchased					
Debt Servicing					
Other Capital Expenses					
TOTAL CAPITAL EXPENSES					
CAPITAL FUNDING SOURCES					
Transit System					
Federal Contributions					
Provincial Contributions					
Municipal Contributions					
Other / Donations					
TOTAL CAPITAL FUNDING					

* Premium rates charged on statutory holidays. * Other Eligibility criteria: Senior aged 55+. Municipal granting to the disabled does not apply to the clients who register under the 55 plus guidelines. * North Huron Special Transit Service was funded by North Huron in 2008 and their status changed in 2009: the new host is Morris-Turnberry. The ridership decline may be a result of passengers using alternative transit services, such as LHINS, who provide travel mileage for volunteers to drive seniors around.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	60	
Wheelchair/Scooter Users	1,176	
Attendants	134	
Companions		
Other (specified)		
TOTAL	1,370	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	1	1	3	6
Small Buses	1	1	4	4
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A
Vehicle ownership:	Non-Profit Charitable Organization			
Vehicle maintenance responsibility:	Non-Profit Charitable Organization			
Accessible taxis:				

North Perth

North Perth Community Transit

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

Population served: 12,275
 Service area (km²): 493.2
 Communities served: 1
 Service began: 01/06/1998
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS		Active	Total
Wheelchair/Scooter Users:	49		49
Ambulatory:	183		183
Attendants:	45		45
Companions:	15		15
Other:			
Total:	292		292

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

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

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

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	20,040	25,402
Tot. Veh. Km. - Dedicated Service	20,040	25,402
Rev. Veh. Hrs. - Dedicated Service		
Tot. Veh. Hrs. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	6,438	6,799
Non-Dedicated Service		
TOTAL PASSENGERS	6,438	6,799
Subscription / Pre-booked	46 %	52 %
Reservation	52 %	46 %
On-Demand / Day of trip	2 %	2 %
Cancelled in advance	928	1,254
No-shows / Cancelled at door	11	29
Unaccommodated trips	30	52
Number of complaints		7

OPERATING EXPENSES

Administration	\$4,295	\$8,255
Operations:		
Internal - Dedicated Service	\$24,046	\$18,957
Contract - Dedicated Service		\$11,466
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$7,271	\$5,394
Fuel	\$5,017	\$10,350
TOTAL OPERATING EXPENSES	\$40,629	\$54,422

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$17,847	\$14,416
Other Operating Revenue		
Total Operating Revenue	\$17,847	\$14,416
Federal Contributions		
Provincial Contributions	\$8,562	\$23,419
Municipal Contributions	\$6,000	\$6,000
Other / Donations	\$1,941	
TOTAL	\$34,350	\$43,835

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

On September 10, 2008 the former North Perth Community Transportation Board (an independent volunteer Board) ceased to provide service. On September 11, 2008, VON Perth-Huron started an accessible transportation service to the residents of North Perth with a new accessible bus that was purchased with monies distributed by the South West LHIN. Additionally in July of 2008 VON was assigned one of the 100 Dodge Caravan vans that MOHLTC distributed across the Province. The new service is recognized as North Perth Community Transit. VON Perth-Huron is one of the seven partnering agencies across Perth and Huron counties that is part of the recent Aging At Home initiative to improve transportation across this counties. The new program will have one number to call for seniors and disabled to access transportation services across Perth and Huron. Each agency remains independent in the partnership but all work together to provide the best service possible for individuals. The new system is called EasyRide.

SERVICE HOURS / SCHEDULING

Weekday:	0800 to 1800	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	0.5 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date 18/01/2000	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.50			<input type="checkbox"/>
Child	\$3.50			<input type="checkbox"/>
Student	\$3.50			<input type="checkbox"/>
Senior	\$3.50			<input checked="" type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion	\$3.50			
Other				

EMPLOYEE DATA

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

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate: \$10.50

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	44%	26%
Net Operating Cost / Capita	\$1.86	\$3.26
Total Exp. / Passenger	\$6.31	\$8.00
Total Exp. / Eligible Passenger	\$6.31	\$9.10
Transportation Exp. / Passenger		
Dedicated Service	\$5.64	\$6.79
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0241	0.0238
Passengers / Capita	0.5245	0.5539
Passengers / Registrant	21.75	23.28
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)	3.11	3.74
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	4,985	
Wheelchair/Scooter Users	997	
Attendants	817	
Companions		
Other (specified)		
TOTAL	6,799	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars	1	1	N/A	6
Accessible Vans / Minivans				
Small Buses	1	1	4	10
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A
Vehicle ownership:	Non-Profit Organization			
Vehicle maintenance responsibility:	Non-Profit Organization			
Accessible taxis:				

Oakville

Oakville Transit

Contact: Ragini Govender
 Title: Transit Analyst
 Telephone: 905-845-6601 x3937
 Fax: 905-338-4166
 Email: rgovender@oakville.ca

Population served: 173,600
 Service area (km²): 103.5
 Communities served: 1
 Service began: 01/04/1980
 Advisory Committee members: 7
 Eligibility Committee members: 2

REGISTRANTS		Active	Total
Wheelchair/Scooter Users:		222	377
Ambulatory:		552	870
Attendants:		50	84
Companions:		40	50
Other:			
Total:		864	1,381

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

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

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

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	205,843	225,563
Tot. Veh. Km. - Dedicated Service	205,843	225,563
Rev. Veh. Hrs. - Dedicated Service	10,429	11,702
Tot. Veh. Hrs. - Dedicated Service	10,429	11,702
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	24,584	26,352
Non-Dedicated Service	10,921	10,914
TOTAL PASSENGERS	35,505	37,266
Subscription / Pre-booked	30%	30%
Reservation	70%	70%
On-Demand / Day of trip	0%	0%
Cancelled in advance	3,444	3,815
No-shows / Cancelled at door	452	507
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service	\$480,891	\$417,134
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$129,573	\$139,025
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$29,118	\$62,261
Fuel	\$50,271	\$68,585
TOTAL OPERATING EXPENSES	\$689,853	\$687,005

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$62,580	\$75,305
Other Operating Revenue		
Total Operating Revenue	\$62,580	\$75,305
Federal Contributions		
Provincial Contributions	\$100	
Municipal Contributions	\$627,173	\$611,700
Other / Donations		
TOTAL	\$689,853	\$687,005

CAPITAL EXPENSES

Vehicles Purchased		\$213,021
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$213,021

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$105,850
Municipal Contributions		\$107,171
Other / Donations		
TOTAL CAPITAL FUNDING		\$213,021

* Effective January 1, 2007, Oakville Transit implemented system wide fare parity. Revenue reported in this survey for specialized transit is an estimate only, based upon the 2006 specialized services revenue as a percentage of total revenue including conventional services. This percentage has been carried forward and applied to 2007 and 2008 total revenue, which now include care-A-van fare media.

SERVICE HOURS / SCHEDULING

Weekday:	0600 to 2400	Sunday:	0800 to 2000
Saturday:	0700 to 2400	Holiday:	0800 to 2000
Advanced booking notice:	10 day(s)		
Minimum notice for reservation:	48 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date 01/07/2008	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.75	\$2.30	\$80.00	<input checked="" type="checkbox"/>
Child				<input type="checkbox"/>
Student	\$2.75	\$1.90	\$50.00	<input type="checkbox"/>
Senior	\$2.75	\$1.55	\$45.00	<input type="checkbox"/>
Attendant	\$2.75			<input type="checkbox"/>
Companion	\$2.75			<input type="checkbox"/>
Other				<input type="checkbox"/>

EMPLOYEE DATA

	Full-time	Part-time
Operators	4	3
Other Operations	3	
Vehicle Mechanics		
General and Administration		
Other		
TOTAL NUMBER OF EMPLOYEES	7	3

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

Top Operator Wage Rate: \$22.38

Top Mechanic Wage Rate: \$28.14

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	9%	11%
Net Operating Cost / Capita	\$3.69	\$3.52
Total Exp. / Passenger	\$19.43	\$18.44
Total Exp. / Eligible Passenger	\$20.94	\$19.68
Transportation Exp. / Passenger		
Dedicated Service	\$22.79	\$20.79
Non-Dedicated Service	\$11.86	\$12.74
Transportation Exp. / Hour (Dedicated Service)	\$53.72	\$46.83
OPERATING		
Registrants / Capita	0.0079	0.0080
Passengers / Capita	0.2091	0.2147
Passengers / Registrant	26.64	26.98
Passengers / Hour (Dedicated Service)	2.36	2.25
Kms / Passenger (Dedicated Service)	8.37	8.56
Average Speed (Dedicated Service)	19.74	19.28

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	14,605	9,740
Wheelchair/Scooter Users	9,734	822
Attendants	2,013	352
Companions		
Other (specified)		
TOTAL	26,352	10,914

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

Orillia

Orillia Wheelchair Limousine Service

Contact: Karen Strain
 Title: Secretary-Operations
 Telephone: 705-325-8434
 Fax: 705-323-3373
 Email: kstrain@city.orillia.on.ca

Population served: 31,129
 Service area (km²): 28.8
 Communities served: 1
 Service began: 15/06/1987
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

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

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

Eligibility Criteria: ☒ Unable to Board

☒ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☐

☒ Unable to Use

☐ Private Non-Profit Org.

☒ Other Criteria

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	25,451	26,367
Tot. Veh. Km. - Dedicated Service	25,451	26,367
Rev. Veh. Hrs. - Dedicated Service	2,926	2,800
Tot. Veh. Hrs. - Dedicated Service	2,926	2,800
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	6,046	5,377
Non-Dedicated Service		
TOTAL PASSENGERS	6,046	5,377
Subscription / Pre-booked	15 %	15 %
Reservation	80 %	80 %
On-Demand / Day of trip	5 %	5 %
Cancelled in advance	55	75
No-shows / Cancelled at door	28	53
Unaccommodated trips	129	80
Number of complaints	5	5

OPERATING EXPENSES

Administration	\$858	
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$100,669	\$108,627
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		

TOTAL OPERATING EXPENSES **\$101,527** **\$108,627**

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$16,037	\$14,124
Other Operating Revenue		

Total Operating Revenue	\$16,037	\$14,124
Federal Contributions		
Provincial Contributions	\$13,700	\$12,281
Municipal Contributions	\$70,790	\$81,722
Other / Donations	\$1,000	\$500
TOTAL	\$101,527	\$108,627

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

Vehicle kilometres are slightly lower in 2007 than 2008, but vehicle hours are slightly higher in 2007 than 2008. This is due in part to the change in operating. Booking trips in 2007 was in allotments of 20 minutes one way, in December 2007 this trip time length changed to 30 minutes per one way trip. This reduced the number of passengers taken daily, but operating hours along with after hours billed time had increased. *Service Hour Exceptions: After hours service available for holidays and Sundays.

SERVICE HOURS / SCHEDULING

Weekday:	0800 to 2300	Sunday:	0800 to 2300
Saturday:	0800 to 2300	Holiday:	to
Advanced booking notice:	2 day(s)		
Minimum notice for reservation:	24 hour(s)		
Reservations / Scheduling:	Manual		

FARE STRUCTURE

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

EMPLOYEE DATA

	Full-time	Part-time
Operators		
Other Operations		
Vehicle Mechanics		
General and Administration		
Other		
TOTAL NUMBER OF EMPLOYEES		
Union Affiliations:		
Operators:		
Mechanics:		
Other (specify):		

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	16%	13%
Net Operating Cost / Capita	\$2.77	\$3.04
Total Exp. / Passenger	\$16.79	\$20.20
Total Exp. / Eligible Passenger	\$16.79	\$22.20
Transportation Exp. / Passenger		
Dedicated Service	\$16.65	\$20.20
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$34.40	\$38.80
OPERATING		
Registrants / Capita	0.0128	0.0094
Passengers / Capita	0.1959	0.1727
Passengers / Registrant	15.35	18.48
Passengers / Hour (Dedicated Service)	2.07	1.92
Kms / Passenger (Dedicated Service)	4.21	4.90
Average Speed (Dedicated Service)	8.70	9.42

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory		
Wheelchair/Scooter Users	4,893	
Attendants	484	
Companions		
Other (specified)		
TOTAL	5,377	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	1	1	4	6
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Vehicle ownership:	The Corporation of the City of Orillia			
Vehicle maintenance responsibility:	Contractor			
Accessible taxis:				

Para Transpo

Contact: Karen Barton
 Title: Supervisor, Admin & Customer Service
 Telephone: 613-842-3636 x2593
 Fax: 613-244-4329
 Email: karen.barton@ottawa.ca

Population served: 784,725
 Service area (km²): 441.7
 Communities served: 1
 Service began: 01/01/1974
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 2,979
 Ambulatory: 5,881
 Attendants: 663
 Companions:
 Other:
Total: 9,523

Active
 2,979
 5,881
 663
 9,523

Total
 2,979
 5,881
 663
 9,523

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

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

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

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	7,042,099	5,431,279
Tot. Veh. Km. - Dedicated Service	8,219,124	6,498,468
Rev. Veh. Hrs. - Dedicated Service	305,798	245,323
Tot. Veh. Hrs. - Dedicated Service	348,849	264,213
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	661,970	515,177
Non-Dedicated Service	117,988	270,911
TOTAL PASSENGERS	779,958	786,088
Subscription / Pre-booked	51 %	63 %
Reservation	45 %	31 %
On-Demand / Day of trip	4 %	6 %

Cancelled in advance	91,489	99,390
No-shows / Cancelled at door	24,504	27,682
Unaccommodated trips	31,226	39,688
Number of complaints		

OPERATING EXPENSES

Administration	\$2,286,281	\$2,664,229
Operations:		
Internal - Dedicated Service	\$345,413	\$11,274,698
Contract - Dedicated Service	\$18,886,351	
Contract - Non-Dedicated Service	\$3,024,349	\$6,863,814
Contract - Taxi Scrip	\$43,122	\$218,399
Maintenance (Vehicles & Facilities)		\$2,609,224
Fuel		\$2,000,465
TOTAL OPERATING EXPENSES	\$24,585,516	\$25,630,829

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,717,028	\$1,811,015
Other Operating Revenue	\$10,716	\$6,341
Total Operating Revenue	\$1,727,744	\$1,817,356
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$22,857,772	\$23,813,473
Other / Donations		
TOTAL	\$24,585,516	\$25,630,829

CAPITAL EXPENSES

Vehicles Purchased	\$8,477,480	
Debt Servicing		
Other Capital Expenses	\$251,248	\$410,508
TOTAL CAPITAL EXPENSES	\$8,728,728	\$410,508

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions	\$45,000	
Provincial Contributions	\$2,703,000	
Municipal Contributions	\$5,980,728	\$410,508
Other / Donations		
TOTAL CAPITAL FUNDING	\$8,728,728	\$410,508

* Non-dedicated service vehicles include up to 30 accessible taxis and up to 50 taxi sedans.

SERVICE HOURS / SCHEDULING

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

FARE STRUCTURE

Effective Date 01/07/2008	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.00	\$2.00	\$81.00	<input type="checkbox"/>
Child	\$3.00	\$2.00	\$62.65	<input type="checkbox"/>
Student	\$3.00	\$2.00	\$62.65	<input type="checkbox"/>
Senior	\$3.00	\$2.00	\$30.40	<input checked="" type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion	\$3.00	\$2.00		
Other	Community Pass \$30.40; Rural passes: Adult \$126.00, Student \$98.75			

EMPLOYEE DATA

	Full-time	Part-time
Operators	183	14
Other Operations	25	6
Vehicle Mechanics	6	
General and Administration	12	
Other	6	
TOTAL NUMBER OF EMPLOYEES	232	20

Union Affiliations: Operators: ATU Local 279
 Mechanics: ATU Local 279
 Other (specify): Bus Attendants (ATU Local 279)

Top Operator Wage Rate: \$22.30

Top Mechanic Wage Rate: \$28.38

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	7%	7%
Net Operating Cost / Capita	\$29.37	\$30.35
Total Exp. / Passenger	\$31.52	\$32.61
Total Exp. / Eligible Passenger	\$35.11	\$36.26
Transportation Exp. / Passenger		
Dedicated Service	\$29.05	\$30.83
Non-Dedicated Service	\$26.00	\$26.14
Transportation Exp. / Hour (Dedicated Service)	\$55.13	\$60.12
OPERATING		
Registrants / Capita	0.0203	0.0121
Passengers / Capita	1.0023	1.0017
Passengers / Registrant	49.37	82.55
Passengers / Hour (Dedicated Service)	2.16	2.10
Kms / Passenger (Dedicated Service)	10.64	10.54
Average Speed (Dedicated Service)	23.03	22.14

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	259,159	210,595
Wheelchair/Scooter Users	195,219	41,849
Attendants	25,523	8,110
Companions	35,276	10,357
Other (specified)		
TOTAL	515,177	270,911

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	91	91	3	4
Other				
TOTAL DED. VEHICLES	91	91	N/A	N/A
Vehicle ownership:	Municipal Transit System			
Vehicle maintenance responsibility:	Municipal Transit System			
Accessible taxis:	30			

Owen Sound

Owen Sound Specialized Transit

Contact: Kim Davis
 Title: Administrative Assistant
 Telephone: 519-376-4440 x261
 Fax: 519-371-0511
 Email: kdavis@e-owensound.com

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

REGISTRANTS
 Wheelchair/Scooter Users: 180
 Ambulatory: 90
 Attendants: 152
 Companions:
 Other:
Total: 422

Dedicated Serv. Operated by: ☒ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

Eligibility Criteria: ☒ Unable to Board

☒ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☐

☒ Unable to Use

☐ Private Non-Profit Org.

☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	24,052	23,996
Tot. Veh. Km. - Dedicated Service	24,911	24,856
Rev. Veh. Hrs. - Dedicated Service	2,268	2,277
Tot. Veh. Hrs. - Dedicated Service	2,348	2,357
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	4,881	4,832
Non-Dedicated Service		
TOTAL PASSENGERS	4,881	4,832
Subscription / Pre-booked	%	%
Reservation	95 %	95 %
On-Demand / Day of trip	5 %	5 %
Cancelled in advance	762	650
No-shows / Cancelled at door	23	7
Unaccommodated trips	98	90
Number of complaints	3	18

OPERATING EXPENSES

Administration	\$16,512	\$18,640
Operations:		
Internal - Dedicated Service	\$733	
Contract - Dedicated Service	\$74,902	\$79,488
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$23,270	\$22,648
Fuel	\$6,499	\$7,987
TOTAL OPERATING EXPENSES	\$121,916	\$128,763

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$14,151	\$13,952
Other Operating Revenue		
Total Operating Revenue	\$14,151	\$13,952
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$107,765	\$114,811
Other / Donations		
TOTAL	\$121,916	\$128,763

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		

CAPITAL FUNDING SOURCES

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

SERVICE HOURS / SCHEDULING

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

FARE STRUCTURE

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

EMPLOYEE DATA

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

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	12%	11%
Net Operating Cost / Capita	\$4.90	\$5.22
Total Exp. / Passenger	\$24.98	\$26.65
Total Exp. / Eligible Passenger	\$27.63	\$29.13
Transportation Exp. / Passenger		
Dedicated Service	\$21.59	\$22.79
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$44.89	\$46.72
OPERATING		
Registrants / Capita	0.0173	0.0192
Passengers / Capita	0.2219	0.2196
Passengers / Registrant	12.84	11.45
Passengers / Hour (Dedicated Service)	2.15	2.12
Kms / Passenger (Dedicated Service)	4.93	4.97
Average Speed (Dedicated Service)	10.60	10.54

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	2,935	
Wheelchair/Scooter Users	1,486	
Attendants	411	
Companions		
Other (specified)		
TOTAL	4,832	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	1	1	4	11
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Vehicle ownership:	Municipality			
Vehicle maintenance responsibility:	Contracted Operator			
Accessible taxis:				

Parry Sound

Parry Sound Specialized Transit Service

Contact: Rob Mens
 Title: CAO
 Telephone: 705-746-2101
 Fax: 705-746-7461
 Email: rmens@townofparrysound.com

Population served: 5,900
 Service area (km²): 13.3
 Communities served: 1
 Service began: 01/06/2008
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS

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

Active

Total

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

Eligibility Criteria: ☒ Unable to Board

☒ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☐

☐ Unable to Use

☐ Private Non-Profit Org.

☐ Other Criteria

VEHICLE KILOMETRES & HOURS	2007	2008	SERVICE HOURS / SCHEDULING		
Rev. Veh. Km. - Dedicated Service			Weekday: 0900 to 1645	Sunday:	to
Tot. Veh. Km. - Dedicated Service			Saturday: 0900 to 1645	Holiday:	to
Rev. Veh. Hrs. - Dedicated Service			Advanced booking notice:	0 day(s)	
Tot. Veh. Hrs. - Dedicated Service			Minimum notice for reservation:	0 hour(s)	
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling:		
Non-Dedicated Service - Veh. Hrs.					
PASSENGER DATA			FARE STRUCTURE		
Dedicated Service		379	Effective Date 01/06/2008	Tickets/Cards	
Non-Dedicated Service			Cash	(unit price)	Monthly Pass
TOTAL PASSENGERS		379	Adult		Free
Subscription / Pre-booked		100%	Child		<input type="checkbox"/>
Reservation		0%	Student		<input type="checkbox"/>
On-Demand / Day of trip		0%	Senior		<input type="checkbox"/>
Cancelled in advance		2	Attendant		<input type="checkbox"/>
No-shows / Cancelled at door		2	Companion		<input type="checkbox"/>
Unaccommodated trips			Other		
Number of complaints			EMPLOYEE DATA	Full-time	Part-time
OPERATING EXPENSES			Operators		
Administration		\$1,422	Other Operations		
Operations:			Vehicle Mechanics		
Internal - Dedicated Service			General and Administration		
Contract - Dedicated Service		\$12,051	Other		
Contract - Non-Dedicated Service			TOTAL NUMBER OF EMPLOYEES		
Contract - Taxi Scrip			Union Affiliations: Operators:		
Maintenance (Vehicles & Facilities)			Mechanics:		
Fuel			Other (specify):		
TOTAL OPERATING EXPENSES		\$13,473	Top Operator Wage Rate:		
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS			Top Mechanic Wage Rate:		
Passenger Revenue		\$758	PERFORMANCE INDICATORS		
Other Operating Revenue			FINANCIAL	2007	2008
Total Operating Revenue		\$758	R/C Ratio		6%
Federal Contributions			Net Operating Cost / Capita		\$2.16
Provincial Contributions		\$3,943	Total Exp. / Passenger		\$35.55
Municipal Contributions		\$8,772	Total Exp. / Eligible Passenger		\$35.55
Other / Donations			Transportation Exp. / Passenger		
TOTAL		\$13,473	Dedicated Service		\$31.80
CAPITAL EXPENSES			Non-Dedicated Service		
Vehicles Purchased			Transportation Exp. / Hour (Dedicated Service)		
Debt Servicing			OPERATING		
Other Capital Expenses			Registrants / Capita		
TOTAL CAPITAL EXPENSES			Passengers / Capita		0.0642
CAPITAL FUNDING SOURCES			Passengers / Registrant		
Transit System			Passengers / Hour (Dedicated Service)		
Federal Contributions			Kms / Passenger (Dedicated Service)		
Provincial Contributions			Average Speed (Dedicated Service)		
Municipal Contributions					
Other / Donations					
TOTAL CAPITAL FUNDING					

* Parry Sound initiated a partnership with Belvedere Customer Support Services and Hammond Transportation to provide curb-to-curb transportation service to residents of the Town of Parry Sound in June 2008. * Services are available on Tuesdays, Fridays, and Saturdays.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory		
Wheelchair/Scooter Users	379	
Attendants		
Companions		
Other (specified)		
TOTAL	379	

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

Peel Region

TransHelp

Contact: Mark Castro
 Title: Supervisor, Operations
 Telephone: 905-791-1015 x6860
 Fax: 905-277-5864
 Email: castrom@peelregion.ca

Population served: 1,199,000
 Service area (km²): 1,253.0
 Communities served: 3
 Service began: 01/06/1981
 Advisory Committee members: 10
 Eligibility Committee members: 10

REGISTRANTS
 Wheelchair/Scooter Users: 1,826
 Ambulatory: 2,578
 Attendants:
 Companions:
 Other: 169
Total: 4,573

Active
 1,826
 2,578

 169
4,573

Total
 1,826
 2,578

 169
4,573

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

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

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

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	2,034,755	2,370,943
Tot. Veh. Km. - Dedicated Service	2,298,995	2,682,748
Rev. Veh. Hrs. - Dedicated Service	105,038	114,444
Tot. Veh. Hrs. - Dedicated Service	112,617	123,778
Non-Dedicated Service - Veh. Km.	100,321	110,820
Non-Dedicated Service - Veh. Hrs.	10,391	11,107

PASSENGER DATA

	2007	2008
Dedicated Service	245,799	269,410
Non-Dedicated Service	50,336	46,768
TOTAL PASSENGERS	296,135	316,178
Subscription / Pre-booked	40 %	40 %
Reservation	59 %	58 %
On-Demand / Day of trip	1 %	2 %
Cancelled in advance	3,997	24,432
No-shows / Cancelled at door	4,302	5,086
Unaccommodated trips	1,390	1,352
Number of complaints	624	551

OPERATING EXPENSES

	2007	2008
Administration	\$2,333,249	\$2,567,254
Operations:		
Internal - Dedicated Service	\$3,242,920	\$3,679,808
Contract - Dedicated Service	\$1,827,919	\$2,095,916
Contract - Non-Dedicated Service	\$1,172,997	\$1,500,123
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$1,376,219	\$1,462,012
Fuel	\$345,652	\$440,855
TOTAL OPERATING EXPENSES	\$10,298,956	\$11,745,968

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2007	2008
Passenger Revenue	\$606,175	\$698,162
Other Operating Revenue	\$46,529	\$29,375
Total Operating Revenue	\$652,704	\$727,537
Federal Contributions		
Provincial Contributions	\$770,061	\$666,061
Municipal Contributions	\$8,876,040	\$10,348,503
Other / Donations	\$151	\$3,867
TOTAL	\$10,298,956	\$11,745,968

CAPITAL EXPENSES

	2007	2008
Vehicles Purchased		\$1,317,103
Debt Servicing		
Other Capital Expenses	\$471,564	\$289,173
TOTAL CAPITAL EXPENSES	\$471,564	\$1,606,276

CAPITAL FUNDING SOURCES

	2007	2008
Transit System		
Federal Contributions		\$1,051,704
Provincial Contributions		\$357,035
Municipal Contributions	\$449,424	\$97,870
Other / Donations	\$22,140	\$99,667
TOTAL CAPITAL FUNDING	\$471,564	\$1,606,276

SERVICE HOURS / SCHEDULING

	2007	2008
Weekday: 0600 to 0100		
Saturday: 0600 to 0100		
Sunday: 0600 to 0100		
Holiday: 0600 to 0100		
Advanced booking notice: 7 day(s)		
Minimum notice for reservation: 24 hour(s)		
Reservations / Scheduling: Fully Computerized		

FARE STRUCTURE

	2007	2008
Effective Date 06/03/2008		
Cash		
Adult	\$2.75	\$108.00
Child	\$2.75	\$108.00
Student	\$2.75	\$108.00
Senior	\$2.75	\$108.00
Attendant		
Companion	\$2.75	
Other		

EMPLOYEE DATA

	2007	2008
Operators	36	18
Other Operations	5	
Vehicle Mechanics	2	
General and Administration	11	
Other	4	3
TOTAL NUMBER OF EMPLOYEES	58	21

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

Top Operator Wage Rate: \$24.69

Top Mechanic Wage Rate: \$28.01

PERFORMANCE INDICATORS

	2007	2008
FINANCIAL		
R/C Ratio	6%	6%
Net Operating Cost / Capita	\$8.20	\$9.19
Total Exp. / Passenger	\$34.78	\$37.15
Total Exp. / Eligible Passenger	\$42.22	\$46.06
Transportation Exp. / Passenger		
Dedicated Service	\$27.64	\$28.50
Non-Dedicated Service	\$23.30	\$32.08
Transportation Exp. / Hour (Dedicated Service)	\$60.32	\$62.04
OPERATING		
Registrants / Capita	0.0048	0.0038
Passengers / Capita	0.2516	0.2637
Passengers / Registrant	51.94	69.14
Passengers / Hour (Dedicated Service)	2.34	2.35
Kms / Passenger (Dedicated Service)	8.28	8.80
Average Speed (Dedicated Service)	19.37	20.72

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	135,402	40,230
Wheelchair/Scooter Users	79,398	
Attendants	38,801	5,357
Companions	15,809	1,181
Other (specified)		
TOTAL	269,410	46,768

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	30	20	N/A	4
Accessible Vans / Minivans	13	9	1	4
Small Buses	45	37	4	6
Other	12	8		10
TOTAL DED. VEHICLES	100	74	N/A	N/A

Vehicle ownership: Regional Municipality
 Vehicle maintenance responsibility: Regional Municipality
 Accessible taxis: 13

Pembroke

Pembroke Handi-Bus

Contact: Art Gallagher
 Title: Manager
 Telephone: 613-735-6998
 Fax: 613-735-8632
 Email: pembrokehandibus@bellnet.ca

Population served: 20,000
 Service area (km²): 91.5
 Communities served: 2
 Service began: 01/08/1989
 Advisory Committee members: 10
 Eligibility Committee members: 2

REGISTRANTS
 Wheelchair/Scooter Users: 162
 Ambulatory: 224
 Attendants:
 Companions:
 Other:
Total: 386

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

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

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

VEHICLE KILOMETRES & HOURS

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

2007 2008

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

15,562 17,557

TOTAL PASSENGERS

15,562 17,557

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

% %
 % %
 % %

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

231 263
 95 131

OPERATING EXPENSES

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

\$72,484 \$76,149
 \$63,160 \$71,450
 \$13,722 \$17,421
 \$17,802 \$24,554

TOTAL OPERATING EXPENSES

\$167,168 \$189,574

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

\$53,955 \$61,092

Total Operating Revenue

\$53,955 \$61,092

Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

\$55,000 \$50,000
 \$37,500 \$37,500
 \$57,038 \$66,272

TOTAL

\$203,493 \$214,864

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

\$13,269 \$70,771
 \$5,000

TOTAL CAPITAL EXPENSES

\$18,269 \$70,771

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

\$13,269 \$70,771
 \$5,000

TOTAL CAPITAL FUNDING

\$18,269 \$70,771

Other eligibility criteria includes people with intellectual disabilities and blindness to developmental disabilities and visually impaired.

SERVICE HOURS / SCHEDULING

Weekday: 0730 to 1700 Sunday: 0900 to 1600
 Saturday: 0900 to 1600 Holiday: to
 Advanced booking notice: 1 day(s)
 Minimum notice for reservation: 2 hour(s)
 Reservations / Scheduling: Manual

FARE STRUCTURE

Effective Date 01/01/2004

Cash

Adult \$4.50
 Child \$4.50
 Student \$4.50
 Senior \$4.50

Attendant
 Companion

Other Clients with developmental disabilities - \$3.50

EMPLOYEE DATA

Operators
 Other Operations
 Vehicle Mechanics
 General and Administration
 Other

Full-time

2

Part-time

2

TOTAL NUMBER OF EMPLOYEES

3

3

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio 32% 32%
 Net Operating Cost / Capita \$5.39 \$6.42
 Total Exp. / Passenger \$10.74 \$10.80
 Total Exp. / Eligible Passenger \$13.12 \$13.03
 Transportation Exp. / Passenger
 Dedicated Service \$6.08 \$6.46
 Non-Dedicated Service
 Transportation Exp. / Hour (Dedicated Service)

OPERATING

Registrants / Capita 0.0175 0.0193
 Passengers / Capita 0.7410 0.8779
 Passengers / Registrant 42.40 45.48
 Passengers / Hour (Dedicated Service)
 Kms / Passenger (Dedicated Service)
 Average Speed (Dedicated Service)

PASSENGER DATA

Ambulatory 10,624
 Wheelchair/Scooter Users 3,926
 Attendants 3,007
 Companions
 Other (specified)

Ded. Service

Non-Ded. Service

17,557

VEHICLE DATA

Non-Accessible Cars
 Accessible Vans / Minivans
 Small Buses
 Other

Number

Veh. Peak

Avg. Capacity per Veh.

Wheelchair

Ambulatory

TOTAL DED. VEHICLES

3 3

N/A

N/A

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

Perth East

Perth East Transportation

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

Population served: 12,000
 Service area (km²): 171.0
 Communities served: 1
 Service began: 01/07/1999
 Advisory Committee members: 11
 Eligibility Committee members: 11

REGISTRANTS		Active	Total
Wheelchair/Scooter Users:	65	65	
Ambulatory:	493	493	
Attendants:	10	10	
Companions:	5	5	
Other:			
Total:	573	573	

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

Eligibility Criteria: ☒ Unable to Board

☒ Private Contractor(s), number: 4

Taxi Scrip Program Available: ☐

☒ Unable to Use

☒ Private Non-Profit Org.

☒ Other Criteria

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	45,945	48,117
Tot. Veh. Km. - Dedicated Service	70,945	64,155
Rev. Veh. Hrs. - Dedicated Service		
Tot. Veh. Hrs. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	7,217	7,775
Non-Dedicated Service		
TOTAL PASSENGERS	7,217	7,775
Subscription / Pre-booked	12 %	12 %
Reservation	74 %	78 %
On-Demand / Day of trip	14 %	10 %
Cancelled in advance	100	50
No-shows / Cancelled at door	25	75
Unaccommodated trips	75	120
Number of complaints		

OPERATING EXPENSES

Administration	\$16,671	\$11,377
Operations:		
Internal - Dedicated Service	\$53,882	\$48,520
Contract - Dedicated Service	\$59,480	\$46,720
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$5,666	\$12,083
Fuel	\$7,097	\$10,601
TOTAL OPERATING EXPENSES	\$142,796	\$129,301

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$81,815	\$68,558
Other Operating Revenue	\$691	\$1,091
Total Operating Revenue	\$82,506	\$69,649
Federal Contributions		
Provincial Contributions	\$48,360	\$39,133
Municipal Contributions	\$7,500	\$7,500
Other / Donations	\$15,733	\$13,169
TOTAL	\$154,099	\$129,451

CAPITAL EXPENSES

Vehicles Purchased		\$60,000
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$60,000

CAPITAL FUNDING SOURCES

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

Other Eligibility Criteria: frail, cognitive impairment, seniors, disabled (physically/mental).
 Service Scheduling: Scheduling is available Monday to Friday 08:00-16:30, while service delivery is available three days per week - Tuesday, Thursday and Friday

SERVICE HOURS / SCHEDULING

Weekday:	0800 to 1630	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	24 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

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

EMPLOYEE DATA

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

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	58%	54%
Net Operating Cost / Capita	\$5.02	\$4.97
Total Exp. / Passenger	\$19.79	\$16.63
Total Exp. / Eligible Passenger	\$19.90	\$16.92
Transportation Exp. / Passenger		
Dedicated Service	\$17.48	\$15.17
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0402	0.0478
Passengers / Capita	0.6014	0.6479
Passengers / Registrant	14.97	13.57
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)	6.37	6.19
Average Speed (Dedicated Service)		

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	6,782	
Wheelchair/Scooter Users	861	
Attendants	112	
Companions	20	
Other (specified)		
TOTAL	7,775	

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

Peterborough

Peterborough Handi-Van

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

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

REGISTRANTS
 Wheelchair/Scooter Users: 600
 Ambulatory: 1,012
 Attendants:
 Companions:
 Other: 17
Total: 473 1,629

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

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

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

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	262,300	250,400
Tot. Veh. Km. - Dedicated Service	270,400	258,158
Rev. Veh. Hrs. - Dedicated Service	14,500	14,600
Tot. Veh. Hrs. - Dedicated Service	14,950	15,044
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	40,200	40,500
Non-Dedicated Service	300	1,200
TOTAL PASSENGERS	40,500	41,700
Subscription / Pre-booked	75 %	40 %
Reservation	24 %	%
On-Demand / Day of trip	1 %	60 %
Cancelled in advance	7,400	7,700
No-shows / Cancelled at door	670	810
Unaccommodated trips	50	120
Number of complaints	15	7

OPERATING EXPENSES

Administration	\$98,300	\$88,500
Operations:		
Internal - Dedicated Service	\$589,080	\$577,700
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$3,000	\$14,500
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$204,760	\$167,400
Fuel	\$72,800	\$88,900
TOTAL OPERATING EXPENSES	\$967,940	\$937,000

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$57,800	\$61,100
Other Operating Revenue		

Total Operating Revenue	\$57,800	\$61,100
Federal Contributions		
Provincial Contributions	\$166,890	\$166,900
Municipal Contributions	\$743,250	\$709,000
Other / Donations		
TOTAL	\$967,940	\$937,000

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses	\$7,700	\$17,500
TOTAL CAPITAL EXPENSES	\$7,700	\$17,500

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$7,700	\$17,500
Other / Donations		
TOTAL CAPITAL FUNDING	\$7,700	\$17,500

SERVICE HOURS / SCHEDULING

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

FARE STRUCTURE

Effective Date 31/10/2006	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.00		\$50.00	
Child	\$2.00		\$30.00	
Student	\$2.00		\$45.00	
Senior	\$2.00		\$30.00	
Attendant	\$2.00		\$50.00	
Companion	\$2.00		\$50.00	
Other				

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$22.40

Top Mechanic Wage Rate: \$22.76

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	6%	7%
Net Operating Cost / Capita	\$11.67	\$10.95
Total Exp. / Passenger	\$23.90	\$22.47
Total Exp. / Eligible Passenger	\$25.08	\$23.54
Transportation Exp. / Passenger		
Dedicated Service	\$21.56	\$20.59
Non-Dedicated Service	\$10.00	\$12.08
Transportation Exp. / Hour (Dedicated Service)	\$57.97	\$55.44
OPERATING		
Registrants / Capita	0.0182	0.0204
Passengers / Capita	0.5192	0.5213
Passengers / Registrant	28.52	25.60
Passengers / Hour (Dedicated Service)	2.77	2.77
Kms / Passenger (Dedicated Service)	6.52	6.18
Average Speed (Dedicated Service)	18.09	17.15

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	23,000	900
Wheelchair/Scooter Users	15,600	300
Attendants	1,900	
Companions		
Other (specified)		
TOTAL	40,500	1,200

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	9	7	N/A	8
Small Buses				
Other				
TOTAL DED. VEHICLES	9	7	N/A	N/A

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

Peterborough County

Caremobile

Contact: Jane Pickard
 Title: Driver/Coordinator
 Telephone: 705-749-0036
 Fax: 705-748-6011
 Email: jane@commcareptbo.org

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

REGISTRANTS
 Wheelchair/Scooter Users: 64
 Ambulatory: 70
 Attendants:
 Companions:
 Other:
Total: 134

Active
 75
 76
 151

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

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

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

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	34,442	41,822
Tot. Veh. Km. - Dedicated Service	68,884	83,644
Rev. Veh. Hrs. - Dedicated Service	1,300	1,300
Tot. Veh. Hrs. - Dedicated Service	2,600	2,600
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2007	2008
Dedicated Service	2,346	2,830
Non-Dedicated Service		
TOTAL PASSENGERS	2,346	2,830
Subscription / Pre-booked	80 %	80 %
Reservation	19 %	19 %
On-Demand / Day of trip	1 %	1 %
Cancelled in advance	105	105
No-shows / Cancelled at door	8	8
Unaccommodated trips	12	7
Number of complaints		

OPERATING EXPENSES

	2007	2008
Administration	\$12,546	\$13,027
Operations:		
Internal - Dedicated Service	\$63,615	\$73,984
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$6,962	\$6,350
Fuel	\$13,609	\$15,926
TOTAL OPERATING EXPENSES	\$96,732	\$109,287

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2007	2008
Passenger Revenue	\$11,926	\$13,686
Other Operating Revenue	\$274	\$241
Total Operating Revenue	\$12,200	\$13,927
Federal Contributions		
Provincial Contributions	\$37,153	\$21,060
Municipal Contributions	\$28,602	\$60,148
Other / Donations	\$18,777	\$14,152
TOTAL	\$96,732	\$109,287

CAPITAL EXPENSES

	2007	2008
Vehicles Purchased	\$52,486	
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$52,486	

CAPITAL FUNDING SOURCES

	2007	2008
Transit System		
Federal Contributions		
Provincial Contributions	\$52,486	
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING	\$52,486	

SERVICE HOURS / SCHEDULING

	2007	2008
Weekday: 0600 to 1800		
Saturday: 0800 to 1800		
Sunday: to		
Holiday: to		
Advanced booking notice: 60 day(s)		
Minimum notice for reservation: 24 hour(s)		
Reservations / Scheduling: Manual		

FARE STRUCTURE

Effective Date 01/01/2005	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult				<input type="checkbox"/>
Child				<input type="checkbox"/>
Student				<input type="checkbox"/>
Senior				<input checked="" type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion				<input checked="" type="checkbox"/>
Other \$12 or \$24 Depending on distance traveled				

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$21.60

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2007	2008
FINANCIAL		
R/C Ratio	13%	13%
Net Operating Cost / Capita	\$1.57	\$1.77
Total Exp. / Passenger	\$41.23	\$38.62
Total Exp. / Eligible Passenger	\$47.84	\$45.50
Transportation Exp. / Passenger		
Dedicated Service	\$35.88	\$34.01
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$32.38	\$37.02
OPERATING		
Registrants / Capita	0.0054	0.0028
Passengers / Capita	0.0435	0.0525
Passengers / Registrant	8.12	18.74
Passengers / Hour (Dedicated Service)	1.80	2.18
Kms / Passenger (Dedicated Service)	14.68	14.78
Average Speed (Dedicated Service)	26.49	32.17

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	1,390	
Wheelchair/Scooter Users	1,012	
Attendants	428	
Companions		
Other (specified)		
TOTAL	2,830	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	1	1	2	4
Small Buses	1	1	4	8
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A

Vehicle ownership: County of Peterborough
 Vehicle maintenance responsibility: Community Care Peterborough
 Accessible taxis:

Port Hope

Port Hope Mobiltrans

Contact: Barbara Spry
 Title: Treasurer
 Telephone: 905-885-4544
 Fax: 905-885-1807
 Email: bsp@porthope.ca

Population served: 13,750
 Service area (km²): 13.1
 Communities served: 1
 Service began: 01/01/1986
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS

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

Active

Total

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

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

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

VEHICLE KILOMETRES & HOURS

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

2007

17,195

20,255

2,601

2,754

2008

48,990

48,990

SERVICE HOURS / SCHEDULING

Weekday: 0800 to 1700 Sunday: to
 Saturday: to Holiday: to
 Advanced booking notice: 0 day(s)
 Minimum notice for reservation: 24 hour(s)
 Reservations / Scheduling: Partially Computerized

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

3,591

4,382

TOTAL PASSENGERS

3,591

4,382

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

%

100 %

100 %

%

%

%

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

OPERATING EXPENSES

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

\$335

\$7,000

\$115,891

\$96,404

Maintenance (Vehicles & Facilities)
 Fuel

\$2,514

\$171

TOTAL OPERATING EXPENSES

\$118,740

\$103,575

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

\$15,023

\$8,274

Total Operating Revenue

\$15,023

\$8,274

Federal Contributions

Provincial Contributions

Municipal Contributions

Other / Donations

TOTAL

\$118,740

\$103,575

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

FARE STRUCTURE

Effective Date 01/01/2008

Cash

Adult \$2.00
 Child \$2.00
 Student \$2.00
 Senior \$2.00
 Attendant \$2.00
 Companion \$2.00
 Other

Tickets/Cards (unit price)

Monthly Pass

\$50.00

\$30.00

\$30.00

\$30.00

Free

☐

☐

☐

☐

☐

EMPLOYEE DATA

Operators
 Other Operations
 Vehicle Mechanics
 General and Administration
 Other

Full-time

Part-time

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL

	2007	2008
R/C Ratio	13%	8%
Net Operating Cost / Capita	\$7.98	\$6.93
Total Exp. / Passenger	\$33.07	\$23.64
Total Exp. / Eligible Passenger	\$33.07	\$27.60
Transportation Exp. / Passenger		
Dedicated Service	\$32.97	\$22.04
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$42.99	

OPERATING

Registrants / Capita		
Passengers / Capita		
Passengers / Registrant	0.2762	0.3187
Passengers / Hour (Dedicated Service)	1.38	
Kms / Passenger (Dedicated Service)	4.79	11.18
Average Speed (Dedicated Service)	6.61	

PASSENGER DATA

Ded. Service

Non-Ded. Service

Ambulatory	3,312	
Wheelchair/Scooter Users	441	
Attendants	378	
Companions		
Other (specified)	251	
TOTAL	4,382	

VEHICLE DATA

Number

Veh. Peak

Avg. Capacity per Veh. Wheelchair

Ambulatory

Non-Accessible Cars				
Accessible Vans / Minivans				
Small Buses	1	1	3	8
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Vehicle ownership:	Municipality			
Vehicle maintenance responsibility:	Contracted operator			
Accessible taxis:				

Prince Edward County

Prince Edward County

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

Population served: 25,496
 Service area (km²): 1,048.3
 Communities served: 1
 Service began: 05/06/2007
 Advisory Committee members: 6
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	84	84
Ambulatory:	367	367
Attendants:	3	3
Companions:		
Other:		
Total:	454	454

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

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

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

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	19,468	47,086
Tot. Veh. Km. - Dedicated Service	25,283	53,506
Rev. Veh. Hrs. - Dedicated Service	675	1,779
Tot. Veh. Hrs. - Dedicated Service	881	2,063
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2007	2008
Dedicated Service	896	2,537
Non-Dedicated Service		
TOTAL PASSENGERS	896	2,537
Subscription / Pre-booked	30%	25%
Reservation	68%	70%
On-Demand / Day of trip	2%	5%
Cancelled in advance	88	323
No-shows / Cancelled at door	3	21
Unaccommodated trips	4	8
Number of complaints	1	

OPERATING EXPENSES

	2007	2008
Administration	\$40,125	\$24,700
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$48,000	\$89,304
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		

TOTAL OPERATING EXPENSES **\$88,125** **\$114,004**

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2007	2008
Passenger Revenue	\$6,282	\$17,104
Other Operating Revenue		

Total Operating Revenue \$6,282 \$17,104

Federal Contributions \$28,125 \$50,000

Provincial Contributions \$88,232 \$22,718

Municipal Contributions \$21,000 \$24,182

Other / Donations \$143,639 \$114,004

TOTAL **\$143,639** **\$114,004**

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

The Prince Edward County Specialized Transit program is a fully contracted service provided by Quinte Access & administered by the County's Recreation, Parks and Culture Department - Manager of Properties. Seniors over 65 years in "other criteria" are eligible. The service started in June 2007. 2008 is the first year having full operation. * Zone Fares: \$4 for 1-way trip (Picton, Wellington or Bloomfield)

SERVICE HOURS / SCHEDULING

Weekday:	0800 to 1630	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	0 day(s)		
Minimum notice for reservation:	24 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date 01/07/2007	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$4.00			<input type="checkbox"/>
Child	\$4.00			<input type="checkbox"/>
Student	\$4.00			<input type="checkbox"/>
Senior	\$4.00			<input checked="" type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion	\$4.00			
Other				

EMPLOYEE DATA

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

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	7%	15%
Net Operating Cost / Capita	\$3.21	\$3.80
Total Exp. / Passenger	\$98.35	\$44.94
Total Exp. / Eligible Passenger	\$100.60	\$46.29
Transportation Exp. / Passenger		
Dedicated Service	\$53.57	\$35.20
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$54.48	\$43.29
OPERATING		
Registrants / Capita	0.0115	0.0178
Passengers / Capita	0.0351	0.0995
Passengers / Registrant	3.06	5.59
Passengers / Hour (Dedicated Service)	1.33	1.43
Kms / Passenger (Dedicated Service)	21.73	18.56
Average Speed (Dedicated Service)	28.84	26.47

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	1,597	
Wheelchair/Scooter Users	866	
Attendants	74	
Companions		
Other (specified)		
TOTAL	2,537	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	1	1	4	12
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Vehicle ownership:	Quinte West			
Vehicle maintenance responsibility:	Quinte Access Transportation			
Accessible taxis:				

Quinte West

Quinte Access Transportation

Contact: Shelly Ackers
 Title: Office Manager
 Telephone: 613-392-9664
 Fax: 613-392-3872
 Email: sackers@bellnet.ca

Population served: 52,000
 Service area (km²): 722.0
 Communities served: 2
 Service began: 17/01/1994
 Advisory Committee members: 9
 Eligibility Committee members: 3

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	449	449
Ambulatory:	965	965
Attendants:	72	72
Companions:		
Other:		
Total:	1,486	1,486

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

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

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

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	227,706	237,146
Tot. Veh. Km. - Dedicated Service	257,295	263,496
Rev. Veh. Hrs. - Dedicated Service	9,244	9,225
Tot. Veh. Hrs. - Dedicated Service	10,442	10,643
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2007	2008
Dedicated Service	13,974	15,338
Non-Dedicated Service		
TOTAL PASSENGERS	13,974	15,338
Subscription / Pre-booked	60 %	40 %
Reservation	30 %	55 %
On-Demand / Day of trip	10 %	5 %
Cancelled in advance	1,803	2,589
No-shows / Cancelled at door	71	166
Unaccommodated trips	3	6
Number of complaints		

OPERATING EXPENSES

	2007	2008
Administration	\$80,786	\$89,982
Operations:		
Internal - Dedicated Service	\$430,458	\$267,534
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$31,373	\$36,358
Fuel	\$44,796	\$61,001
TOTAL OPERATING EXPENSES	\$587,413	\$454,875

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2007	2008
Passenger Revenue	\$93,855	\$103,455
Other Operating Revenue		\$31,500

	2007	2008
Total Operating Revenue	\$93,855	\$134,955
Federal Contributions		
Provincial Contributions	\$76,404	\$142,085
Municipal Contributions	\$172,684	\$135,974
Other / Donations	\$244,470	\$41,861
TOTAL	\$587,413	\$454,875

CAPITAL EXPENSES

	2007	2008
Vehicles Purchased	\$176,565	\$181,565
Debt Servicing		
Other Capital Expenses	\$2,620	
TOTAL CAPITAL EXPENSES	\$179,185	\$181,565

CAPITAL FUNDING SOURCES

	2007	2008
Transit System		
Federal Contributions		
Provincial Contributions	\$89,385	\$134,065
Municipal Contributions	\$2,620	\$47,500
Other / Donations	\$87,180	
TOTAL CAPITAL FUNDING	\$179,185	\$181,565

* Eligibility Criteria Other: Seniors 55+. * Zone Fares: \$4 for 1-way trip within Trenton, Frankford or Brighton

SERVICE HOURS / SCHEDULING

	2007	2008
Weekday: 0700 to 2400		
Sunday: 0700 to 2400		
Saturday: 0700 to 2400		
Holiday: 0700 to 2400		
Advanced booking notice: 0 day(s)		
Minimum notice for reservation: 24 hour(s)		
Reservations / Scheduling: Partially Computerized		

FARE STRUCTURE

Effective Date 01/01/2007	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$4.00			<input type="checkbox"/>
Child	\$4.00			<input type="checkbox"/>
Student	\$4.00			<input type="checkbox"/>
Senior	\$4.00			<input checked="" type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion	\$4.00			<input type="checkbox"/>
Other				<input type="checkbox"/>

EMPLOYEE DATA

	Full-time	Part-time
Operators	3	10
Other Operations	1	
Vehicle Mechanics		
General and Administration	1	1
Other		
TOTAL NUMBER OF EMPLOYEES	5	11

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

Top Operator Wage Rate: \$14.49

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2007	2008
FINANCIAL		
R/C Ratio	16%	30%
Net Operating Cost / Capita	\$9.49	\$6.15
Total Exp. / Passenger	\$42.04	\$29.66
Total Exp. / Eligible Passenger	\$42.37	\$30.60
Transportation Exp. / Passenger		
Dedicated Service	\$36.25	\$23.79
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$48.52	\$34.28
OPERATING		
Registrants / Capita	0.0285	0.0286
Passengers / Capita	0.2687	0.2950
Passengers / Registrant	9.42	10.32
Passengers / Hour (Dedicated Service)	1.51	1.66
Kms / Passenger (Dedicated Service)	16.29	15.46
Average Speed (Dedicated Service)	24.63	25.71

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	11,079	
Wheelchair/Scooter Users	3,785	
Attendants	474	
Companions		
Other (specified)		
TOTAL	15,338	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	4	4	2	2
Small Buses	4	4	5	15
Other				
TOTAL DED. VEHICLES	8	8	N/A	N/A
Vehicle ownership:	City of Quinte West			
Vehicle maintenance responsibility:	Quinte Access			
Accessible taxis:				

Renfrew

Sunshine Coach Service

Contact: Allan Guest
 Title: Manager
 Telephone: 613-432-2134
 Fax: 613-432-0957
 Email: sunshinecoach@sunshinecoach.ca

Population served: 20,000
 Service area (km²): 2,293.2
 Communities served: 6
 Service began: 01/03/1985
 Advisory Committee members: 12
 Eligibility Committee members: 12

REGISTRANTS
 Wheelchair/Scooter Users: 300
 Ambulatory: 450
 Attendants:
 Companions:
 Other:
Total: 750

Active
 300
 450
 750

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

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

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

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	213,822	239,200
Tot. Veh. Km. - Dedicated Service	328,957	368,000
Rev. Veh. Hrs. - Dedicated Service	9,977	10,776
Tot. Veh. Hrs. - Dedicated Service	15,349	16,578
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	20,664	23,835
Non-Dedicated Service		
TOTAL PASSENGERS	20,664	23,835
Subscription / Pre-booked	65 %	65 %
Reservation	15 %	25 %
On-Demand / Day of trip	20 %	10 %

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

2

4

OPERATING EXPENSES

Administration	\$53,975	\$58,353
Operations:		
Internal - Dedicated Service	\$263,883	\$325,374
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$23,313	\$27,475
Fuel	\$51,922	\$61,170
TOTAL OPERATING EXPENSES	\$393,093	\$472,372

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$267,598	\$307,670
Other Operating Revenue	\$1,977	\$1,005
Total Operating Revenue	\$269,575	\$308,675
Federal Contributions		
Provincial Contributions	\$72,923	\$103,575
Municipal Contributions	\$37,850	\$38,200
Other / Donations	\$12,745	\$21,922
TOTAL	\$393,093	\$472,372

CAPITAL EXPENSES

Vehicles Purchased	\$78,110	\$65,223
Debt Servicing	\$24,632	\$17,338
Other Capital Expenses	\$3,598	\$2,154
TOTAL CAPITAL EXPENSES	\$106,340	\$84,715

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$106,340	\$67,378
Municipal Contributions		
Other / Donations		\$17,337
TOTAL CAPITAL FUNDING	\$106,340	\$84,715

Service Hours Exceptions: Transportation - Dialysis and other medical appointments on demand

SERVICE HOURS / SCHEDULING

Weekday:	0730 to 1630	Sunday:	0900 to 1000
Saturday:	1000 to 2300	Holiday:	to
Advanced booking notice:	90 day(s)		
Minimum notice for reservation:	0 hour(s)		
Reservations / Scheduling:	Manual		

FARE STRUCTURE

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

EMPLOYEE DATA

	Full-time	Part-time
Operators	2	5
Other Operations		1
Vehicle Mechanics		
General and Administration	1	1
Other		
TOTAL NUMBER OF EMPLOYEES	3	7

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

Top Operator Wage Rate: \$17.12

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	69%	65%
Net Operating Cost / Capita	\$6.18	\$8.18
Total Exp. / Passenger	\$19.02	\$19.82
Total Exp. / Eligible Passenger	\$20.25	\$23.47
Transportation Exp. / Passenger		
Dedicated Service	\$16.41	\$17.37
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$22.09	\$24.97
OPERATING		
Registrants / Capita	0.0375	0.0375
Passengers / Capita	1.0332	1.1918
Passengers / Registrant	27.55	31.78
Passengers / Hour (Dedicated Service)	2.07	2.21
Kms / Passenger (Dedicated Service)	10.35	10.04
Average Speed (Dedicated Service)	21.43	22.20

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	10,402	
Wheelchair/Scooter Users	9,721	
Attendants	3,712	
Companions		
Other (specified)		
TOTAL	23,835	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	5	5	N/A	
Small Buses	1	1	2	4
Other	1	1	4	10
TOTAL DED. VEHICLES	7	7	2	7
			N/A	N/A

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

Sarnia

Sarnia Care A Van

Contact: Pauline Anderson
 Title: Deputy Director
 Telephone: 519-336-3271
 Fax: 519-336-3361
 Email: panderson@sarnia.ca

Population served: 71,419
 Service area (km²): 16,725.0
 Communities served: 2
 Service began: 01/04/1981
 Advisory Committee members: 12
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 665
 Ambulatory: 650
 Attendants:
 Companions:
 Other: 24
Total: 1,339

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

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

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

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	198,053	213,803
Tot. Veh. Km. - Dedicated Service	198,053	213,803
Rev. Veh. Hrs. - Dedicated Service	12,336	12,908
Tot. Veh. Hrs. - Dedicated Service	12,336	12,908
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	33,623	34,502
Non-Dedicated Service		
TOTAL PASSENGERS	33,623	34,502
Subscription / Pre-booked	63 %	63 %
Reservation	36 %	35 %
On-Demand / Day of trip	1 %	2 %
Cancelled in advance	2,437	3,571
No-shows / Cancelled at door	102	
Unaccommodated trips	207	250
Number of complaints	3	3

OPERATING EXPENSES

Administration	\$87,834	\$93,989
Operations:		
Internal - Dedicated Service	\$528,447	\$541,520
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$72,016	\$78,506
Fuel	\$65,130	\$77,343
TOTAL OPERATING EXPENSES	\$753,427	\$791,358

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$54,999	\$58,877
Other Operating Revenue	\$1,350	\$565
Total Operating Revenue	\$56,349	\$59,442
Federal Contributions		
Provincial Contributions	\$28,326	\$114,100
Municipal Contributions	\$668,752	\$617,816
Other / Donations		
TOTAL	\$753,427	\$791,358

CAPITAL EXPENSES

Vehicles Purchased	\$196,533	\$96,288
Debt Servicing	\$17,950	\$17,560
Other Capital Expenses	\$2,138	
TOTAL CAPITAL EXPENSES	\$216,621	\$113,848

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions	\$34,283	
Provincial Contributions	\$150,761	\$96,288
Municipal Contributions	\$31,577	\$17,560
Other / Donations		
TOTAL CAPITAL FUNDING	\$216,621	\$113,848

* Other eligibility criteria includes people who are blind from Nov 1st to March 31st.
 * The data for Sarnia also included the specialized transit service for the City of Point Edward. In 2008, 36 registered clients took 1,214 passenger trips. Point Edward service contract revenue for 2008 was \$21,793 and its passenger revenue was \$2,054.

SERVICE HOURS / SCHEDULING

Weekday:	0630 to 2230	Sunday:	0900 to 1630
Saturday:	0800 to 2230	Holiday:	to
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	24 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date	01/01/2008	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.00	\$1.85	\$55.00	<input checked="" type="checkbox"/>
Child				<input type="checkbox"/>
Student	\$2.00	\$1.85	\$55.00	<input type="checkbox"/>
Senior	\$2.00	\$1.85	\$55.00	<input type="checkbox"/>
Attendant	\$2.00	\$1.85	\$55.00	<input type="checkbox"/>
Companion	\$2.00	\$1.85	\$55.00	<input type="checkbox"/>
Other	Children <6 - free; Elementary/High School Semester Pass - \$125/5-mont			

EMPLOYEE DATA

	Full-time	Part-time
Operators	6	
Other Operations	1	
Vehicle Mechanics		1
General and Administration		7
Other		
TOTAL NUMBER OF EMPLOYEES	7	8

Union Affiliations: Operators: CAW Local 456
 Mechanics: CAW Local 456
 Other (specify): CUPE Local 3690

Top Operator Wage Rate: \$21.08

Top Mechanic Wage Rate: \$24.56

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	7%	8%
Net Operating Cost / Capita	\$9.76	\$10.25
Total Exp. / Passenger	\$22.41	\$22.94
Total Exp. / Eligible Passenger	\$23.84	\$24.60
Transportation Exp. / Passenger		
Dedicated Service	\$19.80	\$20.21
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$53.96	\$54.03
OPERATING		
Registrants / Capita	0.0210	0.0188
Passengers / Capita	0.4708	0.4831
Passengers / Registrant	22.45	25.77
Passengers / Hour (Dedicated Service)	2.73	2.67
Kms / Passenger (Dedicated Service)	5.89	6.20
Average Speed (Dedicated Service)	16.05	16.56

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	18,953	
Wheelchair/Scooter Users	13,217	
Attendants	2,332	
Companions		
Other (specified)		
TOTAL	34,502	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	6	6	N/A	8
Small Buses			3	
Other				
TOTAL DED. VEHICLES	6	6	N/A	N/A
Vehicle ownership:	City of Sarnia Transit System			
Vehicle maintenance responsibility:	Transit System			
Accessible taxis:				

Sault Ste Marie

Sault Ste Marie Transit Parabus Services

Contact: Sam Piraino
 Title: Chief Inspector/Scheduler
 Telephone: 705-759-5434
 Fax: 705-759-5834
 Email: s.piraino@cityssm.on.ca

Population served: 69,900
 Service area (km²): 223.5
 Communities served: 1
 Service began: 01/01/1975
 Advisory Committee members: 12
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	1,658	1,658
Ambulatory:	1,130	1,130
Attendants:		
Companions:		
Other:		
Total:	2,788	2,788

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

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

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

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	229,503	233,367
Tot. Veh. Km. - Dedicated Service	229,503	233,367
Rev. Veh. Hrs. - Dedicated Service	15,464	17,007
Tot. Veh. Hrs. - Dedicated Service	15,464	17,007
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	30,649	34,282
Non-Dedicated Service	14,346	15,289
TOTAL PASSENGERS	44,995	49,571
Subscription / Pre-booked	30 %	52 %
Reservation	69 %	47 %
On-Demand / Day of trip	1 %	1 %
Cancelled in advance		728
No-shows / Cancelled at door	569	597
Unaccommodated trips	900	610
Number of complaints	55	45

OPERATING EXPENSES

Administration	\$70,928	\$47,723
Operations:		
Internal - Dedicated Service	\$460,136	\$501,910
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$141,015	\$145,712
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$113,545	\$109,626
Fuel	\$67,942	\$80,039
TOTAL OPERATING EXPENSES	\$853,566	\$885,010

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$66,696	\$65,529
Other Operating Revenue		\$8,290
Total Operating Revenue	\$66,696	\$73,819
Federal Contributions		
Provincial Contributions	\$159,176	\$225,315
Municipal Contributions	\$627,694	\$585,876
Other / Donations		
TOTAL	\$853,566	\$885,010

CAPITAL EXPENSES

Vehicles Purchased	\$80,851	
Debt Servicing		
Other Capital Expenses	\$25,888	
TOTAL CAPITAL EXPENSES	\$106,739	

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$106,739	
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING	\$106,739	

SERVICE HOURS / SCHEDULING

Weekday:	0730 to 2400	Sunday:	0800 to 2300
Saturday:	0830 to 2400	Holiday:	0800 to 2300
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	24 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date 01/05/2008	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.00	\$1.50		<input type="checkbox"/>
Child	\$2.00	\$1.50		<input type="checkbox"/>
Student	\$2.00	\$1.50		<input type="checkbox"/>
Senior	\$2.00	\$1.50		<input checked="" type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion				<input checked="" type="checkbox"/>
Other Youth Year (May to Dec): cash \$0.25/month \$10/sem.\$160				

EMPLOYEE DATA

	Full-time	Part-time
Operators	3	7
Other Operations	1	1
Vehicle Mechanics	1	
General and Administration	1	1
Other		
TOTAL NUMBER OF EMPLOYEES	6	9

Union Affiliations: Operators: ATU Local 1767
 Mechanics: USWA Local 2251
 Other (specify): Office staff (CUPE Local 67)

Top Operator Wage Rate: \$21.03

Top Mechanic Wage Rate: \$24.28

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	8%	8%
Net Operating Cost / Capita	\$11.26	\$11.61
Total Exp. / Passenger	\$18.97	\$17.85
Total Exp. / Eligible Passenger	\$21.41	\$20.00
Transportation Exp. / Passenger		
Dedicated Service	\$20.93	\$20.17
Non-Dedicated Service	\$9.83	\$9.53
Transportation Exp. / Hour (Dedicated Service)	\$41.49	\$40.66
OPERATING		
Registrants / Capita	0.0378	0.0399
Passengers / Capita	0.6437	0.7092
Passengers / Registrant	17.02	17.78
Passengers / Hour (Dedicated Service)	1.98	2.02
Kms / Passenger (Dedicated Service)	7.49	6.81
Average Speed (Dedicated Service)	14.84	13.72

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory		15,289
Wheelchair/Scooter Users	28,961	
Attendants	5,321	
Companions		
Other (specified)		
TOTAL	34,282	15,289

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	9	6	5	5
Other				
TOTAL DED. VEHICLES	9	6	N/A	N/A
Vehicle ownership:	Municipal Transit System			
Vehicle maintenance responsibility:	Municipal Transit System			
Accessible taxis:				

Schreiber

Schreiber Terrace Bay Handi-Transit

Contact: Lila Cresswell
 Title: Clerk
 Telephone: 807-824-2711 x25
 Fax: 807-824-3231
 Email: clerk@schreiber.ca

Population served: 2,526
 Service area (km²): 187.8
 Communities served: 2
 Service began: 01/01/1986
 Advisory Committee members: 7
 Eligibility Committee members: 3

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	6	6
Ambulatory:	89	89
Attendants:	2	2
Companions:	3	3
Other:		
Total:	100	100

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

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

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

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	12,750	16,539
Tot. Veh. Km. - Dedicated Service	19,385	28,962
Rev. Veh. Hrs. - Dedicated Service	260	365
Tot. Veh. Hrs. - Dedicated Service	370	573
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	1,444	1,823
Non-Dedicated Service		
TOTAL PASSENGERS	1,444	1,823
Subscription / Pre-booked	%	%
Reservation	100 %	100 %
On-Demand / Day of trip	%	%
Cancelled in advance	2	
No-shows / Cancelled at door	6	6
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

Administration	\$6,475	\$5,500
Operations:		
Internal - Dedicated Service	\$32,653	\$41,571
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$515	\$768
Fuel	\$4,534	\$5,904
TOTAL OPERATING EXPENSES	\$44,177	\$53,743

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$5,726	\$7,330
Other Operating Revenue		
Total Operating Revenue	\$5,726	\$7,330
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$38,451	\$46,413
Other / Donations		
TOTAL	\$44,177	\$53,743

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		

CAPITAL FUNDING SOURCES

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

* Other eligibility includes: elderly, visually impaired, cognitively disabled, epilepsy if coupled with physical mobility prevents those from using conventional transit.
 * Highway snow closures caused interrupted service 3 times in 2008. * LHINS provides travel mileage for volunteers to drive seniors around, this may lead to lower ridership.

SERVICE HOURS / SCHEDULING

Weekday:	0700 to 2300	Sunday:	1000 to 2300
Saturday:	1000 to 2300	Holiday:	1000 to 2300
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	24 hour(s)		
Reservations / Scheduling:	Manual		

FARE STRUCTURE

Effective Date 01/01/2007	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$4.00	\$4.00		<input type="checkbox"/>
Child	\$4.00	\$4.00		<input type="checkbox"/>
Student	\$6.00	\$6.00		<input type="checkbox"/>
Senior	\$4.00	\$4.00		<input checked="" type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion	\$4.00	\$4.00		<input type="checkbox"/>
Other				

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$23.80

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	13%	14%
Net Operating Cost / Capita	\$15.22	\$18.37
Total Exp. / Passenger	\$30.59	\$29.48
Total Exp. / Eligible Passenger	\$31.09	\$29.56
Transportation Exp. / Passenger		
Dedicated Service	\$26.11	\$26.46
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$101.90	\$84.19
OPERATING		
Registrants / Capita	0.0384	0.0396
Passengers / Capita	0.5717	0.7217
Passengers / Registrant	14.89	18.23
Passengers / Hour (Dedicated Service)	5.55	4.99
Kms / Passenger (Dedicated Service)	8.83	9.07
Average Speed (Dedicated Service)	49.04	45.31

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	1,381	
Wheelchair/Scooter Users	437	
Attendants	2	
Companions	3	
Other (specified)		
TOTAL	1,823	

VEHICLE DATA

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

St. Catharines

Paratransit System of St. Catharines

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

Population served: 130,000
 Service area (km²): 97.0
 Communities served: 2
 Service began: 06/01/1979
 Advisory Committee members: 9
 Eligibility Committee members: 2

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	254	762
Ambulatory:	274	755
Attendants:		
Companions:		
Other:		
Total:	528	1,517

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

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

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

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	309,656	329,095
Tot. Veh. Km. - Dedicated Service	309,656	329,095
Rev. Veh. Hrs. - Dedicated Service	15,416	18,382
Tot. Veh. Hrs. - Dedicated Service	15,416	18,382
Non-Dedicated Service - Veh. Km.	25,587	26,207
Non-Dedicated Service - Veh. Hrs.	1,915	1,936

PASSENGER DATA

Dedicated Service	36,141	34,835
Non-Dedicated Service	3,953	4,122
TOTAL PASSENGERS	40,094	38,957
Subscription / Pre-booked	5 %	5 %
Reservation	90 %	93 %
On-Demand / Day of trip	5 %	2 %
Cancelled in advance	1,201	1,230
No-shows / Cancelled at door	193	231
Unaccommodated trips	1,086	1,114
Number of complaints	14	10

OPERATING EXPENSES

Administration	\$51,699	\$57,607
Operations:		
Internal - Dedicated Service	\$688,232	\$689,552
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$143,730	\$145,913
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$217,198	\$216,971
Fuel	\$67,127	\$89,290
TOTAL OPERATING EXPENSES	\$1,167,986	\$1,199,333

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$94,038	\$93,757
Other Operating Revenue		

Total Operating Revenue	\$94,038	\$93,757
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$1,073,948	\$1,105,576
Other / Donations		
TOTAL	\$1,167,986	\$1,199,333

CAPITAL EXPENSES

Vehicles Purchased	\$160,119	\$169,160
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$160,119	\$169,160

CAPITAL FUNDING SOURCES

Transit System	\$95,080	
Federal Contributions		
Provincial Contributions	\$53,439	\$28,043
Municipal Contributions		\$141,117
Other / Donations	\$11,600	
TOTAL CAPITAL FUNDING	\$160,119	\$169,160

* The data for St. Catharines also included the specialized transit service for the City of Thorold. In 2008, 114 registered clients took 2,702 passenger trips. Thorold service contract revenue for 2008 was \$60,142 and its passenger revenue was \$10,816.

SERVICE HOURS / SCHEDULING

Weekday:	0730 to 2300	Sunday:	1030 to 1800
Saturday:	0900 to 2300	Holiday:	1030 to 1800
Advanced booking notice:	14 day(s)		
Minimum notice for reservation:	24 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date 01/04/2007	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.50	\$2.35	\$80.00	<input type="checkbox"/>
Child	\$2.50	\$2.35	\$80.00	<input type="checkbox"/>
Student	\$2.50	\$2.35	\$80.00	<input type="checkbox"/>
Senior	\$2.50	\$2.35	\$80.00	<input type="checkbox"/>
Attendant	\$2.50	\$2.35	\$80.00	<input type="checkbox"/>
Companion	\$2.50	\$2.35	\$80.00	<input type="checkbox"/>
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators	8	
Other Operations		
Vehicle Mechanics	1	
General and Administration	1	2
Other	1	
TOTAL NUMBER OF EMPLOYEES	11	2

Union Affiliations: Operators: ATU Local 846
 Mechanics: ATU Local 846
 Other (specify):

Top Operator Wage Rate: \$23.35
 Top Mechanic Wage Rate: \$28.11

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	8%	8%
Net Operating Cost / Capita	\$8.26	\$8.50
Total Exp. / Passenger	\$29.13	\$30.79
Total Exp. / Eligible Passenger	\$30.68	\$32.90
Transportation Exp. / Passenger		
Dedicated Service	\$26.91	\$28.59
Non-Dedicated Service	\$36.36	\$35.40
Transportation Exp. / Hour (Dedicated Service)	\$63.09	\$54.17
OPERATING		
Registrants / Capita	0.0110	0.0117
Passengers / Capita	0.3084	0.2997
Passengers / Registrant	27.94	25.68
Passengers / Hour (Dedicated Service)	2.34	1.90
Kms / Passenger (Dedicated Service)	8.57	9.45
Average Speed (Dedicated Service)	20.09	17.90

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	18,556	1,151
Wheelchair/Scooter Users	14,101	2,645
Attendants	1,327	146
Companions	851	180
Other (specified)		
TOTAL	34,835	4,122

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	3	2	N/A	3
Small Buses	8	6	5	5
Other				
TOTAL DED. VEHICLES	11	8	N/A	N/A
Vehicle ownership:	St. Catharines Transit Commission			
Vehicle maintenance responsibility:	St. Catharines Transit Commission			
Accessible taxis:	1			

St. Marys

St. Marys and Area Mobility Service

Contact: Kerri McIntosh
 Title: Coordinator
 Telephone: 519-284-4010
 Fax: 519-284-0261
 Email: mobility@town.stmarys.on.ca

Population served: 10,749
 Service area (km²): 405.5
 Communities served: 4
 Service began: 01/01/1989
 Advisory Committee members: 10
 Eligibility Committee members: N/A

REGISTRANTS		Active	Total
Wheelchair/Scooter Users:		100	100
Ambulatory:		350	350
Attendants:			
Companions:			
Other:			
Total:		450	450

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

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

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

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	47,289	45,135
Tot. Veh. Km. - Dedicated Service	47,289	45,135
Rev. Veh. Hrs. - Dedicated Service		
Tot. Veh. Hrs. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	6,818	7,988
Non-Dedicated Service	1,867	1,261
TOTAL PASSENGERS	8,685	9,249
Subscription / Pre-booked	25 %	25 %
Reservation	70 %	65 %
On-Demand / Day of trip	5 %	10 %

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

OPERATING EXPENSES

Administration	\$32,071	\$53,326
Operations:		
Internal - Dedicated Service	\$14,478	
Contract - Dedicated Service	\$61,085	\$56,419
Contract - Non-Dedicated Service	\$20,034	\$18,232
Contract - Taxi Scrip	\$294	
Maintenance (Vehicles & Facilities)	\$8,890	\$10,791
Fuel	\$6,595	\$10,608
TOTAL OPERATING EXPENSES	\$143,447	\$149,376

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$45,870	\$57,294
Other Operating Revenue		\$92
Total Operating Revenue	\$45,870	\$57,386
Federal Contributions		
Provincial Contributions	\$64,867	\$54,511
Municipal Contributions	\$16,078	\$15,625
Other / Donations	\$17,773	\$9,319
TOTAL	\$144,588	\$136,841

CAPITAL EXPENSES

Vehicles Purchased		\$230,000
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$230,000

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$230,000
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING		\$230,000

Non-dedicated service is provided through volunteer drivers. Clients pay a fee for the service. Service Hours: Evening hours of service are available as required.

SERVICE HOURS / SCHEDULING

Weekday:	0800 to 1630	Sunday:	0800 to 1630
Saturday:	0800 to 1630	Holiday:	0800 to 1630
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	1 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date 01/07/2005	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.75			<input type="checkbox"/>
Child	\$3.75			<input type="checkbox"/>
Student	\$3.75			<input type="checkbox"/>
Senior	\$3.75			<input checked="" type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion				<input checked="" type="checkbox"/>
Other out of town rates apply				

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$16.00
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	32%	38%
Net Operating Cost / Capita	\$9.08	\$8.56
Total Exp. / Passenger	\$16.52	\$16.15
Total Exp. / Eligible Passenger	\$16.52	\$16.15
Transportation Exp. / Passenger		
Dedicated Service	\$13.35	\$9.74
Non-Dedicated Service	\$10.89	\$14.46
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0419	0.0419
Passengers / Capita	0.8080	0.8605
Passengers / Registrant	19.30	20.55
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)	6.94	5.65
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	7,988	1,261
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
TOTAL	7,988	1,261

VEHICLE DATA

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

St. Thomas

City of St. Thomas - Transit

Contact: Dave White
 Title: Supervisor of Roads and Transportation
 Telephone: 519-631-0368 x32
 Fax: 519-631-5542
 Email: dwhite@city.st-thomas.on.ca

Population served: 36,000
 Service area (km²): 32.6
 Communities served: 1
 Service began: 01/04/1990
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS		Active	Total
Wheelchair/Scooter Users:		100	100
Ambulatory:		420	420
Attendants:			
Companions:			
Other:			
Total:		520	520

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

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

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

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	59,239	65,000
Tot. Veh. Km. - Dedicated Service	59,239	65,000
Rev. Veh. Hrs. - Dedicated Service		6,336
Tot. Veh. Hrs. - Dedicated Service		6,336
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	20,050	21,042
Non-Dedicated Service		
TOTAL PASSENGERS	20,050	21,042
Subscription / Pre-booked	%	%
Reservation	%	%
On-Demand / Day of trip	%	%
Cancelled in advance		
No-shows / Cancelled at door	114	167
Unaccommodated trips	20	393
Number of complaints		

OPERATING EXPENSES

Administration	\$10,000	\$35,418
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$192,016	\$190,565
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		\$40,949
Fuel		
TOTAL OPERATING EXPENSES	\$202,016	\$266,932

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$26,890	\$51,181
Other Operating Revenue		\$1,474
Total Operating Revenue	\$26,890	\$52,655
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$175,126	\$214,277
Other / Donations		
TOTAL	\$202,016	\$266,932

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		

CAPITAL FUNDING SOURCES

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

SERVICE HOURS / SCHEDULING

Weekday:	0715 to 1845	Sunday:	to
Saturday:	0915 to 1845	Holiday:	to
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	0 hour(s)		
Reservations / Scheduling:	Manual		

FARE STRUCTURE

Effective Date 01/07/2007	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.50	\$2.00	\$60.00	<input type="checkbox"/>
Child	\$2.50	\$1.50	\$50.00	<input type="checkbox"/>
Student	\$2.50	\$1.50	\$50.00	<input type="checkbox"/>
Senior	\$2.50	\$1.50	\$50.00	<input type="checkbox"/>
Attendant	\$2.50	\$1.50	\$50.00	<input type="checkbox"/>
Companion	\$2.50	\$1.50	\$50.00	<input type="checkbox"/>
Other				

EMPLOYEE DATA

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

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

Top Operator Wage Rate:
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	13%	20%
Net Operating Cost / Capita	\$4.86	\$5.95
Total Exp. / Passenger	\$10.08	\$12.69
Total Exp. / Eligible Passenger	\$10.63	\$13.35
Transportation Exp. / Passenger		
Dedicated Service	\$9.58	\$11.00
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		\$36.54
OPERATING		
Registrants / Capita	0.0144	0.0144
Passengers / Capita	0.5569	0.5845
Passengers / Registrant	38.56	40.47
Passengers / Hour (Dedicated Service)		3.32
Kms / Passenger (Dedicated Service)	2.95	3.09
Average Speed (Dedicated Service)		10.26

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	14,000	
Wheelchair/Scooter Users	6,000	
Attendants	1,042	
Companions		
Other (specified)		
TOTAL	21,042	

VEHICLE DATA

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

Stratford

Stratford Parallel Transit

Contact: Michael D. Dack
 Title: Cemetery & Transit Manager
 Telephone: 519-271-0250 x340
 Fax: 519-271-6029
 Email: mdack@city.stratford.on.ca

Population served: 32,000
 Service area (km²): 26.0
 Communities served: 1
 Service began: 15/02/2005
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users:
 Ambulatory:
 Attendants:
 Companions:
 Other:
Total: **636** **636**

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

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

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

VEHICLE KILOMETRES & HOURS			SERVICE HOURS / SCHEDULING		
Rev. Veh. Km. - Dedicated Service	60,000		Weekday: 0800 to 1700	Sunday: 0900 to 1700	
Tot. Veh. Km. - Dedicated Service	60,000		Saturday: 0900 to 1700	Holiday: to	
Rev. Veh. Hrs. - Dedicated Service	6,240	6,240	Advanced booking notice: 2 day(s)		
Tot. Veh. Hrs. - Dedicated Service	6,240	6,240	Minimum notice for reservation: 1 hour(s)		
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling: Manual		
Non-Dedicated Service - Veh. Hrs.					
PASSENGER DATA			FARE STRUCTURE		
Dedicated Service	16,607	15,629	Effective Date 01/01/2008	Tickets/Cards (unit price)	Monthly Pass
Non-Dedicated Service			Cash		Free
TOTAL PASSENGERS	16,607	15,629	Adult \$2.75	\$2.75	
Subscription / Pre-booked	50 %	%	Child		<input type="checkbox"/>
Reservation	45 %	%	Student		<input type="checkbox"/>
On-Demand / Day of trip	5 %	%	Senior		<input type="checkbox"/>
Cancelled in advance	1,262		Attendant		<input checked="" type="checkbox"/>
No-shows / Cancelled at door	157		Companion		<input type="checkbox"/>
Unaccommodated trips	227		Other		
Number of complaints	3				
OPERATING EXPENSES			EMPLOYEE DATA		
Administration	\$74,959	\$78,035		Full-time	Part-time
Operations:			Operators	2	4
Internal - Dedicated Service	\$173,926	\$173,273	Other Operations	1	
Contract - Dedicated Service			Vehicle Mechanics		
Contract - Non-Dedicated Service			General and Administration	1	
Contract - Taxi Scrip			Other		
Maintenance (Vehicles & Facilities)	\$19,533	\$6,263	TOTAL NUMBER OF EMPLOYEES	4	4
Fuel	\$18,815	\$20,349	Union Affiliations: Operators: IBEW Local 636		
TOTAL OPERATING EXPENSES	\$287,233	\$277,920	Mechanics: IBEW Local 636		
			Other (specify):		
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS			Top Operator Wage Rate: \$18.04		
Passenger Revenue	\$45,602	\$42,658	Top Mechanic Wage Rate:		
Other Operating Revenue					
Total Operating Revenue	\$45,602	\$42,658			
Federal Contributions					
Provincial Contributions					
Municipal Contributions	\$240,440	\$235,262			
Other / Donations	\$1,191				
TOTAL	\$287,233	\$277,920			
CAPITAL EXPENSES			PERFORMANCE INDICATORS		
Vehicles Purchased		\$74,779	FINANCIAL	2007	2008
Debt Servicing			R/C Ratio	16%	15%
Other Capital Expenses			Net Operating Cost / Capita	\$7.55	\$7.35
TOTAL CAPITAL EXPENSES		\$74,779	Total Exp. / Passenger	\$17.30	\$17.78
CAPITAL FUNDING SOURCES			Total Exp. / Eligible Passenger	\$17.30	\$17.78
Transit System			Transportation Exp. / Passenger		
Federal Contributions			Dedicated Service	\$12.78	\$12.79
Provincial Contributions			Non-Dedicated Service		
Municipal Contributions	\$74,779		Transportation Exp. / Hour (Dedicated Service)	\$34.02	\$32.03
Other / Donations					
TOTAL CAPITAL FUNDING	\$74,779		OPERATING		
			Registrants / Capita	0.0184	0.0199
			Passengers / Capita	0.5190	0.4884
			Passengers / Registrant	28.15	24.57
			Passengers / Hour (Dedicated Service)	2.66	2.50
			Kms / Passenger (Dedicated Service)	3.61	
			Average Speed (Dedicated Service)	9.62	

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	7,913	
Wheelchair/Scooter Users	7,716	
Attendants		
Companions		
Other (specified)		
TOTAL	15,629	

VEHICLE DATA		Veh. Peak	Avg. Capacity per Veh.	
	Number		Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	5	3	4	6
Other				
TOTAL DED. VEHICLES	5	3	N/A	N/A
Vehicle ownership:	Transit System			
Vehicle maintenance responsibility:	Transit System			
Accessible taxis:				

Sudbury

Sudbury Handi Transit

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

Population served: 160,000
 Service area (km²): 3,327.0
 Communities served: 1
 Service began: 01/01/2001
 Advisory Committee members: 5
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 880
 Ambulatory: 1,057
 Attendants:
 Companions:
 Other:
Total: 1,937

Active
 880
 1,057
 4,311

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

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

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

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	939,097	1,015,992
Tot. Veh. Km. - Dedicated Service	939,097	1,015,992
Rev. Veh. Hrs. - Dedicated Service	42,703	45,034
Tot. Veh. Hrs. - Dedicated Service	42,703	45,034
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	105,070	113,040
Non-Dedicated Service	7,280	10,671
TOTAL PASSENGERS	112,350	123,711
Subscription / Pre-booked	70 %	70 %
Reservation	25 %	25 %
On-Demand / Day of trip	5 %	5 %
Cancelled in advance	12,500	14,500
No-shows / Cancelled at door	2,500	2,860
Unaccommodated trips		
Number of complaints		5

OPERATING EXPENSES

Administration		\$183,744
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$2,362,912	\$2,355,237
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$2,362,912	\$2,538,981

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$219,984	\$241,719
Other Operating Revenue		
Total Operating Revenue	\$219,984	\$241,719
Federal Contributions		
Provincial Contributions	\$50,000	\$25,000
Municipal Contributions	\$2,092,928	\$2,272,262
Other / Donations		
TOTAL	\$2,362,912	\$2,538,981

CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	

CAPITAL FUNDING SOURCES

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

Other eligibility includes blind / independent passengers

SERVICE HOURS / SCHEDULING

Weekday:	0700 to 0100	Sunday:	0700 to 0100
Saturday:	0700 to 0100	Holiday:	0700 to 0100
Advanced booking notice:	36 day(s)		
Minimum notice for reservation:	0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date 01/01/2009	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.05			<input type="checkbox"/>
Child	\$2.05			<input type="checkbox"/>
Student	\$2.05			<input type="checkbox"/>
Senior	\$2.05			<input type="checkbox"/>
Attendant	\$2.05			<input type="checkbox"/>
Companion	\$2.05			<input type="checkbox"/>
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators	19	14
Other Operations	3	1
Vehicle Mechanics	5	
General and Administration	1	
Other		
TOTAL NUMBER OF EMPLOYEES	28	15

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

Top Operator Wage Rate: \$18.10
 Top Mechanic Wage Rate: \$30.20

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	9%	10%
Net Operating Cost / Capita	\$13.39	\$14.36
Total Exp. / Passenger	\$21.03	\$20.52
Total Exp. / Eligible Passenger	\$22.48	\$22.45
Transportation Exp. / Passenger		
Dedicated Service	\$22.49	\$20.84
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$55.33	\$52.30
OPERATING		
Registrants / Capita	0.0288	0.0269
Passengers / Capita	0.7022	0.7732
Passengers / Registrant	24.40	28.70
Passengers / Hour (Dedicated Service)	2.46	2.51
Kms / Passenger (Dedicated Service)	8.94	8.99
Average Speed (Dedicated Service)	21.99	22.56

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	60,440	10,671
Wheelchair/Scooter Users	42,001	
Attendants	10,599	
Companions		
Other (specified)		
TOTAL	113,040	10,671

VEHICLE DATA

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

Thunder Bay

HAGI Community Services for Thunder Bay Inc.

Contact: Brenda Deck
 Title: Operations Coordinator
 Telephone: 807-343-9320
 Fax: 807-344-3521
 Email: bdeck@hagi.ca

Population served: 112,000
 Service area (km²): 325.0
 Communities served: 1
 Service began: 01/01/1975
 Advisory Committee members: 10
 Eligibility Committee members: 5

REGISTRANTS
 Wheelchair/Scooter Users: 1,331
 Ambulatory: 3,754
 Attendants:
 Companions:
 Other:
Total: 5,085

Active
 1,331
 3,754
 5,085

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

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

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

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	626,049	675,645
Tot. Veh. Km. - Dedicated Service	626,049	675,645
Rev. Veh. Hrs. - Dedicated Service	32,467	32,039
Tot. Veh. Hrs. - Dedicated Service	32,467	32,039
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	77,893	78,094
Non-Dedicated Service	9,384	11,794
TOTAL PASSENGERS	87,277	89,888
Subscription / Pre-booked	%	43 %
Reservation	%	55 %
On-Demand / Day of trip	%	2 %
Cancelled in advance		17,954
No-shows / Cancelled at door	1,026	1,205
Unaccommodated trips	2,749	3,211
Number of complaints	22	20

OPERATING EXPENSES

Administration	\$311,566	\$305,927
Operations:		
Internal - Dedicated Service	\$1,074,759	\$1,122,761
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$15,172	\$24,570
Contract - Taxi Scrip	\$112,573	\$136,988
Maintenance (Vehicles & Facilities)	\$218,560	\$257,739
Fuel	\$151,708	\$218,873
TOTAL OPERATING EXPENSES	\$1,884,338	\$2,066,858

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$406,574	\$452,312
Other Operating Revenue	\$32,983	\$71,401
Total Operating Revenue	\$439,557	\$523,713
Federal Contributions		
Provincial Contributions	\$134,832	\$141,159
Municipal Contributions	\$1,309,949	\$1,392,562
Other / Donations		\$9,424
TOTAL	\$1,884,338	\$2,066,858

CAPITAL EXPENSES

Vehicles Purchased	\$217,047	
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$217,047	

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$217,047	
Other / Donations		
TOTAL CAPITAL FUNDING	\$217,047	

Christmas service hours from 10:00 to 22:00

SERVICE HOURS / SCHEDULING

Weekday:	0700 to 2300	Sunday:	0900 to 2230
Saturday:	0700 to 2300	Holiday:	to
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	48 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

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

EMPLOYEE DATA

	Full-time	Part-time
Operators	9	20
Other Operations	3	2
Vehicle Mechanics		
General and Administration	1	1
Other		
TOTAL NUMBER OF EMPLOYEES	13	23

Union Affiliations: Operators: ATU Local 966
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$17.46

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	23%	25%
Net Operating Cost / Capita	\$12.90	\$13.78
Total Exp. / Passenger	\$21.59	\$22.99
Total Exp. / Eligible Passenger	\$22.23	\$24.01
Transportation Exp. / Passenger		
Dedicated Service	\$18.55	\$20.48
Non-Dedicated Service	\$13.61	\$13.70
Transportation Exp. / Hour (Dedicated Service)	\$44.51	\$49.92
OPERATING		
Registrants / Capita	0.0441	0.0454
Passengers / Capita	0.7793	0.8026
Passengers / Registrant	17.69	17.68
Passengers / Hour (Dedicated Service)	2.40	2.44
Kms / Passenger (Dedicated Service)	8.04	8.65
Average Speed (Dedicated Service)	19.28	21.09

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	48,817	11,794
Wheelchair/Scooter Users	25,456	
Attendants	3,821	
Companions		
Other (specified)		
TOTAL	78,094	11,794

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	24	17	4	8
Other				
TOTAL DED. VEHICLES	24	17	N/A	N/A
Vehicle ownership:	Non-Profit Organization			
Vehicle maintenance responsibility:	Non-Profit Organization			
Accessible taxis:				

Timmins

Timmins Handy Transit

Contact: Catherine Verreault
 Title: Manager of Transit Operations
 Telephone: 705-360-7680 x3501
 Fax: 705-360-2698
 Email: catherine.verreault@timmins.ca

Population served: 38,000
 Service area (km²): 24.0
 Communities served: 1
 Service began: 01/01/1985
 Advisory Committee members: 8
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 299
 Ambulatory: 245
 Attendants:
 Companions:
 Other:
Total: 544

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

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

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

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	126,609	121,500
Tot. Veh. Km. - Dedicated Service	126,609	121,500
Rev. Veh. Hrs. - Dedicated Service	8,260	8,533
Tot. Veh. Hrs. - Dedicated Service	8,260	8,533
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	16,303	16,692
Non-Dedicated Service		
TOTAL PASSENGERS	16,303	16,692
Subscription / Pre-booked	65 %	65 %
Reservation	%	%
On-Demand / Day of trip	35 %	35 %

Cancelled in advance		
No-shows / Cancelled at door	1,150	975
Unaccommodated trips	264	320
Number of complaints		

OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service	\$394,941	\$325,649
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$30,212	\$29,441
Fuel	\$34,137	\$37,149
TOTAL OPERATING EXPENSES	\$459,290	\$392,239

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$30,863	\$31,659
Other Operating Revenue		

Total Operating Revenue	\$30,863	\$31,659
Federal Contributions		
Provincial Contributions		\$102,452
Municipal Contributions	\$428,427	\$258,128
Other / Donations		
TOTAL	\$459,290	\$392,239

CAPITAL EXPENSES

Vehicles Purchased	\$79,742	\$173,540
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$79,742	\$173,540

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$99,550
Municipal Contributions	\$79,742	\$73,990
Other / Donations		
TOTAL CAPITAL FUNDING	\$79,742	\$173,540

* Thursday service hours: 0700-2100 hrs. * Administration and some maintenance expenses are included in the conventional transit operations and are not recorded separately. * Part-time drivers operate both conventional and Handy Transit service and are not counted separately.

SERVICE HOURS / SCHEDULING

Weekday:	0700 to 1800	Sunday:	to
Saturday:	1200 to 1800	Holiday:	to
Advanced booking notice:	21 day(s)		
Minimum notice for reservation:	1 hour(s)		
Reservations / Scheduling:	Manual		

FARE STRUCTURE

Effective Date 01/01/2008	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
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				

EMPLOYEE DATA

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

Union Affiliations: Operators: CUPE Local 1544
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$21.66
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	7%	8%
Net Operating Cost / Capita	\$11.27	\$9.49
Total Exp. / Passenger	\$28.17	\$23.50
Total Exp. / Eligible Passenger	\$28.17	\$23.50
Transportation Exp. / Passenger		
Dedicated Service	\$28.17	\$23.50
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$55.60	\$45.97
OPERATING		
Registrants / Capita	0.0252	0.0143
Passengers / Capita	0.4290	0.4393
Passengers / Registrant	17.04	30.68
Passengers / Hour (Dedicated Service)	1.97	1.96
Kms / Passenger (Dedicated Service)	7.77	7.28
Average Speed (Dedicated Service)	15.33	14.24

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	16,692	
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
TOTAL	16,692	

VEHICLE DATA

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

Wheel-Trans

Contact: Margaret Gomes
 Title: Budget & Research Analyst
 Telephone: 416-393-4963
 Fax: 416-338-0139
 Email: margaret.gomes@ttc.ca

Population served: 2,503,300
 Service area (km²): 630.0
 Communities served: 1
 Service began: 01/01/1975
 Advisory Committee members: 15
 Eligibility Committee members: 1

REGISTRANTS

Wheelchair/Scooter Users: 14,908
 Ambulatory: 19,263
 Attendants:
 Companions:
 Other:
Total: 34,171

Active
 23,913
 30,934
 54,847

Dedicated Serv. Operated by: ☒ Transit System/Municipality
☒ Private Contractor(s), number: 9
☐ Private Non-Profit Org.

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

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

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	12,601,482	12,707,857
Tot. Veh. Km. - Dedicated Service	13,366,548	13,707,801
Rev. Veh. Hrs. - Dedicated Service	553,606	571,462
Tot. Veh. Hrs. - Dedicated Service	589,648	616,914
Non-Dedicated Service - Veh. Km.	2,219,976	2,673,400
Non-Dedicated Service - Veh. Hrs.	69,865	84,362

PASSENGER DATA

Dedicated Service	1,799,847	1,841,523
Non-Dedicated Service	303,612	357,724
TOTAL PASSENGERS	2,103,459	2,199,247
Subscription / Pre-booked	48 %	46 %
Reservation	51 %	53 %
On-Demand / Day of trip	1 %	1 %
Cancelled in advance	255,834	340,297
No-shows / Cancelled at door	66,310	71,006
Unaccommodated trips	42,400	34,159
Number of complaints	2,711	2,362

OPERATING EXPENSES

Administration	\$9,968,760	\$10,721,520
Operations:		
Internal - Dedicated Service	\$23,852,245	\$25,485,676
Contract - Dedicated Service	\$13,984,145	\$15,513,775
Contract - Non-Dedicated Service	\$5,126,515	\$6,520,292
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$12,862,306	\$14,312,451
Fuel	\$2,479,901	\$2,429,182
TOTAL OPERATING EXPENSES	\$68,273,872	\$74,982,896

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$3,264,033	\$3,506,493
Other Operating Revenue		
Total Operating Revenue	\$3,264,033	\$3,506,493
Federal Contributions		
Provincial Contributions	\$19,768,500	\$19,768,500
Municipal Contributions	\$45,241,339	\$51,707,903
Other / Donations		
TOTAL	\$68,273,872	\$74,982,896

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses	\$3,152,000	\$3,136,000
TOTAL CAPITAL EXPENSES	\$3,152,000	\$3,136,000

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$3,152,000	\$3,136,000
Other / Donations		
TOTAL CAPITAL FUNDING	\$3,152,000	\$3,136,000

* Other Eligibility Criteria: users who have restricted physical functional mobility.

SERVICE HOURS / SCHEDULING

Weekday:	0600 to 0100	Sunday:	0700 to 0100
Saturday:	0700 to 0100	Holiday:	0700 to 0100
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	2 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date 04/11/2007	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.75	\$2.25	\$109.00	<input type="checkbox"/>
Child	\$0.70	\$0.50		<input type="checkbox"/>
Student	\$1.85	\$1.50	\$91.25	<input type="checkbox"/>
Senior	\$1.85	\$1.50	\$91.25	<input type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion				<input type="checkbox"/>
Other				<input type="checkbox"/>

EMPLOYEE DATA

	Full-time	Part-time
Operators	284	
Other Operations	73	
Vehicle Mechanics	79	
General and Administration	13	
Other		
TOTAL NUMBER OF EMPLOYEES	449	
Union Affiliations: Operators:	ATU 113	
Mechanics:	ATU 113	
Other (specify):		

Top Operator Wage Rate: \$27.38
 Top Mechanic Wage Rate: \$33.28

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	5%	5%
Net Operating Cost / Capita	\$25.97	\$28.55
Total Exp. / Passenger	\$32.46	\$34.09
Total Exp. / Eligible Passenger	\$32.46	\$34.09
Transportation Exp. / Passenger		
Dedicated Service	\$29.55	\$31.36
Non-Dedicated Service	\$16.89	\$18.23
Transportation Exp. / Hour (Dedicated Service)	\$90.19	\$93.60
OPERATING		
Registrants / Capita	0.0197	0.0219
Passengers / Capita	0.8403	0.8785
Passengers / Registrant	42.63	40.10
Passengers / Hour (Dedicated Service)	3.25	3.22
Kms / Passenger (Dedicated Service)	7.00	6.90
Average Speed (Dedicated Service)	22.76	22.24

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	1,229,860	351,688
Wheelchair/Scooter Users	611,663	6,036
Attendants		
Companions		
Other (specified)		
TOTAL	1,841,523	357,724

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars	55	55	Wheelchair	Ambulatory
Accessible Vans / Minivans	135	135	N/A	4
Small Buses	147	121	2	2
Other			4	8
TOTAL DED. VEHICLES	337	311	N/A	N/A
Vehicle ownership:	Small buses - TTC; other vehicles - contractor			
Vehicle maintenance responsibility:	Small buses - TTC; other vehicles - contractor			
Accessible taxis:	145			

Trent Hills

Venture Van

Contact: Leianne Peart
 Title: Program Coordinator
 Telephone: 705-653-1411
 Fax: 705-653-1471
 Email: l.peart@commcare.ca

Population served: 12,247
 Service area (km²): 509.5
 Communities served: 1
 Service began: 06/05/1992
 Advisory Committee members: 9
 Eligibility Committee members: 2

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	56	56
Ambulatory:	61	61
Attendants:	54	54
Companions:		
Other:		
Total:	171	171

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

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

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

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	57,311	48,374
Tot. Veh. Km. - Dedicated Service	58,311	59,699
Rev. Veh. Hrs. - Dedicated Service	1,901	1,993
Tot. Veh. Hrs. - Dedicated Service	2,071	2,339
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	3,180	3,591
Non-Dedicated Service		
TOTAL PASSENGERS	3,180	3,591
Subscription / Pre-booked	50 %	50 %
Reservation	50 %	50 %
On-Demand / Day of trip	%	%
Cancelled in advance	76	36
No-shows / Cancelled at door	14	8
Unaccommodated trips	15	34
Number of complaints		3

OPERATING EXPENSES

Administration	\$31,828	\$26,612
Operations:		
Internal - Dedicated Service	\$55,107	\$68,190
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$7,535	\$8,918
Fuel	\$9,960	\$13,348
TOTAL OPERATING EXPENSES	\$104,430	\$117,068

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$16,484	\$20,114
Other Operating Revenue		
Total Operating Revenue	\$16,484	\$20,114
Federal Contributions		
Provincial Contributions	\$44,493	\$35,275
Municipal Contributions	\$29,500	\$30,000
Other / Donations	\$42,030	\$29,181
TOTAL	\$132,507	\$114,570

CAPITAL EXPENSES

Vehicles Purchased	\$51,590	
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$51,590	

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$51,590	
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING	\$51,590	

SERVICE HOURS / SCHEDULING

Weekday:	0800 to 1700	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	24 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date 01/07/2008	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$4.00	\$3.33		<input type="checkbox"/>
Child	\$4.00	\$3.33		<input type="checkbox"/>
Student	\$4.00	\$3.33		<input type="checkbox"/>
Senior	\$4.00	\$3.33		<input checked="" type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion	\$4.00	\$3.33		<input type="checkbox"/>
Other				

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$14.18

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	16%	17%
Net Operating Cost / Capita	\$7.04	\$7.92
Total Exp. / Passenger	\$32.84	\$32.60
Total Exp. / Eligible Passenger	\$33.35	\$36.53
Transportation Exp. / Passenger		
Dedicated Service	\$22.83	\$25.19
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$35.06	\$38.67
OPERATING		
Registrants / Capita	0.0132	0.0140
Passengers / Capita	0.2544	0.2932
Passengers / Registrant	19.27	21.00
Passengers / Hour (Dedicated Service)	1.67	1.80
Kms / Passenger (Dedicated Service)	18.02	13.47
Average Speed (Dedicated Service)	30.15	24.27

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	2,704	
Wheelchair/Scooter Users	501	
Attendants	386	
Companions		
Other (specified)		
TOTAL	3,591	

VEHICLE DATA

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

Vehicle ownership: non profit organization
 Vehicle maintenance responsibility: non profit organization
 Accessible taxis:

Wallaceburg

CKTransit Wallaceburg Accessible Service

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

Population served: 11,800
 Service area (km²): 10.7
 Communities served: 1
 Service began: 01/09/1991
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	139	139
Ambulatory:	251	251
Attendants:	157	157
Companions:		
Other:		
Total:	547	547

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

Eligibility Criteria: ☒ Unable to Board

☒ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☐

☒ Unable to Use

☐ Private Non-Profit Org.

☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	24,096	16,364
Tot. Veh. Km. - Dedicated Service	24,096	16,364
Rev. Veh. Hrs. - Dedicated Service	3,322	3,344
Tot. Veh. Hrs. - Dedicated Service	3,322	3,344
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	3,639	3,892
Non-Dedicated Service		

TOTAL PASSENGERS

	2007	2008
Subscription / Pre-booked	%	%
Reservation	100 %	100 %
On-Demand / Day of trip	%	%

Cancelled in advance

No-shows / Cancelled at door

Unaccommodated trips

Number of complaints

OPERATING EXPENSES

Administration	\$10,857	\$10,857
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$92,948	\$89,350
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		

TOTAL OPERATING EXPENSES **\$103,805** **\$100,207**

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$27,131	\$20,069
Other Operating Revenue		

Total Operating Revenue \$27,131 \$20,069

Federal Contributions

Provincial Contributions

Municipal Contributions \$76,674 \$80,138

Other / Donations

TOTAL **\$103,805** **\$100,207**

CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System

Federal Contributions

Provincial Contributions

Municipal Contributions

Other / Donations

TOTAL CAPITAL FUNDING

SERVICE HOURS / SCHEDULING

Weekday:	0700 to 1700	Sunday:	0900 to 1700
Saturday:	0900 to 1700	Holiday:	to

Advanced booking notice: 1 day(s)

Minimum notice for reservation: 24 hour(s)

Reservations / Scheduling: Manual

FARE STRUCTURE

Effective Date 01/01/2007

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

EMPLOYEE DATA

Full-time

Part-time

Operators

Other Operations

Vehicle Mechanics

General and Administration

Other

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators:

Mechanics:

Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2007	2008
FINANCIAL		
R/C Ratio	26%	20%
Net Operating Cost / Capita	\$6.50	\$6.79
Total Exp. / Passenger	\$28.53	\$25.75
Total Exp. / Eligible Passenger	\$30.44	\$26.96
Transportation Exp. / Passenger		
Dedicated Service	\$25.54	\$22.96
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$27.98	\$26.72
OPERATING		
Registrants / Capita	0.0465	0.0464
Passengers / Capita	0.3084	0.3298
Passengers / Registrant	6.63	7.12
Passengers / Hour (Dedicated Service)	1.10	1.16
Kms / Passenger (Dedicated Service)	6.62	4.20
Average Speed (Dedicated Service)	7.25	4.89

PASSENGER DATA

Ded. Service

Non-Ded. Service

Ambulatory	3,299	
Wheelchair/Scooter Users	418	
Attendants	175	
Companions		
Other (specified)		
TOTAL	3,892	

VEHICLE DATA

Number

Veh. Peak

Avg. Capacity per Veh.

Wheelchair

Ambulatory

Non-Accessible Cars			N/A	
Accessible Vans / Minivans	2	1	3	4
Small Buses				
Other				
TOTAL DED. VEHICLES	2	1	N/A	N/A
Vehicle ownership:	contracted operator			
Vehicle maintenance responsibility:	contracted operator			
Accessible taxis:				

Waterloo Region - Rural

Woolwich Transit Inc. o/a Kiwanis Transit

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

Population served: 48,500
 Service area (km²): 843.0
 Communities served: 3
 Service began: 02/07/1992
 Advisory Committee members: 12
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	480	480
Ambulatory:	1,070	1,070
Attendants:		
Companions:		
Other:		
Total:	1,550	1,550

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

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

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

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	328,316	345,243
Tot. Veh. Km. - Dedicated Service	328,316	345,243
Rev. Veh. Hrs. - Dedicated Service	9,598	10,663
Tot. Veh. Hrs. - Dedicated Service	10,357	10,663
Non-Dedicated Service - Veh. Km.	40,897	42,592
Non-Dedicated Service - Veh. Hrs.	681	670

PASSENGER DATA

Dedicated Service	29,445	31,151
Non-Dedicated Service	4,098	4,883
TOTAL PASSENGERS	33,543	36,034
Subscription / Pre-booked	80 %	75 %
Reservation	19 %	24 %
On-Demand / Day of trip	1 %	1 %
Cancelled in advance	7,846	9,550
No-shows / Cancelled at door	211	215
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

Administration	\$62,100	\$98,808
Operations:		
Internal - Dedicated Service	\$392,686	\$403,012
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$73,025	\$79,095
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$82,506	\$82,375
Fuel	\$72,615	\$105,291
TOTAL OPERATING EXPENSES	\$682,932	\$768,581

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$118,900	\$129,993
Other Operating Revenue		

Total Operating Revenue	\$118,900	\$129,993
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$601,356	\$638,588
Other / Donations		
TOTAL	\$720,256	\$768,581

CAPITAL EXPENSES

Vehicles Purchased		\$165,064
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$165,064

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		\$165,064
Other / Donations		
TOTAL CAPITAL FUNDING		\$165,064

* Other Eligibility Criteria: persons with mentally or physical challenges or minimum 65 years are eligible to use the service.

SERVICE HOURS / SCHEDULING

Weekday:	0600 to 1800	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	14 day(s)		
Minimum notice for reservation:	48 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date 01/07/2007	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.50			<input type="checkbox"/>
Child	\$2.50			<input type="checkbox"/>
Student	\$2.50			<input type="checkbox"/>
Senior	\$2.50			<input checked="" type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion				
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators	6	
Other Operations	1	
Vehicle Mechanics		
General and Administration	1	
Other		
TOTAL NUMBER OF EMPLOYEES	8	

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

Top Operator Wage Rate: \$18.78

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	17%	17%
Net Operating Cost / Capita	\$11.68	\$13.17
Total Exp. / Passenger	\$20.36	\$21.33
Total Exp. / Eligible Passenger	\$21.15	\$22.33
Transportation Exp. / Passenger		
Dedicated Service	\$18.60	\$18.96
Non-Dedicated Service	\$17.82	\$16.20
Transportation Exp. / Hour (Dedicated Service)	\$52.89	\$55.39
OPERATING		
Registrants / Capita	0.0292	0.0320
Passengers / Capita	0.6945	0.7430
Passengers / Registrant	23.79	23.25
Passengers / Hour (Dedicated Service)	3.07	2.92
Kms / Passenger (Dedicated Service)	11.15	11.08
Average Speed (Dedicated Service)	34.21	32.38

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	22,542	4,883
Wheelchair/Scooter Users	6,989	
Attendants	1,620	
Companions		
Other (specified)		
TOTAL	31,151	4,883

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	5	4	6	12
Other				
TOTAL DED. VEHICLES	5	4	N/A	N/A
Vehicle ownership:	Municipal Transit System			
Vehicle maintenance responsibility:	Non-Profit Organization			
Accessible taxis:				

Waterloo Region - Urban

GRT MobilityPLUS (Urban Service Area)

Contact: Bonnie Liesemer
 Title: Manager, Finance and Administration
 Telephone: 519-585-7597 x7218
 Fax: 519-744-2899
 Email: blieseme@region.waterloo.on.ca

Population served: 482,700
 Service area (km²): 315.8
 Communities served: 4
 Service began: 31/10/1973
 Advisory Committee members: 12
 Eligibility Committee members: 5

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	1,351	2,955
Ambulatory:	1,407	3,075
Attendants:		
Companions:		
Other:		
Total:	2,758	6,030

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

Non-Dedicated Service: ☒ Contractors: 4
 Taxi Scrip Program Available: ☒

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

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	908,144	1,093,498
Tot. Veh. Km. - Dedicated Service	926,299	1,115,358
Rev. Veh. Hrs. - Dedicated Service	43,742	53,687
Tot. Veh. Hrs. - Dedicated Service	49,209	59,652
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	119,917	132,790
Non-Dedicated Service	118,484	123,739
TOTAL PASSENGERS	238,401	256,529
Subscription / Pre-booked	49 %	49 %
Reservation	51 %	51 %
On-Demand / Day of trip	%	%
Cancelled in advance	44,561	23,727
No-shows / Cancelled at door	4,378	5,541
Unaccommodated trips	521	218
Number of complaints	75	61

OPERATING EXPENSES

Administration	\$779,452	\$798,842
Operations:		
Internal - Dedicated Service	\$2,906,777	\$3,468,092
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$965,552	\$1,081,842
Contract - Taxi Scrip	\$414,548	\$519,921
Maintenance (Vehicles & Facilities)	\$399,309	\$480,541
Fuel	\$241,958	\$346,479
TOTAL OPERATING EXPENSES	\$5,707,596	\$6,695,717

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$475,867	\$488,511
Other Operating Revenue	\$225,519	\$272,995
Total Operating Revenue	\$701,386	\$761,506
Federal Contributions		
Provincial Contributions	\$968,833	\$862,252
Municipal Contributions	\$4,037,377	\$5,071,959
Other / Donations		
TOTAL	\$5,707,596	\$6,695,717

CAPITAL EXPENSES

Vehicles Purchased	\$336,690	\$331,510
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$336,690	\$331,510

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$336,690	\$331,510
Other / Donations		
TOTAL CAPITAL FUNDING	\$336,690	\$331,510

* Other eligibility criteria: CNIB registrants and persons with cognitive disabilities. * In June 2008 MobilityPLUS started a contracted Commuter Service for persons with cognitive disabilities, it recorded 3,157 passenger trips under non-dedicated services. * All MobilityPLUS registrants have access to TaxiSCRIP as well as complimentary rides on conventional GRT routes. In 2008 there were approximately 80,950 rides provided on GRT conventional transit for registrants of MobilityPLUS. * In 2008 MobilityPLUS also provided 1,147 for 58 registered clients in the Township of North Dumfries. This service is contracted to a local taxi company, with expenses of \$43,336 and revenues of \$7,589.

SERVICE HOURS / SCHEDULING

Weekday:	0700 to 2330	Sunday:	0900 to 2330
Saturday:	0830 to 0100	Holiday:	0900 to 2330
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	48 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date 01/07/2007	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.50	\$2.50		
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 Children under 5 free				

EMPLOYEE DATA

	Full-time	Part-time
Operators	32	11
Other Operations	5	7
Vehicle Mechanics		
General and Administration	8	
Other		
TOTAL NUMBER OF EMPLOYEES	45	18

Union Affiliations: Operators: CAW Local 4304
 Mechanics: CAW Local 4304
 Other (specify): Clerical Staff (CUPE Local 1883)

Top Operator Wage Rate: \$22.86

Top Mechanic Wage Rate: \$25.29

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	12%	11%
Net Operating Cost / Capita	\$11.03	\$12.29
Total Exp. / Passenger	\$23.94	\$26.10
Total Exp. / Eligible Passenger	\$32.87	\$35.58
Transportation Exp. / Passenger		
Dedicated Service	\$29.59	\$32.35
Non-Dedicated Service	\$11.65	\$12.94
Transportation Exp. / Hour (Dedicated Service)	\$72.10	\$72.00
OPERATING		
Registrants / Capita	0.0132	0.0125
Passengers / Capita	0.5253	0.5315
Passengers / Registrant	39.75	42.54
Passengers / Hour (Dedicated Service)	2.74	2.47
Kms / Passenger (Dedicated Service)	7.57	8.23
Average Speed (Dedicated Service)	20.76	20.37

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	55,423	56,012
Wheelchair/Scooter Users	67,944	8,807
Attendants	9,423	
Companions		
Other (specified)		58,920
TOTAL	132,790	123,739

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	27	24	N/A	7
Small Buses			6	
Other				
TOTAL DED. VEHICLES	27	24	N/A	N/A
Vehicle ownership:	Transit System			
Vehicle maintenance responsibility:	Transit System			
Accessible taxis:	7			

Welland

Welland Handi-Trans

Contact: Lorraine Denis
 Title: Handi-Trans Coordinator
 Telephone: 905-732-4181
 Fax: 905-732-9422
 Email: lorraine.denis@welland.ca

Population served: 50,331
 Service area (km²): 86.0
 Communities served: 1
 Service began: 01/08/1981
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	683	683
Ambulatory:	754	754
Attendants:	193	193
Companions:		
Other:		
Total:	1,630	1,630

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

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

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

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	87,968	90,901
Tot. Veh. Km. - Dedicated Service	93,088	96,161
Rev. Veh. Hrs. - Dedicated Service	5,698	5,541
Tot. Veh. Hrs. - Dedicated Service	6,073	6,067
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	17,136	18,538
Non-Dedicated Service		
TOTAL PASSENGERS	17,136	18,538
Subscription / Pre-booked	50 %	50 %
Reservation	49 %	49 %
On-Demand / Day of trip	1 %	1 %
Cancelled in advance	138	1,774
No-shows / Cancelled at door	110	53
Unaccommodated trips	140	320
Number of complaints	24	6

OPERATING EXPENSES

Administration	\$99,633	\$110,439
Operations:		
Internal - Dedicated Service	\$198,338	\$196,057
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$35,687	\$45,644
Fuel	\$25,093	\$36,152
TOTAL OPERATING EXPENSES	\$358,751	\$388,292

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$46,751	\$45,421
Other Operating Revenue	\$12,259	\$6,215
Total Operating Revenue	\$59,010	\$51,636
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$299,741	\$336,656
Other / Donations		
TOTAL	\$358,751	\$388,292

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

* Monday to Friday fixed route accessible service 1900-2300 hrs.

SERVICE HOURS / SCHEDULING

Weekday:	0715 to 1900	Sunday:	to
Saturday:	0930 to 1815	Holiday:	to
Advanced booking notice:	14 day(s)		
Minimum notice for reservation:	24 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date	02/09/2008	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.50	\$1.91		
Child	\$2.50	\$1.91		
Student	\$2.50	\$1.91		
Senior	\$2.50	\$1.91		
Attendant	\$2.50	\$1.91		
Companion	\$2.50	\$1.91		
Other	CNIB cardholders ride free			

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$23.12

Top Mechanic Wage Rate: \$28.47

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	16%	13%
Net Operating Cost / Capita	\$5.96	\$6.69
Total Exp. / Passenger	\$20.94	\$20.95
Total Exp. / Eligible Passenger	\$23.79	\$23.12
Transportation Exp. / Passenger		
Dedicated Service	\$15.12	\$14.99
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$42.67	\$45.80
OPERATING		
Registrants / Capita	0.0292	0.0324
Passengers / Capita	0.3405	0.3683
Passengers / Registrant	11.67	11.37
Passengers / Hour (Dedicated Service)	3.01	3.35
Kms / Passenger (Dedicated Service)	5.13	4.90
Average Speed (Dedicated Service)	15.44	16.41

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	9,831	
Wheelchair/Scooter Users	6,966	
Attendants	1,110	
Companions		
Other (specified)	631	
TOTAL	18,538	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	4	3	6	16
Other				
TOTAL DED. VEHICLES	4	3	N/A	N/A

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

West Elgin

Four Counties Transportation

Contact: Joanne Groch
 Title: Administrator/Treasurer
 Telephone: 519-785-0560
 Fax: 519-785-0644
 Email: jgroch@westelgin.net

Population served: 18,500
 Service area (km²): 1,107.0
 Communities served: 5
 Service began: 01/01/1994
 Advisory Committee members: 7
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	27	27
Ambulatory:	31	31
Attendants:		
Companions:		
Other:		
Total:	58	58

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

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

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

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	54,128	41,468
Tot. Veh. Km. - Dedicated Service	54,128	41,468
Rev. Veh. Hrs. - Dedicated Service	1,483	1,284
Tot. Veh. Hrs. - Dedicated Service	1,483	1,284
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	3,775	3,093
Non-Dedicated Service		
TOTAL PASSENGERS	3,775	3,093
Subscription / Pre-booked	100 %	100 %
Reservation	%	%
On-Demand / Day of trip	%	%
Cancelled in advance		169
No-shows / Cancelled at door	5	
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

Administration	\$1,398	\$1,580
Operations:		
Internal - Dedicated Service	\$25,731	\$24,644
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$5,290	\$9,070
Fuel	\$7,303	\$9,414
TOTAL OPERATING EXPENSES	\$39,722	\$44,708

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$15,149	\$13,834
Other Operating Revenue		
Total Operating Revenue	\$15,149	\$13,834
Federal Contributions		
Provincial Contributions	\$777	\$9,437
Municipal Contributions	\$23,776	\$21,337
Other / Donations	\$20	\$100
TOTAL	\$39,722	\$44,708

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

Other eligibility criteria includes persons with an application signed by a health care professional or doctor. From June 2008 a new bus was leased from the Four Counties Health Services. From Jan-June the old bus was in the ownership of the municipality of West Elgin. Ridership has decreased as a result of deaths and immobility of seniors.

SERVICE HOURS / SCHEDULING

Weekday:	0900 to 1600	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	24 hour(s)		
Reservations / Scheduling:	Manual		

FARE STRUCTURE

Effective Date 01/01/2008	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$4.00			<input type="checkbox"/>
Child	\$4.00			<input type="checkbox"/>
Student	\$4.00			<input type="checkbox"/>
Senior	\$4.00			<input type="checkbox"/>
Attendant	\$4.00			<input type="checkbox"/>
Companion	\$4.00			<input type="checkbox"/>
Other	\$8/rider round trip fare			

EMPLOYEE DATA

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

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate: \$16.84

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	38%	31%
Net Operating Cost / Capita	\$1.33	\$1.67
Total Exp. / Passenger	\$10.52	\$14.45
Total Exp. / Eligible Passenger	\$14.18	\$18.51
Transportation Exp. / Passenger		
Dedicated Service	\$10.15	\$13.94
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$25.84	\$33.59
OPERATING		
Registrants / Capita	0.0035	0.0031
Passengers / Capita	0.2041	0.1672
Passengers / Registrant	58.08	53.33
Passengers / Hour (Dedicated Service)	2.55	2.41
Kms / Passenger (Dedicated Service)	14.34	13.41
Average Speed (Dedicated Service)	36.50	32.30

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	2,100	
Wheelchair/Scooter Users	315	
Attendants		
Companions		
Other (specified)	678	
TOTAL	3,093	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	1	1	2	16
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Vehicle ownership:	Four Counties Health Services			
Vehicle maintenance responsibility:	Municipality			
Accessible taxis:				

West Perth

Mitchell and Area Mobility Bus

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

Population served: 9,129
 Service area (km²): 567.0
 Communities served: 1
 Service began: 01/09/1985
 Advisory Committee members: 12
 Eligibility Committee members: 2

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	131	131
Ambulatory:	341	341
Attendants:	50	50
Companions:		
Other:		
Total:	522	522

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

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

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

VEHICLE KILOMETRES & HOURS		2007	2008	SERVICE HOURS / SCHEDULING	
Rev. Veh. Km. - Dedicated Service		34,955	40,427	Weekday:	to Sunday: to
Tot. Veh. Km. - Dedicated Service		35,978	42,559	Saturday:	to Holiday: to
Rev. Veh. Hrs. - Dedicated Service		2,897	3,116	Advanced booking notice: 1 day(s)	
Tot. Veh. Hrs. - Dedicated Service		3,177	3,441	Minimum notice for reservation: 24 hour(s)	
Non-Dedicated Service - Veh. Km.				Reservations / Scheduling: Manual	
Non-Dedicated Service - Veh. Hrs.					
PASSENGER DATA				FARE STRUCTURE	
Dedicated Service		5,784	6,900	Effective Date 01/07/2008	
Non-Dedicated Service				Cash	Tickets/Cards (unit price)
TOTAL PASSENGERS		5,784	6,900	Adult	\$3.50
Subscription / Pre-booked		20 %	25 %	Child	\$3.50
Reservation		70 %	65 %	Student	\$3.50
On-Demand / Day of trip		10 %	10 %	Senior	\$3.50
Cancelled in advance		166	178	Attendant	
No-shows / Cancelled at door		6	6	Companion	
Unaccommodated trips		5	5	Other	charter rates \$42/hr driving \$32/hr standby/waiting/loading
Number of complaints		4	3		
OPERATING EXPENSES				EMPLOYEE DATA	
Administration		\$15,867	\$19,253		Full-time
Operations:				Operators	8
Internal - Dedicated Service		\$54,576	\$49,173	Other Operations	
Contract - Dedicated Service				Vehicle Mechanics	
Contract - Non-Dedicated Service				General and Administration	1
Contract - Taxi Scrip				Other	
Maintenance (Vehicles & Facilities)		\$8,974	\$6,700	TOTAL NUMBER OF EMPLOYEES	9
Fuel		\$7,593	\$8,458	Union Affiliations:	
TOTAL OPERATING EXPENSES		\$87,010	\$83,584	Operators: \$17.76	
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS				Mechanics:	
Passenger Revenue		\$8,499	\$13,772	Other (specify):	
Other Operating Revenue		\$26,874	\$17,899	Top Operator Wage Rate: \$17.76	
Total Operating Revenue		\$35,373	\$31,671	Top Mechanic Wage Rate:	
Federal Contributions				PERFORMANCE INDICATORS	
Provincial Contributions		\$43,329	\$69,801	FINANCIAL	
Municipal Contributions		\$12,000	\$12,000		
Other / Donations		\$13,870	\$10,031		
TOTAL		\$104,572	\$123,503		
CAPITAL EXPENSES					
Vehicles Purchased			\$93,944		
Debt Servicing					
Other Capital Expenses					
TOTAL CAPITAL EXPENSES			\$93,944		
CAPITAL FUNDING SOURCES					
Transit System					
Federal Contributions					
Provincial Contributions			\$93,944		
Municipal Contributions					
Other / Donations					
TOTAL CAPITAL FUNDING			\$93,944		

* Under "Vehicle Data", number of vehicles included only 1 small bus, but for 3 months we had 2 small buses as we purchased a new bus and awaited the sale of the old one. While awaiting the sale of the old bus, it was used periodically to accommodate overlapping trips. * The part-time General and Administrative staff is also a spare driver when required. * Service hrs: Mon/Wed 9-1, Tues 10-3, Thurs/Fri 9-5.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	6,900	
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
TOTAL	6,900	

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

Windsor

Handi-Transit

Contact: Lori Colenutt
 Title: General Manager
 Telephone: 519-966-0930
 Fax: 519-966-1249
 Email: handtrn@mnsi.net

Population served: 233,687
 Service area (km²): 195.6
 Communities served: 2
 Service began: 01/09/1978
 Advisory Committee members: 11
 Eligibility Committee members: 2

REGISTRANTS
 Wheelchair/Scooter Users: 1,219
 Ambulatory: 1,695
 Attendants:
 Companions:
 Other:
Total: 2,914

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

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

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

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	306,041	311,339
Tot. Veh. Km. - Dedicated Service	456,137	459,043
Rev. Veh. Hrs. - Dedicated Service	19,938	20,799
Tot. Veh. Hrs. - Dedicated Service	19,938	20,799
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2007	2008
Dedicated Service	51,765	53,631
Non-Dedicated Service		
TOTAL PASSENGERS	51,765	53,631
Subscription / Pre-booked	50 %	42 %
Reservation	46 %	56 %
On-Demand / Day of trip	4 %	2 %
Cancelled in advance	16,217	17,876
No-shows / Cancelled at door	691	639
Unaccommodated trips	65	77
Number of complaints	5	5

OPERATING EXPENSES

	2007	2008
Administration	\$314,304	\$313,170
Operations:		
Internal - Dedicated Service	\$565,873	\$593,312
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$95,713	\$71,519
Fuel	\$105,960	\$129,487
TOTAL OPERATING EXPENSES	\$1,081,850	\$1,107,488

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2007	2008
Passenger Revenue	\$190,126	\$196,320
Other Operating Revenue	\$230	\$366
Total Operating Revenue	\$190,356	\$196,686
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$860,222	\$876,356
Other / Donations		
TOTAL	\$1,050,578	\$1,073,042

CAPITAL EXPENSES

	2007	2008
Vehicles Purchased		\$386,159
Debt Servicing	\$36,911	
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$36,911	\$386,159

CAPITAL FUNDING SOURCES

	2007	2008
Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$36,911	\$386,159
Other / Donations		
TOTAL CAPITAL FUNDING	\$36,911	\$386,159

* The data for Windsor also included the specialized transit service for the City of LaSalle. In 2008, 101 registered clients took 2,905 passenger trips. LaSalle service contract revenue for 2008 was \$54,324 and its passenger revenue was \$15,251.

SERVICE HOURS / SCHEDULING

	2007	2008
Weekday: 0630 to 0030		
Saturday: 0800 to 0030		
Sunday: 0800 to 2200		
Holiday: 0800 to 2200		
Advanced booking notice: 28 day(s)		
Minimum notice for reservation: 2 hour(s)		
Reservations / Scheduling: Partially Computerized		

FARE STRUCTURE

	2007	2008
Effective Date 01/01/1999		
Cash	Tickets/Cards (unit price)	Monthly Pass Free
Adult \$2.30	\$2.30	
Child \$2.30	\$2.30	
Student \$2.30	\$2.30	
Senior \$2.30	\$2.30	
Attendant \$2.30	\$2.30	
Companion \$2.30	\$2.30	
Other LaSalle \$5.25/trip		

EMPLOYEE DATA

	2007	2008
Operators	5	12
Other Operations	3	2
Vehicle Mechanics		
General and Administration	2	
Other		
TOTAL NUMBER OF EMPLOYEES	10	14

Union Affiliations: Operators: Teamsters Local 880
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$18.52

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2007	2008
FINANCIAL		
R/C Ratio	18%	18%
Net Operating Cost / Capita	\$3.81	\$3.90
Total Exp. / Passenger	\$20.90	\$20.65
Total Exp. / Eligible Passenger	\$22.01	\$21.83
Transportation Exp. / Passenger		
Dedicated Service	\$14.83	\$14.81
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$38.50	\$38.19
OPERATING		
Registrants / Capita	0.0124	0.0125
Passengers / Capita	0.2215	0.2295
Passengers / Registrant	17.79	18.40
Passengers / Hour (Dedicated Service)	2.60	2.58
Kms / Passenger (Dedicated Service)	5.91	5.81
Average Speed (Dedicated Service)	15.35	14.97

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	32,794	
Wheelchair/Scooter Users	17,931	
Attendants	2,906	
Companions		
Other (specified)		
TOTAL	53,631	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	12	11	5	6
Other				
TOTAL DED. VEHICLES	12	11	N/A	N/A
Vehicle ownership:	Non-Profit Organization			
Vehicle maintenance responsibility:	Non-Profit Organization			
Accessible taxis:				

Woodstock

City of Woodstock

Contact: Rick Dentremon
 Title: Works and Transit Superintendent
 Telephone: 519-539-2382 x3140
 Fax: 519-537-6984
 Email: rdentremon@city.woodstock.on.ca

Population served: 35,000
 Service area (km²): 51.2
 Communities served: 1
 Service began: 01/01/1979
 Advisory Committee members: 5
 Eligibility Committee members: 1

REGISTRANTS
 Wheelchair/Scooter Users:
 Ambulatory:
 Attendants:
 Companions:
 Other:
Total: 682 682

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

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

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

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	17,742	16,671
Tot. Veh. Km. - Dedicated Service	17,742	16,671
Rev. Veh. Hrs. - Dedicated Service	1,560	1,560
Tot. Veh. Hrs. - Dedicated Service	1,560	1,560
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	1,422	2,193
Non-Dedicated Service	24,847	49,779
TOTAL PASSENGERS	26,269	51,972
Subscription / Pre-booked	6 %	95 %
Reservation	%	%
On-Demand / Day of trip	94 %	5 %
Cancelled in advance	246	219
No-shows / Cancelled at door		20
Unaccommodated trips		
Number of complaints	10	10

OPERATING EXPENSES

Administration	\$2,762	\$2,106
Operations:		
Internal - Dedicated Service	\$35,666	\$29,991
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$198,717	
Contract - Taxi Scrip		\$399,643
Maintenance (Vehicles & Facilities)	\$2,632	\$15,011
Fuel	\$4,346	\$5,292
TOTAL OPERATING EXPENSES	\$244,123	\$452,043

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$5,430	\$120,142
Other Operating Revenue	\$67,713	\$150
Total Operating Revenue	\$73,143	\$120,292
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$170,980	\$331,751
Other / Donations		
TOTAL	\$224,123	\$452,043

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

Non-Dedicated Taxi Voucher System has doubled which have exploded costs and ridership.

SERVICE HOURS / SCHEDULING

Weekday:	0830 to 1630	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	1 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date 01/07/2008	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.00	\$1.67	\$50.00	<input type="checkbox"/>
Child	\$2.00	\$1.67	\$40.00	<input type="checkbox"/>
Student	\$2.00	\$1.67	\$40.00	<input type="checkbox"/>
Senior	\$2.00	\$1.67	\$40.00	<input checked="" type="checkbox"/>
Attendant				<input checked="" type="checkbox"/>
Companion				<input checked="" type="checkbox"/>
Other				

EMPLOYEE DATA

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

Union Affiliations: Operators: CUPE Local 146
 Mechanics: CUPE Local 146
 Other (specify):

Top Operator Wage Rate: \$22.11

Top Mechanic Wage Rate: \$25.63

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	30%	27%
Net Operating Cost / Capita	\$4.89	\$9.48
Total Exp. / Passenger	\$9.29	\$8.70
Total Exp. / Eligible Passenger	\$9.29	\$8.70
Transportation Exp. / Passenger		
Dedicated Service	\$29.99	\$22.93
Non-Dedicated Service	\$8.00	\$8.03
Transportation Exp. / Hour (Dedicated Service)	\$27.34	\$32.24
OPERATING		
Registrants / Capita	0.0215	0.0195
Passengers / Capita	0.7505	1.4849
Passengers / Registrant	34.98	76.21
Passengers / Hour (Dedicated Service)	0.91	1.41
Kms / Passenger (Dedicated Service)	12.48	7.60
Average Speed (Dedicated Service)	11.37	10.69

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	2,193	49,779
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
TOTAL	2,193	49,779

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	1	1	5	15
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Vehicle ownership:	Municipal Transit			
Vehicle maintenance responsibility:	Municipal Transit			
Accessible taxis:	4			

York Region

YRT - Mobility PLUS

Contact: Steven Baldo
Title: Supervisor Contract Administration
Telephone: 905-762-1282 x5629
Fax: 905-762-2112
Email: steven.baldo@york.ca

Population served: 1,011,360
Service area (km²): 1,775.0
Communities served: 9
Service began: 01/01/2001
Advisory Committee members: 12
Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	2,228	2,228
Ambulatory:	5,280	5,280
Attendants:		
Companions:		
Other:		
Total:	7,508	7,508

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

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

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

VEHICLE KILOMETRES & HOURS

	2007	2008
Rev. Veh. Km. - Dedicated Service	2,746,500	2,599,815
Tot. Veh. Km. - Dedicated Service	2,746,500	2,599,815
Rev. Veh. Hrs. - Dedicated Service	131,391	139,078
Tot. Veh. Hrs. - Dedicated Service	174,550	167,545
Non-Dedicated Service - Veh. Km.	106,445	69,493
Non-Dedicated Service - Veh. Hrs.	6,666	6,821

PASSENGER DATA

Dedicated Service	284,101	282,992
Non-Dedicated Service	14,146	10,804
TOTAL PASSENGERS	298,247	293,796
Subscription / Pre-booked	58 %	53 %
Reservation	42 %	46 %
On-Demand / Day of trip	%	%
Cancelled in advance	17,454	16,569
No-shows / Cancelled at door	5,033	4,065
Unaccommodated trips		
Number of complaints	502	476

OPERATING EXPENSES

Administration	\$488,964	\$725,297
Operations:		
Internal - Dedicated Service	\$1,118,924	\$1,610,216
Contract - Dedicated Service	\$6,483,361	\$6,669,473
Contract - Non-Dedicated Service	\$235,340	\$166,261
Contract - Taxi Scrip	\$52,000	\$50,210
Maintenance (Vehicles & Facilities)	\$41,841	\$151,479
Fuel	\$1,402	\$847
TOTAL OPERATING EXPENSES	\$8,421,832	\$9,373,783

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$736,938	\$691,630
Other Operating Revenue		
Total Operating Revenue	\$736,938	\$691,630
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$7,675,265	\$8,672,037
Other / Donations	\$9,628	\$10,116
TOTAL	\$8,421,831	\$9,373,783

CAPITAL EXPENSES

Vehicles Purchased
Debt Servicing
Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
Federal Contributions
Provincial Contributions
Municipal Contributions
Other / Donations

TOTAL CAPITAL FUNDING

* Top Hourly Wage Rates are not available as service is contracted out. * York Region covers the services for Vaughan, Richmond Hill, Markham, King, Aurora, Whitchurch-Stouffville, Newmarket, East Gwillimbury, and Georgina.

SERVICE HOURS / SCHEDULING

Weekday:	0600 to 2400	Sunday:	0830 to 2200
Saturday:	0600 to 2400	Holiday:	0830 to 2200
Advanced booking notice:	14 day(s)		
Minimum notice for reservation:	24 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date	01/01/2008	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$3.00	\$2.40	\$95.00	<input type="checkbox"/>
Child				<input type="checkbox"/>
Student				<input type="checkbox"/>
Senior				<input checked="" type="checkbox"/>
Attendant				<input type="checkbox"/>
Companion	\$3.00	\$2.40	\$95.00	
Other	Zone 2 = \$4.00, Zone 3 = \$5.00/Pass 2 Zone = \$140.00			

EMPLOYEE DATA

	Full-time	Part-time
Operators		
Other Operations	6	10
Vehicle Mechanics		
General and Administration	7	1
Other		
TOTAL NUMBER OF EMPLOYEES	13	11

Union Affiliations: Operators:
Mechanics:
Other (specify): CUPE Local 905 (Administration/Call Centre)

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2007	2008
R/C Ratio	9%	7%
Net Operating Cost / Capita	\$7.82	\$8.58
Total Exp. / Passenger	\$28.24	\$31.91
Total Exp. / Eligible Passenger	\$31.92	\$36.18
Transportation Exp. / Passenger		
Dedicated Service	\$26.91	\$29.80
Non-Dedicated Service	\$20.31	\$20.04
Transportation Exp. / Hour (Dedicated Service)	\$43.80	\$50.33
OPERATING		
Registrants / Capita	0.0068	0.0074
Passengers / Capita	0.3034	0.2905
Passengers / Registrant	44.84	39.13
Passengers / Hour (Dedicated Service)	2.16	2.03
Kms / Passenger (Dedicated Service)	9.67	9.19
Average Speed (Dedicated Service)	20.90	18.69

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	193,954	9,875
Wheelchair/Scooter Users	55,081	164
Attendants	26,023	497
Companions	7,934	268
Other (specified)		
TOTAL	282,992	10,804

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars	32	28	Wheelchair	Ambulatory
Accessible Vans / Minivans	22	20	N/A	3
Small Buses	17	11	2	2
Other			5	10
TOTAL DED. VEHICLES	71	59	N/A	N/A
Vehicle ownership:	bus - Municipality, car/minivans - contractors			
Vehicle maintenance responsibility:	Private Operation			
Accessible taxis:				