

# **Ontario Specialized Transit Services**

## **2007 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 2006 and 2007, 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.

Please communicate any corrections to the data to:

**Technical Services Department  
Canadian Urban Transit Association  
Suite 1401, 55 York Street  
Toronto, Ontario  
M5J 1R7**

Tel: (416) 365-9800 Ext 112

Fax: (416) 365-1295

e-mail: [siu@cutaactu.ca](mailto:siu@cutaactu.ca)

## CUTA REPORT DOCUMENTATION FORM

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<p>Prepared By Josef Szende, Statistics and Research Assistant techservices@cutaactu.ca</p> <p>Tammy Siu, Statistics Coordinator siu@cutaactu.ca</p>		<p>Performing Agency <b>Canadian Urban Transit Association</b> 55 York Street, Suite 1401 Toronto, CANADA M5J 1R7 Tel: (416) 365-9800 / Fax: (416) 365-1295 E-mail: transit@cutaactu.ca Website: www.cutaactu.ca</p>
<p>Project Manager Christopher Norris, Director of Technical Services norris@cutaactu.ca</p>		<p>Sponsoring Agency <b>Ontario Ministry of Transportation</b> Division Services and Program Management Office 27th Floor 777 Bay Street Toronto, ON M7A 2J8 Tel: (416) 585-7152 / Fax: (416) 585-7132 E-mail: peter.coghill@ontario.ca Website: www.mto.gov.on.ca</p>
<p>Supplementary Notes</p> <p><b>Please contact CUTA's Technical Services Department for any corrections or comments.</b></p> <p>© 2008 Data is not to be reproduced without CUTA's permission</p>		
<p>Abstract</p> <p>The <b>Ontario Specialized Transit Services Fact Book</b> contains operating statistics collected from <b>77</b> Ontario specialized transit systems which provide transit services for persons with disabilities.</p> <p>The Fact Book provides detailed data for 2006 and 2007, along with key performance indicators, for each of the specialized transit systems. The report also contains a provincial summary page as well as a summary of performance indicators by population group.</p>		
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Note: \* Waterloo Region – Urban started to report Cambridge (GRT – Mobility Plus South) and Kitchener-Waterloo (GRT – Mobility Plus North) data together in the 2007 Ontario Specialized Transit Services Fact Book. 2006 data was consolidated from the Cambridge and Kitchener-Waterloo systems.

## **SUPPLEMENTARY NOTES**

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

The completion and submission of the annual questionnaire is required from all Ontario municipalities wishing to receive gas tax funding as part of the 2008 Dedicated Gas Tax allocation.

### **New Transit Systems:**

Caledon, Niagara Region, and Prince Edward County joined the other Ontario municipalities to participate in the 2007 Ontario Specialized Transit Services Fact Book project.

Waterloo Region started to report Cambridge (GRT – Mobility Plus South) and Kitchener-Waterloo (GRT – Mobility Plus North) data together in the 2007 Ontario Specialized Transit Services Fact Book. 2006 data was consolidated from the Cambridge and Kitchener-Waterloo data pages.

### **Strikes / Service Interruptions Information:**

\* Durham Region experienced service disruption during October 5 to November 3, 2006. Specialized transit clients were accommodated by taxi for medical purposes and special circumstances during the strike.

\* No strikes / services interruptions recorded in 2007.



## 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

**Population served** - Service area population

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

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

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

**Eligibility Criteria:**

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

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

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

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

### OPERATING DATA

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

### PASSENGER DATA

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

**Trip Types**

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

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

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

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

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

### FINANCIAL DATA

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

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

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

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

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

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

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

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

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

**Operating Revenues and Other Funding Contributions** - Includes passenger revenue, other operating revenue, federal, provincial and municipal operating contributions, and other donations.

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

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

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

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

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

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

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

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

## VEHICLE DATA

Provides a breakdown, according to vehicle type, of the number of vehicles (total and in the peak) operating the dedicated service. Vehicles used by volunteer services should **NOT** be considered as revenue vehicles and must not be included in the revenue vehicle statistics. Average wheelchair and ambulatory capacity per vehicle category are also indicated.

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

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

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

**Other:** excludes taxis.

## SERVICE HOURS / SCHEDULING

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

### Reservations/Scheduling

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

## FARE STRUCTURE

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

## EMPLOYEE DATA

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

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

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

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

## PERFORMANCE INDICATORS

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

### FINANCIAL PERFORMANCE INDICATORS

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

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



# ONTARIO

No. of transit systems in 2007: 77

No. of transit systems reporting in 2007: 77

Population served: 10,967,526

Service area (km<sup>2</sup>): 48,450.3

Communities served: 161

• Systems with Dedicated Service:	76	(99%)
operated by: Transit Systems/Municipalities	27	(35%)
Non-Profit Organizations	29	(38%)
Private Contractors	28	(36%)
• Systems with Non-Dedicated Service:	29	(38%)
• Systems with Taxi Scrip Program:	9	(12%)

	Total	Active
<b>NUMBER OF REGISTRANTS</b>	160,649	118,225
Wheelchair/Scooter Users:	(43.16%)	(43.14%)
Ambulatory:	(49.42%)	(48.90%)
Attendants:	( 4.37%)	( 4.94%)
Companions:	( 0.07%)	( 0.07%)
Other:	( 2.98%)	( 2.95%)

## OPERATING DATA

	2006	2007
Number of transit systems reporting	\$ 74	77
Rev Veh Km - Dedicated Service	35,354,013	38,531,565
Tot Veh Km - Dedicated Service	37,970,581	41,237,980
Rev Veh Hr - Dedicated Service	1,705,536	1,879,666
Tot Veh Hr - Dedicated Service	1,817,200	2,033,509
Non-Dedicated Service - Veh Km	3,029,053	3,437,787
Non-Dedicated Service - Veh Hr	115,974	134,713

## PASSENGER DATA

Dedicated Service	4,575,266	4,976,592
Non-Dedicated Service	1,177,465	1,065,728
<b>TOTAL PASSENGERS</b>	5,752,651	6,042,320

## Passenger Reservations - Average

Subscription/Pre-booked	45%	41%
Reservation	46%	48%
On-Demand/Day of trip	9%	11%
<b>UNACCOMMODATED TRIPS</b>	129,438	109,111
<b>NO-SHOWS/CANCELLED AT DOOR</b>	158,629	131,699
<b>NUMBER OF COMPLAINTS</b>	4,383	4,690

## OPERATING EXPENSES

Administration	\$23,354,456	\$24,532,380
Operations:		
Internal - Dedicated Service	\$45,214,975	\$50,131,400
Contract - Dedicated Service	\$43,179,574	\$49,885,293
Contract - Non-Dedicated Service	\$16,255,111	\$13,475,839
Taxi Scrip/Fare Reimbursement	\$1,658,297	\$1,721,010
Maintenance	\$17,359,167	\$18,670,933
Fuel	\$5,033,670	\$5,882,188
<b>TOTAL OPERATING EXPENSES</b>	\$152,055,250	\$164,299,043

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$12,188,203	\$13,367,368
Other Operating Revenue	\$687,414	\$748,562
<b>Total Operating Revenues</b>	\$12,875,617	\$14,115,930
Federal Contributions		
Provincial Contributions	\$3,112,487	\$24,037,528
Municipal Contributions	\$135,239,942	\$125,540,761
Donations/Other	\$762,155	\$746,414
<b>TOTAL</b>	\$151,990,201	\$164,420,633

## CAPITAL EXPENSES

Vehicles Purchased	\$5,303,510	\$11,259,297
Debt Servicing	\$86,731	\$79,493
Other Capital Expenses	\$596,116	\$4,007,131
<b>TOTAL CAPITAL EXPENSES</b>	\$5,986,357	\$15,345,921

## CAPITAL FUNDING SOURCES

Transit System		\$95,080
Federal Contributions	\$189,582	\$91,262
Provincial Contributions	\$2,807,980	\$3,974,613
Municipal Contributions	\$2,869,924	10,981,385
Donations/Other	\$112,481	\$203,581
<b>TOTAL CAPITAL FUNDING</b>	\$5,979,967	\$15,345,921

## SERVICE SCHEDULING

Advanced booking notice (days):	9
Minimum notice of reservation (hours):	22.2
Reservations/Scheduling:	
Manual	38%
Partially Computerized	25%
Fully Automated	37%

## ELIGIBILITY CRITERIA

Unable to board	73%
Unable to use	74%
Other	48%

## FARE STRUCTURE (average)

(2007)	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.76	\$2.34	\$69.12
Child	\$2.62	\$2.26	\$53.16
Student	\$2.77	\$2.32	\$59.56
Senior	\$2.69	\$2.24	\$54.72

## EMPLOYEE DATA (2007)\*

	(Full-Time)	(Part-Time)
Operators	803	314
Other Operations (e.g. dispatchers)	172	53
Maintenance	124	11
General Administration	103	29
Other	14	17
<b>TOTAL NUMBER OF EMPLOYEES</b>	1,216	424

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

Average Top Operator Wage Rate:	\$18.16
Average Top Mechanic Wage Rate:	\$25.47

## PERFORMANCE INDICATORS

FINANCIAL	2006	2007
R/C Ratio	8%	9%
Net Operating Cost/Capita	\$13.49	\$13.72
Total Exp/Passengers	\$26.51	\$27.22
Total Exp/Eligible Passengers	\$28.31	\$29.40
Transp Exp/Passengers		
Dedicated Service	\$24.30	\$25.06
Non-Dedicated Service (e.g. Taxis)	\$15.21	\$14.36
Transp Exp/Hours (Dedicated Service)	\$60.30	\$60.54

## OPERATING

Registrants/Capita	0.0139	0.0148
Passengers/Capita	0.5554	0.5509
Passengers/Registrants	40.29	37.39
Passengers/Hours (Dedicated Service)	2.61	2.57
Km/Passengers (Dedicated Service)	8.20	8.19
Average Speed (Dedicated Service)	21.61	21.39

VEHICLE DATA	Number	Veh. Peak
Non-Accessible Cars	213	213
Accessible Vans/Minivans	240	212
Small Buses	630	545
Other	6	6
<b>TOTAL DED VEHICLES</b>	1,089	931
Accessible taxis	166	N/A

PASSENGER STATISTICS	Dedicated Service	Non-Dedicated Service
Ambulatory	2,921,899	838,870
Wheelchair/Scooter Users	1,768,242	65,601
Attendants	183,033	18,191
Companions	101,077	6,715
Other	2,341	136,351
<b>TOTAL (%Total)</b>	4,976,592 ( 82%)	1,065,728 ( 18%)

September 2008

**ONTARIO SPECIALIZED TRANSIT SERVICES  
PERFORMANCE INDICATORS BY POPULATION GROUP  
- 2007 DATA -**

POPULATION	NO. OF SYSTEMS	R/C RATIO	NOC/ CAPITA	TOT EXP/ PASS	TOT EXP/ ELIGI PASS	TRANSP EXP/PASS (DED SERV)	TRANSP EXP/PASS (NON-DED)	TRANSP EXP/HR (DED SERV)	REGISTRANTS/ CAPITA	PASSENGERS/ CAPITA	PASSENGERS/ REGISTRANTS	PASSENGERS/ HR (DED SERV)	KM/ PASSENGER (DED SERV)	AVERAGE SPEED (DED SERV)
POP GROUP 1	13	7%	\$15.55	\$28.83	\$31.09	\$26.71	\$15.03	\$63.68	0.0132	0.5804	44.02	2.60	8.35	21.95
POP GROUP 2	21	18%	\$7.47	\$22.52	\$24.31	\$20.12	\$12.00	\$47.52	0.0194	0.4035	21.49	2.42	8.14	19.74
POP GROUP 3	43	20%	\$7.00	\$16.03	\$17.64	\$15.12	\$6.93	\$41.13	0.0238	0.5387	22.79	2.56	6.16	16.96
ONTARIO	77	9%	\$13.72	\$27.22	\$29.40	\$25.06	\$14.36	\$60.54	0.0148	0.5509	37.39	2.57	8.19	21.39

Note: See Glossary for definitions of performance indicators

POP GROUP 1: Population>150,000

POP GROUP 2: Population 50,000-150,000

POP GROUP 3: Population<50,000

**BARRIE****B.A.C.T.S.**

Contact: Ms. Julie MacDonald  
 Title: Transit Analyst  
 Telephone: (705) 739-4220 x4497  
 FAX: (705) 739-4238  
 e-mail: jmacdonald@barrie.ca

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

**NUMBER OF REGISTRANTS** 2,155 (Active) 2,155

Wheelchair/Scooter Users: 1,065 (49%) 1,065  
 Ambulatory: 1,090 (51%) 1,090

Attendants:

Companions:

Other:

Note: \* Holiday (subject to change): provide service for dialysis on holidays as required

**ELIGIBILITY CRITERIA**

- ☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

Dedicated Service operated by: 1 contractor

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

Taxi Scrip Program available: NO

<b>VEHICLE KILOMETRES &amp; HOURS</b>		<b>2006</b>	<b>2007</b>	<b>SERVICE HOURS/SCHEDULING *</b>	
Rev. Veh. Km. - Dedicated Service		269,558	279,097	Weekday: 0730 to 2300	Sunday: 0900 to 1800
Tot. Veh. Km. - Dedicated Service		269,558	279,097	Saturday: 0900 to 2300	Holiday:
Rev. Veh. Hr. - Dedicated Service		18,738	18,851	Advanced booking notice:	7 days
Tot. Veh. Hr. - Dedicated Service		18,738	18,851	Minimum notice for reservation:	
Non-Dedicated Service - Veh. Km.				Reservations/Scheduling:	Fully Computerized
Non-Dedicated Service - Veh. Hr.					
<b>PASSENGER DATA</b>				<b>FARE STRUCTURE (2007)</b>	
Dedicated Service		32,382	33,804	<b>Cash</b>	<b>Tickets/Cards</b>
Non-Dedicated Service		1,230	1,323	<b>(unit price)</b>	<b>Monthly Pass</b>
<b>TOTAL PASSENGERS</b>		33,612	35,127	Adult	\$2.50
Subscription/Pre-booked		30%	34%	Child	\$2.50
Reservation		65%	64%	Student	\$2.50
On-Demand/Day of trip		5%	2%	Senior	\$2.50
				Attendant	free
CANCELLED IN ADVANCE		n/a	7,635	Companion	\$2.50
NO-SHOWS/CANCELLED AT DOOR		327	673	Other	
UNACCOMMODATED TRIPS		130	847		
NUMBER OF COMPLAINTS		20	20		
<b>OPERATING EXPENSES</b>				<b>EMPLOYEE DATA (2007)</b>	
Administration		\$9,565	\$15,264	Operators	(Full-Time) 10 (Part-Time) 1
Operations:				Other Operations (e.g. dispatchers)	1
Internal - Dedicated Service				Mechanics	2
Contract - Dedicated Service		\$824,907	\$880,085	General Administration	1
Contract - Non-Dedicated Service		\$22,369	\$28,714	Other	2
Contract - Taxi Scrip				<b>TOTAL NUMBER OF EMPLOYEES</b>	16 2
Maintenance (Vehicles & Facilities)		\$22,714	\$15,296		
Fuel		\$25,564	\$27,601	<b>Union Affiliations:</b>	
<b>TOTAL OPERATING EXPENSES</b>		\$905,119	\$966,960	Operators: ATU Local 1415	
				Mechanics: ATU Local 1415	
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>				Top Operator Wage Rate:	\$17.82
Passenger Revenue		\$84,030	\$87,817	Top Mechanic Wage Rate:	\$24.95
Other Operating Revenue					
Total Operating Revenues		\$84,030	\$87,817		
Federal Contributions					
Provincial Contributions		\$160,545	\$168,047		
Municipal Contributions		\$660,544	\$711,096		
Donations / Other					
<b>TOTAL</b>		\$905,119	\$966,960		
<b>CAPITAL EXPENSES</b>					
Vehicles Purchased		\$319,390			
Debt Servicing					
Other Capital Expenses		\$29,456			
<b>TOTAL CAPITAL EXPENSES</b>		\$348,846			
<b>CAPITAL FUNDING SOURCES</b>					
Transit System					
Federal Contributions					
Provincial Contributions		\$92,058			
Municipal Contributions		\$256,788			
Donations / Other					
<b>TOTAL CAPITAL FUNDING</b>		\$348,846			

**PERFORMANCE INDICATORS**

<b>FINANCIAL</b>	<b>2006</b>	<b>2007</b>
R/C Ratio	9%	9%
Net Operating Cost / Capita	\$6.27	\$6.51
Total Exp. / Passenger	\$26.93	\$27.53
Total Exp. / Eligible Passenger	\$31.11	\$31.82
Transp. Exp. / Passenger		
Dedicated Service	\$26.97	\$27.30
Non-Dedicated Service (e.g. Taxis)	\$18.19	\$21.70
Transp. Exp. / Hour (Dedicated Service)	\$46.60	\$48.96
<b>OPERATING</b>		
Registrants / Capita	0.0137	0.0160
Passengers / Capita	0.2566	0.2602
Passengers / Registrant	18.69	16.30
Passengers / Hour (Dedicated Service)	1.73	1.79
Km. / Passenger (Dedicated Service)	8.32	8.26
Average Speed (Dedicated Service)	14.39	14.81

<b>VEHICLE DATA</b>		<b>Veh. Peak</b>	<b>Avg. Capacity per Veh.</b>	
<b>Number</b>			<b>Wheelchair</b>	<b>Ambulatory</b>
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	10	8	5	4
Other				
<b>TOTAL DED. VEHICLES</b>	10	8	N/A	N/A
Accessible taxis	1			

<b>PASSENGER DATA</b>	<b>Ded. Service</b>	<b>Non-Ded. Service</b>
Ambulatory	15,044	1,097
Wheelchair/Scooter Users	14,146	102
Attendants	4,614	124
Companions		
Other		
<b>TOTAL (%Total)</b>	33,804 ( 96%)	1,323 ( 4%)

**BELLEVILLE****BELLEVILLE MOBILITY BUS**

Contact: Mr. Peter K. Hodgson  
 Title: Manager of Fleet & Transit  
 Telephone: (613) 967-3200 x3518  
 FAX: (613) 967-4721  
 e-mail: phodgson@city.belleville.on.ca

Population served: 38,000  
 Service area (km²): 36.0  
 Communities served: 1  
 Service began: 1989  
 Advisory Committee members: 7  
 Eligibility Committee members: N/A

**NUMBER OF REGISTRANTS** 379  
 Wheelchair/Scooter Users: 266 (70%)  
 Ambulatory: 113 (30%)  
 Attendants:  
 Companions:  
 Other:

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

**ELIGIBILITY****CRITERIA**

- ☐ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

<b>VEHICLE KILOMETRES &amp; HOURS</b>		<b>2006</b>	<b>2007</b>	<b>SERVICE HOURS/SCHEDULING</b>	
Rev. Veh. Km. - Dedicated Service		81,685	70,882	Weekday: 0740 to 1815	Sunday:
Tot. Veh. Km. - Dedicated Service		81,685	70,882	Saturday: 1000 to 1600	Holiday:
Rev. Veh. Hr. - Dedicated Service		4,994	5,042	Advanced booking notice:	
Tot. Veh. Hr. - Dedicated Service		4,994	5,042	Minimum notice for reservation:	
Non-Dedicated Service - Veh. Km.				Reservations/Scheduling: Manual	
Non-Dedicated Service - Veh. Hr.					
<b>PASSENGER DATA</b>				<b>FARE STRUCTURE (2007)</b>	
Dedicated Service		11,474	10,324	<b>Cash</b>	
Non-Dedicated Service				<b>Tickets/Cards</b>	
<b>TOTAL PASSENGERS</b>		11,474	10,324	<b>(unit price)</b>	
Subscription/Pre-booked		80%		<b>Monthly Pass</b>	
Reservation		20%		Adult	\$1.58
On-Demand/Day of trip				Child	\$1.58
CANCELLED IN ADVANCE		n/a		Student	\$1.58
NO-SHOWS/CANCELLED AT DOOR				Senior	\$1.58
UNACCOMMODATED TRIPS				Attendant	\$1.93
NUMBER OF COMPLAINTS				Companion	\$1.93
<b>OPERATING EXPENSES</b>				Other	
Administration				<b>EMPLOYEE DATA (2007)</b>	
Operations:				Operators	
Internal - Dedicated Service				Other Operations (e.g. dispatchers)	
Contract - Dedicated Service	\$215,574	\$234,561		Mechanics	
Contract - Non-Dedicated Service				General Administration	
Contract - Taxi Scrip				Other	
Maintenance (Vehicles & Facilities)				<b>TOTAL NUMBER OF EMPLOYEES</b>	
Fuel				Union Affiliations: Operators: N/A	
<b>TOTAL OPERATING EXPENSES</b>	\$215,574	\$234,561		Mechanics: N/A	
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>				Top Operator Wage Rate:	
Passenger Revenue	\$17,089	\$15,517		Top Mechanic Wage Rate:	
Other Operating Revenue				<b>PERFORMANCE INDICATORS</b>	
Total Operating Revenues	\$17,089	\$15,517		<b>FINANCIAL</b>	
Federal Contributions					<b>2006</b>
Provincial Contributions				R/C Ratio	8%
Municipal Contributions	\$198,485	\$219,044		Net Operating Cost / Capita	\$5.22
Donations / Other				Total Exp. / Passenger	\$18.79
<b>TOTAL</b>	\$215,574	\$234,561		Total Exp. / Eligible Passenger	\$19.70
<b>CAPITAL EXPENSES</b>				Transp. Exp. / Passenger	
Vehicles Purchased		\$67,766		Dedicated Service	\$18.79
Debt Servicing				Non-Dedicated Service (e.g. Taxis)	\$22.72
Other Capital Expenses				Transp. Exp. / Hour (Dedicated Service)	\$43.17
<b>TOTAL CAPITAL EXPENSES</b>		\$67,766		<b>OPERATING</b>	
<b>CAPITAL FUNDING SOURCES</b>				Registrants / Capita	0.0151
Transit System				Passengers / Capita	0.3019
Federal Contributions				Passengers / Registrant	19.95
Provincial Contributions		\$67,766		Passengers / Hour (Dedicated Service)	2.30
Municipal Contributions				Km. / Passenger (Dedicated Service)	7.12
Donations / Other				Average Speed (Dedicated Service)	16.36
<b>TOTAL CAPITAL FUNDING</b>		\$67,766			14.06

<b>VEHICLE DATA</b>		<b>Veh. Peak</b>	<b>Avg. Capacity per Veh.</b>	
<b>Number</b>			<b>Wheelchair</b>	<b>Ambulatory</b>
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	2	2	2	8
Other				
<b>TOTAL DED. VEHICLES</b>	2	2	N/A	N/A
Accessible taxis				

<b>PASSENGER DATA</b>		<b>Ded. Service</b>	<b>Non-Ded. Service</b>
Ambulatory	}	10,324*	
Wheelchair/Scooter Users			
Attendants			
Companions			
Other			
<b>TOTAL (%Total)</b>		10,324 ( 100%)	( 0%)
* Total for all categories			



# BLIND RIVER

## LIBERTY EXPRESS LIBERTÉ

Contact: Mr. Ken Corbiere  
 Title: Clerk Administrator-Treasurer  
 Telephone: (705) 356-2251  
 FAX: (705) 356-7343  
 e-mail: denisest@blindriver.ca

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

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

### ELIGIBILITY CRITERIA

- ☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

### NUMBER OF REGISTRANTS

108  
 Wheelchair/Scooter Users: 20 (19%)  
 Ambulatory:  
 Attendants: 63 (58%)  
 Companions: 25 (23%)  
 Other:

Note: \* Service hours: Monday to Friday 0830 to 1030 hrs and 1400 to 1600 hrs.

\* Contracted operator retains all passenger revenues.

VEHICLE KILOMETRES & HOURS	2006	2007	SERVICE HOURS/SCHEDULING *
Rev. Veh. Km. - Dedicated Service	15,600		Weekday: 0830 to 1600 Sunday:
Tot. Veh. Km. - Dedicated Service	15,600		Saturday: Holiday:
Rev. Veh. Hr. - Dedicated Service	760		Advanced booking notice: 1 days
Tot. Veh. Hr. - Dedicated Service	760		Minimum notice for reservation:
Non-Dedicated Service - Veh. Km.			Reservations/Scheduling: Manual
Non-Dedicated Service - Veh. Hr.			
PASSENGER DATA			FARE STRUCTURE (2007)
Dedicated Service	1,865	1,811	<b>Cash</b>
Non-Dedicated Service			<b>Tickets/Cards (unit price) Monthly Pass</b>
<b>TOTAL PASSENGERS</b>	1,865	1,811	Adult \$2.50
Subscription/Pre-booked			Child \$2.50
Reservation			Student \$2.50
On-Demand/Day of trip			Senior \$2.50
			Attendant \$2.50
			Companion \$2.50
			Other \$5 to First Nations
CANCELLED IN ADVANCE	n/a		EMPLOYEE DATA (2007)
NO-SHOWS/CANCELLED AT DOOR			(Full-Time) (Part-Time)
UNACCOMMODATED TRIPS			Operators 1
NUMBER OF COMPLAINTS			Other Operations (e.g. dispatchers) 1
OPERATING EXPENSES			Mechanics 1
Administration \$7,956		\$9,119	General Administration
Operations:			Other
Internal - Dedicated Service			<b>TOTAL NUMBER OF EMPLOYEES</b> 3
Contract - Dedicated Service \$9,070		\$8,400	<b>Union Affiliations:</b> Operators: N/A
Contract - Non-Dedicated Service			Mechanics: N/A
Contract - Taxi Scrip			Top Operator Wage Rate: \$16.83
Maintenance (Vehicles & Facilities) \$2,245		\$2,613	Top Mechanic Wage Rate: \$21.33
Fuel \$3,977		\$3,693	
<b>TOTAL OPERATING EXPENSES</b> \$23,248		\$23,825	
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS			PERFORMANCE INDICATORS
Passenger Revenue *			FINANCIAL
Other Operating Revenue			2006 2007
Total Operating Revenues			R/C Ratio
Federal Contributions			Net Operating Cost / Capita \$6.37 \$6.53
Provincial Contributions \$3,429		\$3,450	Total Exp. / Passenger \$12.47 \$13.16
Municipal Contributions \$22,700		\$23,100	Total Exp. / Eligible Passenger \$12.47 \$13.16
Donations / Other			Transp. Exp. / Passenger
<b>TOTAL</b> \$26,129		\$26,550	Dedicated Service \$8.20 \$8.12
<b>CAPITAL EXPENSES</b>			Non-Dedicated Service (e.g. Taxis)
Vehicles Purchased			Transp. Exp. / Hour (Dedicated Service) \$20.12
Debt Servicing			<b>OPERATING</b>
Other Capital Expenses			Registrants / Capita 0.0271 0.0296
<b>TOTAL CAPITAL EXPENSES</b>			Passengers / Capita 0.5110 0.4962
<b>CAPITAL FUNDING SOURCES</b>			Passengers / Registrant 18.84 16.77
Transit System			Passengers / Hour (Dedicated Service) 2.45
Federal Contributions			Km. / Passenger (Dedicated Service) 8.36
Provincial Contributions			Average Speed (Dedicated Service) 20.53
Municipal Contributions			
Donations / Other			
<b>TOTAL CAPITAL FUNDING</b>			

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair Ambulatory
Non-Accessible Cars			N/A
Accessible Vans/Minivans			
Small Buses	1	1	5 15
Other			
<b>TOTAL DED. VEHICLES</b>	1	1	N/A N/A
Accessible taxis			

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	1,811*	
Wheelchair/Scooter Users		
Attendants		
Companions		
Other		
<b>TOTAL (%Total)</b>	1,811 ( 100%)	( 0%)
* Total for all categories		

# BRANTFORD

## OPERATION LIFT

Contact: Ms. Christina Topper  
 Title: Finance/HR Manager  
 Telephone: (519) 756-2170 x117  
 FAX: (519) 756-2147  
 e-mail: ttopper@operationlift.com

Population served: 89,000  
 Service area (km²): 71.6  
 Communities served: 1  
 Service began: 1975  
 Advisory Committee members: 9  
 Eligibility Committee members: 1

**NUMBER OF REGISTRANTS** 1,375 (Active) 1,375  
 Wheelchair/Scooter Users: 1,013 (74%) 1,013  
 Ambulatory: 338 (25%) 338  
 Attendants: 17 (1%) 17  
 Companions: 7 (1%) 7  
 Other: 7

Note: \* 2006 passenger data includes scheduled not actual trips.

Dedicated Service operated by: Private Non-profit Organization

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

Taxi Scrip Program available: NO

## ELIGIBILITY

### CRITERIA

- ☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

VEHICLE KILOMETRES & HOURS	2006	2007
Rev. Veh. Km. - Dedicated Service	347,728	355,429
Tot. Veh. Km. - Dedicated Service	347,728	355,429
Rev. Veh. Hr. - Dedicated Service	21,004	22,626
Tot. Veh. Hr. - Dedicated Service	21,004	22,626
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA		
Dedicated Service *	72,737	61,422
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	72,737	61,422
Subscription/Pre-booked	48%	98%
Reservation	51%	
On-Demand/Day of trip	1%	2%

CANCELLED IN ADVANCE	n/a	10,100
NO-SHOWS/CANCELLED AT DOOR	2,390	2,198
UNACCOMMODATED TRIPS	191	196
NUMBER OF COMPLAINTS	14	24

OPERATING EXPENSES		
Administration	\$213,718	\$303,389
Operations:		
Internal - Dedicated Service	\$590,733	\$643,223
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$110,514	\$130,976
Fuel	\$90,525	\$90,778
<b>TOTAL OPERATING EXPENSES</b>	\$1,005,490	\$1,168,366

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Passenger Revenue	\$199,903	\$195,743
Other Operating Revenue		
<b>Total Operating Revenues</b>	\$199,903	\$195,743
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$878,179	\$982,254
Donations / Other	\$17,829	\$56,179
<b>TOTAL</b>	\$1,095,911	\$1,234,176

CAPITAL EXPENSES		
Vehicles Purchased	\$179,942	\$91,575
Debt Servicing		
Other Capital Expenses	\$19,739	\$24,638
<b>TOTAL CAPITAL EXPENSES</b>	\$199,681	\$116,213

CAPITAL FUNDING SOURCES		
Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$176,659	\$91,575
Donations / Other	\$19,500	\$24,638
<b>TOTAL CAPITAL FUNDING</b>	\$196,159	\$116,213

SERVICE HOURS/SCHEDULING		
Weekday: 0700 to 2300	Sunday: 0800 to 2000	
Saturday: 0730 to 2300	Holiday: 0800 to 2000	
Advanced booking notice:	7 days	
Minimum notice for reservation:	18.0 hours	
Reservations/Scheduling:	Fully Computerized	

FARE STRUCTURE (2007)	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.00	\$3.00	
Child	\$3.00	\$3.00	
Student	\$3.00	\$3.00	
Senior	\$3.00	\$3.00	
Attendant	\$3.00	\$3.00	
Companion	\$3.00	\$3.00	
Other			

EMPLOYEE DATA (2007)	(Full-Time)	(Part-Time)
Operators	9	5
Other Operations (e.g. dispatchers)	3	2
Mechanics		
General Administration	2	2
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	14	9

**Union Affiliations:** Operators: ATU Local 685  
 Mechanics: N/A

Top Operator Wage Rate: \$16.96  
 Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

FINANCIAL	2006	2007
R/C Ratio	20%	17%
Net Operating Cost / Capita	\$8.66	\$10.93
Total Exp. / Passenger	\$13.82	\$19.02
Total Exp. / Eligible Passenger	\$14.11	\$19.37
Transp. Exp. / Passenger		
Dedicated Service	\$10.89	\$14.08
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$37.70	\$38.23

OPERATING		
Registrants / Capita	0.0138	0.0154
Passengers / Capita	0.7821	0.6901
Passengers / Registrant	56.69	44.67
Passengers / Hour (Dedicated Service)	3.46	2.71
Km. / Passenger (Dedicated Service)	4.78	5.79
Average Speed (Dedicated Service)	16.56	15.71

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	13	13	4	7
Other				
<b>TOTAL DED. VEHICLES</b>	13	13	N/A	N/A
Accessible taxis				

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	45,247	
Wheelchair/Scooter Users	15,083	
Attendants	754	
Companions	338	
Other		
<b>TOTAL (%Total)</b>	61,422 ( 100%)	( 0%)

**BROCKVILLE****BROCKVILLE PARA TRANSIT**

Contact: Ms. Valerie Harvey  
 Title: Supervisor-Solid Waste/Transit  
 Telephone: (613) 342-8772 x8231  
 FAX: (613) 342-5035  
 e-mail: vharvey@brockville.com

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

**NUMBER OF REGISTRANTS** 736  
 Wheelchair/Scooter Users: 299 (41%)  
 Ambulatory: 193 (26%)  
 Attendants: 244 (33%)  
 Companions:  
 Other:

Note: \* Other eligibility criteria: does not have cognitive skills to ride conventional transit.

**ELIGIBILITY CRITERIA**

- ☒ Unable to Board  
☒ Unable to Use  
☒ Other Criteria

Dedicated Service operated by: 1 contractor

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

Taxi Scrip Program available: NO

<b>VEHICLE KILOMETRES &amp; HOURS</b>		<b>2006</b>	<b>2007</b>	<b>SERVICE HOURS/SCHEDULING</b>	
Rev. Veh. Km. - Dedicated Service		64,587	90,055	Weekday: 0645 to 1815	Sunday:
Tot. Veh. Km. - Dedicated Service		64,587	90,055	Saturday: 0845 to 1815	Holiday:
Rev. Veh. Hr. - Dedicated Service		5,271	5,898	Advanced booking notice:	
Tot. Veh. Hr. - Dedicated Service		5,271	5,898	Minimum notice for reservation: 1.0 hours	
Non-Dedicated Service - Veh. Km.				Reservations/Scheduling: Manual	
Non-Dedicated Service - Veh. Hr.					
<b>PASSENGER DATA</b>				<b>FARE STRUCTURE (2007)</b>	
Dedicated Service		18,539	20,638	<b>Tickets/Cards</b>	
Non-Dedicated Service				<b>Cash</b>	<b>(unit price) Monthly Pass</b>
<b>TOTAL PASSENGERS</b>		18,539	20,638	Adult	\$2.00 \$1.50 \$55.00
Subscription/Pre-booked				Child	\$2.00 \$1.50 \$55.00
Reservation				Student	\$2.00 \$1.50 \$55.00
On-Demand/Day of trip				Senior	\$2.00 \$1.50 \$55.00
				Attendant	free
CANCELLED IN ADVANCE	n/a		1,273	Companion	\$2.00 \$1.50 \$55.00
NO-SHOWS/CANCELLED AT DOOR	24		10	Other 40 Ride pass - \$55.00	
UNACCOMMODATED TRIPS				<b>EMPLOYEE DATA (2007)</b>	
NUMBER OF COMPLAINTS	15			Operators	(Full-Time) (Part-Time)
<b>OPERATING EXPENSES</b>				Other Operations (e.g. dispatchers)	
Administration	\$9,656		\$11,981	Mechanics	
Operations:				General Administration	
Internal - Dedicated Service				Other	
Contract - Dedicated Service	\$248,356		\$250,123	<b>TOTAL NUMBER OF EMPLOYEES</b>	
Contract - Non-Dedicated Service				<b>Union Affiliations:</b> Operators: N/A	
Contract - Taxi Scrip				Mechanics: N/A	
Maintenance (Vehicles & Facilities)				Top Operator Wage Rate:	
Fuel			\$20,703	Top Mechanic Wage Rate:	
<b>TOTAL OPERATING EXPENSES</b>	\$258,012		\$282,807	<b>PERFORMANCE INDICATORS</b>	
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>					
Passenger Revenue	\$28,365		\$29,775	<b>FINANCIAL</b>	<b>2006 2007</b>
Other Operating Revenue				R/C Ratio	11% 11%
Total Operating Revenues	\$28,365		\$29,775	Net Operating Cost / Capita	\$12.01 \$13.23
Federal Contributions				Total Exp. / Passenger	\$13.92 \$13.70
Provincial Contributions	\$23,520		\$21,093	Total Exp. / Eligible Passenger	\$16.23 \$16.00
Municipal Contributions	\$195,750		\$221,827	Transp. Exp. / Passenger	
Donations / Other	\$10,377		\$10,112	Dedicated Service	\$13.40 \$13.12
<b>TOTAL</b>	\$258,012		\$282,807	Non-Dedicated Service (e.g. Taxis)	
<b>CAPITAL EXPENSES</b>				Transp. Exp. / Hour (Dedicated Service)	\$47.12 \$45.92
Vehicles Purchased				<b>OPERATING</b>	
Debt Servicing				Registrants / Capita	0.0276 0.0385
Other Capital Expenses				Passengers / Capita	0.9692 1.0789
<b>TOTAL CAPITAL EXPENSES</b>				Passengers / Registrant	35.18 28.04
<b>CAPITAL FUNDING SOURCES</b>				Passengers / Hour (Dedicated Service)	3.52 3.50
Transit System				Km. / Passenger (Dedicated Service)	3.48 4.36
Federal Contributions				Average Speed (Dedicated Service)	12.25 15.27
Provincial Contributions					
Municipal Contributions					
Donations / Other					
<b>TOTAL CAPITAL FUNDING</b>					

<b>VEHICLE DATA</b>		<b>Veh. Peak</b>	<b>Avg. Capacity per Veh.</b>	
<b>Number</b>			<b>Wheelchair</b>	<b>Ambulatory</b>
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	2	2	4	10
Other				
<b>TOTAL DED. VEHICLES</b>	2	2	N/A	N/A
Accessible taxis				

<b>PASSENGER DATA</b>	<b>Ded. Service</b>	<b>Non-Ded. Service</b>
Ambulatory	9,797	
Wheelchair/Scooter Users	7,873	
Attendants	2,968	
Companions		
Other		
<b>TOTAL (%Total)</b>	20,638 ( 100%)	( 0%)

**BURLINGTON****BURLINGTON TRANSIT HANDI-VAN**

Contact: Ms. Fabi Karimullah  
 Title: Transit Business Process Co-ordinator  
 Telephone: (905) 335-7600 x7449  
 FAX: (905) 335-7878  
 e-mail: karimullahf@burlington.ca

Population served: 161,935  
 Service area (km²): 97.8  
 Communities served: 1  
 Service began: 1975  
 Advisory Committee members: 14  
 Eligibility Committee members: 6

**NUMBER OF REGISTRANTS** 2,104 (Active) 2,104  
 Wheelchair/Scooter Users: 883 (42%) 883  
 Ambulatory: 1,221 (58%) 1,221  
 Attendants:  
 Companions:  
 Other:  
 Note: \* Other Eligibility Criteria: Cognitively impaired and visually impaired persons.

Dedicated Service operated by: Transit System / Municipality  
 Non-Ded. Service (e.g. Taxis) operated by: 1 taxi company  
 Taxi Scrip Program available: YES

**ELIGIBILITY CRITERIA \***

- ☒ Unable to Board  
☒ Unable to Use  
☒ Other Criteria

<b>VEHICLE KILOMETRES &amp; HOURS</b>	<b>2006</b>	<b>2007</b>
Rev. Veh. Km. - Dedicated Service	252,500	281,687
Tot. Veh. Km. - Dedicated Service	252,500	281,687
Rev. Veh. Hr. - Dedicated Service	12,559	12,885
Tot. Veh. Hr. - Dedicated Service	12,559	12,885
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

<b>PASSENGER DATA</b>		
Dedicated Service	31,192	30,710
Non-Dedicated Service	9,694	11,533
<b>TOTAL PASSENGERS</b>	<b>40,886</b>	<b>42,243</b>
Subscription/Pre-booked	60%	60%
Reservation	35%	40%
On-Demand/Day of trip	5%	

CANCELLED IN ADVANCE	n/a	3,091
NO-SHOWS/CANCELLED AT DOOR	460	477
UNACCOMMODATED TRIPS	116	128
NUMBER OF COMPLAINTS	5	6

<b>OPERATING EXPENSES</b>		
Administration	\$17,806	
Operations:		
Internal - Dedicated Service	\$532,663	\$606,961
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$51,149	\$65,451
Contract - Taxi Scrip	\$41,377	\$50,884
Maintenance (Vehicles & Facilities)	\$123,350	\$167,469
Fuel	\$69,892	\$75,218
<b>TOTAL OPERATING EXPENSES</b>	<b>\$836,237</b>	<b>\$965,983</b>

<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>		
Passenger Revenue	\$105,512	\$98,207
Other Operating Revenue	\$28,920	\$34,632
<b>Total Operating Revenues</b>	<b>\$134,432</b>	<b>\$132,839</b>
Federal Contributions		
Provincial Contributions	\$73,280	
Municipal Contributions	\$614,880	\$833,144
Donations / Other		
<b>TOTAL</b>	<b>\$822,592</b>	<b>\$965,983</b>

<b>CAPITAL EXPENSES</b>		
Vehicles Purchased		\$209,744
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>		<b>\$209,744</b>

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

<b>SERVICE HOURS/SCHEDULING</b>		
Weekday: 0715 to 2300	Sunday: 0900 to 1700	
Saturday: 0900 to 2300	Holiday:	
Advanced booking notice:	30 days	
Minimum notice for reservation:	24.0 hours	
Reservations/Scheduling:	Fully Computerized	

<b>FARE STRUCTURE (2007)</b>	<b>Cash</b>	<b>Tickets/Cards (unit price)</b>	<b>Monthly Pass</b>
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			

<b>EMPLOYEE DATA (2007)</b>	<b>(Full-Time)</b>	<b>(Part-Time)</b>
Operators	6	4
Other Operations (e.g. dispatchers)	2	
Mechanics	1	
General Administration	1	
Other		1
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>10</b>	<b>5</b>

**Union Affiliations:** Operators: CUPE Local 2723  
 Mechanics: CUPE Local 2723

Top Operator Wage Rate: \$21.35  
 Top Mechanic Wage Rate: \$25.36

**PERFORMANCE INDICATORS**

<b>FINANCIAL</b>	<b>2006</b>	<b>2007</b>
R/C Ratio	16%	14%
Net Operating Cost / Capita	\$4.39	\$5.14
Total Exp. / Passenger	\$20.45	\$22.87
Total Exp. / Eligible Passenger	\$23.14	\$26.40
Transp. Exp. / Passenger		
Dedicated Service	\$23.27	\$27.67
Non-Dedicated Service (e.g. Taxis)	\$9.54	\$10.09
Transp. Exp. / Hour (Dedicated Service)	\$57.80	\$65.94

<b>OPERATING</b>		
Registrants / Capita	0.0117	0.0130
Passengers / Capita	0.2559	0.2609
Passengers / Registrant	21.86	20.08
Passengers / Hour (Dedicated Service)	2.48	2.38
Km. / Passenger (Dedicated Service)	8.10	9.17
Average Speed (Dedicated Service)	20.11	21.86

<b>PASSENGER DATA</b>	<b>Ded. Service</b>	<b>Non-Ded. Service</b>
Ambulatory	15,321	5,560
Wheelchair/Scooter Users	15,389	315
Attendants		
Companions		
Other		5,658
<b>TOTAL (%Total)</b>	<b>30,710 ( 73%)</b>	<b>11,533 ( 27%)</b>

<b>VEHICLE DATA</b>	<b>Number</b>	<b>Veh. Peak</b>	<b>Avg. Capacity per Veh.</b>	<b>Wheelchair</b>	<b>Ambulatory</b>
Non-Accessible Cars			N/A		
Accessible Vans/Minivans	8	7	5		5
Small Buses					
Other					
<b>TOTAL DED. VEHICLES</b>	<b>8</b>	<b>7</b>	<b>N/A</b>		<b>N/A</b>
Accessible taxis					

**CALEDON****CALEDON COMMUNITY SERVICES**

Contact: Ms. Michelle Stubbs  
 Title: Coordinator, Transportation & Support  
 Telephone: (905) 951-2300 x204  
 FAX: (905) 951-2303  
 e-mail: mstubbs@caledoncommunityservices.org

Population served: 57,050  
 Service area (km²): 696.0  
 Communities served: 1  
 Service began: 1987  
 Advisory Committee members: 12  
 Eligibility Committee members: N/A

**NUMBER OF REGISTRANTS** 449 (Active) 449

Wheelchair/Scooter Users:  
 Ambulatory: 449 (100%) 449  
 Attendants:  
 Companions:  
 Other:

Note: \* 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.

\* 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.

Dedicated Service operated by: Private Non-profit Organization

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

Taxi Scrip Program available: NO

**ELIGIBILITY CRITERIA \***

- ☐ Unable to Board  
☐ Unable to Use  
☒ Other Criteria

<b>VEHICLE KILOMETRES &amp; HOURS</b>	<b>2006</b>	<b>2007</b>	<b>SERVICE HOURS/SCHEDULING</b>		
Rev. Veh. Km. - Dedicated Service		228,414	Weekday: 0600 to 1800	Sunday: 0900 to 1400	
Tot. Veh. Km. - Dedicated Service		228,414	Saturday: 0600 to 1800	Holiday: 0900 to 1600	
Rev. Veh. Hr. - Dedicated Service		5,524	Advanced booking notice:	7 days	
Tot. Veh. Hr. - Dedicated Service		5,524	Minimum notice for reservation:	48.0 hours	
Non-Dedicated Service - Veh. Km.			Reservations/Scheduling:	Fully Computerized	
Non-Dedicated Service - Veh. Hr.					
<b>PASSENGER DATA</b>			<b>FARE STRUCTURE (2007) *</b>	<b>Tickets/Cards</b>	
Dedicated Service		18,701	<b>Cash</b>	<b>(unit price)</b>	<b>Monthly Pass</b>
Non-Dedicated Service			Adult \$3.00		
<b>TOTAL PASSENGERS</b>		18,701	Child		
Subscription/Pre-booked		35%	Student		
Reservation		55%	Senior \$3.00		
On-Demand/Day of trip		10%	Attendant free		
CANCELLED IN ADVANCE			Companion \$3.00		
NO-SHOWS/CANCELLED AT DOOR		570	Other \$3 within the Town of Caledon		
UNACCOMMODATED TRIPS		60			
NUMBER OF COMPLAINTS			<b>EMPLOYEE DATA (2007)</b>	<b>(Full-Time)</b>	<b>(Part-Time)</b>
<b>OPERATING EXPENSES</b>			Operators	2	6
Administration		\$43,599	Other Operations (e.g. dispatchers)	2	1
Operations:			Mechanics		
Internal - Dedicated Service		\$300,404	General Administration		
Contract - Dedicated Service			Other		
Contract - Non-Dedicated Service			<b>TOTAL NUMBER OF EMPLOYEES</b>	4	7
Contract - Taxi Scrip			<b>Union Affiliations:</b>		
Maintenance (Vehicles & Facilities)		\$20,298	Operators: N/A		
Fuel		\$24,556	Mechanics: N/A		
<b>TOTAL OPERATING EXPENSES</b>		\$388,857	Top Operator Wage Rate:		
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>			Top Mechanic Wage Rate:		
Passenger Revenue		\$75,114			
Other Operating Revenue					
Total Operating Revenues		\$75,114			
Federal Contributions			<b>PERFORMANCE INDICATORS</b>	<b>2006</b>	<b>2007</b>
Provincial Contributions		\$242,751	<b>FINANCIAL</b>		
Municipal Contributions		\$17,000	R/C Ratio		19%
Donations / Other		\$53,992	Net Operating Cost / Capita		\$5.50
<b>TOTAL</b>		\$388,857	Total Exp. / Passenger		\$20.79
<b>CAPITAL EXPENSES</b>			Total Exp. / Eligible Passenger		\$20.79
Vehicles Purchased		\$76,629	Transp. Exp. / Passenger		
Debt Servicing			Dedicated Service		\$18.46
Other Capital Expenses		\$13,371	Non-Dedicated Service (e.g. Taxis)		
<b>TOTAL CAPITAL EXPENSES</b>		\$90,000	Transp. Exp. / Hour (Dedicated Service)		\$62.50
<b>CAPITAL FUNDING SOURCES</b>			<b>OPERATING</b>		
Transit System			Registrants / Capita		0.0079
Federal Contributions			Passengers / Capita		0.3278
Provincial Contributions		\$90,000	Passengers / Registrant		41.65
Municipal Contributions			Passengers / Hour (Dedicated Service)		3.39
Donations / Other			Km. / Passenger (Dedicated Service)		12.21
<b>TOTAL CAPITAL FUNDING</b>		\$90,000	Average Speed (Dedicated Service)		41.35

<b>VEHICLE DATA</b>	<b>Number</b>	<b>Veh. Peak</b>	<b>Avg. Capacity per Veh.</b>	
			<b>Wheelchair</b>	<b>Ambulatory</b>
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1		12
Other	3	3	3	10
<b>TOTAL DED. VEHICLES</b>	4	4	N/A	N/A
Accessible taxis				

<b>PASSENGER DATA</b>	<b>Ded. Service</b>	<b>Non-Ded. Service</b>
Ambulatory	18,701*	
Wheelchair/Scooter Users		
Attendants		
Companions		
Other		
<b>TOTAL (%Total)</b>	18,701 ( 100%)	( 0%)
* Total for all categories		

**CHAPLEAU****CHAPLEAU HANDI-TRANSIT**

Contact: Mr. Les Jones  
 Title: Treasurer  
 Telephone: (705) 864-1330  
 FAX: (705) 864-1824  
 e-mail: jonesl@township.chapleau.on.ca

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

**NUMBER OF REGISTRANTS**

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

Dedicated Service operated by: 1 contractor

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

Taxi Scrip Program available: NO

**ELIGIBILITY****CRITERIA**

- ☐ Unable to Board  
☐ Unable to Use  
☐ Other Criteria

<b>VEHICLE KILOMETRES &amp; HOURS</b>		<b>2006</b>	<b>2007</b>	<b>SERVICE HOURS/SCHEDULING</b>	
Rev. Veh. Km. - Dedicated Service				Weekday: 0845 to 1445	Sunday:
Tot. Veh. Km. - Dedicated Service				Saturday:	Holiday:
Rev. Veh. Hr. - Dedicated Service		1,313	1,313	Advanced booking notice:	1 days
Tot. Veh. Hr. - Dedicated Service		1,313	1,313	Minimum notice for reservation:	
Non-Dedicated Service - Veh. Km.				Reservations/Scheduling:	Manual
Non-Dedicated Service - Veh. Hr.					
<b>PASSENGER DATA</b>				<b>FARE STRUCTURE (2007)</b>	
Dedicated Service		2,176	1,870	<b>Cash</b>	<b>Tickets/Cards</b>
Non-Dedicated Service					<b>(unit price)</b>
<b>TOTAL PASSENGERS</b>		2,176	1,870		<b>Monthly Pass</b>
Subscription/Pre-booked				Adult	\$3.50
Reservation				Child	\$1.00
On-Demand/Day of trip				Student	\$3.50
CANCELLED IN ADVANCE		n/a		Senior	\$2.50
NO-SHOWS/CANCELLED AT DOOR				Attendant	\$3.50
UNACCOMMODATED TRIPS				Companion	\$3.50
NUMBER OF COMPLAINTS				Other	Pass: \$25.00
<b>OPERATING EXPENSES</b>				<b>EMPLOYEE DATA (2007)</b>	
Administration				Operators	<b>(Full-Time)</b>
Operations:				Other Operations (e.g. dispatchers)	<b>(Part-Time)</b>
Internal - Dedicated Service				Mechanics	
Contract - Dedicated Service		\$20,605	\$25,716	General Administration	
Contract - Non-Dedicated Service				Other	
Contract - Taxi Scrip				<b>TOTAL NUMBER OF EMPLOYEES</b>	
Maintenance (Vehicles & Facilities)		\$26,148	\$30,143	<b>Union Affiliations:</b>	
Fuel				Operators: N/A	
<b>TOTAL OPERATING EXPENSES</b>		\$46,753	\$55,859	Mechanics: N/A	
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>				Top Operator Wage Rate:	
Passenger Revenue		\$5,834	\$4,806	Top Mechanic Wage Rate:	
Other Operating Revenue					
<b>TOTAL OPERATING REVENUES</b>		\$5,834	\$4,806		
Federal Contributions					
Provincial Contributions		\$20,471	\$23,463		
Municipal Contributions		\$20,449	\$27,591		
Donations / Other					
<b>TOTAL</b>		\$46,754	\$55,860		
<b>CAPITAL EXPENSES</b>				<b>PERFORMANCE INDICATORS</b>	
Vehicles Purchased					
Debt Servicing				<b>FINANCIAL</b>	
Other Capital Expenses					<b>2006</b>
<b>TOTAL CAPITAL EXPENSES</b>					<b>2007</b>
<b>CAPITAL FUNDING SOURCES</b>				R/C Ratio	12%
Transit System				Net Operating Cost / Capita	\$17.38
Federal Contributions				Total Exp. / Passenger	\$21.49
Provincial Contributions				Total Exp. / Eligible Passenger	\$21.49
Municipal Contributions				Transp. Exp. / Passenger	
Donations / Other				Dedicated Service	\$21.49
<b>TOTAL CAPITAL FUNDING</b>				Non-Dedicated Service (e.g. Taxis)	\$29.87
				Transp. Exp. / Hour (Dedicated Service)	\$35.61
					\$42.54
				<b>OPERATING</b>	
				Registrants / Capita	
				Passengers / Capita	0.9244
				Passengers / Registrant	0.7944
				Passengers / Hour (Dedicated Service)	1.66
				Km. / Passenger (Dedicated Service)	1.42
				Average Speed (Dedicated Service)	

<b>VEHICLE DATA</b>		<b>Veh. Peak</b>	<b>Avg. Capacity per Veh.</b>	
<b>Number</b>			<b>Wheelchair</b>	<b>Ambulatory</b>
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1		
Other				
<b>TOTAL DED. VEHICLES</b>	1	1	N/A	N/A
Accessible taxis				

<b>PASSENGER DATA</b>		<b>Ded. Service</b>	<b>Non-Ded. Service</b>
Ambulatory	}	1,870*	
Wheelchair/Scooter Users			
Attendants			
Companions			
Other			
<b>TOTAL (%Total)</b>		1,870 ( 100%)	( 0%)
* Total for all categories			

# CHATHAM

## CKTRANSIT CHATHAM ACCESSIBLE SERVICE

Contact: Ms. Jan Metcalfe  
 Title: Engineering Technician  
 Telephone: (519) 360-1998 x3301  
 FAX: (519) 436-3240  
 e-mail: janm@chatham-kent.ca

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

**NUMBER OF REGISTRANTS** 1,357  
 Wheelchair/Scooter Users: 556 (41%)  
 Ambulatory: 304 (22%)  
 Attendants: 497 (37%)  
 Companions:  
 Other:

Note: \* Friday Service Hours: 0800-2300 hrs.

Dedicated Service operated by: 1 contractor

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

Taxi Scrip Program available: NO

### ELIGIBILITY

#### CRITERIA

- ☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

VEHICLE KILOMETRES & HOURS		2006	2007	SERVICE HOURS/SCHEDULING *	
Rev. Veh. Km. - Dedicated Service		91,880	95,382	Weekday: 0800 to 1800	Sunday: 0900 to 1700
Tot. Veh. Km. - Dedicated Service		91,880	95,382	Saturday: 0800 to 1800	Holiday:
Rev. Veh. Hr. - Dedicated Service		3,675	3,676	Advanced booking notice:	1 days
Tot. Veh. Hr. - Dedicated Service		3,675	3,676	Minimum notice for reservation:	24.0 hours
Non-Dedicated Service - Veh. Km.				Reservations/Scheduling:	Manual
Non-Dedicated Service - Veh. Hr.					
PASSENGER DATA				FARE STRUCTURE (2007)	
Dedicated Service		14,837	15,288	<b>Cash</b>	<b>Tickets/Cards</b>
Non-Dedicated Service				<b>(unit price)</b>	<b>Monthly Pass</b>
<b>TOTAL PASSENGERS</b>		14,837	15,288	Adult \$3.00	\$3.00
Subscription/Pre-booked				Child \$3.00	\$3.00
Reservation	100%		100%	Student \$3.00	\$3.00
On-Demand/Day of trip				Senior \$3.00	\$3.00
CANCELLED IN ADVANCE	n/a			Attendant free	
NO-SHOWS/CANCELLED AT DOOR	147		126	Companion \$3.00	\$3.00
UNACCOMMODATED TRIPS				Other	
NUMBER OF COMPLAINTS				<b>EMPLOYEE DATA (2007)</b>	<b>(Full-Time) (Part-Time)</b>
<b>OPERATING EXPENSES</b>				Operators	
Administration	\$11,238	\$10,855		Other Operations (e.g. dispatchers)	
Operations:				Mechanics	
Internal - Dedicated Service				General Administration	
Contract - Dedicated Service	\$215,645	\$235,681		Other	
Contract - Non-Dedicated Service				<b>TOTAL NUMBER OF EMPLOYEES</b>	
Contract - Taxi Scrip				<b>Union Affiliations:</b>	
Maintenance (Vehicles & Facilities)				Operators: N/A	
Fuel				Mechanics: N/A	
<b>TOTAL OPERATING EXPENSES</b>	\$226,883	\$246,536		Top Operator Wage Rate:	
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>				Top Mechanic Wage Rate:	
Passenger Revenue	\$40,245	\$41,719		<b>PERFORMANCE INDICATORS</b>	
Other Operating Revenue				<b>FINANCIAL</b>	<b>2006 2007</b>
Total Operating Revenues	\$40,245	\$41,719		R/C Ratio	18% 17%
Federal Contributions				Net Operating Cost / Capita	\$4.24 \$4.65
Provincial Contributions				Total Exp. / Passenger	\$15.29 \$16.13
Municipal Contributions	\$186,638	\$204,817		Total Exp. / Eligible Passenger	\$17.18 \$18.27
Donations / Other				Transp. Exp. / Passenger	
<b>TOTAL</b>	\$226,883	\$246,536		Dedicated Service	\$14.53 \$15.42
<b>CAPITAL EXPENSES</b>				Non-Dedicated Service (e.g. Taxis)	
Vehicles Purchased				Transp. Exp. / Hour (Dedicated Service)	\$58.68 \$64.11
Debt Servicing				<b>OPERATING</b>	
Other Capital Expenses				Registrants / Capita	0.0252 0.0308
<b>TOTAL CAPITAL EXPENSES</b>				Passengers / Capita	0.3372 0.3475
<b>CAPITAL FUNDING SOURCES</b>				Passengers / Registrant	13.38 11.27
Transit System				Passengers / Hour (Dedicated Service)	4.04 4.16
Federal Contributions				Km. / Passenger (Dedicated Service)	6.19 6.24
Provincial Contributions				Average Speed (Dedicated Service)	25.00 25.95
Municipal Contributions					
Donations / Other					
<b>TOTAL CAPITAL FUNDING</b>					

VEHICLE DATA		Veh. Peak	Avg. Capacity per Veh.	
Number			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	1	1	1	3
Small Buses	2	2	5	4
Other				
<b>TOTAL DED. VEHICLES</b>	3	3	N/A	N/A
Accessible taxis				

PASSENGER DATA		Ded. Service	Non-Ded. Service
Ambulatory		13,493*	
Wheelchair/Scooter Users			
Attendants		1,795	
Companions			
Other			
<b>TOTAL (%Total)</b>		15,288 ( 100%)	( 0%)
* Total for Ambulatory and Wheelchair/Scooter Users			

# COBOURG

<b>WHEELS</b>		Population served:	18,210	<b>NUMBER OF REGISTRANTS</b>	306 (Active)	306
Contact:	Ms. Renee Champagne	Service area (km²):	13.0	Wheelchair/Scooter Users:	142 (46%)	142
Title:	Confidential Secretary	Communities served:	1	Ambulatory:	79 (26%)	79
Telephone:	(905) 372-4555 x4301	Service began:	1990	Attendants:	80 (26%)	80
FAX:	(905) 372-1533	Advisory Committee members:	5	Companions:		
e-mail:	rchampagne@cobourg.ca	Eligibility Committee members:	1	Other:	5 (2%)	5
Dedicated Service operated by: 1 contractor		<b>ELIGIBILITY CRITERIA</b>				
Non-Ded. Service (e.g. Taxis) operated by: N/A		<input checked="" type="checkbox"/> Unable to Board				
Taxi Scrip Program available: NO		<input checked="" type="checkbox"/> Unable to Use				
		<input type="checkbox"/> Other Criteria				

VEHICLE KILOMETRES & HOURS		2006	2007	SERVICE HOURS/SCHEDULING		
Rev. Veh. Km. - Dedicated Service		19,927	30,120	Weekday:	0830 to 1530	Sunday: 0900 to 1500
Tot. Veh. Km. - Dedicated Service		19,927	30,120	Saturday:		Holiday:
Rev. Veh. Hr. - Dedicated Service		1,700	1,890	Advanced booking notice:	1 days	
Tot. Veh. Hr. - Dedicated Service		1,700	1,890	Minimum notice for reservation:	24.0 hours	
Non-Dedicated Service - Veh. Km.				Reservations/Scheduling:	Manual	
Non-Dedicated Service - Veh. Hr.						
PASSENGER DATA				FARE STRUCTURE (2007)		
Dedicated Service		8,594	9,714		<b>Cash</b>	<b>Tickets/Cards</b>
Non-Dedicated Service					<b>(unit price)</b>	<b>Monthly Pass</b>
<b>TOTAL PASSENGERS</b>		8,594	9,714	Adult	\$2.00	\$1.60 \$60.00
Subscription/Pre-booked				Child	\$2.00	\$1.60 \$25.00
Reservation			100%	Student	\$2.00	\$1.60 \$50.00
On-Demand/Day of trip				Senior	\$2.00	\$1.60 \$50.00
				Attendant	free	
CANCELLED IN ADVANCE	n/a		15	Companion	\$2.00	\$1.60
NO-SHOWS/CANCELLED AT DOOR				Other		
UNACCOMMODATED TRIPS						
NUMBER OF COMPLAINTS			5	<b>EMPLOYEE DATA (2007)</b>	<b>(Full-Time)</b>	<b>(Part-Time)</b>
<b>OPERATING EXPENSES</b>				Operators		
Administration				Other Operations (e.g. dispatchers)		
Operations:				Mechanics		
Internal - Dedicated Service				General Administration		
Contract - Dedicated Service			\$80,436	Other		
Contract - Non-Dedicated Service				<b>TOTAL NUMBER OF EMPLOYEES</b>		
Contract - Taxi Scrip				<b>Union Affiliations:</b>	Operators: N/A	Mechanics: N/A
Maintenance (Vehicles & Facilities)						
Fuel				Top Operator Wage Rate:		
<b>TOTAL OPERATING EXPENSES</b>			\$80,436	Top Mechanic Wage Rate:		
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>						
Passenger Revenue			\$19,428			
Other Operating Revenue						
Total Operating Revenues			\$19,428			
Federal Contributions						
Provincial Contributions						
Municipal Contributions			\$61,008			
Donations / Other						
<b>TOTAL</b>			\$80,436			
<b>CAPITAL EXPENSES</b>						
Vehicles Purchased			\$77,322			
Debt Servicing						
Other Capital Expenses						
<b>TOTAL CAPITAL EXPENSES</b>			\$77,322			
<b>CAPITAL FUNDING SOURCES</b>						
Transit System						
Federal Contributions						
Provincial Contributions			\$25,748			
Municipal Contributions			\$51,574			
Donations / Other						
<b>TOTAL CAPITAL FUNDING</b>			\$77,322			

## PERFORMANCE INDICATORS

	2006	2007
<b>FINANCIAL</b>		
R/C Ratio		24%
Net Operating Cost / Capita		\$3.35
Total Exp. / Passenger		\$8.28
Total Exp. / Eligible Passenger		\$8.28
Transp. Exp. / Passenger		
Dedicated Service		\$8.28
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		\$42.56
<b>OPERATING</b>		
Registrants / Capita		0.0168
Passengers / Capita	0.4774	0.5334
Passengers / Registrant		31.75
Passengers / Hour (Dedicated Service)	5.06	5.14
Km. / Passenger (Dedicated Service)	2.32	3.10
Average Speed (Dedicated Service)	11.72	15.94

VEHICLE DATA		Veh. Peak	Avg. Capacity per Veh.	
Number			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	4	8
Other				
<b>TOTAL DED. VEHICLES</b>	1	1	N/A	N/A
Accessible taxis				

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	9,714*	
Wheelchair/Scooter Users		
Attendants		
Companions		
Other		
<b>TOTAL (%Total)</b>	9,714 ( 100%)	( 0%)
* Total for all categories		



# COCHRANE

## COCHRANE TRANSIT

Contact: Ms. Lorraine Groulx  
 Title: Junior Clerk/Reception  
 Telephone: (705) 272-4361  
 FAX: (705) 272-6068  
 e-mail: lorraine.groulx@town.cochrane.on.ca

Population served: 5,500  
 Service area (km²): 538.7  
 Communities served: 1  
 Service began: 1993  
 Advisory Committee members: 9  
 Eligibility Committee members: 9

**NUMBER OF REGISTRANTS** 225 (Active) 225  
 Wheelchair/Scooter Users: 38 (17%) 38  
 Ambulatory: 59 (26%) 59  
 Attendants: 128 (57%) 128  
 Companions: 128 (57%) 128  
 Other: 128 (57%) 128  
 Note: \* Other Eligibility Criteria: doctor's decision

Dedicated Service operated by: N/A

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

Taxi Scrip Program available: NO

### ELIGIBILITY

#### CRITERIA \*

- ☐ Unable to Board  
☐ Unable to Use  
☒ Other Criteria

VEHICLE KILOMETRES & HOURS	2006	2007	SERVICE HOURS/SCHEDULING		
Rev. Veh. Km. - Dedicated Service			Weekday: 0730 to 1800	Sunday: 0900 to 1400	
Tot. Veh. Km. - Dedicated Service			Saturday: 0900 to 1400	Holiday:	
Rev. Veh. Hr. - Dedicated Service			Advanced booking notice:		
Tot. Veh. Hr. - Dedicated Service			Minimum notice for reservation:		
Non-Dedicated Service - Veh. Km.			Reservations/Scheduling: Manual		
Non-Dedicated Service - Veh. Hr.					
PASSENGER DATA			FARE STRUCTURE (2007)	Tickets/Cards (unit price)	Monthly Pass
Dedicated Service			Cash		
Non-Dedicated Service	5,665	9,927	Adult	\$2.25	
<b>TOTAL PASSENGERS</b>	5,665	9,927	Child	\$2.25	
Subscription/Pre-booked			Student	\$2.25	
Reservation			Senior	\$2.25	
On-Demand/Day of trip		100%	Attendant		
CANCELLED IN ADVANCE	n/a		Companion		
NO-SHOWS/CANCELLED AT DOOR			Other		
UNACCOMMODATED TRIPS					
NUMBER OF COMPLAINTS			<b>EMPLOYEE DATA (2007)</b>	(Full-Time)	(Part-Time)
<b>OPERATING EXPENSES</b>			Operators		
Administration	\$7,478	\$10,861	Other Operations (e.g. dispatchers)		
Operations:			Mechanics		
Internal - Dedicated Service	\$363		General Administration		
Contract - Dedicated Service			Other		
Contract - Non-Dedicated Service	\$35,381	\$82,737	<b>TOTAL NUMBER OF EMPLOYEES</b>		
Contract - Taxi Scrip			Union Affiliations: Operators: N/A		
Maintenance (Vehicles & Facilities)			Mechanics: N/A		
Fuel			Top Operator Wage Rate:		
<b>TOTAL OPERATING EXPENSES</b>	\$43,222	\$93,598	Top Mechanic Wage Rate:		
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>			<b>PERFORMANCE INDICATORS</b>		
Passenger Revenue	\$9,973	\$21,565	<b>FINANCIAL</b>	2006	2007
Other Operating Revenue			R/C Ratio	23%	23%
Total Operating Revenues	\$9,973	\$21,565	Net Operating Cost / Capita	\$6.09	\$13.10
Federal Contributions			Total Exp. / Passenger	\$7.63	\$9.43
Provincial Contributions		\$47,000	Total Exp. / Eligible Passenger	\$7.63	\$9.43
Municipal Contributions	\$27,352	\$25,033	Transp. Exp. / Passenger		
Donations / Other			Dedicated Service		
<b>TOTAL</b>	\$37,325	\$93,598	Non-Dedicated Service (e.g. Taxis)	\$6.25	\$8.33
<b>CAPITAL EXPENSES</b>			Transp. Exp. / Hour (Dedicated Service)		
Vehicles Purchased			<b>OPERATING</b>		
Debt Servicing			Registrants / Capita	0.0361	0.0409
Other Capital Expenses			Passengers / Capita	1.0381	1.8049
<b>TOTAL CAPITAL EXPENSES</b>			Passengers / Registrant	28.76	44.12
<b>CAPITAL FUNDING SOURCES</b>			Passengers / Hour (Dedicated Service)		
Transit System			Km. / Passenger (Dedicated Service)		
Federal Contributions			Average Speed (Dedicated Service)		
Provincial Contributions					
Municipal Contributions					
Donations / Other					
<b>TOTAL CAPITAL FUNDING</b>					

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

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory		9,927 *
Wheelchair/Scooter Users		
Attendants		
Companions		
Other		
<b>TOTAL (%Total)</b>	( 0%)	9,927 (100%)
* Total for all categories		

# COLLINGWOOD

## CANADIAN RED CROSS TRANSPORTATION

Contact: Ms. Tara Bone  
 Title: Coordinator, Volunteers  
 Telephone: (705) 721-3313 x266  
 FAX: (705) 739-9916  
 e-mail: tara.bone@redcross.ca

Population served: 46,000  
 Service area (km²): 33.4  
 Communities served: 1  
 Service began: 1999  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

**NUMBER OF REGISTRANTS** 312 (Active) 312

Wheelchair/Scooter Users:

Ambulatory:

Attendants:

Companions:

Other:

Note: \* Other eligibility criteria: Frail elderly or persons with disabilities.

\* Service hours exceptions: provide Sunday and holiday service on special request. If medical appointment falls beyond regular work hours, we will accommodate.

\* Late bookings are accommodated if resources are available.

\* Passenger revenue was retained by the contractor.

Dedicated Service operated by: Private Non-profit Organization

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

Taxi Scrip Program available: NO

### ELIGIBILITY CRITERIA

- ☒ Unable to Board  
☒ Unable to Use  
☒ Other Criteria

## VEHICLE KILOMETRES & HOURS

	2006	2007
Rev. Veh. Km. - Dedicated Service	474,409	
Tot. Veh. Km. - Dedicated Service	474,409	
Rev. Veh. Hr. - Dedicated Service	17,070	
Tot. Veh. Hr. - Dedicated Service	17,070	
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

	2006	2007
Dedicated Service	10,896	10,051
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	10,896	10,051
Subscription/Pre-booked	60%	40%
Reservation	35%	55%
On-Demand/Day of trip	5%	5%

CANCELLED IN ADVANCE n/a

NO-SHOWS/CANCELLED AT DOOR

UNACCOMMODATED TRIPS

NUMBER OF COMPLAINTS

## OPERATING EXPENSES

	2006	2007
Administration		\$594
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$35,000	\$61,402
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
<b>TOTAL OPERATING EXPENSES</b>	\$35,000	\$61,996

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2006	2007
Passenger Revenue *		
Other Operating Revenue		
<b>Total Operating Revenues</b>		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$35,000	\$61,996
Donations / Other		
<b>TOTAL</b>	\$35,000	\$61,996

## CAPITAL EXPENSES

	2006	2007
Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		\$22,711
<b>TOTAL CAPITAL EXPENSES</b>		\$22,711

## CAPITAL FUNDING SOURCES

	2006	2007
Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		\$22,711
Donations / Other		
<b>TOTAL CAPITAL FUNDING</b>		\$22,711

## FARE STRUCTURE (2007)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.20		
Child	\$2.20		
Student	\$2.20		
Senior	\$2.20		
Attendant	free		
Companion	free		
Other	\$12 per hour for group bookings		

## EMPLOYEE DATA (2007)

	(Full-Time)	(Part-Time)
Operators		5
Other Operations (e.g. dispatchers)		
Mechanics		
General Administration	3	
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	3	5

**Union Affiliations:** Operators: N/A  
 Mechanics: N/A

Top Operator Wage Rate:

Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2006	2007
<b>FINANCIAL</b>		
R/C Ratio		
Net Operating Cost / Capita	\$2.02	\$1.35
Total Exp. / Passenger	\$3.21	\$6.17
Total Exp. / Eligible Passenger	\$3.24	\$6.17
Transp. Exp. / Passenger		
Dedicated Service	\$3.21	\$6.11
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$2.05	
<b>OPERATING</b>		
Registrants / Capita	0.0142	0.0068
Passengers / Capita	0.6302	0.2185
Passengers / Registrant	44.29	32.21
Passengers / Hour (Dedicated Service)	0.64	
Km. / Passenger (Dedicated Service)	43.54	
Average Speed (Dedicated Service)	27.79	

VEHICLE DATA		Veh. Peak	Avg. Capacity per Veh.	
Number			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	3		1	5
Small Buses	1		4	6
Other				
<b>TOTAL DED. VEHICLES</b>	4		N/A	N/A
Accessible taxis				

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	9,929	
Wheelchair/Scooter Users	122	
Attendants		
Companions		
Other		
<b>TOTAL (%Total)</b>	10,051 ( 100%)	( 0%)

**CORNWALL****CORNWALL TRANSIT**

Contact: Mr. Len Tapp  
 Title: Division Manager  
 Telephone: (613) 930-2787 x2252  
 FAX: (613) 932-9906  
 e-mail: ltapp@cornwall.ca

Population served: 45,965  
 Service area (km²): 80.3  
 Communities served: 1  
 Service began: 1981  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

**NUMBER OF REGISTRANTS** 1,235 (Active) 1,235  
 Wheelchair/Scooter Users: 420 (34%) 420  
 Ambulatory: 815 (66%) 815  
 Attendants:  
 Companions:  
 Other:

Note: \* Other Eligibility Criteria: visually impaired, cognitive skills.

Dedicated Service operated by: Transit System / Municipality

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

Taxi Scrip Program available: NO

**ELIGIBILITY****CRITERIA \***

- ☒ Unable to Board  
☒ Unable to Use  
☒ Other Criteria

<b>VEHICLE KILOMETRES &amp; HOURS</b>		<b>2006</b>	<b>2007</b>	<b>SERVICE HOURS/SCHEDULING</b>	
Rev. Veh. Km. - Dedicated Service		157,941	133,006	Weekday: 0630 to 2230	Sunday:
Tot. Veh. Km. - Dedicated Service		157,941	133,006	Saturday: 0700 to 2230	Holiday:
Rev. Veh. Hr. - Dedicated Service		13,734	13,507	Advanced booking notice:	14 days
Tot. Veh. Hr. - Dedicated Service		13,734	13,507	Minimum notice for reservation:	24.0 hours
Non-Dedicated Service - Veh. Km.		4,110	5,217	Reservations/Scheduling:	Fully Computerized
Non-Dedicated Service - Veh. Hr.		122	229		
<b>PASSENGER DATA</b>				<b>FARE STRUCTURE (2007)</b>	
Dedicated Service		35,199	38,514	<b>Cash</b>	<b>Tickets/Cards</b>
Non-Dedicated Service		1,512	1,998	<b>(unit price)</b>	<b>Monthly Pass</b>
<b>TOTAL PASSENGERS</b>		36,631	40,512	Adult	\$2.00 \$1.50
Subscription/Pre-booked	50%	50%	50%	Child	\$2.00 \$1.50
Reservation	50%	50%	50%	Student	\$2.00 \$1.50
On-Demand/Day of trip				Senior	\$2.00 \$1.50
				Attendant	\$2.00 \$1.50
CANCELLED IN ADVANCE	n/a		8,021	Companion	\$2.00 \$1.50
NO-SHOWS/CANCELLED AT DOOR	158		272	Other	
UNACCOMMODATED TRIPS					
NUMBER OF COMPLAINTS				<b>EMPLOYEE DATA (2007)</b>	<b>(Full-Time)</b> <b>(Part-Time)</b>
<b>OPERATING EXPENSES</b>				Operators	6 2
Administration	\$282,451	\$285,586		Other Operations (e.g. dispatchers)	1
Operations:				Mechanics	3
Internal - Dedicated Service	\$387,722	\$423,121		General Administration	3
Contract - Dedicated Service				Other	
Contract - Non-Dedicated Service	\$11,362	\$12,102		<b>TOTAL NUMBER OF EMPLOYEES</b>	13 2
Contract - Taxi Scrip					
Maintenance (Vehicles & Facilities)	\$168,626	\$232,095		<b>Union Affiliations:</b>	
Fuel	\$59,373	\$63,032		Operators: ATU Local 946	
<b>TOTAL OPERATING EXPENSES</b>	\$909,534	\$1,015,936		Mechanics: CUPE Local 234	
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>				Top Operator Wage Rate:	\$18.91
Passenger Revenue	\$61,604	\$64,802		Top Mechanic Wage Rate:	\$21.35
Other Operating Revenue					
Total Operating Revenues	\$61,604	\$64,802		<b>PERFORMANCE INDICATORS</b>	
Federal Contributions				<b>FINANCIAL</b>	<b>2006</b> <b>2007</b>
Provincial Contributions	\$147,400	\$157,020		R/C Ratio	7% 6%
Municipal Contributions	\$700,530	\$794,114		Net Operating Cost / Capita	\$18.45 \$20.69
Donations / Other				Total Exp. / Passenger	\$24.83 \$25.08
<b>TOTAL</b>	\$909,534	\$1,015,936		Total Exp. / Eligible Passenger	\$27.62 \$28.11
<b>CAPITAL EXPENSES</b>				Transp. Exp. / Passenger	
Vehicles Purchased				Dedicated Service	\$17.49 \$18.65
Debt Servicing				Non-Dedicated Service (e.g. Taxis)	\$7.51 \$6.06
Other Capital Expenses				Transp. Exp. / Hour (Dedicated Service)	\$44.83 \$53.18
<b>TOTAL CAPITAL EXPENSES</b>				<b>OPERATING</b>	
<b>CAPITAL FUNDING SOURCES</b>				Registrants / Capita	0.0301 0.0269
Transit System				Passengers / Capita	0.7969 0.8814
Federal Contributions				Passengers / Registrant	26.47 32.80
Provincial Contributions				Passengers / Hour (Dedicated Service)	2.56 2.85
Municipal Contributions				Km. / Passenger (Dedicated Service)	4.49 3.45
Donations / Other				Average Speed (Dedicated Service)	11.50 9.85
<b>TOTAL CAPITAL FUNDING</b>					

<b>VEHICLE DATA</b>		<b>Veh. Peak</b>	<b>Avg. Capacity per Veh.</b>	
Number			<b>Wheelchair</b>	<b>Ambulatory</b>
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	8	6	5	16
Other				
<b>TOTAL DED. VEHICLES</b>	8	6	N/A	N/A
Accessible taxis				

<b>PASSENGER DATA</b>	<b>Ded. Service</b>	<b>Non-Ded. Service</b>
Ambulatory	21,889	1,912
Wheelchair/Scooter Users	12,339	
Attendants	4,286	86
Companions		
Other		
<b>TOTAL (%Total)</b>	38,514 ( 95%)	1,998 ( 5%)

**DRYDEN****DRYDEN HANDI TRANSIT**

Contact: Ms. Cindy Crawford  
 Title: Accounting Coordinator  
 Telephone: (807) 223-1118  
 FAX: (807) 223-7149  
 e-mail: ccrawford@dryden.ca

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

**NUMBER OF REGISTRANTS** 265 (Active) 265  
 Wheelchair/Scooter Users: 45 (17%) 45  
 Ambulatory: 195 (74%) 195  
 Attendants: 25 (9%) 25  
 Companions:  
 Other:

Note: \* Home Support is \$1.50 each way to appointment. School Board is \$4.50/km (minimal number of passengers or trips - school board using their own bus).

Dedicated Service operated by: Private Non-profit Organization

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

Taxi Scrip Program available: NO

**ELIGIBILITY CRITERIA**

- ☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

VEHICLE KILOMETRES & HOURS			2006	2007	SERVICE HOURS/SCHEDULING		
Rev. Veh. Km. - Dedicated Service			30,260	25,603	Weekday:	0800 to 1600	Sunday:
Tot. Veh. Km. - Dedicated Service			30,340	25,683	Saturday:		Holiday:
Rev. Veh. Hr. - Dedicated Service			1,868	1,681	Advanced booking notice: 7 days		
Tot. Veh. Hr. - Dedicated Service			3,376	3,043	Minimum notice for reservation: 24.0 hours		
Non-Dedicated Service - Veh. Km.					Reservations/Scheduling: Manual		
Non-Dedicated Service - Veh. Hr.							
PASSENGER DATA					FARE STRUCTURE (2007) *		Tickets/Cards
Dedicated Service			6,143	5,567	Cash	(unit price)	Monthly Pass
Non-Dedicated Service					Adult	\$3.00	
TOTAL PASSENGERS			6,143	5,567	Child		
Subscription/Pre-booked			80%	80%	Student		
Reservation			15%	15%	Senior	\$1.50	
On-Demand/Day of trip			5%	5%	Attendant	\$3.00	
CANCELLED IN ADVANCE			n/a	38	Companion	\$3.00	
NO-SHOWS/CANCELLED AT DOOR			11	8	Other	Home Support and School Board	
UNACCOMMODATED TRIPS							
NUMBER OF COMPLAINTS					EMPLOYEE DATA (2007)		(Full-Time)
OPERATING EXPENSES							(Part-Time)
Administration			\$6,935	\$11,808	Operators	1	1
Operations:					Other Operations (e.g. dispatchers)		
Internal - Dedicated Service			\$96,648	\$87,663	Mechanics		
Contract - Dedicated Service					General Administration		
Contract - Non-Dedicated Service					Other		
Contract - Taxi Scrip					TOTAL NUMBER OF EMPLOYEES		1
Maintenance (Vehicles & Facilities)			\$6,857	\$3,034			1
Fuel			\$9,046	\$10,619	Union Affiliations: Operators:	N/A	
TOTAL OPERATING EXPENSES			\$119,486	\$113,124		Mechanics:	N/A
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS					Top Operator Wage Rate:	\$17.00	
Passenger Revenue			\$19,552	\$13,933	Top Mechanic Wage Rate:		
Other Operating Revenue			\$363		PERFORMANCE INDICATORS		
Total Operating Revenues			\$19,915	\$13,933			
Federal Contributions					FINANCIAL		
Provincial Contributions			\$40,845	\$40,271	R/C Ratio	2006	2007
Municipal Contributions			\$58,660	\$58,660	Net Operating Cost / Capita	17%	12%
Donations / Other			\$430	\$260	Total Exp. / Passenger	\$12.15	\$12.10
TOTAL			\$119,850	\$113,124	Total Exp. / Eligible Passenger	\$19.45	\$20.32
CAPITAL EXPENSES					Total Exp. / Eligible Passenger	\$19.63	\$20.44
Vehicles Purchased			\$74,809		Transp. Exp. / Passenger		
Debt Servicing					Dedicated Service	\$18.32	\$18.20
Other Capital Expenses					Non-Dedicated Service (e.g. Taxis)		
TOTAL CAPITAL EXPENSES			\$74,809		Transp. Exp. / Hour (Dedicated Service)	\$33.34	\$33.29
CAPITAL FUNDING SOURCES					OPERATING		
Transit System					Registrants / Capita	0.0323	0.0323
Federal Contributions			\$671		Passengers / Capita	0.7493	0.6791
Provincial Contributions			\$44,138		Passengers / Registrant	23.18	21.01
Municipal Contributions			\$30,000		Passengers / Hour (Dedicated Service)	3.29	3.31
Donations / Other					Km. / Passenger (Dedicated Service)	4.93	4.60
TOTAL CAPITAL FUNDING			\$74,809		Average Speed (Dedicated Service)	16.20	15.23

<b>VEHICLE DATA</b>		<b>Veh. Peak</b>	<b>Avg. Capacity per Veh.</b>	
Number			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	4	12
Other				
<b>TOTAL DED. VEHICLES</b>	1	1	N/A	N/A
Accessible taxis				

<b>PASSENGER DATA</b>	<b>Ded. Service</b>	<b>Non-Ded. Service</b>
Ambulatory	4,671	
Wheelchair/Scooter Users	864	
Attendants	32	
Companions		
Other		
<b>TOTAL (%Total)</b>	5,567 ( 100%)	( 0%)

# DURHAM REGION

## DURHAM REGION TRANSIT

Contact: Ms. Deanna Wilson  
 Title: Corporate Services Coordinator  
 Telephone: (905) 668-7711 x3701  
 FAX: (905) 666-6193  
 e-mail: deanna.wilson@region.durham.on.ca

Population served: 603,090  
 Service area (km²): 2,590.0  
 Communities served: 8  
 Service began: 2006  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

**NUMBER OF REGISTRANTS** 2,667 (Active) 2,667

Wheelchair/Scooter Users: 982 (37%) 982  
 Ambulatory: 1,615 (61%) 1,615  
 Attendants: 70 (3%) 70  
 Companions:  
 Other:

Note: \* DRT experienced service disruption during October 5th to November 3rd, 2006. Specialized Transit clients were accommodated by taxi for medical purposes and special circumstances during the strike.

Dedicated Service operated by: Transit Sys. + 1 contractor  
 Non-Ded. Service (e.g. Taxis) operated by: 5 taxi companies  
 Taxi Scrip Program available: NO

### ELIGIBILITY CRITERIA

- ☒ Unable to Board  
☐ Unable to Use  
☐ Other Criteria

VEHICLE KILOMETRES & HOURS	2006	2007
Rev. Veh. Km. - Dedicated Service	779,660	965,159
Tot. Veh. Km. - Dedicated Service	820,695	1,015,957
Rev. Veh. Hr. - Dedicated Service	43,127	47,048
Tot. Veh. Hr. - Dedicated Service	45,397	49,524
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA	2006	2007
Dedicated Service	90,975	95,490
Non-Dedicated Service	22,015	25,217
<b>TOTAL PASSENGERS</b>	<b>112,990</b>	<b>120,707</b>
Subscription/Pre-booked	55%	60%
Reservation	40%	35%
On-Demand/Day of trip	5%	5%

CANCELLED IN ADVANCE	n/a	23,022
NO-SHOWS/CANCELLED AT DOOR	1,827	601
UNACCOMMODATED TRIPS	2,818	2,598
NUMBER OF COMPLAINTS	29	19

OPERATING EXPENSES	2006	2007
Administration	\$933,809	\$978,412
Operations:		
Internal - Dedicated Service	\$1,702,663	\$1,794,367
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$249,286	\$317,856
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$357,817	\$486,940
Fuel	\$246,031	\$252,101
<b>TOTAL OPERATING EXPENSES</b>	<b>\$3,489,606</b>	<b>\$3,829,676</b>

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS	2006	2007
Passenger Revenue	\$273,419	\$294,055
Other Operating Revenue	\$7,452	\$8,856
Total Operating Revenues	\$280,871	\$302,911
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$3,208,735	\$3,526,765
Donations / Other		
<b>TOTAL</b>	<b>\$3,489,606</b>	<b>\$3,829,676</b>

CAPITAL EXPENSES	2006	2007
Vehicles Purchased	\$487,871	\$51,786
Debt Servicing		
Other Capital Expenses	\$1,066	\$7,403
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$488,937</b>	<b>\$59,189</b>

CAPITAL FUNDING SOURCES	2006	2007
Transit System		
Federal Contributions		
Provincial Contributions	\$81,285	\$51,786
Municipal Contributions	\$407,652	\$7,403
Donations / Other		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$488,937</b>	<b>\$59,189</b>

SERVICE HOURS/SCHEDULING	2006	2007
Weekday: 0600 to 2400	Sunday: 0800 to 2200	
Saturday: 0600 to 2400	Holiday: 0800 to 2200	
Advanced booking notice:	14 days	
Minimum notice for reservation:	1.0 hours	
Reservations/Scheduling:	Fully Computerized	

FARE STRUCTURE (2007)	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.75		\$92.00
Child	\$2.75		\$92.00
Student	\$2.75		\$92.00
Senior	\$2.75		\$92.00
Attendant	\$2.75		\$92.00
Companion	\$2.75		\$92.00
Other			

EMPLOYEE DATA (2007)	(Full-Time)	(Part-Time)
Operators	20	8
Other Operations (e.g. dispatchers)	2	2
Mechanics		
General Administration	3	
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>25</b>	<b>10</b>

**Union Affiliations:** Operators: CAW Local 222  
 Mechanics: CAW Local 222  
 Top Operator Wage Rate: \$25.46  
 Top Mechanic Wage Rate: \$30.48

## PERFORMANCE INDICATORS

FINANCIAL	2006	2007
R/C Ratio	8%	8%
Net Operating Cost / Capita	\$5.50	\$5.85
Total Exp. / Passenger	\$30.88	\$31.73
Total Exp. / Eligible Passenger	\$30.88	\$31.73
Transp. Exp. / Passenger		
Dedicated Service	\$25.35	\$26.53
Non-Dedicated Service (e.g. Taxis)	\$11.32	\$12.60
Transp. Exp. / Hour (Dedicated Service)	\$50.81	\$51.16

OPERATING	2006	2007
Registrants / Capita	0.0049	0.0044
Passengers / Capita	0.1936	0.2001
Passengers / Registrant	39.62	45.26
Passengers / Hour (Dedicated Service)	2.11	2.03
Km. / Passenger (Dedicated Service)	8.57	10.11
Average Speed (Dedicated Service)	18.08	20.51

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair Ambulatory
Non-Accessible Cars			N/A
Accessible Vans/Minivans			
Small Buses	30	21	5 4
Other			
<b>TOTAL DED. VEHICLES</b>	<b>30</b>	<b>21</b>	<b>N/A N/A</b>
Accessible taxis			

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	55,924	14,769
Wheelchair/Scooter Users	39,566	10,448
Attendants		
Companions		
Other		
<b>TOTAL (%Total)</b>	<b>95,490 ( 79%)</b>	<b>25,217 ( 21%)</b>

# DYSART ET AL

## DYSART SPECIAL TRANSIT SERVICE

Contact: Ms. Brooke Irvine  
 Title: Assistant to the CAO/Clerk  
 Telephone: (705) 457-1740 x 31  
 FAX: (705) 457-1964  
 e-mail: birvine@dysartet.al.ca

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

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

### ELIGIBILITY CRITERIA

- ☐ Unable to Board  
☐ Unable to Use  
☒ Other Criteria

**NUMBER OF REGISTRANTS** 129 (Active) 129

Wheelchair/Scooter Users: 46 (36%) 46  
 Ambulatory: 69 (53%) 69  
 Attendants: 14 (11%) 14  
 Companions:  
 Other:

Note: \* Out of area medical appointments will be accommodated outside of normal operating hours.

\* Fares: Haliburton Village boundaries: Nimigon Lane, Black's Shell, County Road 19 on Hwy 118, Haliburton Hospital-\$6.00 per person each direction within this area; \$4.00 per person each direction for Wednesday grocery shopping. Beyond the boundaries of each of the Villages, add \$1.00 per km.

VEHICLE KILOMETRES & HOURS		2006	2007	SERVICE HOURS/SCHEDULING *	
Rev. Veh. Km. - Dedicated Service		7,451	7,703	Weekday: 0900 to 1500	Sunday:
Tot. Veh. Km. - Dedicated Service		9,935	10,271	Saturday:	Holiday:
Rev. Veh. Hr. - Dedicated Service		467	521	Advanced booking notice:	3 days
Tot. Veh. Hr. - Dedicated Service		622	694	Minimum notice for reservation:	24.0 hours
Non-Dedicated Service - Veh. Km.				Reservations/Scheduling:	Manual
Non-Dedicated Service - Veh. Hr.					
PASSENGER DATA				FARE STRUCTURE (2007) *	
Dedicated Service		1,376	1,186	Cash	Tickets/Cards (unit price) Monthly Pass
Non-Dedicated Service				Adult	
<b>TOTAL PASSENGERS</b>		1,376	1,186	Child	
Subscription/Pre-booked		90%	30%	Student	
Reservation		6%	62%	Senior	
On-Demand/Day of trip		4%	8%	Attendant	
CANCELLED IN ADVANCE		n/a	5	Companion	
NO-SHOWS/CANCELLED AT DOOR		2	2	Other	
UNACCOMMODATED TRIPS		4	3		
NUMBER OF COMPLAINTS			1	<b>EMPLOYEE DATA (2007)</b>	(Full-Time) (Part-Time)
<b>OPERATING EXPENSES</b>				Operators	2
Administration		\$1,944	\$2,100	Other Operations (e.g. dispatchers)	1
Operations:				Mechanics	1
Internal - Dedicated Service				General Administration	1
Contract - Dedicated Service		\$9,542	\$10,409	Other	
Contract - Non-Dedicated Service				<b>TOTAL NUMBER OF EMPLOYEES</b>	5
Contract - Taxi Scrip				<b>Union Affiliations:</b>	
Maintenance (Vehicles & Facilities)		\$2,560	\$6,711	Operators: N/A	
Fuel		\$2,145	\$2,530	Mechanics: CUPE Local 2142	
<b>TOTAL OPERATING EXPENSES</b>		\$16,191	\$21,750	Top Operator Wage Rate:	\$15.00
				Top Mechanic Wage Rate:	
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS				PERFORMANCE INDICATORS	
Passenger Revenue		\$8,523	\$9,480	FINANCIAL	
Other Operating Revenue					2006 2007
Total Operating Revenues		\$8,523	\$9,480	R/C Ratio	53% 44%
Federal Contributions				Net Operating Cost / Capita	\$1.18 \$1.89
Provincial Contributions			\$845	Total Exp. / Passenger	\$11.77 \$18.34
Municipal Contributions		\$7,668	\$11,425	Total Exp. / Eligible Passenger	\$13.21 \$21.37
Donations / Other				Transp. Exp. / Passenger	
<b>TOTAL</b>		\$16,191	\$21,750	Dedicated Service	\$10.35 \$16.57
<b>CAPITAL EXPENSES</b>				Non-Dedicated Service (e.g. Taxis)	
Vehicles Purchased				Transp. Exp. / Hour (Dedicated Service)	\$22.91 \$28.31
Debt Servicing				<b>OPERATING</b>	
Other Capital Expenses				Registrants / Capita	0.0203 0.0198
<b>TOTAL CAPITAL EXPENSES</b>				Passengers / Capita	0.2117 0.1825
<b>CAPITAL FUNDING SOURCES</b>				Passengers / Registrant	10.42 9.19
Transit System				Passengers / Hour (Dedicated Service)	2.95 2.28
Federal Contributions				Km. / Passenger (Dedicated Service)	5.41 6.49
Provincial Contributions				Average Speed (Dedicated Service)	15.96 14.79
Municipal Contributions					
Donations / Other					
<b>TOTAL CAPITAL FUNDING</b>					

VEHICLE DATA		Veh. Peak	Avg. Capacity per Veh.	
Number			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	4	8
Other				
<b>TOTAL DED. VEHICLES</b>	1	1	N/A	N/A
Accessible taxis				

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	558	
Wheelchair/Scooter Users	460	
Attendants	168	
Companions		
Other		
<b>TOTAL (%Total)</b>	1,186 ( 100%)	( 0%)

**ELLIOT LAKE****ELLIOT LAKE HANDI-LIFT BUS**

Contact: Mr. Norman Mann  
 Title: Community Services Coordinator  
 Telephone: (705) 848-2019 x33  
 FAX: (705) 848-1306  
 e-mail: norm@huronlodge.ca

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

**NUMBER OF REGISTRANTS** 225 (Active) 180  
 Wheelchair/Scooter Users: 85 (38%) 70  
 Ambulatory: 140 (62%) 110  
 Attendants:  
 Companions:  
 Other:

Dedicated Service operated by: Transit System / Municipality

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

Taxi Scrip Program available: NO

**ELIGIBILITY****CRITERIA**

- ☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

<b>VEHICLE KILOMETRES &amp; HOURS</b>		<b>2006</b>	<b>2007</b>	<b>SERVICE HOURS/SCHEDULING</b>	
Rev. Veh. Km. - Dedicated Service		25,368	24,252	Weekday: 0830 to 1600	Sunday:
Tot. Veh. Km. - Dedicated Service		25,368	24,252	Saturday:	Holiday:
Rev. Veh. Hr. - Dedicated Service		1,950	1,950	Advanced booking notice:	14 days
Tot. Veh. Hr. - Dedicated Service		1,950	1,950	Minimum notice for reservation:	24.0 hours
Non-Dedicated Service - Veh. Km.				Reservations/Scheduling:	Manual
Non-Dedicated Service - Veh. Hr.					
<b>PASSENGER DATA</b>				<b>FARE STRUCTURE (2007)</b>	
Dedicated Service		7,045	6,780	Cash	Tickets/Cards (unit price) Monthly Pass
Non-Dedicated Service				Adult	\$2.00
<b>TOTAL PASSENGERS</b>		7,045	6,780	Child	\$2.00
Subscription/Pre-booked		60%	75%	Student	\$2.00
Reservation		39%	24%	Senior	\$2.00
On-Demand/Day of trip		1%	1%	Attendant	free
CANCELLED IN ADVANCE		n/a		Companion	free
NO-SHOWS/CANCELLED AT DOOR				Other	
UNACCOMMODATED TRIPS					
NUMBER OF COMPLAINTS		3		<b>EMPLOYEE DATA (2007)</b>	<b>(Full-Time) (Part-Time)</b>
<b>OPERATING EXPENSES</b>				Operators	2
Administration		\$700		Other Operations (e.g. dispatchers)	
Operations:				Mechanics	3
Internal - Dedicated Service				General Administration	
Contract - Dedicated Service		\$46,807	\$49,865	Other	
Contract - Non-Dedicated Service				<b>TOTAL NUMBER OF EMPLOYEES</b>	5
Contract - Taxi Scrip					
Maintenance (Vehicles & Facilities)		\$14,981	\$20,155	<b>Union Affiliations:</b> Operators: CUPE Local 1880	
Fuel		\$8,418	\$8,752	Mechanics: CUPE Local 170	
<b>TOTAL OPERATING EXPENSES</b>		\$70,906	\$78,772	Top Operator Wage Rate:	\$14.81
				Top Mechanic Wage Rate:	\$25.33
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>				<b>PERFORMANCE INDICATORS</b>	
Passenger Revenue		\$10,828	\$10,504		
Other Operating Revenue				<b>FINANCIAL</b>	<b>2006 2007</b>
Total Operating Revenues		\$10,828	\$10,504	R/C Ratio	15% 13%
Federal Contributions				Net Operating Cost / Capita	\$5.01 \$5.94
Provincial Contributions				Total Exp. / Passenger	\$10.06 \$11.62
Municipal Contributions		\$76,807	\$68,268	Total Exp. / Eligible Passenger	\$13.10 \$15.00
Donations / Other				Transp. Exp. / Passenger	
<b>TOTAL</b>		\$87,635	\$78,772	Dedicated Service	\$9.97 \$11.62
<b>CAPITAL EXPENSES</b>				Non-Dedicated Service (e.g. Taxis)	
Vehicles Purchased				Transp. Exp. / Hour (Dedicated Service)	\$36.00 \$40.40
Debt Servicing					
Other Capital Expenses				<b>OPERATING</b>	
<b>TOTAL CAPITAL EXPENSES</b>				Registrants / Capita	0.0179 0.0196
<b>CAPITAL FUNDING SOURCES</b>				Passengers / Capita	0.5871 0.5896
Transit System				Passengers / Registrant	32.77 30.13
Federal Contributions				Passengers / Hour (Dedicated Service)	3.61 3.48
Provincial Contributions				Km. / Passenger (Dedicated Service)	3.60 3.58
Municipal Contributions				Average Speed (Dedicated Service)	13.01 12.44
Donations / Other					
<b>TOTAL CAPITAL FUNDING</b>					

<b>VEHICLE DATA</b>		<b>Veh. Peak</b>	<b>Avg. Capacity per Veh.</b>	
Number			<b>Wheelchair</b>	<b>Ambulatory</b>
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	4	10
Other				
<b>TOTAL DED. VEHICLES</b>	1	1	N/A	N/A
Accessible taxis				

<b>PASSENGER DATA</b>	<b>Ded. Service</b>	<b>Non-Ded. Service</b>
Ambulatory	3,241	
Wheelchair/Scooter Users	2,011	
Attendants	1,528	
Companions		
Other		
<b>TOTAL (%Total)</b>	6,780 ( 100%)	( 0%)

**ESPANOLA****ESPANOLA CARE VAN**

Contact: Ms. Cathy Tessier  
 Title: Accounting Clerk  
 Telephone: (705) 869-1540  
 FAX: (705) 869-0083  
 e-mail: ctessier@town.espanola.on.ca

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

**NUMBER OF REGISTRANTS** 81 (Active) 81  
 Wheelchair/Scooter Users: 15 (19%) 15  
 Ambulatory: 66 (81%) 66  
 Attendants:  
 Companions:  
 Other:  
 Note: \* Other eligibility criteria: Seniors & mentally/physically challenged individuals.

**ELIGIBILITY CRITERIA**

- ☐ Unable to Board  
☐ Unable to Use  
☒ Other Criteria

Dedicated Service operated by: Transit System / Municipality

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

Taxi Scrip Program available: NO

**VEHICLE KILOMETRES & HOURS**

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

2006

2007

**SERVICE HOURS/SCHEDULING**

Weekday: 0930 to 1600 Sunday:  
 Saturday: Holiday:  
 Advanced booking notice: 1 days  
 Minimum notice for reservation: 24.0 hours  
 Reservations/Scheduling: Manual

**PASSENGER DATA**

Dedicated Service  
 Non-Dedicated Service

3,590

3,282

**TOTAL PASSENGERS**

3,590

3,282

Subscription/Pre-booked

90%

90%

Reservation

10%

On-Demand/Day of trip

10%

CANCELLED IN ADVANCE

n/a

NO-SHOWS/CANCELLED AT DOOR

UNACCOMMODATED TRIPS

NUMBER OF COMPLAINTS

**OPERATING EXPENSES**

Administration

\$868

\$991

Operations:

Internal - Dedicated Service

\$32,654

\$34,452

Contract - Dedicated Service

Contract - Non-Dedicated Service

Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)

\$771

\$210

Fuel

\$2,957

\$3,169

**TOTAL OPERATING EXPENSES**

\$37,250

\$38,822

**OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS**

Passenger Revenue

\$8,978

\$8,205

Other Operating Revenue

Total Operating Revenues

\$8,978

\$8,205

Federal Contributions

Provincial Contributions

\$19,254

\$18,572

Municipal Contributions

\$9,018

\$12,045

Donations / Other

**TOTAL**

\$37,250

\$38,822

**CAPITAL EXPENSES**

Vehicles Purchased

Debt Servicing

Other Capital Expenses

**TOTAL CAPITAL EXPENSES****CAPITAL FUNDING SOURCES**

Transit System

Federal Contributions

Provincial Contributions

Municipal Contributions

Donations / Other

**TOTAL CAPITAL FUNDING****FARE STRUCTURE (2007)**

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

**Tickets/Cards**

(unit price) Monthly Pass

**EMPLOYEE DATA (2007)**

Operators  
 Other Operations (e.g. dispatchers)  
 Mechanics  
 General Administration  
 Other

(Full-Time)

(Part-Time)

**TOTAL NUMBER OF EMPLOYEES**

2

1

**Union Affiliations:** Operators: N/A

Mechanics: CUPE Local 435

Top Operator Wage Rate: \$14.70

Top Mechanic Wage Rate:

**PERFORMANCE INDICATORS****FINANCIAL**

2006

2007

R/C Ratio 24% 21%  
 Net Operating Cost / Capita \$5.57 \$6.03  
 Total Exp. / Passenger \$10.38 \$11.83  
 Total Exp. / Eligible Passenger \$10.38 \$11.83  
 Transp. Exp. / Passenger  
 Dedicated Service \$10.13 \$11.53  
 Non-Dedicated Service (e.g. Taxis)  
 Transp. Exp. / Hour (Dedicated Service)

**OPERATING**

Registrants / Capita 0.0156 0.0159  
 Passengers / Capita 0.7068 0.6462  
 Passengers / Registrant 45.44 40.52  
 Passengers / Hour (Dedicated Service)  
 Km. / Passenger (Dedicated Service)  
 Average Speed (Dedicated Service)

**VEHICLE DATA**

Number

Veh.  
PeakAvg. Capacity per Veh.  
Wheelchair Ambulatory

Non-Accessible Cars

N/A

6

Accessible Vans/Minivans

1

1

2

Small Buses

Other

**TOTAL DED. VEHICLES**

1

1

N/A

N/A

Accessible taxis

**PASSENGER DATA**

Ded. Service

Non-Ded. Service

Ambulatory

Wheelchair/Scooter Users

Attendants

Companions

Other

**TOTAL (%Total)**

3,282 ( 100%)

( 0%)

\* Total for all categories



# FORT ERIE

## FORT ERIE ACCESSIBLE SPECIALIZED TRANSIT

Contact: Ms. Carla Stout  
 Title: Administrative Supervisor  
 Telephone: (905) 871-1600 x2401  
 FAX: (905) 871-6411  
 e-mail: cstout@town.forterie.on.ca

Population served: 29,925  
 Service area (km²): 168.0  
 Communities served: 1  
 Service began: 1992  
 Advisory Committee members: 1  
 Eligibility Committee members: 4

**NUMBER OF REGISTRANTS** 673 (Active) 673  
 Wheelchair/Scooter Users: 105 (16%) 105  
 Ambulatory: 426 (63%) 426  
 Attendants: 122 (18%) 122  
 Companions: 20 (3%) 20  
 Other:

Dedicated Service operated by: Private Non-profit Organization

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

Taxi Scrip Program available: NO

### ELIGIBILITY CRITERIA

- ☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

Note: \* Specialized transit has been provided in the Town of Fort Erie by Fort Erie Mobile Service (a not-for-profit charity) since October 29, 1992. Effective July 3, 2007, the municipality assumed the role of provision of this level of service. The new FAST service is contracted to the Canadian Red Cross - Niagara Branch.

VEHICLE KILOMETRES & HOURS		2006	2007	SERVICE HOURS/SCHEDULING	
Rev. Veh. Km. - Dedicated Service		86,511		Weekday: 0830 to 1630	Sunday:
Tot. Veh. Km. - Dedicated Service		86,511		Saturday:	Holiday:
Rev. Veh. Hr. - Dedicated Service		3,997		Advanced booking notice:	2 days
Tot. Veh. Hr. - Dedicated Service		3,997		Minimum notice for reservation:	
Non-Dedicated Service - Veh. Km.				Reservations/Scheduling:	Fully Computerized
Non-Dedicated Service - Veh. Hr.					
PASSENGER DATA				FARE STRUCTURE (2007)	
Dedicated Service *		12,485	10,733	Cash	Tickets/Cards (unit price) Monthly Pass
Non-Dedicated Service				Adult	\$2.00 \$2.00
<b>TOTAL PASSENGERS</b>		12,485	10,733	Child	\$2.00 \$2.00
Subscription/Pre-booked		100%	66%	Student	\$2.00 \$2.00
Reservation			34%	Senior	\$2.00 \$2.00
On-Demand/Day of trip				Attendant	free
CANCELLED IN ADVANCE	n/a		1,835	Companion	free
NO-SHOWS/CANCELLED AT DOOR	1,401			Other	
UNACCOMMODATED TRIPS			40		
NUMBER OF COMPLAINTS				EMPLOYEE DATA (2007)	
<b>OPERATING EXPENSES</b>				(Full-Time) (Part-Time)	
Administration	\$23,987	\$20,344		Operators	2 1
Operations:				Other Operations (e.g. dispatchers)	
Internal - Dedicated Service				Mechanics	
Contract - Dedicated Service	\$97,081	\$110,779		General Administration	
Contract - Non-Dedicated Service				Other	1
Contract - Taxi Scrip				<b>TOTAL NUMBER OF EMPLOYEES</b>	2 2
Maintenance (Vehicles & Facilities)	\$9,991	\$21,120		<b>Union Affiliations:</b>	
Fuel	\$19,402	\$30,273		Operators: N/A	
<b>TOTAL OPERATING EXPENSES</b>	\$150,461	\$182,516		Mechanics: N/A	
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>				Top Operator Wage Rate:	\$16.48
Passenger Revenue	\$24,970	\$21,466		Top Mechanic Wage Rate:	
Other Operating Revenue		\$155			
Total Operating Revenues	\$24,970	\$21,621		PERFORMANCE INDICATORS	
Federal Contributions				FINANCIAL	
Provincial Contributions		\$85,250		2006 2007	
Municipal Contributions	\$20,000	\$9,414		R/C Ratio	17% 12%
Donations / Other	\$94,306	\$56,919		Net Operating Cost / Capita	\$4.48 \$5.38
<b>TOTAL</b>	\$139,276	\$173,204		Total Exp. / Passenger	\$12.05 \$17.01
<b>CAPITAL EXPENSES</b>				Total Exp. / Eligible Passenger	\$12.05 \$17.01
Vehicles Purchased		\$54,841		Transp. Exp. / Passenger	
Debt Servicing				Dedicated Service	\$10.13 \$15.11
Other Capital Expenses				Non-Dedicated Service (e.g. Taxis)	
<b>TOTAL CAPITAL EXPENSES</b>		\$54,841		Transp. Exp. / Hour (Dedicated Service)	\$31.64
<b>CAPITAL FUNDING SOURCES</b>				OPERATING	
Transit System				Registrants / Capita	0.0103 0.0225
Federal Contributions		\$9,362		Passengers / Capita	0.4459 0.3587
Provincial Contributions				Passengers / Registrant	43.35 15.95
Municipal Contributions		\$45,479		Passengers / Hour (Dedicated Service)	3.12
Donations / Other				Km. / Passenger (Dedicated Service)	6.93
<b>TOTAL CAPITAL FUNDING</b>		\$54,841		Average Speed (Dedicated Service)	21.64

VEHICLE DATA		Veh. Peak	Avg. Capacity per Veh.	
Number			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	3	2	3	3
Small Buses				
Other				
<b>TOTAL DED. VEHICLES</b>	3	2	N/A	N/A
Accessible taxis				

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	9,732	
Wheelchair/Scooter Users	1,001	
Attendants		
Companions		
Other		
<b>TOTAL (%Total)</b>	10,733 ( 100%)	( 0%)

**FORT FRANCES****FORT FRANCES HANDI-VAN**

Contact: Mr. George A. Bell  
 Title: Manager of Community Services  
 Telephone: (807) 274-4561  
 FAX: (807) 274-3799  
 e-mail: 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

**NUMBER OF REGISTRANTS** 227 (Active) 227

Wheelchair/Scooter Users:

Ambulatory:

Attendants:

Companions:

Other:

Note: \* Passenger - Non-Dedicated Service included 19,139 and 18,167 low-income residents passenger trips in 2006 and 2007 respectively.

Dedicated Service operated by: Private Non-profit Organization

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

Taxi Scrip Program available: NO

**ELIGIBILITY CRITERIA**

- ☐ Unable to Board  
☐ Unable to Use  
☒ Other Criteria

<b>VEHICLE KILOMETRES &amp; HOURS</b>		<b>2006</b>	<b>2007</b>	<b>SERVICE HOURS/SCHEDULING</b>	
Rev. Veh. Km. - Dedicated Service		36,600	38,134	Weekday: 0800 to 1700	Sunday:
Tot. Veh. Km. - Dedicated Service		36,600	38,134	Saturday:	Holiday:
Rev. Veh. Hr. - Dedicated Service				Advanced booking notice:	1 days
Tot. Veh. Hr. - Dedicated Service				Minimum notice for reservation:	24.0 hours
Non-Dedicated Service - Veh. Km.				Reservations/Scheduling:	Manual
Non-Dedicated Service - Veh. Hr.					
<b>PASSENGER DATA</b>				<b>FARE STRUCTURE (2007)</b>	
Dedicated Service		12,164	11,189	<b>Cash</b>	
Non-Dedicated Service *		19,221	18,368	<b>Tickets/Cards</b>	
<b>TOTAL PASSENGERS</b>		31,385	29,557	<b>(unit price)</b>	
Subscription/Pre-booked				<b>Monthly Pass</b>	
Reservation				Adult	\$1.25
On-Demand/Day of trip				Child	\$1.25
				Student	\$1.25
				Senior	\$1.25
				Attendant	free
				Companion	free
				Other	
CANCELLED IN ADVANCE	n/a		939		
NO-SHOWS/CANCELLED AT DOOR			88		
UNACCOMMODATED TRIPS					
NUMBER OF COMPLAINTS			2	<b>EMPLOYEE DATA (2007)</b>	<b>(Full-Time)</b>
<b>OPERATING EXPENSES</b>				Operators	<b>(Part-Time)</b>
Administration	\$20,047		\$10,158	Other Operations (e.g. dispatchers)	
Operations:				Mechanics	
Internal - Dedicated Service				General Administration	
Contract - Dedicated Service	\$92,625		\$118,486	Other	
Contract - Non-Dedicated Service	\$35,960		\$34,575	<b>TOTAL NUMBER OF EMPLOYEES</b>	
Contract - Taxi Scrip				<b>Union Affiliations:</b>	
Maintenance (Vehicles & Facilities)	\$14,345		\$7,302	Operators: N/A	
Fuel	\$7,652		\$7,779	Mechanics: CUPE Local 65	
<b>TOTAL OPERATING EXPENSES</b>	\$170,629		\$178,300	Top Operator Wage Rate:	
				Top Mechanic Wage Rate:	\$26.28
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>				<b>PERFORMANCE INDICATORS</b>	
Passenger Revenue	\$22,261		\$19,567	<b>FINANCIAL</b>	
Other Operating Revenue					
Total Operating Revenues	\$22,261		\$19,567		
Federal Contributions					
Provincial Contributions	\$45,271		\$60,828		
Municipal Contributions	\$89,344		\$82,831		
Donations / Other	\$13,753		\$15,074		
<b>TOTAL</b>	\$170,629		\$178,300		
<b>CAPITAL EXPENSES</b>					
Vehicles Purchased			\$75,374		
Debt Servicing					
Other Capital Expenses					
<b>TOTAL CAPITAL EXPENSES</b>			\$75,374		
<b>CAPITAL FUNDING SOURCES</b>					
Transit System					
Federal Contributions			\$2,617		
Provincial Contributions			\$72,757		
Municipal Contributions					
Donations / Other					
<b>TOTAL CAPITAL FUNDING</b>			\$75,374		

**PERFORMANCE INDICATORS**

	<b>2006</b>	<b>2007</b>
<b>FINANCIAL</b>		
R/C Ratio	13%	11%
Net Operating Cost / Capita	\$18.24	\$19.51
Total Exp. / Passenger	\$5.44	\$6.03
Total Exp. / Eligible Passenger	\$14.96	\$16.56
Transp. Exp. / Passenger		
Dedicated Service	\$9.42	\$11.94
Non-Dedicated Service (e.g. Taxis)	\$1.87	\$1.88
Transp. Exp. / Hour (Dedicated Service)		
<b>OPERATING</b>		
Registrants / Capita	0.0256	0.0279
Passengers / Capita	3.8580	3.6333
Passengers / Registrant	150.89	130.21
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)	3.01	3.41
Average Speed (Dedicated Service)		

<b>VEHICLE DATA</b>		<b>Veh. Peak</b>	<b>Avg. Capacity per Veh.</b>	
	<b>Number</b>		<b>Wheelchair</b>	<b>Ambulatory</b>
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	2	2	4	
Other				
<b>TOTAL DED. VEHICLES</b>	2	2	N/A	N/A
Accessible taxis	1			

<b>PASSENGER DATA</b>	<b>Ded. Service</b>	<b>Non-Ded. Service</b>
Ambulatory		
Wheelchair/Scooter Users	10,566	201
Attendants		
Companions	623	
Other		18,167
<b>TOTAL (%Total)</b>	11,189 ( 38%)	18,368 ( 62%)

# GREENSTONE

## CORPORATION OF THE MUNICIPALITY OF

Contact: Ms. Barb Petty  
 Title: Social Services Bookkeeper/Secretary  
 Telephone: (807) 854-2511 x29  
 FAX: (807) 854-2389  
 e-mail: barbp@astrocom-on.com

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

### ELIGIBILITY CRITERIA \*

- ☐ Unable to Board  
☐ Unable to Use  
☒ Other Criteria

Dedicated Service operated by: Transit System / Municipality

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

Taxi Scrip Program available: NO

**NUMBER OF REGISTRANTS** 69 (Active) 69

Wheelchair/Scooter Users: 16 (23%) 16

Ambulatory: 49 (71%) 49

Attendants: 4 (6%) 4

Companions:

Other:

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

<b>VEHICLE KILOMETRES &amp; HOURS</b>	<b>2006</b>	<b>2007</b>	<b>SERVICE HOURS/SCHEDULING</b>			
Rev. Veh. Km. - Dedicated Service			Weekday:	Sunday:		
Tot. Veh. Km. - Dedicated Service			Saturday:	Holiday:		
Rev. Veh. Hr. - Dedicated Service	1,088	1,088	Advanced booking notice:			
Tot. Veh. Hr. - Dedicated Service	1,088	1,088	Minimum notice for reservation:			
Non-Dedicated Service - Veh. Km.			Reservations/Scheduling:			
Non-Dedicated Service - Veh. Hr.						
<b>PASSENGER DATA</b>			<b>FARE STRUCTURE (2007)</b>	<b>Tickets/Cards</b>		
Dedicated Service	6,886	6,882	<b>Cash</b>	<b>(unit price)</b>	<b>Monthly Pass</b>	
Non-Dedicated Service			Adult			
<b>TOTAL PASSENGERS</b>	6,886	6,882	Child			
Subscription/Pre-booked			Student			
Reservation			Senior	\$1.50	\$1.50	
On-Demand/Day of trip	100%	100%	Attendant			
CANCELLED IN ADVANCE	n/a		Companion			
NO-SHOWS/CANCELLED AT DOOR			Other			
UNACCOMMODATED TRIPS						
NUMBER OF COMPLAINTS			<b>EMPLOYEE DATA (2007)</b>	<b>(Full-Time)</b>	<b>(Part-Time)</b>	
<b>OPERATING EXPENSES</b>			Operators		2	
Administration	\$2,367	\$2,367	Other Operations (e.g. dispatchers)			
Operations:			Mechanics			
Internal - Dedicated Service	\$30,505	\$31,430	General Administration	1		
Contract - Dedicated Service			Other			
Contract - Non-Dedicated Service			<b>TOTAL NUMBER OF EMPLOYEES</b>	1	2	
Contract - Taxi Scrip						
Maintenance (Vehicles & Facilities)	\$11,614	\$12,575	<b>Union Affiliations:</b> Operators:	CUPE Local 3045		
Fuel	\$2,431	\$2,928	Mechanics:	N/A		
<b>TOTAL OPERATING EXPENSES</b>	\$46,917	\$49,300	Top Operator Wage Rate:	\$23.11		
			Top Mechanic Wage Rate:			
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>			<b>PERFORMANCE INDICATORS</b>			
Passenger Revenue	\$1,939	\$1,814	<b>FINANCIAL</b>	<b>2006</b>	<b>2007</b>	
Other Operating Revenue			R/C Ratio	4%	4%	
Total Operating Revenues	\$1,939	\$1,814	Net Operating Cost / Capita	\$8.03	\$8.48	
Federal Contributions			Total Exp. / Passenger	\$6.81	\$7.16	
Provincial Contributions	\$26,267	\$28,224	Total Exp. / Eligible Passenger	\$6.81	\$7.16	
Municipal Contributions	\$18,710	\$19,262	Transp. Exp. / Passenger			
Donations / Other			Dedicated Service	\$6.47	\$6.82	
<b>TOTAL</b>	\$46,916	\$49,300	Non-Dedicated Service (e.g. Taxis)			
<b>CAPITAL EXPENSES</b>			Transp. Exp. / Hour (Dedicated Service)	\$40.95	\$43.14	
Vehicles Purchased						
Debt Servicing			<b>OPERATING</b>			
Other Capital Expenses			Registrants / Capita	0.0123	0.0123	
<b>TOTAL CAPITAL EXPENSES</b>			Passengers / Capita	1.2296	1.2289	
<b>CAPITAL FUNDING SOURCES</b>			Passengers / Registrant	99.80	99.74	
Transit System			Passengers / Hour (Dedicated Service)	6.33	6.33	
Federal Contributions			Km. / Passenger (Dedicated Service)			
Provincial Contributions			Average Speed (Dedicated Service)			
Municipal Contributions						
Donations / Other						
<b>TOTAL CAPITAL FUNDING</b>						

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	2	2	1	14
Other				
<b>TOTAL DED. VEHICLES</b>	2	2	N/A	N/A
Accessible taxis				

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	6,882*	
Wheelchair/Scooter Users		
Attendants		
Companions		
Other		
<b>TOTAL (%Total)</b>	6,882 ( 100%)	( 0%)
* Total for all categories		

**GUELPH****GUELPH TRANSIT MOBILITY SERVICE**

Contact: Ms. Linda Hanna  
 Title: Supervisor - Admin., Mkg. & Cust. Serv.  
 Telephone: (519) 822-1811 x2790  
 FAX: (519) 822-1322  
 e-mail: linda.hanna@guelph.ca

Population served: 118,620  
 Service area (km²): 88.0  
 Communities served: 1  
 Service began: 1977  
 Advisory Committee members: N/A  
 Eligibility Committee members: 1

**NUMBER OF REGISTRANTS** 1,380  
 Wheelchair/Scooter Users: 430 (31%)  
 Ambulatory: 950 (69%)  
 Attendants:  
 Companions:  
 Other:

Dedicated Service operated by: Transit System / Municipality  
 Non-Ded. Service (e.g. Taxis) operated by: 1 taxi company  
 Taxi Scrip Program available: YES

**ELIGIBILITY****CRITERIA**

- ☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

<b>VEHICLE KILOMETRES &amp; HOURS</b>		<b>2006</b>	<b>2007</b>	<b>SERVICE HOURS/SCHEDULING</b>	
Rev. Veh. Km. - Dedicated Service		176,929	164,475	Weekday: 0545 to 0015	Sunday: 0915 to 1815
Tot. Veh. Km. - Dedicated Service		176,929	168,753	Saturday: 0545 to 0015	Holiday: 0915 to 1815
Rev. Veh. Hr. - Dedicated Service		9,074	8,309	Advanced booking notice: 7 days	
Tot. Veh. Hr. - Dedicated Service		9,074	8,309	Minimum notice for reservation: 24.0 hours	
Non-Dedicated Service - Veh. Km.				Reservations/Scheduling: Partially Computerized	
Non-Dedicated Service - Veh. Hr.					
<b>PASSENGER DATA</b>				<b>FARE STRUCTURE (2007)</b>	
Dedicated Service		37,566	33,439	<b>Cash (unit price) Monthly Pass</b>	
Non-Dedicated Service		16,008	20,122	Adult	\$2.00 \$1.70
<b>TOTAL PASSENGERS</b>		53,574	53,561	Child	\$2.00 \$1.70
Subscription/Pre-booked		19%	19%	Student	\$2.00 \$1.70
Reservation		80%	80%	Senior	\$2.00 \$1.70
On-Demand/Day of trip		1%	1%	Attendant	\$2.00 \$1.70
CANCELLED IN ADVANCE		n/a	9,378	Companion	
NO-SHOWS/CANCELLED AT DOOR		285	321	Other War veterans - free	
UNACCOMMODATED TRIPS				<b>EMPLOYEE DATA (2007)</b>	
NUMBER OF COMPLAINTS					<b>(Full-Time) (Part-Time)</b>
<b>OPERATING EXPENSES</b>				Operators	4 2
Administration		\$41,375	\$55,516	Other Operations (e.g. dispatchers)	2
Operations:				Mechanics	
Internal - Dedicated Service		\$439,080	\$460,133	General Administration	
Contract - Dedicated Service				Other	
Contract - Non-Dedicated Service		\$126,470	\$180,800	<b>TOTAL NUMBER OF EMPLOYEES</b>	6 2
Contract - Taxi Scrip				<b>Union Affiliations:</b>	
Maintenance (Vehicles & Facilities)				Operators: ATU Local 1189	
Fuel		\$43,380	\$100,000	Mechanics: ATU Local 1189	
<b>TOTAL OPERATING EXPENSES</b>		\$650,305	\$796,449	Top Operator Wage Rate:	\$22.66
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>				Top Mechanic Wage Rate:	\$26.52
Passenger Revenue		\$102,903	\$86,986	<b>PERFORMANCE INDICATORS</b>	
Other Operating Revenue					
<b>FINANCIAL</b>				<b>2006</b>	<b>2007</b>
Total Operating Revenues		\$102,903	\$86,986	R/C Ratio	16% 11%
Federal Contributions				Net Operating Cost / Capita	\$4.56 \$5.98
Provincial Contributions				Total Exp. / Passenger	\$12.14 \$14.87
Municipal Contributions		\$547,402	\$709,463	Total Exp. / Eligible Passenger	\$12.84 \$15.84
Donations / Other				Transp. Exp. / Passenger	
<b>TOTAL</b>		\$650,305	\$796,449	Dedicated Service	\$12.84 \$16.75
<b>CAPITAL EXPENSES</b>				Non-Dedicated Service (e.g. Taxis)	\$7.90 \$8.99
Vehicles Purchased				Transp. Exp. / Hour (Dedicated Service)	\$53.17 \$67.41
Debt Servicing				<b>OPERATING</b>	
Other Capital Expenses				Registrants / Capita	0.0117 0.0116
<b>TOTAL CAPITAL EXPENSES</b>				Passengers / Capita	0.4465 0.4515
<b>CAPITAL FUNDING SOURCES</b>				Passengers / Registrant	38.29 38.81
Transit System				Passengers / Hour (Dedicated Service)	4.14 4.02
Federal Contributions				Km. / Passenger (Dedicated Service)	4.71 4.92
Provincial Contributions				Average Speed (Dedicated Service)	19.50 19.79
Municipal Contributions					
Donations / Other					
<b>TOTAL CAPITAL FUNDING</b>					

<b>VEHICLE DATA</b>		<b>Veh. Peak</b>	<b>Avg. Capacity per Veh.</b>	
Number			<b>Wheelchair</b>	<b>Ambulatory</b>
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	5	5	5	4
Other				
<b>TOTAL DED. VEHICLES</b>	5	5	N/A	N/A
Accessible taxis	2			

<b>PASSENGER DATA</b>	<b>Ded. Service</b>	<b>Non-Ded. Service</b>
Ambulatory	18,810	15,538
Wheelchair/Scooter Users	11,334	4,584
Attendants	3,295	
Companions		
Other		
<b>TOTAL (%Total)</b>	33,439 ( 62%)	20,122 ( 38%)

# HALTON HILLS

## ACTIVAN

Contact: Mr. Don Clarkson  
 Title: Transit Coordinator  
 Telephone: (905) 873-2601 x2617  
 FAX: (905) 873-8192  
 e-mail: donc@haltonhills.ca

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

**NUMBER OF REGISTRANTS** 575 \* (Active) 575

Wheelchair/Scooter Users: 109 (19%) 109  
 Ambulatory: 466 (81%) 466  
 Attendants:  
 Companions:

Note: \* Other Eligibility Criteria: Any person with a physical, medical or cognitive disability and all seniors (age 65 or over).  
 \* 466 ambulatory registrants included seniors and disabled persons under 65 not using wheelchair.  
 \* Starting February 2007, the Town took over the responsibility to reserve and dispatch functions of ActiVan.  
 \* The after regular hours service (on 48-hr notice) has grown significantly.

Dedicated Service operated by: Transit Sys. + 1 contractor  
 Non-Ded. Service (e.g. Taxis) operated by: N/A  
 Taxi Scrip Program available: NO

## ELIGIBILITY CRITERIA \*

- ☐ Unable to Board  
☐ Unable to Use  
☒ Other Criteria

VEHICLE KILOMETRES & HOURS	2006	2007
Rev. Veh. Km. - Dedicated Service	29,644	103,927
Tot. Veh. Km. - Dedicated Service	31,644	103,927
Rev. Veh. Hr. - Dedicated Service	2,018	4,255
Tot. Veh. Hr. - Dedicated Service	2,186	5,710
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA		
Dedicated Service *	2,178	7,708
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	2,178	7,708
Subscription/Pre-booked		
Reservation	99%	99%
On-Demand/Day of trip	1%	1%

CANCELLED IN ADVANCE	n/a	420
NO-SHOWS/CANCELLED AT DOOR	35	33
UNACCOMMODATED TRIPS	25	202
NUMBER OF COMPLAINTS	2	1

OPERATING EXPENSES		
Administration	\$33,105	\$91,495
Operations:		
Internal - Dedicated Service	\$10,451	
Contract - Dedicated Service	\$64,675	\$140,470
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		

Maintenance (Vehicles & Facilities)	\$19,112	\$49,795
Fuel	\$8,983	
<b>TOTAL OPERATING EXPENSES</b>	\$136,326	\$281,760

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Passenger Revenue	\$4,248	\$15,244
Other Operating Revenue		
<b>Total Operating Revenues</b>	\$4,248	\$15,244
Federal Contributions		
Provincial Contributions	\$12,554	\$70,656
Municipal Contributions	\$119,524	\$195,860
Donations / Other		
<b>TOTAL</b>	\$136,326	\$281,760

CAPITAL EXPENSES		
Vehicles Purchased	\$252,430	
Debt Servicing		
Other Capital Expenses	\$14,392	
<b>TOTAL CAPITAL EXPENSES</b>	\$266,822	

CAPITAL FUNDING SOURCES		
Transit System		
Federal Contributions	\$569	
Provincial Contributions	\$187,639	
Municipal Contributions	\$50,393	
Donations / Other	\$28,221	
<b>TOTAL CAPITAL FUNDING</b>	\$266,822	

SERVICE HOURS/SCHEDULING		
Weekday: 0700 to 2300	Sunday: 0700 to 2300	
Saturday: 0700 to 2300	Holiday: 0700 to 2300	
Advanced booking notice:	7 days	
Minimum notice for reservation:	16.0 hours	
Reservations/Scheduling:	Fully Computerized	

FARE STRUCTURE (2007)	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.00	\$2.00	
Child	\$2.00	\$2.00	
Student	\$2.00	\$2.00	
Senior	\$2.00	\$2.00	
Attendant	\$2.00	\$2.00	
Companion	\$2.00	\$2.00	
Other other than Mon-Fri 0800-1630 hrs:	\$3/trip		

EMPLOYEE DATA (2007)	(Full-Time)	(Part-Time)
Operators	2	3
Other Operations (e.g. dispatchers)		
Mechanics		1
General Administration	1	2
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	3	6

**Union Affiliations:** Operators: N/A  
 Mechanics: CUPE Local 73

Top Operator Wage Rate:  
 Top Mechanic Wage Rate: \$25.79

## PERFORMANCE INDICATORS

FINANCIAL	2006	2007
R/C Ratio	3%	5%
Net Operating Cost / Capita	\$2.40	\$4.85
Total Exp. / Passenger	\$62.59	\$36.55
Total Exp. / Eligible Passenger	\$75.74	\$38.56
Transp. Exp. / Passenger		
Dedicated Service	\$47.39	\$24.68
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$47.22	\$33.32
OPERATING		
Registrants / Capita	0.0058	0.0105
Passengers / Capita	0.0396	0.1401
Passengers / Registrant	6.85	13.41
Passengers / Hour (Dedicated Service)	1.08	1.81
Km. / Passenger (Dedicated Service)	13.61	13.48
Average Speed (Dedicated Service)	14.69	24.42

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	Wheelchair	Ambulatory
Non-Accessible Cars			N/A		
Accessible Vans/Minivans	1	1	1		3
Small Buses	1	1	4		17
Other					
<b>TOTAL DED. VEHICLES</b>	2	2	N/A		N/A
Accessible taxis					

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	5,458	
Wheelchair/Scooter Users	1,850	
Attendants	400	
Companions		
Other		
<b>TOTAL (%Total)</b>	7,708 ( 100%)	( 0%)

# HAMILTON

## ACCESSIBLE TRANSPORTATION SERVICES

Contact: Mr. Owen Quinn  
 Title: Coordinator of ATS  
 Telephone: (905) 546-2424 x5323  
 FAX: (905) 679-7305  
 e-mail: oquinn@hamilton.ca

Population served: 504,559  
 Service area (km²): 1,117.1  
 Communities served: 6  
 Service began: 1976  
 Advisory Committee members: 15  
 Eligibility Committee members: N/A

**NUMBER OF REGISTRANTS** 11,591 (Active) 10,001  
 Wheelchair/Scooter Users: 7,121 (61%) 5,816  
 Ambulatory: 1,599 (14%) 1,314  
 Attendants:  
 Companions:  
 Other: 2,871 (25%) 2,871  
 Note: \* Other Eligibility Criteria: persons receiving kidney dialysis, diagnosed with Alzheimer's disease.

Dedicated Service operated by: Transit Sys. + Non-Profit Orgn.

Non-Ded. Service (e.g. Taxis) operated by: 5 taxi companies

Taxi Scrip Program available: YES

## ELIGIBILITY CRITERIA \*

- ☒ Unable to Board
- ☒ Unable to Use
- ☒ Other Criteria

VEHICLE KILOMETRES & HOURS	2006	2007
Rev. Veh. Km. - Dedicated Service	4,031,531	3,793,411
Tot. Veh. Km. - Dedicated Service	4,031,531	3,793,411
Rev. Veh. Hr. - Dedicated Service	186,178	175,675
Tot. Veh. Hr. - Dedicated Service	186,178	175,675
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA		
Dedicated Service	411,950	411,775
Non-Dedicated Service	244,765	251,062
<b>TOTAL PASSENGERS</b>	656,715	662,837
Subscription/Pre-booked	43%	40%
Reservation	20%	22%
On-Demand/Day of trip	37%	38%

CANCELLED IN ADVANCE	n/a	46,455
NO-SHOWS/CANCELLED AT DOOR	8,669	8,790
UNACCOMMODATED TRIPS	13,639	10,894
NUMBER OF COMPLAINTS	522	410

OPERATING EXPENSES		
Administration	\$3,093,574	\$3,292,317
Operations:		
Internal - Dedicated Service	\$5,508,123	\$5,479,438
Contract - Dedicated Service	\$1,602,506	\$1,554,833
Contract - Non-Dedicated Service	\$20,000	
Contract - Taxi Scrip	\$1,118,555	\$1,288,630
Maintenance (Vehicles & Facilities)	\$943,667	\$1,029,571
Fuel	\$652,629	\$696,862
<b>TOTAL OPERATING EXPENSES</b>	\$12,939,054	\$13,341,651

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Passenger Revenue	\$1,565,630	\$1,682,563
Other Operating Revenue		\$44,292
Total Operating Revenues	\$1,565,630	\$1,726,855
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$11,352,753	\$11,612,474
Donations / Other	\$20,671	\$2,322
<b>TOTAL</b>	\$12,939,054	\$13,341,651

CAPITAL EXPENSES	
Vehicles Purchased	\$488,843
Debt Servicing	
Other Capital Expenses	
<b>TOTAL CAPITAL EXPENSES</b>	\$488,843

CAPITAL FUNDING SOURCES	
Transit System	
Federal Contributions	
Provincial Contributions	\$162,948
Municipal Contributions	\$325,895
Donations / Other	
<b>TOTAL CAPITAL FUNDING</b>	\$488,843

SERVICE HOURS/SCHEDULING		
Weekday: 0700 to 2300	Sunday: 0800 to 2300	
Saturday: 0800 to 2300	Holiday: 0930 to 2300	
Advanced booking notice:	7 days	
Minimum notice for reservation:	24.0 hours	
Reservations/Scheduling:	Fully Computerized	

FARE STRUCTURE (2007)	Tickets/Cards	
	Cash	(unit price) Monthly Pass
Adult		\$2.10
Child		\$2.10
Student		\$2.10
Senior		\$2.10
Attendant		\$2.10
Companion		\$2.10
Other	Taxi scrip - user pays 60% co-payment	

EMPLOYEE DATA (2007)	(Full-Time)	(Part-Time)
Operators	57	41
Other Operations (e.g. dispatchers)	13	
Mechanics	11	
General Administration	15	
Other	9	1
<b>TOTAL NUMBER OF EMPLOYEES</b>	105	42

**Union Affiliations:** Operators: CUPE Local 5167  
 Mechanics: CUPE Local 5167

Top Operator Wage Rate: \$19.90  
 Top Mechanic Wage Rate: \$29.07

## PERFORMANCE INDICATORS

FINANCIAL	2006	2007
R/C Ratio	12%	13%
Net Operating Cost / Capita	\$22.54	\$23.02
Total Exp. / Passenger	\$19.70	\$20.13
Total Exp. / Eligible Passenger	\$22.47	\$23.23
Transp. Exp. / Passenger		
Dedicated Service	\$21.14	\$21.28
Non-Dedicated Service (e.g. Taxis)	\$4.65	\$5.13
Transp. Exp. / Hour (Dedicated Service)	\$46.77	\$49.87

OPERATING		
Registrants / Capita	0.0217	0.0230
Passengers / Capita	1.3016	1.3137
Passengers / Registrant	60.02	57.19
Passengers / Hour (Dedicated Service)	2.21	2.34
Km. / Passenger (Dedicated Service)	9.79	9.21
Average Speed (Dedicated Service)	21.65	21.59

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	55	4	8
Other				
<b>TOTAL DED. VEHICLES</b>	86	75	N/A	N/A
Accessible taxis				

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	174,422	180,547
Wheelchair/Scooter Users	208,320	11,063
Attendants	5,293	
Companions	23,740	
Other		59,452
<b>TOTAL (%Total)</b>	411,775 ( 62%)	251,062 ( 38%)

**HANOVER****BRUCE GREY & HURON DISABILITY**

Contact: Mr. Joe Pickering  
 Title: Coordinator  
 Telephone: (866) 981-2504  
 FAX: (519) 881-2504  
 e-mail: bgandh@hurontel.on.ca

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

**NUMBER OF REGISTRANTS**

Wheelchair/Scooter Users:  
 Ambulatory:  
 Attendants:  
 Companions:  
 Other:  
 Note: \* Other Eligibility Criteria: Frail, elderly, mentally or physically disabled.

**ELIGIBILITY****CRITERIA \***

Dedicated Service operated by: Private Non-profit Organization

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

Taxi Scrip Program available: NO

- ☐ Unable to Board  
☐ Unable to Use  
☒ Other Criteria

VEHICLE KILOMETRES & HOURS	2006	2007	SERVICE HOURS/SCHEDULING		
Rev. Veh. Km. - Dedicated Service			Weekday:	Sunday:	
Tot. Veh. Km. - Dedicated Service			Saturday:	Holiday:	
Rev. Veh. Hr. - Dedicated Service			Advanced booking notice:		
Tot. Veh. Hr. - Dedicated Service			Minimum notice for reservation:	24.0 hours	
Non-Dedicated Service - Veh. Km.			Reservations/Scheduling:	Manual	
Non-Dedicated Service - Veh. Hr.					
PASSENGER DATA			FARE STRUCTURE (2007)	Tickets/Cards	
Dedicated Service	19,853	20,517	Cash	(unit price)	Monthly Pass
Non-Dedicated Service			Adult	\$6.00	
TOTAL PASSENGERS	19,853	20,517	Child	\$6.00	
Subscription/Pre-booked	80%	75%	Student	\$6.00	
Reservation		9%	Senior	\$6.00	
On-Demand/Day of trip	20%	16%	Attendant	free	
CANCELLED IN ADVANCE	n/a		Companion	\$6.00	
NO-SHOWS/CANCELLED AT DOOR			Other	out of town trip according to km and time	
UNACCOMMODATED TRIPS					
NUMBER OF COMPLAINTS			EMPLOYEE DATA (2007)	(Full-Time)	(Part-Time)
OPERATING EXPENSES			Operators	3	8
Administration	\$88,296	\$55,659	Other Operations (e.g. dispatchers)		
Operations:			Mechanics		
Internal - Dedicated Service	\$258,010	\$291,134	General Administration	2	1
Contract - Dedicated Service	\$1,531	\$1,865	Other		
Contract - Non-Dedicated Service			TOTAL NUMBER OF EMPLOYEES	5	9
Contract - Taxi Scrip					
Maintenance (Vehicles & Facilities)	\$83,910	\$12,272	Union Affiliations: Operators:	N/A	
Fuel		\$37,716		Mechanics: N/A	
TOTAL OPERATING EXPENSES	\$431,747	\$398,646	Top Operator Wage Rate:	\$12.86	
			Top Mechanic Wage Rate:		
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS			PERFORMANCE INDICATORS		
Passenger Revenue	\$114,011	\$108,784	FINANCIAL	2006	2007
Other Operating Revenue			R/C Ratio	26%	27%
Total Operating Revenues	\$114,011	\$108,784	Net Operating Cost / Capita	\$6.35	\$5.80
Federal Contributions			Total Exp. / Passenger	\$21.75	\$19.43
Provincial Contributions	\$30,585	\$8,186	Total Exp. / Eligible Passenger	\$21.75	\$19.43
Municipal Contributions	\$255,000	\$255,000	Transp. Exp. / Passenger		
Donations / Other	\$22,600	\$2,605	Dedicated Service	\$17.30	\$16.72
TOTAL	\$422,196	\$374,575	Non-Dedicated Service (e.g. Taxis)		
CAPITAL EXPENSES			Transp. Exp. / Hour (Dedicated Service)		
Vehicles Purchased	\$159,841	\$126,011			
Debt Servicing			OPERATING		
Other Capital Expenses		\$6,752	Registrants / Capita		
TOTAL CAPITAL EXPENSES	\$159,841	\$132,763	Passengers / Capita	0.3971	0.4103
CAPITAL FUNDING SOURCES			Passengers / Registrant		
Transit System			Passengers / Hour (Dedicated Service)		
Federal Contributions			Km. / Passenger (Dedicated Service)		
Provincial Contributions	\$159,973	\$132,763	Average Speed (Dedicated Service)		
Municipal Contributions					
Donations / Other					
TOTAL CAPITAL FUNDING	\$159.973	\$132.763			

<b>VEHICLE DATA</b>	<b>Number</b>	<b>Veh. Peak</b>	<b>Avg. Capacity per Veh.</b>	
			<b>Wheelchair</b>	<b>Ambulatory</b>
Non-Accessible Cars	1	1	N/A	7
Accessible Vans/Minivans	5	3	2	4
Small Buses	3	2	10	17
Other	1	1	9	16
<b>TOTAL DED. VEHICLES</b>	<b>10</b>	<b>7</b>	<b>N/A</b>	<b>N/A</b>
Accessible taxis				

<b>PASSENGER DATA</b>	<b>Ded. Service</b>	<b>Non-Ded. Service</b>
Ambulatory	20,517*	
Wheelchair/Scooter Users		
Attendants		
Companions		
Other		
<b>TOTAL (%Total)</b>	20,517 ( 100%)	( 0%)
* Total for all categories		

**HEARST****HEARST COMMUNITY TRANSPORTATION**

Contact: Mr. Claude Laflamme  
 Title: Secretary Treasurer  
 Telephone: (705) 372-2817  
 FAX: (705) 362-5902  
 e-mail: claflamme@hearst.ca

Dedicated Service operated by: 1 contractor

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

Taxi Scrip Program available: NO

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

**ELIGIBILITY CRITERIA \***

- ☐ Unable to Board  
☐ Unable to Use  
☒ Other Criteria

**NUMBER OF REGISTRANTS** 260 (Active) 260

Wheelchair/Scooter Users: 47 (18%) 47  
 Ambulatory: 198 (76%) 198  
 Attendants: 15 (6%) 15  
 Companions:  
 Other:

Note: \* Other Eligibility Criteria: senior citizens aged 50 years and over, physically disabled adults and youths.  
 \* Dedicated school bus for students implemented by school boards reducing total passenger trips, but resident usage increased over 2006.

<b>VEHICLE KILOMETRES &amp; HOURS</b>	<b>2006</b>	<b>2007</b>	<b>SERVICE HOURS/SCHEDULING</b>		
Rev. Veh. Km. - Dedicated Service			Weekday: 0800 to 1700	Sunday:	
Tot. Veh. Km. - Dedicated Service			Saturday:	Holiday:	
Rev. Veh. Hr. - Dedicated Service			Advanced booking notice:	1 days	
Tot. Veh. Hr. - Dedicated Service			Minimum notice for reservation:		
Non-Dedicated Service - Veh. Km.			Reservations/Scheduling:	Manual	
Non-Dedicated Service - Veh. Hr.					
<b>PASSENGER DATA</b>			<b>FARE STRUCTURE (2007)</b>	<b>Tickets/Cards</b>	
Dedicated Service *	7,354	7,128	<b>Cash</b>	<b>(unit price)</b>	<b>Monthly Pass</b>
Non-Dedicated Service			Adult	\$2.50	\$2.27
<b>TOTAL PASSENGERS</b>	<b>7,354</b>	<b>7,128</b>	Child	\$2.50	\$2.27
Subscription/Pre-booked	5%	5%	Student	\$2.50	\$2.27
Reservation			Senior	\$2.50	\$2.27
On-Demand/Day of trip	95%	95%	Attendant	\$2.50	\$2.27
CANCELLED IN ADVANCE	n/a		Companion	\$2.50	\$2.27
NO-SHOWS/CANCELLED AT DOOR			Other		
UNACCOMMODATED TRIPS			<b>EMPLOYEE DATA (2007)</b>	<b>(Full-Time)</b>	<b>(Part-Time)</b>
NUMBER OF COMPLAINTS			Operators	1	2
<b>OPERATING EXPENSES</b>			Other Operations (e.g. dispatchers)		
Administration	\$3,500	\$491	Mechanics	1	
Operations:			General Administration	1	
Internal - Dedicated Service			Other		
Contract - Dedicated Service	\$43,470	\$90,258	<b>TOTAL NUMBER OF EMPLOYEES</b>	3	2
Contract - Non-Dedicated Service			<b>Union Affiliations:</b>		
Contract - Taxi Scrip			Operators: N/A		
Maintenance (Vehicles & Facilities)			Mechanics: N/A		
Fuel			Top Operator Wage Rate:	\$12.00	
<b>TOTAL OPERATING EXPENSES</b>	<b>\$46,970</b>	<b>\$90,749</b>	Top Mechanic Wage Rate:	\$20.00	
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>			<b>PERFORMANCE INDICATORS</b>		
Passenger Revenue	\$11,735	\$18,533	<b>FINANCIAL</b>	<b>2006</b>	<b>2007</b>
Other Operating Revenue			R/C Ratio	25%	20%
Total Operating Revenues	\$11,735	\$18,533	Net Operating Cost / Capita	\$5.30	\$10.87
Federal Contributions			Total Exp. / Passenger	\$6.39	\$12.73
Provincial Contributions		\$33,836	Total Exp. / Eligible Passenger	\$6.52	\$12.84
Municipal Contributions	\$24,700	\$33,180	Transp. Exp. / Passenger		
Donations / Other	\$9,500	\$5,200	Dedicated Service	\$5.91	\$12.66
<b>TOTAL</b>	<b>\$45,935</b>	<b>\$90,749</b>	Non-Dedicated Service (e.g. Taxis)		
<b>CAPITAL EXPENSES</b>			Transp. Exp. / Hour (Dedicated Service)		
Vehicles Purchased			<b>OPERATING</b>		
Debt Servicing			Registrants / Capita	0.0346	0.0391
Other Capital Expenses			Passengers / Capita	1.1070	1.0730
<b>TOTAL CAPITAL EXPENSES</b>			Passengers / Registrant	31.97	27.42
<b>CAPITAL FUNDING SOURCES</b>			Passengers / Hour (Dedicated Service)		
Transit System			Km. / Passenger (Dedicated Service)		
Federal Contributions			Average Speed (Dedicated Service)		
Provincial Contributions					
Municipal Contributions					
Donations / Other					
<b>TOTAL CAPITAL FUNDING</b>					

<b>VEHICLE DATA</b>	<b>Number</b>	<b>Veh. Peak</b>	<b>Avg. Capacity per Veh.</b>	
			<b>Wheelchair</b>	<b>Ambulatory</b>
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	4	12
Other				
<b>TOTAL DED. VEHICLES</b>	<b>1</b>	<b>1</b>	<b>N/A</b>	<b>N/A</b>
Accessible taxis				

<b>PASSENGER DATA</b>	<b>Ded. Service</b>	<b>Non-Ded. Service</b>
Ambulatory	5,358	
Wheelchair/Scooter Users	1,708	
Attendants	62	
Companions		
Other		
<b>TOTAL (%Total)</b>	<b>7,128 ( 100%)</b>	<b>( 0%)</b>



**INGERSOLL****INGERSOLL PARATRANSIT SYSTEM**

Contact: Ms. Elaine Clark  
 Title: Clerk / Deputy CAO  
 Telephone: (519) 485-0120  
 FAX: (519) 485-3543  
 e-mail: eclark@ingersoll.ca

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

**NUMBER OF REGISTRANTS** 327 (Active) 327  
 Wheelchair/Scooter Users: 72 (22%) 72  
 Ambulatory: 204 (62%) 204  
 Attendants: 35 (11%) 35  
 Companions:  
 Other: 16 (5%) 16

Note: \* Other eligibility criteria: vision and hearing impaired.

\* Friday Service Hours: 0800-2200 hrs.

Dedicated Service operated by: 1 contractor

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

Taxi Scrip Program available: NO

**ELIGIBILITY CRITERIA**

- ☒ Unable to Board  
☒ Unable to Use  
☒ Other Criteria

<b>VEHICLE KILOMETRES &amp; HOURS</b>	<b>2006</b>	<b>2007</b>	<b>SERVICE HOURS/SCHEDULING *</b>		
Rev. Veh. Km. - Dedicated Service			Weekday: 0800 to 2100	Sunday: 0800 to 1700	
Tot. Veh. Km. - Dedicated Service			Saturday: 0800 to 2100	Holiday:	
Rev. Veh. Hr. - Dedicated Service			Advanced booking notice: 1 days		
Tot. Veh. Hr. - Dedicated Service			Minimum notice for reservation: 24.0 hours		
Non-Dedicated Service - Veh. Km.			Reservations/Scheduling: Partially Computerized		
Non-Dedicated Service - Veh. Hr.					
<b>PASSENGER DATA</b>			<b>FARE STRUCTURE (2007)</b>		
Dedicated Service	1,038	692	<b>Cash</b>	<b>Tickets/Cards (unit price)</b>	<b>Monthly Pass</b>
Non-Dedicated Service	6,584	5,132	Adult \$3.00		
<b>TOTAL PASSENGERS</b>	<b>7,622</b>	<b>5,824</b>	Child \$3.00		
Subscription/Pre-booked	2%	2%	Student \$3.00		
Reservation	97%	98%	Senior \$3.00		
On-Demand/Day of trip	1%	1%	Attendant		
CANCELLED IN ADVANCE	n/a	300	Companion		
NO-SHOWS/CANCELLED AT DOOR	20	10	Other		
UNACCOMMODATED TRIPS	10				
NUMBER OF COMPLAINTS	2				
<b>OPERATING EXPENSES</b>			<b>EMPLOYEE DATA (2007)</b>		
Administration	\$34,424	\$33,453	Operators	(Full-Time)	(Part-Time)
Operations:			Other Operations (e.g. dispatchers)		
Internal - Dedicated Service			Mechanics		
Contract - Dedicated Service	\$13,985	\$9,543	General Administration		
Contract - Non-Dedicated Service	\$39,965	\$37,758	Other		
Contract - Taxi Scrip					
Maintenance (Vehicles & Facilities)			<b>TOTAL NUMBER OF EMPLOYEES</b>		
Fuel			Union Affiliations: Operators: N/A		
<b>TOTAL OPERATING EXPENSES</b>	<b>\$88,374</b>	<b>\$80,754</b>	Mechanics: N/A		
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>			Top Operator Wage Rate:		
Passenger Revenue	\$20,065	\$16,400	Top Mechanic Wage Rate:		
Other Operating Revenue					
Total Operating Revenues	\$20,065	\$16,400			
Federal Contributions					
Provincial Contributions					
Municipal Contributions	\$68,209	\$64,254			
Donations / Other	\$100	\$100			
<b>TOTAL</b>	<b>\$88,374</b>	<b>\$80,754</b>			
<b>CAPITAL EXPENSES</b>			<b>PERFORMANCE INDICATORS</b>		
Vehicles Purchased			<b>FINANCIAL</b>	<b>2006</b>	<b>2007</b>
Debt Servicing			R/C Ratio	23%	20%
Other Capital Expenses			Net Operating Cost / Capita	\$6.21	\$5.36
<b>TOTAL CAPITAL EXPENSES</b>			Total Exp. / Passenger	\$11.59	\$13.87
<b>CAPITAL FUNDING SOURCES</b>			Total Exp. / Eligible Passenger	\$12.24	\$14.97
Transit System			Transp. Exp. / Passenger		
Federal Contributions			Dedicated Service	\$13.47	\$13.79
Provincial Contributions			Non-Dedicated Service (e.g. Taxis)	\$6.07	\$7.36
Municipal Contributions			Transp. Exp. / Hour (Dedicated Service)		
Donations / Other					
<b>TOTAL CAPITAL FUNDING</b>			<b>OPERATING</b>		
			Registrants / Capita	0.0395	0.0273
			Passengers / Capita	0.6929	0.4853
			Passengers / Registrant	17.52	17.81
			Passengers / Hour (Dedicated Service)		
			Km. / Passenger (Dedicated Service)		
			Average Speed (Dedicated Service)		

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

<b>PASSENGER DATA</b>	<b>Ded. Service</b>	<b>Non-Ded. Service</b>
Ambulatory	692*	4,703*
Wheelchair/Scooter Users		
Attendants		
Companions		
Other		429
<b>TOTAL (%Total)</b>	<b>692 ( 12%)</b>	<b>5,132 ( 88%)</b>
* Total for all categories		

# KAPUSKASING

## KAP ACCESSIBLE BUS SERVICE

Contact: Mr. Marc Dupont  
 Title: Treasurer  
 Telephone: (705) 335-2341  
 FAX: (705) 337-1741  
 e-mail: dupontm@ntl.sympatico.ca

Dedicated Service operated by: 1 contractor  
 Non-Ded. Service (e.g. Taxis) operated by: N/A  
 Taxi Scrip Program available: YES

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

### ELIGIBILITY CRITERIA \*

- ☒ Unable to Board  
☒ Unable to Use  
☒ Other Criteria

**NUMBER OF REGISTRANTS** 380 (Active) 380

Wheelchair/Scooter Users:

Ambulatory:

Attendants:

Companions:

Other:

Note: \* Other Eligibility Criteria: Physically disabled persons; unable to climb or descend stairs; unable to walk 175 meters (600 feet); visually impaired persons; developmentally handicapped persons; persons with invisible needs such as psychiatric needs.

VEHICLE KILOMETRES & HOURS		2006	2007	SERVICE HOURS/SCHEDULING	
Rev. Veh. Km. - Dedicated Service				Weekday: 0800 to 1600	Sunday:
Tot. Veh. Km. - Dedicated Service				Saturday: 1200 to 1500	Holiday:
Rev. Veh. Hr. - Dedicated Service				Advanced booking notice: 1 days	
Tot. Veh. Hr. - Dedicated Service				Minimum notice for reservation: 24.0 hours	
Non-Dedicated Service - Veh. Km.				Reservations/Scheduling: Partially Computerized	
Non-Dedicated Service - Veh. Hr.					
PASSENGER DATA				FARE STRUCTURE (2007)	
Dedicated Service		16,167	15,183	Cash	Tickets/Cards (unit price) Monthly Pass
Non-Dedicated Service				Adult	\$2.00 \$16.66
TOTAL PASSENGERS		16,167	15,183	Child	\$2.00 \$16.66
Subscription/Pre-booked				Student	\$2.00 \$16.66
Reservation				Senior	\$2.00 \$16.66
On-Demand/Day of trip				Attendant	\$2.00
CANCELLED IN ADVANCE		n/a		Companion	\$2.00
NO-SHOWS/CANCELLED AT DOOR		68	31	Other	
UNACCOMMODATED TRIPS				EMPLOYEE DATA (2007)	
NUMBER OF COMPLAINTS		3		(Full-Time) (Part-Time)	
OPERATING EXPENSES				Operators	
Administration		\$11,361	\$14,052	Other Operations (e.g. dispatchers)	
Operations:				Mechanics	
Internal - Dedicated Service				General Administration	
Contract - Dedicated Service		\$77,665	\$81,875	Other	
Contract - Non-Dedicated Service				TOTAL NUMBER OF EMPLOYEES	
Contract - Taxi Scrip		\$8		Union Affiliations: Operators: N/A	
Maintenance (Vehicles & Facilities)		\$6,363	\$5,609	Mechanics: N/A	
Fuel				Top Operator Wage Rate:	
TOTAL OPERATING EXPENSES		\$95,397	\$101,536	Top Mechanic Wage Rate:	
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS				PERFORMANCE INDICATORS	
Passenger Revenue		\$13,537	\$16,856	FINANCIAL	
Other Operating Revenue				2006 2007	
Total Operating Revenues		\$13,537	\$16,856	R/C Ratio	14% 17%
Federal Contributions				Net Operating Cost / Capita	\$9.68 \$9.96
Provincial Contributions		\$34,952	\$41,768	Total Exp. / Passenger	\$5.90 \$6.69
Municipal Contributions		\$46,908	\$42,912	Total Exp. / Eligible Passenger	\$5.98 \$6.72
Donations / Other				Transp. Exp. / Passenger	
TOTAL		\$95,397	\$101,536	Dedicated Service	\$5.20 \$5.76
CAPITAL EXPENSES				Non-Dedicated Service (e.g. Taxis)	
Vehicles Purchased				Transp. Exp. / Hour (Dedicated Service)	
Debt Servicing				OPERATING	
Other Capital Expenses				Registrants / Capita	0.0419 0.0447
TOTAL CAPITAL EXPENSES				Passengers / Capita	1.9123 1.7862
CAPITAL FUNDING SOURCES				Passengers / Registrant	45.67 39.96
Transit System				Passengers / Hour (Dedicated Service)	
Federal Contributions				Km. / Passenger (Dedicated Service)	
Provincial Contributions				Average Speed (Dedicated Service)	
Municipal Contributions					
Donations / Other					
TOTAL CAPITAL FUNDING					

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
Accessible taxis				

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	13,637	
Wheelchair/Scooter Users	1,478	
Attendants	68	
Companions		
Other		
TOTAL (%Total)	15,183 ( 100%)	( 0%)

# KAWARTHA LAKES (RURAL)

## COMMUNITY CARE

Contact: Ms. Charlotte Clay-Ireland  
 Title: Specialized Transit Supervisor  
 Telephone: (705) 324-7323 x223  
 FAX: (705) 328-0607  
 e-mail: ccireland@community-care.on.ca

Population served: 72,000  
 Service area (km²): 3,070.0  
 Communities served: 1  
 Service began: 1989  
 Advisory Committee members: 7  
 Eligibility Committee members: N/A

**NUMBER OF REGISTRANTS** 1,176 (Active) 1,176  
 Wheelchair/Scooter Users: 647 (55%) 647  
 Ambulatory: 176 (15%) 176  
 Attendants:  
 Companions:  
 Other: 353 (30%) 353

Note: \* Other eligibility criteria: stretcher transfers.

\* Visitors from other municipalities: Only those that are very close to our municipal boundary i.e. Peterborough County.

\* No Shows/Cancelled at the Door in 2006 includes Cancelled in Advance.

Dedicated Service operated by: Private Non-profit Organization

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

Taxi Scrip Program available: NO

## ELIGIBILITY CRITERIA

- ☒ Unable to Board  
☒ Unable to Use  
☒ Other Criteria

## VEHICLE KILOMETRES & HOURS

	2006	2007
Rev. Veh. Km. - Dedicated Service	319,718	341,597
Tot. Veh. Km. - Dedicated Service	319,718	341,597
Rev. Veh. Hr. - Dedicated Service	5,375	6,155
Tot. Veh. Hr. - Dedicated Service	5,375	6,155
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	9,298	8,642
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	9,298	8,642
Subscription/Pre-booked	30%	35%
Reservation	50%	50%
On-Demand/Day of trip	20%	15%

CANCELLED IN ADVANCE	n/a	495
NO-SHOWS/CANCELLED AT DOOR *	360	50
UNACCOMMODATED TRIPS	120	144
NUMBER OF COMPLAINTS	4	3

## OPERATING EXPENSES

Administration	\$161,755	\$152,450
Operations:		
Internal - Dedicated Service	\$91,354	\$99,038
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$21,556	\$24,844
Fuel	\$47,882	\$51,683
<b>TOTAL OPERATING EXPENSES</b>	\$322,547	\$328,015

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$202,134	\$197,919
Other Operating Revenue		
<b>Total Operating Revenues</b>	\$202,134	\$197,919
Federal Contributions		
Provincial Contributions	\$42,000	\$42,000
Municipal Contributions	\$72,655	\$76,449
Donations / Other	\$5,758	\$11,647
<b>TOTAL</b>	\$322,547	\$328,015

## CAPITAL EXPENSES

Vehicles Purchased  
 Debt Servicing  
 Other Capital Expenses

## TOTAL CAPITAL EXPENSES

## CAPITAL FUNDING SOURCES

Transit System  
 Federal Contributions  
 Provincial Contributions  
 Municipal Contributions  
 Donations / Other

## TOTAL CAPITAL FUNDING

## SERVICE HOURS/SCHEDULING

Weekday: 0800 to 2300	Sunday: 0800 to 2300
Saturday: 0800 to 2300	Holiday:
Advanced booking notice:	10 days
Minimum notice for reservation:	24.0 hours
Reservations/Scheduling:	Partially Computerized

## FARE STRUCTURE (2007)

Cash	Tickets/Cards (unit price)	Monthly Pass
Adult		
Child		
Student		
Senior		
Attendant	free	
Companion		
Other	\$0.37/km for out of town; flat fee \$10.00 in town	

## EMPLOYEE DATA (2007)

	(Full-Time)	(Part-Time)
Operators	1	7
Other Operations (e.g. dispatchers)		
Mechanics		
General Administration	1	
Other		

## TOTAL NUMBER OF EMPLOYEES

	2	7
--	---	---

**Union Affiliations:** Operators: N/A  
 Mechanics: N/A

Top Operator Wage Rate:  
 Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2006	2007
<b>FINANCIAL</b>		
R/C Ratio	63%	60%
Net Operating Cost / Capita	\$1.67	\$1.81
Total Exp. / Passenger	\$34.69	\$37.96
Total Exp. / Eligible Passenger	\$37.24	\$41.02
Transp. Exp. / Passenger		
Dedicated Service	\$17.29	\$20.32
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$29.91	\$28.52
<b>OPERATING</b>		
Registrants / Capita	0.0124	0.0163
Passengers / Capita	0.1291	0.1200
Passengers / Registrant	10.39	7.35
Passengers / Hour (Dedicated Service)	1.73	1.40
Km. / Passenger (Dedicated Service)	34.39	39.53
Average Speed (Dedicated Service)	59.48	55.50

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	1,200	
Wheelchair/Scooter Users	6,797	
Attendants		
Companions		
Other	645	
<b>TOTAL (%Total)</b>	8,642 ( 100%)	( 0%)

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	1	1	N/A	5
Accessible Vans/Minivans	3	3	2	2
Small Buses				
Other				
<b>TOTAL DED. VEHICLES</b>	4	4	N/A	N/A
Accessible taxis				

**KAWARTHA LAKES (URBAN)****CITY OF KAWARTHA LAKES SPECIALIZED**

Contact: Mr. Dean Bolton  
 Title: Manager, Fleet & Transit  
 Telephone: (705) 324-3401  
 FAX: (705) 324-4167  
 e-mail: dbolton@city.kawarthalakes.on.ca

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

**NUMBER OF REGISTRANTS** 1,056 (Active) 1,056

Wheelchair/Scooter Users:

Ambulatory:

Attendants:

Companions:

Note: \* 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.

\* The city is going to finalize a comprehensive review of this service, which will be reviewed by Council in the summer of 2008.

\* Ridership dropped due to vehicle breakdowns.

Dedicated Service operated by: Transit System / Municipality

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

Taxi Scrip Program available: NO

**ELIGIBILITY****CRITERIA \***

- ☒ Unable to Board  
☒ Unable to Use  
☒ Other Criteria

<b>VEHICLE KILOMETRES &amp; HOURS</b>		<b>2006</b>	<b>2007</b>	<b>SERVICE HOURS/SCHEDULING</b>	
Rev. Veh. Km. - Dedicated Service				Weekday: 0800 to 1500	Sunday:
Tot. Veh. Km. - Dedicated Service				Saturday: 1000 to 1700	Holiday:
Rev. Veh. Hr. - Dedicated Service		2,340	2,340	Advanced booking notice:	
Tot. Veh. Hr. - Dedicated Service		2,340	2,340	Minimum notice for reservation:	
Non-Dedicated Service - Veh. Km.				Reservations/Scheduling: Manual	
Non-Dedicated Service - Veh. Hr.					
<b>PASSENGER DATA</b>				<b>FARE STRUCTURE (2007)</b>	
Dedicated Service		7,383	5,288	<b>Tickets/Cards</b>	
Non-Dedicated Service				<b>Cash</b>	<b>(unit price) Monthly Pass</b>
<b>TOTAL PASSENGERS</b>		7,383	5,288	Adult	\$1.50 \$1.30
Subscription/Pre-booked				Child	\$1.25 \$1.10
Reservation				Student	\$1.25 \$1.10
On-Demand/Day of trip				Senior	\$1.25 \$1.10
CANCELLED IN ADVANCE	n/a			Attendant	
NO-SHOWS/CANCELLED AT DOOR				Companion	
UNACCOMMODATED TRIPS				Other	
NUMBER OF COMPLAINTS				<b>EMPLOYEE DATA (2007)</b>	<b>(Full-Time) (Part-Time)</b>
<b>OPERATING EXPENSES</b>				Operators	
Administration				Other Operations (e.g. dispatchers)	
Operations:				Mechanics	
Internal - Dedicated Service				General Administration	
Contract - Dedicated Service				Other	
Contract - Non-Dedicated Service				<b>TOTAL NUMBER OF EMPLOYEES</b>	
Contract - Taxi Scrip				<b>Union Affiliations:</b>	
Maintenance (Vehicles & Facilities)				Operators: CUPE Local 855	
Fuel				Mechanics: CUPE Local 855	
<b>TOTAL OPERATING EXPENSES</b>				Top Operator Wage Rate: \$17.32	
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>				Top Mechanic Wage Rate: \$21.28	
Passenger Revenue				<b>PERFORMANCE INDICATORS</b>	
Other Operating Revenue					
Total Operating Revenues				<b>FINANCIAL</b>	<b>2006 2007</b>
Federal Contributions				R/C Ratio	
Provincial Contributions				Net Operating Cost / Capita	
Municipal Contributions				Total Exp. / Passenger	
Donations / Other				Total Exp. / Eligible Passenger	
<b>TOTAL</b>				Transp. Exp. / Passenger	
<b>CAPITAL EXPENSES</b>				Dedicated Service	
Vehicles Purchased				Non-Dedicated Service (e.g. Taxis)	
Debt Servicing				Transp. Exp. / Hour (Dedicated Service)	
Other Capital Expenses				<b>OPERATING</b>	
<b>TOTAL CAPITAL EXPENSES</b>				Registrants / Capita	0.0522 0.0545
<b>CAPITAL FUNDING SOURCES</b>				Passengers / Capita	0.3813 0.2731
Transit System				Passengers / Registrant	7.31 5.01
Federal Contributions				Passengers / Hour (Dedicated Service)	3.16 2.26
Provincial Contributions				Km. / Passenger (Dedicated Service)	
Municipal Contributions				Average Speed (Dedicated Service)	
Donations / Other					
<b>TOTAL CAPITAL FUNDING</b>					

<b>VEHICLE DATA</b>	<b>Number</b>	<b>Veh. Peak</b>	<b>Avg. Capacity per Veh.</b>	
			<b>Wheelchair</b>	<b>Ambulatory</b>
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1		
Other				
<b>TOTAL DED. VEHICLES</b>	1	1	N/A	N/A
Accessible taxis				

<b>PASSENGER DATA</b>	<b>Ded. Service</b>	<b>Non-Ded. Service</b>
Ambulatory	2,811	
Wheelchair/Scooter Users	2,477	
Attendants		
Companions		
Other		
<b>TOTAL (%Total)</b>	5,288 ( 100%)	( 0%)

**KENORA****KENORA HANDI-TRANSIT**

Contact: Ms. Diana Jardine  
 Title: Administrative Services  
 Telephone: (807) 468-5947  
 FAX: (807) 468-5947  
 e-mail: newhorizon@kenora.com

Population served: 16,000  
 Service area (km²): 210.9  
 Communities served: 1  
 Service began: 1985  
 Advisory Committee members: 5  
 Eligibility Committee members: 2

**NUMBER OF REGISTRANTS** 206 (Active) 206

Wheelchair/Scooter Users: 186 (90%) 186  
 Ambulatory: 20 (10%) 20

Attendants:

Companions:

Other:

Note: \* Other Eligibility Criteria: doctor recommendation.

**ELIGIBILITY****CRITERIA \***

- ☒ Unable to Board  
☒ Unable to Use  
☒ Other Criteria

Dedicated Service operated by: Transit System / Municipality

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

Taxi Scrip Program available: NO

**VEHICLE KILOMETRES & HOURS**

	2006	2007
Rev. Veh. Km. - Dedicated Service	56,936	60,284
Tot. Veh. Km. - Dedicated Service	58,031	61,382
Rev. Veh. Hr. - Dedicated Service	4,078	4,089
Tot. Veh. Hr. - Dedicated Service	4,261	4,272
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

**PASSENGER DATA**

Dedicated Service	8,457	9,029
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	8,457	9,029
Subscription/Pre-booked	93%	93%
Reservation	5%	5%
On-Demand/Day of trip	2%	2%

CANCELLED IN ADVANCE	n/a	20
NO-SHOWS/CANCELLED AT DOOR	20	5
UNACCOMMODATED TRIPS	20	10
NUMBER OF COMPLAINTS	2	5

**OPERATING EXPENSES**

Administration	\$28,661	\$27,710
Operations:		
Internal - Dedicated Service	\$78,953	\$89,062
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$10,480	\$11,084
Fuel	\$16,966	\$17,094
<b>TOTAL OPERATING EXPENSES</b>	\$135,060	\$144,950

**OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS**

Passenger Revenue	\$61,173	\$53,593
Other Operating Revenue		\$2,542
Total Operating Revenues	\$61,173	\$56,135
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$72,171	\$62,172
Donations / Other		\$13,985
<b>TOTAL</b>	\$133,344	\$132,292

**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		
Donations / Other		\$55,023
<b>TOTAL CAPITAL FUNDING</b>		\$79,767

**SERVICE HOURS/SCHEDULING**

Weekday:	0700 to 1700	Sunday:	0900 to 1700
Saturday:	0700 to 1700	Holiday:	0900 to 1700
Advanced booking notice:	1 days		
Minimum notice for reservation:	24.0 hours		
Reservations/Scheduling:	Partially Computerized		

**FARE STRUCTURE (2007)**

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$4.00	\$4.00	
Child	\$4.00	\$4.00	
Student	\$4.00	\$4.00	
Senior	\$4.00	\$4.00	
Attendant	\$4.00	\$4.00	
Companion	\$4.00	\$4.00	
Other			

**EMPLOYEE DATA (2007)**

	(Full-Time)	(Part-Time)
Operators	1	4
Other Operations (e.g. dispatchers)		
Mechanics		
General Administration		
Other		

**TOTAL NUMBER OF EMPLOYEES** 1 4

**Union Affiliations:** Operators: N/A  
 Mechanics: N/A

Top Operator Wage Rate: \$15.07

Top Mechanic Wage Rate:

**PERFORMANCE INDICATORS**

	2006	2007
<b>FINANCIAL</b>		
R/C Ratio	45%	39%
Net Operating Cost / Capita	\$4.62	\$5.55
Total Exp. / Passenger	\$15.97	\$16.05
Total Exp. / Eligible Passenger	\$16.81	\$17.42
Transp. Exp. / Passenger		
Dedicated Service	\$12.58	\$12.98
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$24.97	\$27.44
<b>OPERATING</b>		
Registrants / Capita	0.0156	0.0129
Passengers / Capita	0.5286	0.5643
Passengers / Registrant	33.83	43.83
Passengers / Hour (Dedicated Service)	2.07	2.21
Km. / Passenger (Dedicated Service)	6.73	6.68
Average Speed (Dedicated Service)	13.96	14.74

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

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	748	
Wheelchair/Scooter Users	7,573	
Attendants	708	
Companions		
Other		
<b>TOTAL (%Total)</b>	9,029 ( 100%)	( 0%)

# KINGSTON

## KINGSTON ACCESS SERVICES

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

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

**NUMBER OF REGISTRANTS** 3,209 (Active) 1,241  
 Wheelchair/Scooter Users: 2,246 (70%) 844  
 Ambulatory: 963 (30%) 397  
 Attendants:  
 Companions:  
 Other:

Note: \* Service is available on Christmas Day 1000 to 2200.

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

### ELIGIBILITY

#### CRITERIA

- ☐ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

VEHICLE KILOMETRES & HOURS		2006	2007	SERVICE HOURS/SCHEDULING *	
Rev. Veh. Km. - Dedicated Service		572,485	583,313	Weekday: 0715 to 2300	Sunday: 0900 to 2300
Tot. Veh. Km. - Dedicated Service		602,616	620,546	Saturday: 0900 to 2300	Holiday: 0715 to 2300
Rev. Veh. Hr. - Dedicated Service		30,391	30,661	Advanced booking notice:	14 days
Tot. Veh. Hr. - Dedicated Service		32,263	32,619	Minimum notice for reservation:	1.0 hours
Non-Dedicated Service - Veh. Km.				Reservations/Scheduling:	Fully Computerized
Non-Dedicated Service - Veh. Hr.					
PASSENGER DATA				FARE STRUCTURE (2007)	
Dedicated Service		83,592	83,173	Cash	Tickets/Cards
Non-Dedicated Service		1,315	1,098	(unit price)	Monthly Pass
<b>TOTAL PASSENGERS</b>		84,907	84,271	Adult	\$2.25
Subscription/Pre-booked		63%	59%	Child	\$2.25
Reservation		35%	39%	Student	\$2.25
On-Demand/Day of trip		2%	2%	Senior	\$2.25
				Attendant	\$2.25
CANCELLED IN ADVANCE		n/a	20,180	Companion	\$2.25
NO-SHOWS/CANCELLED AT DOOR		17,687	1,140	Other	
UNACCOMMODATED TRIPS		2,239	2,217		
NUMBER OF COMPLAINTS			23		
OPERATING EXPENSES				EMPLOYEE DATA (2007)	
Administration		\$313,440	\$341,315	Operators	(Full-Time) 15 (Part-Time) 9
Operations:				Other Operations (e.g. dispatchers)	4 2
Internal - Dedicated Service		\$1,472,352	\$1,532,059	Mechanics	
Contract - Dedicated Service				General Administration	3
Contract - Non-Dedicated Service		\$11,044	\$8,846	Other	
Contract - Taxi Scrip				<b>TOTAL NUMBER OF EMPLOYEES</b>	22 11
Maintenance (Vehicles & Facilities)		\$119,954	\$131,176	<b>Union Affiliations:</b>	
Fuel		\$149,703	\$157,183	Operators: CAW Local 1837	
<b>TOTAL OPERATING EXPENSES</b>		\$2,066,493	\$2,170,579	Mechanics: N/A	
				Top Operator Wage Rate:	\$17.30
				Top Mechanic Wage Rate:	
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS				PERFORMANCE INDICATORS	
Passenger Revenue		\$348,465	\$357,680	FINANCIAL	
Other Operating Revenue		\$252,857	\$190,033		2006 2007
Total Operating Revenues		\$601,322	\$547,713	R/C Ratio	29% 25%
Federal Contributions				Net Operating Cost / Capita	\$12.63 \$13.87
Provincial Contributions		\$43,000	\$59,000	Total Exp. / Passenger	\$24.34 \$25.76
Municipal Contributions		\$1,361,473	\$1,504,466	Total Exp. / Eligible Passenger	\$27.57 \$31.27
Donations / Other		\$60,698	\$59,400	Transp. Exp. / Passenger	
<b>TOTAL</b>		\$2,066,493	\$2,170,579	Dedicated Service	\$20.84 \$21.89
<b>CAPITAL EXPENSES</b>				Non-Dedicated Service (e.g. Taxis)	\$8.40 \$8.06
Vehicles Purchased		\$335,020	\$380,000	Transp. Exp. / Hour (Dedicated Service)	\$53.99 \$55.81
Debt Servicing					
Other Capital Expenses					
<b>TOTAL CAPITAL EXPENSES</b>		\$335,020	\$380,000		
<b>CAPITAL FUNDING SOURCES</b>				<b>OPERATING</b>	
Transit System				Registrants / Capita	0.0287 0.0274
Federal Contributions				Passengers / Capita	0.7320 0.7203
Provincial Contributions			\$126,540	Passengers / Registrant	25.51 26.26
Municipal Contributions		\$335,020	\$253,460	Passengers / Hour (Dedicated Service)	2.75 2.71
Donations / Other				Km. / Passenger (Dedicated Service)	6.85 7.01
<b>TOTAL CAPITAL FUNDING</b>		\$335,020	\$380,000	Average Speed (Dedicated Service)	18.84 19.02

VEHICLE DATA		Veh. Peak	Avg. Capacity per Veh.	
Number			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	1	1		8
Small Buses	20	17	6	4
Other				
<b>TOTAL DED. VEHICLES</b>	21	18	N/A	N/A
Accessible taxis				

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	22,507	1,098
Wheelchair/Scooter Users	45,820	
Attendants		
Companions	14,846	
Other		
<b>TOTAL (%Total)</b>	83,173 ( 99%)	1,098 ( 1%)

# LANARK COUNTY

## LANARK TRANSPORTATION ASSOCIATION

Contact: Ms. Marilyn Bird  
Title: Coordinator  
Telephone: (613) 253-8265  
FAX: (613) 253-8252  
e-mail: lta@primus.ca

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

## NUMBER OF REGISTRANTS

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

Note: \* Other Eligibility Criteria: clients must be registered or working with another social agency, i.e. Ontario Works, Ontario Disability Support Program, Children's Aid Society, or Connections/Early Years Program or are in a wheelchair.

Dedicated Service operated by: Private Non-profit Organization  
Non-Ded. Service (e.g. Taxis) operated by: 3 taxi companies  
Taxi Scrip Program available: YES

## ELIGIBILITY CRITERIA \*

- ☐ Unable to Board  
☐ Unable to Use  
☒ Other Criteria

## VEHICLE KILOMETRES & HOURS

	2006	2007
Rev. Veh. Km. - Dedicated Service	150,000	194,000
Tot. Veh. Km. - Dedicated Service	150,000	194,000
Rev. Veh. Hr. - Dedicated Service	4,800	10,000
Tot. Veh. Hr. - Dedicated Service	4,800	10,000
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	6,840	9,433
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	6,840	9,433
Subscription/Pre-booked	5%	5%
Reservation	90%	90%
On-Demand/Day of trip	5%	5%

CANCELLED IN ADVANCE	n/a	260
NO-SHOWS/CANCELLED AT DOOR	37	52
UNACCOMMODATED TRIPS	49	110
NUMBER OF COMPLAINTS	12	10

## OPERATING EXPENSES

Administration	\$127,867	\$111,500
Operations:		
Internal - Dedicated Service	\$121,165	\$132,000
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$613	\$1,500
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$14,355	\$12,500
Fuel	\$16,561	\$22,500
<b>TOTAL OPERATING EXPENSES</b>	\$280,561	\$280,000

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$157,841	\$204,000
Other Operating Revenue		
<b>Total Operating Revenues</b>	\$157,841	\$204,000
Federal Contributions		
Provincial Contributions	\$60,241	
Municipal Contributions	\$42,760	\$76,000
Donations / Other	\$1,153	
<b>TOTAL</b>	\$261,995	\$280,000

## CAPITAL EXPENSES

Vehicles Purchased	\$65,631	\$48,000
Debt Servicing		
Other Capital Expenses	\$2,609	\$10,500
<b>TOTAL CAPITAL EXPENSES</b>	\$68,240	\$58,500

## CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$35,000	\$55,500
Municipal Contributions	\$33,240	
Donations / Other		\$3,000
<b>TOTAL CAPITAL FUNDING</b>	\$68,240	\$58,500

## SERVICE HOURS/SCHEDULING

Weekday:	0500 to 2100	Sunday:
Saturday:		Holiday:
Advanced booking notice:		14 days
Minimum notice for reservation:		
Reservations/Scheduling:	Fully Computerized	

## FARE STRUCTURE (2007)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult			
Child			
Student			
Senior			
Attendant			
Companion			
Other	fare varies by distance		

## EMPLOYEE DATA (2007)

	(Full-Time)	(Part-Time)
Operators	10	
Other Operations (e.g. dispatchers)	1	
Mechanics		
General Administration	2	
Other		

## TOTAL NUMBER OF EMPLOYEES

13

Union Affiliations: Operators: N/A  
Mechanics: N/A

Top Operator Wage Rate: \$12.50  
Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2006	2007
<b>FINANCIAL</b>		
R/C Ratio	56%	73%
Net Operating Cost / Capita	\$1.72	\$1.06
Total Exp. / Passenger	\$41.02	\$29.68
Total Exp. / Eligible Passenger	\$41.02	\$29.68
Transp. Exp. / Passenger		
Dedicated Service	\$22.23	\$17.70
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$31.68	\$16.70
<b>OPERATING</b>		
Registrants / Capita		
Passengers / Capita	0.0957	0.1319
Passengers / Registrant		
Passengers / Hour (Dedicated Service)	1.43	0.94
Km. / Passenger (Dedicated Service)	21.93	20.57
Average Speed (Dedicated Service)	31.25	19.40

## PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	9,433*	
Wheelchair/Scooter Users		
Attendants		
Companions		
Other		
<b>TOTAL (%Total)</b>	9,433 ( 100%)	( 0%)

\* Total for dedicated and non-dedicated services

## VEHICLE DATA

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

# LEAMINGTON

## ERIE SHORE COMMUNITY TRANSIT

Contact: Mr. Mark Wybenga  
 Title: Department Coordinator  
 Telephone: (519) 326-9030  
 FAX: (519) 326-8697  
 e-mail: mwybenga@secc.on.ca

Population served: 51,000  
 Service area (km²): 511.0  
 Communities served: 3  
 Service began: 1991  
 Advisory Committee members: 12  
 Eligibility Committee members: N/A

### ELIGIBILITY CRITERIA \*

- ☒ Unable to Board  
☒ Unable to Use  
☒ Other Criteria

Dedicated Service operated by: Private Non-profit Organization

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

Taxi Scrip Program available: NO

**NUMBER OF REGISTRANTS** 745 (Active) 296

Wheelchair/Scooter Users: 149 (20%) 59  
 Ambulatory: 507 (68%) 201  
 Attendants: 89 (12%) 36

Companions:  
 Other:

Note: \* Other Eligibility Criteria: other disabilities or health conditions limiting mobility. \* ESCT offers weekend, after hours, group and special occasion services to those confined in a wheelchair and unable to transfer to other vehicles. \* ESCT will be re-examining holiday hours over the next year based on user request trends. Saturday services may also be reintroduced over the next year as well due to increased demand.

VEHICLE KILOMETRES & HOURS		2006	2007	SERVICE HOURS/SCHEDULING	
Rev. Veh. Km. - Dedicated Service		94,750	93,145	Weekday: 0700 to 1700	Sunday:
Tot. Veh. Km. - Dedicated Service		94,750	93,145	Saturday:	Holiday: 0900 to 1500
Rev. Veh. Hr. - Dedicated Service		5,200	5,200	Advanced booking notice:	7 days
Tot. Veh. Hr. - Dedicated Service		5,200	5,200	Minimum notice for reservation:	48.0 hours
Non-Dedicated Service - Veh. Km.				Reservations/Scheduling:	Partially Computerized
Non-Dedicated Service - Veh. Hr.					
PASSENGER DATA				FARE STRUCTURE (2007)	
Dedicated Service		9,012	9,688	Cash	Tickets/Cards (unit price) Monthly Pass
Non-Dedicated Service				Adult	\$5.00
				Child	
				Student	\$5.00
				Senior	\$5.00
				Attendant	\$2.50
				Companion	\$2.50
				Other	Children not eligible
TOTAL PASSENGERS				EMPLOYEE DATA (2007)	
Subscription/Pre-booked		25%	25%	(Full-Time)	(Part-Time)
Reservation		70%	70%	Operators	1 5
On-Demand/Day of trip		5%	5%	Other Operations (e.g. dispatchers)	1
				Mechanics	
				General Administration	1
				Other	
CANCELLED IN ADVANCE		n/a	969	<b>TOTAL NUMBER OF EMPLOYEES</b>	3 5
NO-SHOWS/CANCELLED AT DOOR		54	58	<b>Union Affiliations:</b>	
UNACCOMMODATED TRIPS		27	29	Operators: CUPE Local 4523	
NUMBER OF COMPLAINTS		9		Mechanics: N/A	
OPERATING EXPENSES				Top Operator Wage Rate:	\$13.90
Administration		\$43,458	\$39,707	Top Mechanic Wage Rate:	
Operations:					
Internal - Dedicated Service		\$140,325	\$133,986		
Contract - Dedicated Service					
Contract - Non-Dedicated Service					
Contract - Taxi Scrip					
Maintenance (Vehicles & Facilities)		\$25,494	\$18,413		
Fuel		\$19,838	\$21,964		
<b>TOTAL OPERATING EXPENSES</b>		<b>\$229,115</b>	<b>\$214,070</b>		
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS				PERFORMANCE INDICATORS	
Passenger Revenue		\$48,408	\$49,390	FINANCIAL	
Other Operating Revenue				2006	2007
Total Operating Revenues		\$48,408	\$49,390	R/C Ratio	21% 23%
Federal Contributions				Net Operating Cost / Capita	\$3.61 \$3.23
Provincial Contributions		\$152,490	\$144,753	Total Exp. / Passenger	\$25.42 \$22.10
Municipal Contributions		\$24,017	\$19,927	Total Exp. / Eligible Passenger	\$28.40 \$24.97
Donations / Other		\$200		Transp. Exp. / Passenger	
<b>TOTAL</b>		<b>\$225,115</b>	<b>\$214,070</b>	Dedicated Service	\$20.60 \$18.00
CAPITAL EXPENSES				Non-Dedicated Service (e.g. Taxis)	
Vehicles Purchased				Transp. Exp. / Hour (Dedicated Service)	\$35.70 \$33.53
Debt Servicing					
Other Capital Expenses					
<b>TOTAL CAPITAL EXPENSES</b>				<b>OPERATING</b>	
CAPITAL FUNDING SOURCES				Registrants / Capita	0.0055 0.0146
Transit System				Passengers / Capita	0.1802 0.1900
Federal Contributions				Passengers / Registrant	33.01 13.00
Provincial Contributions				Passengers / Hour (Dedicated Service)	1.73 1.86
Municipal Contributions				Km. / Passenger (Dedicated Service)	10.51 9.61
Donations / Other				Average Speed (Dedicated Service)	18.22 17.91
<b>TOTAL CAPITAL FUNDING</b>					

VEHICLE DATA		Veh. Peak	Avg. Capacity per Veh.	
Number			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	3	3	4	8
Other				
<b>TOTAL DED. VEHICLES</b>	<b>3</b>	<b>3</b>	<b>N/A</b>	<b>N/A</b>
Accessible taxis				

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	6,628	
Wheelchair/Scooter Users	1,945	
Attendants	1,115	
Companions		
Other		
<b>TOTAL (%Total)</b>	<b>9,688 ( 100%)</b>	<b>( 0%)</b>



**LONDON****LONDON TRANSIT SPECIALIZED**

Contact: Ms. Kelly Paleczny  
 Title: Director of Finance & Administration  
 Telephone: (519) 451-1340 x366  
 FAX: (519) 451-0153  
 e-mail: kpaleczn@london.ca

Population served: 351,800  
 Service area (km²): 166.0  
 Communities served: 1  
 Service began: 1977  
 Advisory Committee members: 6  
 Eligibility Committee members: N/A

**NUMBER OF REGISTRANTS** 3,050 (Active) 3,050

Wheelchair/Scooter Users: 1,830 (60%) 1,830  
 Ambulatory: 1,220 (40%) 1,220

Attendants:  
 Companions:  
 Other:

Note: \* 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.

Dedicated Service operated by: 1 contractor

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

Taxi Scrip Program available: NO

**ELIGIBILITY CRITERIA**

- ☐ Unable to Board  
☐ Unable to Use  
☒ Other Criteria

<b>VEHICLE KILOMETRES &amp; HOURS</b>		<b>2006</b>	<b>2007</b>	<b>SERVICE HOURS/SCHEDULING</b>	
Rev. Veh. Km. - Dedicated Service				Weekday: 0700 to 2330	Sunday: 0830 to 2330
Tot. Veh. Km. - Dedicated Service				Saturday: 0830 to 2330	Holiday: 0830 to 2330
Rev. Veh. Hr. - Dedicated Service		68,460	81,857	Advanced booking notice: 3 days	
Tot. Veh. Hr. - Dedicated Service		68,460	81,857	Minimum notice for reservation: 1.0 hours	
Non-Dedicated Service - Veh. Km.				Reservations/Scheduling: Fully Computerized	
Non-Dedicated Service - Veh. Hr.					
<b>PASSENGER DATA</b>				<b>FARE STRUCTURE (2007)</b>	
Dedicated Service		164,023	167,034	<b>Cash</b>	
Non-Dedicated Service		24,608	29,531	<b>(unit price)</b>	
<b>TOTAL PASSENGERS</b>		188,631	196,565	<b>Monthly Pass</b>	
Subscription/Pre-booked		35%	37%	Adult	\$2.50
Reservation		58%	53%	Child	\$1.25
On-Demand/Day of trip		7%	10%	Student	\$2.50
				Senior	\$2.50
				Attendant	\$2.50
				Companion	\$2.50
				Other	Annual tuition pass - \$148.54
CANCELLED IN ADVANCE		n/a	26,663	<b>EMPLOYEE DATA (2007)</b>	
NO-SHOWS/CANCELLED AT DOOR		2,797	3,021	<b>(Full-Time)</b>	
UNACCOMMODATED TRIPS		4,733	9,433	<b>(Part-Time)</b>	
NUMBER OF COMPLAINTS		122	73	Operators	
<b>OPERATING EXPENSES</b>				Other Operations (e.g. dispatchers)	2
Administration		\$517,066	\$191,273	Mechanics	
Operations:				General Administration	5
Internal - Dedicated Service		\$60,796	\$355,301	Other	
Contract - Dedicated Service		\$2,085,223	\$2,170,427	<b>TOTAL NUMBER OF EMPLOYEES</b>	
Contract - Non-Dedicated Service		\$201,971	\$250,713	7	
Contract - Taxi Scrip				<b>Union Affiliations:</b>	
Maintenance (Vehicles & Facilities)				Operators:	N/A
Fuel				Mechanics:	N/A
<b>TOTAL OPERATING EXPENSES</b>		\$2,865,056	\$2,967,714	Top Operator Wage Rate:	
				Top Mechanic Wage Rate:	
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>				<b>PERFORMANCE INDICATORS</b>	
Passenger Revenue		\$318,191	\$327,911	<b>FINANCIAL</b>	
Other Operating Revenue				<b>2006</b>	
Total Operating Revenues		\$318,191	\$327,911	<b>2007</b>	
Federal Contributions				R/C Ratio	11%
Provincial Contributions		\$134,865	\$155,403	Net Operating Cost / Capita	\$7.24
Municipal Contributions		\$2,412,000	\$2,484,400	Total Exp. / Passenger	\$15.19
Donations / Other				Total Exp. / Eligible Passenger	\$16.98
<b>TOTAL</b>		\$2,865,056	\$2,967,714	Transp. Exp. / Passenger	
<b>CAPITAL EXPENSES</b>				Dedicated Service	\$13.08
Vehicles Purchased				Non-Dedicated Service (e.g. Taxis)	\$8.21
Debt Servicing				Transp. Exp. / Hour (Dedicated Service)	\$31.35
Other Capital Expenses					\$30.86
<b>TOTAL CAPITAL EXPENSES</b>				<b>OPERATING</b>	
<b>CAPITAL FUNDING SOURCES</b>				Registrants / Capita	0.0078
Transit System				Passengers / Capita	0.5362
Federal Contributions				Passengers / Registrant	68.59
Provincial Contributions				Passengers / Hour (Dedicated Service)	2.40
Municipal Contributions				Km. / Passenger (Dedicated Service)	
Donations / Other				Average Speed (Dedicated Service)	
<b>TOTAL CAPITAL FUNDING</b>					

<b>PASSENGER DATA</b>	<b>Ded. Service</b>	<b>Non-Ded. Service</b>
Ambulatory	59,250	27,064
Wheelchair/Scooter Users	88,874	
Attendants	18,910	2,467
Companions		
Other		
<b>TOTAL (%Total)</b>	167,034 ( 85%)	29,531 ( 15%)

<b>VEHICLE DATA</b>		<b>Veh. Peak</b>	<b>Avg. Capacity per Veh.</b>	
Number			<b>Wheelchair</b>	<b>Ambulatory</b>
Non-Accessible Cars	6	6	N/A	4
Accessible Vans/Minivans				
Small Buses	20	20	4	4
Other	1	1		12
<b>TOTAL DED. VEHICLES</b>	27	27	N/A	N/A
Accessible taxis				

**MEAFORD****GEORGIAN HANDI VAN**

Contact: Mr. Peter Doran  
 Title: Secretary  
 Telephone: (519) 538-3699  
 FAX:  
 e-mail: pdoran@bmts.com

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

**NUMBER OF REGISTRANTS** 294 (Active) 294

Wheelchair/Scooter Users: 25 (9%) 25  
 Ambulatory: 269 (91%) 269

Attendants:

Companions:

Other:

Note: \* \$2.00 to \$7.50 Zone fares

\* Other eligibility criteria: Senior citizens are accepted without disabilities.

**ELIGIBILITY CRITERIA**

- ☒ Unable to Board  
☒ Unable to Use  
☒ Other Criteria

Dedicated Service operated by: 1 contractor

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

Taxi Scrip Program available: NO

<b>VEHICLE KILOMETRES &amp; HOURS</b>		<b>2006</b>	<b>2007</b>	<b>SERVICE HOURS/SCHEDULING</b>	
Rev. Veh. Km. - Dedicated Service		35,000	35,000	Weekday: 0800 to 1700	Sunday:
Tot. Veh. Km. - Dedicated Service		35,000	35,000	Saturday:	Holiday:
Rev. Veh. Hr. - Dedicated Service		1,483	1,558	Advanced booking notice:	14 days
Tot. Veh. Hr. - Dedicated Service		2,024	2,043	Minimum notice for reservation:	8.0 hours
Non-Dedicated Service - Veh. Km.				Reservations/Scheduling:	Manual
Non-Dedicated Service - Veh. Hr.					
<b>PASSENGER DATA</b>				<b>FARE STRUCTURE (2007) *</b>	
Dedicated Service		5,368	5,816	<b>Cash</b>	<b>Tickets/Cards (unit price) Monthly Pass</b>
Non-Dedicated Service				Adult	\$2.00
<b>TOTAL PASSENGERS</b>		5,368	5,816	Child	\$2.00
Subscription/Pre-booked		20%	20%	Student	\$2.00
Reservation		75%	75%	Senior	\$2.00
On-Demand/Day of trip		5%	5%	Attendant	\$2.00
CANCELLED IN ADVANCE		n/a		Companion	\$2.00
NO-SHOWS/CANCELLED AT DOOR				Other	
UNACCOMMODATED TRIPS					
NUMBER OF COMPLAINTS				<b>EMPLOYEE DATA (2007)</b>	<b>(Full-Time) (Part-Time)</b>
<b>OPERATING EXPENSES</b>				Operators	
Administration		\$5,481	\$2,211	Other Operations (e.g. dispatchers)	
Operations:				Mechanics	
Internal - Dedicated Service				General Administration	
Contract - Dedicated Service		\$44,755	\$47,303	Other	
Contract - Non-Dedicated Service				<b>TOTAL NUMBER OF EMPLOYEES</b>	
Contract - Taxi Scrip				<b>Union Affiliations:</b>	Operators: N/A
Maintenance (Vehicles & Facilities)		\$7,754	\$8,267		Mechanics: N/A
Fuel		\$7,600	\$8,854	Top Operator Wage Rate:	
<b>TOTAL OPERATING EXPENSES</b>		\$65,590	\$66,635	Top Mechanic Wage Rate:	
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>				<b>PERFORMANCE INDICATORS</b>	
Passenger Revenue		\$9,659	\$9,748	<b>FINANCIAL</b>	
Other Operating Revenue		\$14,283	\$18,001		<b>2006 2007</b>
Total Operating Revenues		\$23,942	\$27,749	R/C Ratio	37% 42%
Federal Contributions				Net Operating Cost / Capita	\$4.16 \$3.89
Provincial Contributions				Total Exp. / Passenger	\$12.22 \$11.46
Municipal Contributions		\$41,648	\$38,886	Total Exp. / Eligible Passenger	\$12.52 \$11.90
Donations / Other				Transp. Exp. / Passenger	
<b>TOTAL</b>		\$65,590	\$66,635	Dedicated Service	\$11.20 \$11.08
<b>CAPITAL EXPENSES</b>				Non-Dedicated Service (e.g. Taxis)	
Vehicles Purchased				Transp. Exp. / Hour (Dedicated Service)	\$29.70 \$31.53
Debt Servicing				<b>OPERATING</b>	
Other Capital Expenses				Registrants / Capita	0.0270 0.0294
<b>TOTAL CAPITAL EXPENSES</b>				Passengers / Capita	0.5368 0.5816
<b>CAPITAL FUNDING SOURCES</b>				Passengers / Registrant	19.88 19.78
Transit System				Passengers / Hour (Dedicated Service)	3.62 3.73
Federal Contributions				Km. / Passenger (Dedicated Service)	6.52 6.02
Provincial Contributions				Average Speed (Dedicated Service)	23.60 22.46
Municipal Contributions					
Donations / Other					
<b>TOTAL CAPITAL FUNDING</b>					

<b>VEHICLE DATA</b>		<b>Veh. Peak</b>	<b>Avg. Capacity per Veh.</b>	
<b>Number</b>			<b>Wheelchair</b>	<b>Ambulatory</b>
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	2	10
Other				
<b>TOTAL DED. VEHICLES</b>	1	1	N/A	N/A
Accessible taxis				

<b>PASSENGER DATA</b>	<b>Ded. Service</b>	<b>Non-Ded. Service</b>
Ambulatory	3,739	
Wheelchair/Scooter Users	1,860	
Attendants	217	
Companions		
Other		
<b>TOTAL (%Total)</b>	5,816 ( 100%)	( 0%)

# MIDLAND

## MIDLAND ACCESSIBLE TRANSIT

Contact: Mr. Mike Kenney  
 Title: Manager of Public Works, Transit  
 Telephone: (705) 526-4275  
 FAX: (705) 526-9971  
 e-mail: mkenney@town.midland.on.ca

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

Population served: 16,700  
 Service area (km²): 30.2  
 Communities served: 1  
 Service began: 2005  
 Advisory Committee members: N/A  
 Eligibility Committee members: 2

### ELIGIBILITY CRITERIA

- ☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

**NUMBER OF REGISTRANTS** 630 (Active) 630  
 Wheelchair/Scooter Users: 577 (92%) 577  
 Ambulatory:  
 Attendants: 53 (8%) 53  
 Companions:  
 Other:

Note: \* Ridership numbers have doubled in 2007 due to this being the second full year of operation and the increased public awareness.  
 \* Contracted operator retained passenger revenue in 2006.

VEHICLE KILOMETRES & HOURS		2006	2007	SERVICE HOURS/SCHEDULING	
Rev. Veh. Km. - Dedicated Service		8,097	10,930	Weekday: 0800 to 1630	Sunday:
Tot. Veh. Km. - Dedicated Service		8,097	10,930	Saturday:	Holiday:
Rev. Veh. Hr. - Dedicated Service		457	497	Advanced booking notice:	14 days
Tot. Veh. Hr. - Dedicated Service		457	497	Minimum notice for reservation:	24.0 hours
Non-Dedicated Service - Veh. Km.				Reservations/Scheduling:	Partially Computerized
Non-Dedicated Service - Veh. Hr.					
PASSENGER DATA				FARE STRUCTURE (2007)	
Dedicated Service *		783	1,490	<b>Cash</b>	<b>Tickets/Cards (unit price) Monthly Pass</b>
Non-Dedicated Service				Adult	\$2.50
<b>TOTAL PASSENGERS</b>		783	1,490	Child	\$2.50
Subscription/Pre-booked			5%	Student	\$2.50
Reservation	95%		90%	Senior	\$2.50
On-Demand/Day of trip	5%		5%	Attendant	free
CANCELLED IN ADVANCE	n/a		115	Companion	\$2.50
NO-SHOWS/CANCELLED AT DOOR				Other	
UNACCOMMODATED TRIPS	54			<b>EMPLOYEE DATA (2007)</b>	<b>(Full-Time) (Part-Time)</b>
NUMBER OF COMPLAINTS				Operators	3
<b>OPERATING EXPENSES</b>				Other Operations (e.g. dispatchers)	
Administration	\$5,114		\$3,000	Mechanics	
Operations:				General Administration	
Internal - Dedicated Service				Other	
Contract - Dedicated Service	\$27,013		\$33,730	<b>TOTAL NUMBER OF EMPLOYEES</b>	3
Contract - Non-Dedicated Service				<b>Union Affiliations:</b> Operators: N/A	
Contract - Taxi Scrip				Mechanics: N/A	
Maintenance (Vehicles & Facilities)	\$289		\$509	Top Operator Wage Rate:	\$12.50
Fuel	\$1,521		\$2,244	Top Mechanic Wage Rate:	
<b>TOTAL OPERATING EXPENSES</b>	\$33,937		\$39,483		
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS				<b>PERFORMANCE INDICATORS</b>	
Passenger Revenue *			\$3,399		
Other Operating Revenue					
Total Operating Revenues			\$3,399		
Federal Contributions					
Provincial Contributions	\$33,937		\$36,084		
Municipal Contributions					
Donations / Other					
<b>TOTAL</b>	\$33,937		\$39,483		
CAPITAL EXPENSES					
Vehicles Purchased					
Debt Servicing					
Other Capital Expenses					
<b>TOTAL CAPITAL EXPENSES</b>					
CAPITAL FUNDING SOURCES					
Transit System					
Federal Contributions					
Provincial Contributions					
Municipal Contributions					
Donations / Other					
<b>TOTAL CAPITAL FUNDING</b>					

## PERFORMANCE INDICATORS

FINANCIAL	2006	2007
R/C Ratio		9%
Net Operating Cost / Capita	\$2.03	\$2.16
Total Exp. / Passenger	\$43.34	\$26.50
Total Exp. / Eligible Passenger	\$43.34	\$26.50
Transp. Exp. / Passenger		
Dedicated Service	\$36.81	\$24.49
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$63.07	\$73.41
OPERATING		
Registrants / Capita	0.0025	0.0377
Passengers / Capita	0.0469	0.0892
Passengers / Registrant	19.10	2.37
Passengers / Hour (Dedicated Service)	1.71	3.00
Km. / Passenger (Dedicated Service)	10.34	7.34
Average Speed (Dedicated Service)	17.72	21.99

VEHICLE DATA		Veh. Peak	Avg. Capacity per Veh.	
Number			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	1	1	3	
Small Buses				
Other				
<b>TOTAL DED. VEHICLES</b>	1	1	N/A	N/A
Accessible taxis				

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	1,490*	
Wheelchair/Scooter Users		
Attendants		
Companions		
Other		
<b>TOTAL (%Total)</b>	1,490 ( 100%)	( 0%)
* Total for all categories		

**MILTON****DISABLED TRANSIT SERVICE**

Contact: Mr. Tony D'Alessandro  
 Title: Transit Coordinator  
 Telephone: (905) 878-7252 x2548  
 FAX: (905) 864-3222  
 e-mail: tony.dalessandro@milton.ca

Dedicated Service operated by: 1 contractor

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

Taxi Scrip Program available: NO

Population served: 65,000  
 Service area (km²): 380.0  
 Communities served: 1  
 Service began: 1980  
 Advisory Committee members: 5  
 Eligibility Committee members: N/A

**ELIGIBILITY CRITERIA**

- ☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

**NUMBER OF REGISTRANTS** 325 (Active) 325

Wheelchair/Scooter Users: 58 (18%) 58  
 Ambulatory: 220 (68%) 220  
 Attendants: 47 (14%) 47  
 Companions:  
 Other:

Note: \* 2007 ridership data was affected by the unavailability of the taxi passenger trips from their service provider during August to December 2007.

<b>VEHICLE KILOMETRES &amp; HOURS</b>	<b>2006</b>	<b>2007</b>	<b>SERVICE HOURS/SCHEDULING</b>		
Rev. Veh. Km. - Dedicated Service			Weekday: 0730 to 1730	Sunday:	
Tot. Veh. Km. - Dedicated Service			Saturday:	Holiday:	
Rev. Veh. Hr. - Dedicated Service			Advanced booking notice:	7 days	
Tot. Veh. Hr. - Dedicated Service			Minimum notice for reservation:		
Non-Dedicated Service - Veh. Km.			Reservations/Scheduling:	Manual	
Non-Dedicated Service - Veh. Hr.					
<b>PASSENGER DATA</b>			<b>FARE STRUCTURE (2007)</b>	<b>Tickets/Cards</b>	
Dedicated Service	3,957	3,728	<b>Cash</b>	<b>(unit price)</b>	<b>Monthly Pass</b>
Non-Dedicated Service *	860	516	Adult	\$3.00	
<b>TOTAL PASSENGERS</b>	<b>4,817</b>	<b>4,244</b>	Child	\$3.00	
Subscription/Pre-booked			Student	\$3.00	
Reservation			Senior	\$3.00	
On-Demand/Day of trip			Attendant	free	
CANCELLED IN ADVANCE	n/a		Companion	\$3.00	
NO-SHOWS/CANCELLED AT DOOR			Other		
UNACCOMMODATED TRIPS					
NUMBER OF COMPLAINTS			<b>EMPLOYEE DATA (2007)</b>	<b>(Full-Time)</b>	<b>(Part-Time)</b>
<b>OPERATING EXPENSES</b>			Operators		
Administration			Other Operations (e.g. dispatchers)		
Operations:			Mechanics		
Internal - Dedicated Service			General Administration		
Contract - Dedicated Service	\$124,765	\$127,012	Other		
Contract - Non-Dedicated Service	\$9,188	\$5,946	<b>TOTAL NUMBER OF EMPLOYEES</b>		
Contract - Taxi Scrip			<b>Union Affiliations:</b>	Operators: N/A	Mechanics: N/A
Maintenance (Vehicles & Facilities)					
Fuel			Top Operator Wage Rate:		
<b>TOTAL OPERATING EXPENSES</b>	<b>\$133,953</b>	<b>\$132,958</b>	Top Mechanic Wage Rate:		
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>					
Passenger Revenue	\$12,574	\$12,049			
Other Operating Revenue					
Total Operating Revenues	\$12,574	\$12,049			
Federal Contributions					
Provincial Contributions					
Municipal Contributions	\$121,379	\$120,909			
Donations / Other					
<b>TOTAL</b>	<b>\$133,953</b>	<b>\$132,958</b>			
<b>CAPITAL EXPENSES</b>					
Vehicles Purchased					
Debt Servicing					
Other Capital Expenses					
<b>TOTAL CAPITAL EXPENSES</b>					
<b>CAPITAL FUNDING SOURCES</b>					
Transit System					
Federal Contributions					
Provincial Contributions					
Municipal Contributions					
Donations / Other					
<b>TOTAL CAPITAL FUNDING</b>					

**PERFORMANCE INDICATORS**

<b>FINANCIAL</b>	<b>2006</b>	<b>2007</b>
R/C Ratio	9%	9%
Net Operating Cost / Capita	\$1.87	\$1.86
Total Exp. / Passenger	\$27.81	\$31.33
Total Exp. / Eligible Passenger	\$27.81	\$31.33
Transp. Exp. / Passenger		
Dedicated Service	\$31.53	\$34.07
Non-Dedicated Service (e.g. Taxis)	\$10.68	\$11.52
Transp. Exp. / Hour (Dedicated Service)		
<b>OPERATING</b>		
Registrants / Capita	0.0054	0.0050
Passengers / Capita	0.0741	0.0653
Passengers / Registrant	13.68	13.06
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

<b>VEHICLE DATA</b>	<b>Number</b>	<b>Veh. Peak</b>	<b>Avg. Capacity per Veh.</b>	
			<b>Wheelchair</b>	<b>Ambulatory</b>
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	4	4
Other				
<b>TOTAL DED. VEHICLES</b>	<b>1</b>	<b>1</b>	<b>N/A</b>	<b>N/A</b>
Accessible taxis				

<b>PASSENGER DATA</b>	<b>Ded. Service</b>	<b>Non-Ded. Service</b>
Ambulatory	3,728*	516*
Wheelchair/Scooter Users		
Attendants		
Companions		
Other		
<b>TOTAL (%Total)</b>	<b>3,728 ( 88%)</b>	<b>516 ( 12%)</b>
* Total for all categories		

**NIAGARA FALLS****NIAGARA CHAIR-A-VAN**

Contact: Ms. Jackie Zufelt  
 Title: Dispatcher/Supervisor  
 Telephone: (905) 357-0122  
 FAX: (905) 357-7199  
 e-mail: ncav@cogeco.net

Population served: 80,000  
 Service area (km²): 212.0  
 Communities served: 1  
 Service began: 1977  
 Advisory Committee members: 10  
 Eligibility Committee members: 3

**NUMBER OF REGISTRANTS** 1,044 (Active) 1,044  
 Wheelchair/Scooter Users: 562 (54%) 562  
 Ambulatory: 482 (46%) 482  
 Attendants:  
 Companions:  
 Other:

Note: \* Taxis are used only if we have a vehicle breakdown.

\* Vehicle purchase was made through Niagara Transit and the City of Niagara Falls.

Dedicated Service operated by: Transit Sys. + Non-Profit Orgn.

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

Taxi Scrip Program available: NO

**ELIGIBILITY CRITERIA**

- ☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

<b>VEHICLE KILOMETRES &amp; HOURS</b>		<b>2006</b>	<b>2007</b>	<b>SERVICE HOURS/SCHEDULING</b>		
Rev. Veh. Km. - Dedicated Service		136,946	165,545	Weekday: 0800 to 2000	Sunday: 0900 to 1930	
Tot. Veh. Km. - Dedicated Service		136,946	165,545	Saturday: 0900 to 2300	Holiday:	
Rev. Veh. Hr. - Dedicated Service		6,795	7,786	Advanced booking notice:	30 days	
Tot. Veh. Hr. - Dedicated Service		6,795	7,786	Minimum notice for reservation:	48.0 hours	
Non-Dedicated Service - Veh. Km.				Reservations/Scheduling:	Partially Computerized	
Non-Dedicated Service - Veh. Hr.						
<b>PASSENGER DATA</b>				<b>FARE STRUCTURE (2007)</b>		
Dedicated Service		17,558	19,516	<b>Cash</b>		<b>Tickets/Cards</b>
Non-Dedicated Service						<b>(unit price)</b>
<b>TOTAL PASSENGERS</b>		17,558	19,516			<b>Monthly Pass</b>
Subscription/Pre-booked		15%		Adult	\$2.25	\$2.20
Reservation		82%		Child	\$2.25	\$2.20
On-Demand/Day of trip		3%		Student	\$2.25	\$2.20
CANCELLED IN ADVANCE		n/a	2,042	Senior	\$2.25	\$2.20
NO-SHOWS/CANCELLED AT DOOR		115	136	Attendant	\$2.25	\$2.20
UNACCOMMODATED TRIPS		326	365	Companion	\$2.25	\$2.20
NUMBER OF COMPLAINTS			1	Other		
<b>OPERATING EXPENSES</b>				<b>EMPLOYEE DATA (2007)</b>		
Administration		\$4,900	\$18,538			<b>(Full-Time)</b>
Operations:						<b>(Part-Time)</b>
Internal - Dedicated Service		\$277,912	\$323,592	Operators		4
Contract - Dedicated Service				Other Operations (e.g. dispatchers)		1
Contract - Non-Dedicated Service				Mechanics		
Contract - Taxi Scrip				General Administration		1
Maintenance (Vehicles & Facilities)		\$39,736	\$46,142	Other		
Fuel		\$36,933	\$45,280	<b>TOTAL NUMBER OF EMPLOYEES</b>	6	7
<b>TOTAL OPERATING EXPENSES</b>		\$359,481	\$433,552	<b>Union Affiliations:</b>	Operators: N/A	
					Mechanics: N/A	
				Top Operator Wage Rate:	\$20.17	
				Top Mechanic Wage Rate:		
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>				<b>PERFORMANCE INDICATORS</b>		
Passenger Revenue		\$39,467	\$42,498			<b>2006</b>
Other Operating Revenue			\$21,440			<b>2007</b>
Total Operating Revenues		\$39,467	\$63,938	<b>FINANCIAL</b>		
Federal Contributions				R/C Ratio		11%
Provincial Contributions		\$8,700		Net Operating Cost / Capita	\$4.00	\$4.62
Municipal Contributions		\$311,314	\$369,614	Total Exp. / Passenger	\$20.47	\$22.22
Donations / Other				Total Exp. / Eligible Passenger	\$20.47	\$22.22
<b>TOTAL</b>		\$359,481	\$433,552	Transp. Exp. / Passenger		
<b>CAPITAL EXPENSES</b>				Dedicated Service	\$20.19	\$21.27
Vehicles Purchased		\$83,504		Non-Dedicated Service (e.g. Taxis)		
Debt Servicing				Transp. Exp. / Hour (Dedicated Service)	\$52.18	\$53.30
Other Capital Expenses						
<b>TOTAL CAPITAL EXPENSES</b>		\$83,504		<b>OPERATING</b>		
<b>CAPITAL FUNDING SOURCES</b>				Registrants / Capita	0.0112	0.0131
Transit System				Passengers / Capita	0.2195	0.2440
Federal Contributions				Passengers / Registrant	19.53	18.69
Provincial Contributions		\$83,504		Passengers / Hour (Dedicated Service)	2.58	2.51
Municipal Contributions				Km. / Passenger (Dedicated Service)	7.80	8.48
Donations / Other				Average Speed (Dedicated Service)	20.15	21.26
<b>TOTAL CAPITAL FUNDING</b>		\$83,504				

<b>VEHICLE DATA</b>		<b>Veh. Peak</b>	<b>Avg. Capacity per Veh.</b>	
<b>Number</b>			<b>Wheelchair</b>	<b>Ambulatory</b>
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	6	5	5	5
Other				
<b>TOTAL DED. VEHICLES</b>	6	5	N/A	N/A
Accessible taxis				

<b>PASSENGER DATA</b>	<b>Ded. Service</b>	<b>Non-Ded. Service</b>
Ambulatory	14,005	
Wheelchair/Scooter Users	5,511	
Attendants		
Companions		
Other		
<b>TOTAL (%Total)</b>	19,516 ( 100%)	( 0%)

**NIAGARA REGION****NIAGARA REGION**

Contact: Ms. Kim Koz  
 Title: Manager, Fleet Services  
 Telephone: (905) 685-4225 x3621  
 FAX:  
 e-mail: kim.koz@regional.niagara.on.ca

Population served: 435,300  
 Service area (km²): 1,850.9  
 Communities served: 12  
 Service began: 2006  
 Advisory Committee members: 19  
 Eligibility Committee members: 5

**NUMBER OF REGISTRANTS** 517 (Active) 42  
 Wheelchair/Scooter Users: 33 (6%) 27  
 Ambulatory: 426 (82%) 3  
 Attendants: 48 (9%) 4  
 Companions: 10 (2%) 8  
 Other:

Note: \* Starting November 6, 2006 Niagara Region began to provide 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.

Dedicated Service operated by: Private Non-profit Organization

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

Taxi Scrip Program available: NO

**ELIGIBILITY CRITERIA**

- ☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

<b>VEHICLE KILOMETRES &amp; HOURS</b>		<b>2006</b>	<b>2007</b>	<b>SERVICE HOURS/SCHEDULING</b>	
Rev. Veh. Km. - Dedicated Service			208,487	Weekday: 0700 to 2200	Sunday:
Tot. Veh. Km. - Dedicated Service			208,487	Saturday: 0800 to 1600	Holiday:
Rev. Veh. Hr. - Dedicated Service			11,103	Advanced booking notice:	2 days
Tot. Veh. Hr. - Dedicated Service			11,103	Minimum notice for reservation:	48.0 hours
Non-Dedicated Service - Veh. Km.				Reservations/Scheduling:	Partially Computerized
Non-Dedicated Service - Veh. Hr.					
<b>PASSENGER DATA</b>				<b>FARE STRUCTURE (2007)</b>	
Dedicated Service			4,252	Cash	Tickets/Cards (unit price) Monthly Pass
Non-Dedicated Service				Adult	
<b>TOTAL PASSENGERS</b>			4,252	Child	
Subscription/Pre-booked			57%	Student	
Reservation			43%	Senior	
On-Demand/Day of trip				Attendant	
CANCELLED IN ADVANCE			436	Companion	
NO-SHOWS/CANCELLED AT DOOR				Other	intercity fare: 4 for \$30 (\$7.50 / trip)
UNACCOMMODATED TRIPS			2		
NUMBER OF COMPLAINTS				<b>EMPLOYEE DATA (2007)</b>	<b>(Full-Time) (Part-Time)</b>
<b>OPERATING EXPENSES</b>				Operators	4 6
Administration			\$83,049	Other Operations (e.g. dispatchers)	2 2
Operations:				Mechanics	1
Internal - Dedicated Service			\$421,167	General Administration	2
Contract - Dedicated Service				Other	
Contract - Non-Dedicated Service				<b>TOTAL NUMBER OF EMPLOYEES</b>	9 8
Contract - Taxi Scrip				<b>Union Affiliations:</b>	Operators: N/A
Maintenance (Vehicles & Facilities)			\$48,035	Mechanics: CUPE	
Fuel			\$38,874	Top Operator Wage Rate:	\$16.48
<b>TOTAL OPERATING EXPENSES</b>			\$591,125	Top Mechanic Wage Rate:	\$28.55
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>				<b>PERFORMANCE INDICATORS</b>	
Passenger Revenue			\$45,254	<b>FINANCIAL</b>	<b>2006 2007</b>
Other Operating Revenue					
Total Operating Revenues			\$45,254	R/C Ratio	8%
Federal Contributions				Net Operating Cost / Capita	\$1.25
Provincial Contributions				Total Exp. / Passenger	\$139.02
Municipal Contributions			\$545,871	Total Exp. / Eligible Passenger	\$156.71
Donations / Other				Transp. Exp. / Passenger	
<b>TOTAL</b>			\$591,125	Dedicated Service	\$119.49
<b>CAPITAL EXPENSES</b>				Non-Dedicated Service (e.g. Taxis)	
Vehicles Purchased				Transp. Exp. / Hour (Dedicated Service)	\$45.76
Debt Servicing				<b>OPERATING</b>	
Other Capital Expenses				Registrants / Capita	0.0012
<b>TOTAL CAPITAL EXPENSES</b>				Passengers / Capita	0.0098
<b>CAPITAL FUNDING SOURCES</b>				Passengers / Registrant	8.22
Transit System				Passengers / Hour (Dedicated Service)	0.38
Federal Contributions				Km. / Passenger (Dedicated Service)	49.03
Provincial Contributions				Average Speed (Dedicated Service)	18.78
Municipal Contributions					
Donations / Other					
<b>TOTAL CAPITAL FUNDING</b>					

<b>VEHICLE DATA</b>	<b>Number</b>	<b>Veh. Peak</b>	<b>Avg. Capacity per Veh.</b>	
			<b>Wheelchair</b>	<b>Ambulatory</b>
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	5	4	3	6
Other				
<b>TOTAL DED. VEHICLES</b>	5	4	N/A	N/A
Accessible taxis				

<b>PASSENGER DATA</b>	<b>Ded. Service</b>	<b>Non-Ded. Service</b>
Ambulatory	3,502	
Wheelchair/Scooter Users	270	
Attendants	395	
Companions	85	
Other		
<b>TOTAL (%Total)</b>	4,252 ( 100%)	( 0%)

**NORTH BAY****NORTH BAY PARA BUS**

Contact: Ms. Alice Radley  
 Title: Executive Director  
 Telephone: (705) 476-0733  
 FAX: (705) 476-9287  
 e-mail: aradley@phara.org

Population served: 56,000  
 Service area (km²): 87.0  
 Communities served: 1  
 Service began: 1982  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

**NUMBER OF REGISTRANTS** 1,702 (Active) 1,702  
 Wheelchair/Scooter Users: 784 (46%) 784  
 Ambulatory: 918 (54%) 918  
 Attendants:  
 Companions:  
 Other:

Note:

Dedicated Service operated by: Private Non-profit Organization

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

Taxi Scrip Program available: NO

**ELIGIBILITY****CRITERIA**

- ☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

<b>VEHICLE KILOMETRES &amp; HOURS</b>		<b>2006</b>	<b>2007</b>	<b>SERVICE HOURS/SCHEDULING</b>	
Rev. Veh. Km. - Dedicated Service		204,396	204,482	Weekday: 0730 to 2300	Sunday: 0830 to 1800
Tot. Veh. Km. - Dedicated Service		204,396	204,482	Saturday: 0830 to 2300	Holiday:
Rev. Veh. Hr. - Dedicated Service		11,628	11,757	Advanced booking notice:	2 days
Tot. Veh. Hr. - Dedicated Service		11,628	11,757	Minimum notice for reservation:	48.0 hours
Non-Dedicated Service - Veh. Km.		28,815	24,809	Reservations/Scheduling:	Fully Computerized
Non-Dedicated Service - Veh. Hr.		1,711	1,175		
<b>PASSENGER DATA</b>				<b>FARE STRUCTURE (2007)</b>	
Dedicated Service		39,030	38,541	Cash	Tickets/Cards
Non-Dedicated Service		9,648	8,339	(unit price)	Monthly Pass
<b>TOTAL PASSENGERS</b>		48,678	46,880	Adult	\$2.25
Subscription/Pre-booked		62%	62%	Child	\$2.25
Reservation				Student	\$2.25
On-Demand/Day of trip		38%	38%	Senior	\$2.25
				Attendant	\$2.25
CANCELLED IN ADVANCE		n/a	2,752	Companion	\$2.25
NO-SHOWS/CANCELLED AT DOOR		389	243	Other	
UNACCOMMODATED TRIPS		200	217		
NUMBER OF COMPLAINTS		4	6		
<b>OPERATING EXPENSES</b>				<b>EMPLOYEE DATA (2007)</b>	
Administration		\$18,582	\$18,582	Operators	(Full-Time) 4 (Part-Time) 5
Operations:				Other Operations (e.g. dispatchers)	2 2
Internal - Dedicated Service		\$2,048	\$613	Mechanics	
Contract - Dedicated Service		\$364,598	\$383,685	General Administration	2
Contract - Non-Dedicated Service		\$87,978	\$72,751	Other	
Contract - Taxi Scrip				<b>TOTAL NUMBER OF EMPLOYEES</b>	8 7
Maintenance (Vehicles & Facilities)		\$100,372	\$87,017	<b>Union Affiliations:</b>	Operators: Teamsters Local 230
Fuel		\$55,552	\$59,887		Mechanics: N/A
<b>TOTAL OPERATING EXPENSES</b>		\$629,130	\$622,535	Top Operator Wage Rate:	\$16.66
				Top Mechanic Wage Rate:	
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>				<b>PERFORMANCE INDICATORS</b>	
Passenger Revenue		\$92,974	\$115,252	<b>FINANCIAL</b>	
Other Operating Revenue					<b>2006</b>
<b>Total Operating Revenues</b>		\$92,974	\$115,252		<b>2007</b>
Federal Contributions				R/C Ratio	15% 19%
Provincial Contributions				Net Operating Cost / Capita	\$9.57 \$9.06
Municipal Contributions		\$536,156	\$507,283	Total Exp. / Passenger	\$12.92 \$13.28
Donations / Other				Total Exp. / Eligible Passenger	\$14.60 \$15.39
<b>TOTAL</b>		\$629,130	\$622,535	Transp. Exp. / Passenger	
<b>CAPITAL EXPENSES</b>				Dedicated Service	\$13.39 \$13.78
Vehicles Purchased				Non-Dedicated Service (e.g. Taxis)	\$9.12 \$8.72
Debt Servicing				Transp. Exp. / Hour (Dedicated Service)	\$44.94 \$45.18
Other Capital Expenses					
<b>TOTAL CAPITAL EXPENSES</b>				<b>OPERATING</b>	
<b>CAPITAL FUNDING SOURCES</b>				Registrants / Capita	0.0246 0.0304
Transit System				Passengers / Capita	0.8693 0.8371
Federal Contributions				Passengers / Registrant	35.35 27.54
Provincial Contributions				Passengers / Hour (Dedicated Service)	3.36 3.28
Municipal Contributions				Km. / Passenger (Dedicated Service)	5.24 5.31
Donations / Other				Average Speed (Dedicated Service)	17.58 17.39
<b>TOTAL CAPITAL FUNDING</b>					

<b>VEHICLE DATA</b>		<b>Veh. Peak</b>	<b>Avg. Capacity per Veh.</b>	
Number			Wheelchair	Ambulatory
Non-Accessible Cars	1	1	N/A	3
Accessible Vans/Minivans				
Small Buses	6	5	5	7
Other				
<b>TOTAL DED. VEHICLES</b>	7	6	N/A	N/A
Accessible taxis	1			

<b>PASSENGER DATA</b>	<b>Ded. Service</b>	<b>Non-Ded. Service</b>
Ambulatory	17,043	5,986
Wheelchair/Scooter Users	15,887	1,528
Attendants	5,611	825
Companions		
Other		
<b>TOTAL (%Total)</b>	38,541 ( 82%)	8,339 ( 18%)

**NORTH HURON****WHEELS AWAY**

Contact: Ms. Dianne Grummett  
 Title: Office Manager  
 Telephone: (519) 357-4074  
 FAX: (519) 357-4074  
 e-mail: wheelsaway@bellnet.ca

Population served: 19,395  
 Service area (km²): 1,463.2  
 Communities served: 7  
 Service began: 1991  
 Advisory Committee members: 4  
 Eligibility Committee members: 3

**NUMBER OF REGISTRANTS** 660 (Active) 660

Wheelchair/Scooter Users: 630 (95%) 630

Ambulatory:

Attendants:

Companions:

Other: 30 (5%) 30

Note: \* Eligibility criteria: All those 55 plus. Municipal granting to the disabled does not apply to the clients who register under the 55 plus guidelines.

\* Ridership due to new billing format. Previously two one way trips are now counted as one round trip plus the completion of a 36 month contract in November.

Dedicated Service operated by: Private Non-profit Organization

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

Taxi Scrip Program available: NO

**ELIGIBILITY CRITERIA**

- ☒ Unable to Board  
☒ Unable to Use  
☒ Other Criteria

<b>VEHICLE KILOMETRES &amp; HOURS</b>		<b>2006</b>	<b>2007</b>	<b>SERVICE HOURS/SCHEDULING</b>	
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. Hr. - Dedicated Service			1,886	Advanced booking notice:	7 days
Tot. Veh. Hr. - Dedicated Service			1,886	Minimum notice for reservation:	24.0 hours
Non-Dedicated Service - Veh. Km.				Reservations/Scheduling:	Fully Computerized
Non-Dedicated Service - Veh. Hr.					
<b>PASSENGER DATA</b>				<b>FARE STRUCTURE (2007)</b>	
Dedicated Service		2,462	1,787	Cash	Tickets/Cards (unit price) Monthly Pass
Non-Dedicated Service				Adult	\$4.00
<b>TOTAL PASSENGERS</b>		2,462	1,787	Child	\$4.00
Subscription/Pre-booked	55%		76%	Student	\$4.00
Reservation	43%		20%	Senior	\$4.00
On-Demand/Day of trip	2%		4%	Attendant	\$4.00
CANCELLED IN ADVANCE	n/a		232	Companion	\$4.00
NO-SHOWS/CANCELLED AT DOOR	35		17	Other	\$0.65 per km; \$6 (Base); \$12 per hr.; In town: \$4 per trip
UNACCOMMODATED TRIPS	15			<b>EMPLOYEE DATA (2007)</b>	<b>(Full-Time) (Part-Time)</b>
NUMBER OF COMPLAINTS	8		3	Operators	3
<b>OPERATING EXPENSES</b>				Other Operations (e.g. dispatchers)	
Administration	\$15,697	\$28,305		Mechanics	
Operations:				General Administration	1
Internal - Dedicated Service	\$79,156	\$72,570		Other	
Contract - Dedicated Service				<b>TOTAL NUMBER OF EMPLOYEES</b>	4
Contract - Non-Dedicated Service				<b>Union Affiliations:</b>	
Contract - Taxi Scrip				Operators: N/A	
Maintenance (Vehicles & Facilities)	\$11,576	\$7,412		Mechanics: N/A	
Fuel	\$14,091	\$10,816		Top Operator Wage Rate:	\$12.00
<b>TOTAL OPERATING EXPENSES</b>	\$120,520	\$119,103		Top Mechanic Wage Rate:	
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>				<b>PERFORMANCE INDICATORS</b>	
Passenger Revenue	\$60,395	\$45,170		<b>FINANCIAL</b>	
Other Operating Revenue	\$258	\$1,496			<b>2006 2007</b>
Total Operating Revenues	\$60,653	\$46,666		R/C Ratio	50% 39%
Federal Contributions				Net Operating Cost / Capita	\$3.09 \$3.73
Provincial Contributions	\$7,899	\$8,617		Total Exp. / Passenger	\$48.95 \$66.65
Municipal Contributions	\$31,712	\$31,969		Total Exp. / Eligible Passenger	\$53.16 \$75.91
Donations / Other	\$2,117	\$1,252		Transp. Exp. / Passenger	
<b>TOTAL</b>	\$102,381	\$88,504		Dedicated Service	\$42.58 \$50.81
<b>CAPITAL EXPENSES</b>				Non-Dedicated Service (e.g. Taxis)	
Vehicles Purchased				Transp. Exp. / Hour (Dedicated Service)	\$48.14
Debt Servicing				<b>OPERATING</b>	
Other Capital Expenses				Registrants / Capita	0.0335 0.0340
<b>TOTAL CAPITAL EXPENSES</b>				Passengers / Capita	0.1269 0.0921
<b>CAPITAL FUNDING SOURCES</b>				Passengers / Registrant	3.79 2.71
Transit System				Passengers / Hour (Dedicated Service)	0.95
Federal Contributions				Km. / Passenger (Dedicated Service)	
Provincial Contributions				Average Speed (Dedicated Service)	
Municipal Contributions					
Donations / Other					
<b>TOTAL CAPITAL FUNDING</b>					

<b>VEHICLE DATA</b>		<b>Veh. Peak</b>	<b>Avg. Capacity per Veh.</b>	
Number			<b>Wheelchair</b>	<b>Ambulatory</b>
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	1	1	3	5
Small Buses	1	1	4	4
Other				
<b>TOTAL DED. VEHICLES</b>	2	2	N/A	N/A
Accessible taxis				

<b>PASSENGER DATA</b>	<b>Ded. Service</b>	<b>Non-Ded. Service</b>
Ambulatory	404	
Wheelchair/Scooter Users	1,165	
Attendants	218	
Companions		
Other		
<b>TOTAL (%Total)</b>	1,787 ( 100%)	( 0%)



**NORTH PERTH****NORTH PERTH COMMUNITY TRANSPORTATION**

Contact: Ms. Shirley Hanlon  
 Title: Board Chair  
 Telephone: (519) 271-0728  
 FAX: (519) 271-8358  
 e-mail: shirley.hanlon@von.ca

Population served: 12,275  
 Service area (km²): 493.2  
 Communities served: 1  
 Service began: 1988  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

**NUMBER OF REGISTRANTS** 296 (Active) 296

Wheelchair/Scooter Users: 66 (22%) 66  
 Ambulatory: 185 (63%) 185  
 Attendants: 30 (10%) 30  
 Companions: 15 (5%) 15  
 Other:

Note: \* Service: Flat trip rate inside boundaries of North Perth; km rate outside North Perth; stand-by rate; charter rate.

\* Out of hours service (evenings, weekends) subject to driver availability.

\* Other eligibility criteria: Individuals with developmental or mental health challenges.

Dedicated Service operated by: Private Non-profit Organization

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

Taxi Scrip Program available: NO

**ELIGIBILITY CRITERIA**

- ☒ Unable to Board  
☒ Unable to Use  
☒ Other Criteria

<b>VEHICLE KILOMETRES &amp; HOURS</b>	<b>2006</b>	<b>2007</b>	<b>SERVICE HOURS/SCHEDULING *</b>
Rev. Veh. Km. - Dedicated Service	23,544	20,040	Weekday: 0800 to 1800 Sunday:
Tot. Veh. Km. - Dedicated Service	23,544	20,040	Saturday: Holiday:
Rev. Veh. Hr. - Dedicated Service			Advanced booking notice: 1 days
Tot. Veh. Hr. - Dedicated Service			Minimum notice for reservation: 0.5 hours
Non-Dedicated Service - Veh. Km.			Reservations/Scheduling: Partially Computerized
Non-Dedicated Service - Veh. Hr.			
<b>PASSENGER DATA</b>			<b>FARE STRUCTURE (2007)</b>
Dedicated Service	6,222	6,438	<b>Cash</b>
Non-Dedicated Service			<b>Tickets/Cards (unit price)</b>
<b>TOTAL PASSENGERS</b>	6,222	6,438	<b>Monthly Pass</b>
Subscription/Pre-booked	58%	46%	Adult \$3.50
Reservation	38%	52%	Child \$3.50
On-Demand/Day of trip	4%	2%	Student \$3.50
CANCELLED IN ADVANCE	n/a	928	Senior \$3.50
NO-SHOWS/CANCELLED AT DOOR	11	11	Attendant free
UNACCOMMODATED TRIPS	56	30	Companion \$3.50
NUMBER OF COMPLAINTS	5		Other
<b>OPERATING EXPENSES</b>			<b>EMPLOYEE DATA (2007)</b>
Administration	\$15,295	\$4,295	<b>(Full-Time)</b>
Operations:			<b>(Part-Time)</b>
Internal - Dedicated Service	\$11,018	\$24,046	Operators 4
Contract - Dedicated Service			Other Operations (e.g. dispatchers) 1
Contract - Non-Dedicated Service			Mechanics
Contract - Taxi Scrip			General Administration
Maintenance (Vehicles & Facilities)	\$6,665	\$7,271	Other
Fuel	\$6,116	\$5,017	<b>TOTAL NUMBER OF EMPLOYEES</b> 5
<b>TOTAL OPERATING EXPENSES</b>	\$39,094	\$40,629	<b>Union Affiliations:</b> Operators: N/A
			Mechanics: N/A
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>			Top Operator Wage Rate: \$10.50
Passenger Revenue	\$18,484	\$17,847	Top Mechanic Wage Rate:
Other Operating Revenue			
Total Operating Revenues	\$18,484	\$17,847	
Federal Contributions			
Provincial Contributions	\$8,562	\$8,562	
Municipal Contributions	\$6,000	\$6,000	
Donations / Other	\$2,749	\$1,941	
<b>TOTAL</b>	\$35,795	\$34,350	
<b>CAPITAL EXPENSES</b>			<b>PERFORMANCE INDICATORS</b>
Vehicles Purchased			<b>FINANCIAL</b>
Debt Servicing			<b>2006</b>
Other Capital Expenses			<b>2007</b>
<b>TOTAL CAPITAL EXPENSES</b>			R/C Ratio 47% 44%
<b>CAPITAL FUNDING SOURCES</b>			Net Operating Cost / Capita \$1.68 \$1.86
Transit System			Total Exp. / Passenger \$6.28 \$6.31
Federal Contributions			Total Exp. / Eligible Passenger \$7.20 \$6.31
Provincial Contributions			Transp. Exp. / Passenger
Municipal Contributions			Dedicated Service \$3.82 \$5.64
Donations / Other			Non-Dedicated Service (e.g. Taxis)
<b>TOTAL CAPITAL FUNDING</b>			Transp. Exp. / Hour (Dedicated Service)
			<b>OPERATING</b>
			Registrants / Capita 0.0237 0.0241
			Passengers / Capita 0.5077 0.5245
			Passengers / Registrant 21.46 21.75
			Passengers / Hour (Dedicated Service)
			Km. / Passenger (Dedicated Service) 3.78 3.11
			Average Speed (Dedicated Service)

<b>VEHICLE DATA</b>	<b>Number</b>	<b>Veh. Peak</b>	<b>Avg. Capacity per Veh.</b>	
			<b>Wheelchair</b>	<b>Ambulatory</b>
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	1	1	4	10
Small Buses				
Other				
<b>TOTAL DED. VEHICLES</b>	1	1	N/A	N/A
Accessible taxis				

<b>PASSENGER DATA</b>	<b>Ded. Service</b>	<b>Non-Ded. Service</b>
Ambulatory	6,438*	
Wheelchair/Scooter Users		
Attendants		
Companions		
Other		
<b>TOTAL (%Total)</b>	6,438 ( 100%)	( 0%)
* Total for all categories		

# OAKVILLE

## OAKVILLE CARE-A-VAN

Contact: Ms. Ragini Govender  
 Title: Transit Analyst  
 Telephone: (905) 845-6601 x3937  
 FAX: (905) 338-4166  
 e-mail: rgovender@oakville.ca

Population served: 169,800  
 Service area (km²): 103.5  
 Communities served: 1  
 Service began: 1980  
 Advisory Committee members: 7  
 Eligibility Committee members: 2

**NUMBER OF REGISTRANTS** 1,333 (Active) 1,333

Wheelchair/Scooter Users: 826 (62%) 826  
 Ambulatory: 507 (38%) 507  
 Attendants:  
 Companions:

Note: \* Effective January 2007, Oakville Transit implemented system wide fare parity and monthly pass to its registrants. Care-A-Van users were eligible to use Oakville Transit's regular bus service.

Due to this change, fare media purchased for conventional vs Care-A-Van is not feasible.

\* Passenger revenue reported in this survey is an estimate, based on 2006 revenue.

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

**ELIGIBILITY CRITERIA**  
☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

VEHICLE KILOMETRES & HOURS	2006	2007
Rev. Veh. Km. - Dedicated Service	179,243	205,843
Tot. Veh. Km. - Dedicated Service	179,243	205,843
Rev. Veh. Hr. - Dedicated Service	8,512	10,429
Tot. Veh. Hr. - Dedicated Service	8,512	10,429
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA	2006	2007
Dedicated Service	21,151	24,584
Non-Dedicated Service	11,243	10,921
<b>TOTAL PASSENGERS</b>	32,394	35,505
Subscription/Pre-booked	40%	30%
Reservation	60%	70%
On-Demand/Day of trip		

CANCELLED IN ADVANCE	n/a	3,444
NO-SHOWS/CANCELLED AT DOOR	440	452

UNACCOMMODATED TRIPS

NUMBER OF COMPLAINTS

### OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service	\$328,350	\$480,891
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$121,133	\$129,573
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$20,269	\$29,118
Fuel	\$53,573	\$50,271
<b>TOTAL OPERATING EXPENSES</b>	\$523,325	\$689,853

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue *	\$65,354	\$62,580
Other Operating Revenue		
<b>Total Operating Revenues</b>	\$65,354	\$62,580
Federal Contributions		
Provincial Contributions		\$100
Municipal Contributions	\$457,971	\$627,173
Donations / Other		
<b>TOTAL</b>	\$523,325	\$689,853

### CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses	\$35,000	
<b>TOTAL CAPITAL EXPENSES</b>	\$35,000	

### CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$35,000	
Municipal Contributions		
Donations / Other		
<b>TOTAL CAPITAL FUNDING</b>	\$35,000	

SERVICE HOURS/SCHEDULING		
Weekday:	0600 to 2400	Sunday: 0800 to 2000
Saturday:	0700 to 2400	Holiday: 0800 to 2000
Advanced booking notice:	10 days	
Minimum notice for reservation:	48.0 hours	
Reservations/Scheduling:	Fully Computerized	

FARE STRUCTURE (2007) *	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.50	\$2.10	\$78.00
Child			
Student	\$2.50	\$1.70	\$50.00
Senior	\$2.50	\$1.40	\$45.00
Attendant	\$2.50		
Companion	\$2.50		
Other			

EMPLOYEE DATA (2007)	(Full-Time)	(Part-Time)
Operators	4	3
Other Operations (e.g. dispatchers)	2	
Mechanics		
General Administration		
Other		

**TOTAL NUMBER OF EMPLOYEES** 6 3

**Union Affiliations:** Operators: CAW Local 1256  
 Mechanics: CAW Local 1256

Top Operator Wage Rate: \$22.64  
 Top Mechanic Wage Rate: \$27.19

## PERFORMANCE INDICATORS

FINANCIAL	2006	2007
R/C Ratio	12%	9%
Net Operating Cost / Capita	\$2.77	\$3.69
Total Exp. / Passenger	\$16.15	\$19.43
Total Exp. / Eligible Passenger	\$17.44	\$20.94
Transp. Exp. / Passenger		
Dedicated Service	\$19.02	\$22.79
Non-Dedicated Service (e.g. Taxis)	\$10.77	\$11.86
Transp. Exp. / Hour (Dedicated Service)	\$47.25	\$53.72

### OPERATING

Registrants / Capita	0.0081	0.0079
Passengers / Capita	0.1956	0.2091
Passengers / Registrant	24.14	26.64
Passengers / Hour (Dedicated Service)	2.48	2.36
Km. / Passenger (Dedicated Service)	8.47	8.37
Average Speed (Dedicated Service)	21.06	19.74

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	Wheelchair	Ambulatory
Non-Accessible Cars			N/A		
Accessible Vans/Minivans					
Small Buses	5	4	3		10
Other					
<b>TOTAL DED. VEHICLES</b>	5	4	N/A		N/A
Accessible taxis	4				

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	13,652	9,591
Wheelchair/Scooter Users	8,747	947
Attendants	2,185	383
Companions		
Other		
<b>TOTAL (%Total)</b>	24,584 ( 69%)	10,921 ( 31%)

**ORILLIA****ORILLIA WHEELCHAIR LIMOUSINE SERVICE**

Contact: Ms. Karen Strain  
 Title: Secretary - Operations  
 Telephone: (705) 325-8434  
 FAX: (705) 326-3373  
 e-mail: kstrain@city.orillia.on.ca

Population served: 30,856  
 Service area (km²): 28.8  
 Communities served: 1  
 Service began: 1987  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

**NUMBER OF REGISTRANTS** 394 (Active) 394  
 Wheelchair/Scooter Users: 280 (71%) 280  
 Ambulatory:  
 Attendants: 114 (29%) 114  
 Companions:  
 Other:

Note: \* Other Eligibility Criteria: inability to board a regular taxi.

Dedicated Service operated by: 1 contractor

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

Taxi Scrip Program available: NO

**ELIGIBILITY****CRITERIA \***

- ☒ Unable to Board  
☒ Unable to Use  
☒ Other Criteria

<b>VEHICLE KILOMETRES &amp; HOURS</b>		<b>2006</b>	<b>2007</b>	<b>SERVICE HOURS/SCHEDULING</b>	
Rev. Veh. Km. - Dedicated Service		29,167	25,451	Weekday: 0800 to 2200	Sunday: 0800 to 2200
Tot. Veh. Km. - Dedicated Service		29,167	25,451	Saturday: 0800 to 2200	Holiday:
Rev. Veh. Hr. - Dedicated Service		2,871	2,926	Advanced booking notice:	2 days
Tot. Veh. Hr. - Dedicated Service		2,871	2,926	Minimum notice for reservation:	24.0 hours
Non-Dedicated Service - Veh. Km.				Reservations/Scheduling:	Manual
Non-Dedicated Service - Veh. Hr.					
<b>PASSENGER DATA</b>				<b>FARE STRUCTURE (2007)</b>	
Dedicated Service		6,031	6,046	<b>Tickets/Cards</b>	
Non-Dedicated Service				<b>Cash</b>	<b>(unit price) Monthly Pass</b>
<b>TOTAL PASSENGERS</b>		6,031	6,046	Adult	\$2.75
Subscription/Pre-booked	15%		15%	Child	\$2.75
Reservation	80%		80%	Student	\$2.75
On-Demand/Day of trip	5%		5%	Senior	\$2.75
				Attendant	\$2.75
CANCELLED IN ADVANCE	n/a		55	Companion	\$2.75
NO-SHOWS/CANCELLED AT DOOR	96		28	Other	
UNACCOMMODATED TRIPS	171		129		
NUMBER OF COMPLAINTS	13		5	<b>EMPLOYEE DATA (2007)</b>	<b>(Full-Time) (Part-Time)</b>
<b>OPERATING EXPENSES</b>				Operators	
Administration	\$558		\$858	Other Operations (e.g. dispatchers)	
Operations:				Mechanics	
Internal - Dedicated Service				General Administration	
Contract - Dedicated Service	\$95,905		\$100,669	Other	
Contract - Non-Dedicated Service				<b>TOTAL NUMBER OF EMPLOYEES</b>	
Contract - Taxi Scrip				<b>Union Affiliations:</b>	Operators: N/A Mechanics: N/A
Maintenance (Vehicles & Facilities)				Top Operator Wage Rate:	
Fuel				Top Mechanic Wage Rate:	
<b>TOTAL OPERATING EXPENSES</b>	\$96,463		\$101,527		
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>				<b>PERFORMANCE INDICATORS</b>	
Passenger Revenue	\$16,313		\$16,037	<b>FINANCIAL</b>	<b>2006 2007</b>
Other Operating Revenue				R/C Ratio	17% 16%
Total Operating Revenues	\$16,313		\$16,037	Net Operating Cost / Capita	\$2.59 \$2.77
Federal Contributions				Total Exp. / Passenger	\$15.99 \$16.79
Provincial Contributions	\$11,480		\$13,700	Total Exp. / Eligible Passenger	\$15.99 \$16.79
Municipal Contributions	\$64,614		\$70,790	Transp. Exp. / Passenger	
Donations / Other	\$4,056		\$1,000	Dedicated Service	\$15.90 \$16.65
<b>TOTAL</b>	\$96,463		\$101,527	Non-Dedicated Service (e.g. Taxis)	
<b>CAPITAL EXPENSES</b>				Transp. Exp. / Hour (Dedicated Service)	\$33.40 \$34.40
Vehicles Purchased				<b>OPERATING</b>	
Debt Servicing				Registrants / Capita	0.0093 0.0128
Other Capital Expenses				Passengers / Capita	0.1951 0.1959
<b>TOTAL CAPITAL EXPENSES</b>				Passengers / Registrant	21.01 15.35
<b>CAPITAL FUNDING SOURCES</b>				Passengers / Hour (Dedicated Service)	2.10 2.07
Transit System				Km. / Passenger (Dedicated Service)	4.84 4.21
Federal Contributions				Average Speed (Dedicated Service)	10.16 8.70
Provincial Contributions					
Municipal Contributions					
Donations / Other					
<b>TOTAL CAPITAL FUNDING</b>					

<b>VEHICLE DATA</b>		<b>Veh. Peak</b>	<b>Avg. Capacity per Veh.</b>	
<b>Number</b>			<b>Wheelchair</b>	<b>Ambulatory</b>
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	4	6
Other				
<b>TOTAL DED. VEHICLES</b>	1	1	N/A	N/A
Accessible taxis				

<b>PASSENGER DATA</b>	<b>Ded. Service</b>	<b>Non-Ded. Service</b>
Ambulatory	6,046*	
Wheelchair/Scooter Users		
Attendants		
Companions		
Other		
<b>TOTAL (%Total)</b>	6,046 ( 100%)	( 0%)
* Total for all categories		

## PARA TRANSPRO

Contact: Mr. Pat Larkin  
 Title: Manager  
 Telephone: (613) 842-3636 x2675  
 FAX: (613) 244-4329  
 e-mail: pat.larkin@ottawa.ca

Population served: 778,207  
 Service area (km²): 413.3  
 Communities served: 1  
 Service began: 1974  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

**NUMBER OF REGISTRANTS** 15,797 (Active) 15,797  
 Wheelchair/Scooter Users: 4,585 (29%) 4,585  
 Ambulatory: 8,815 (56%) 8,815  
 Attendants: 2,397 (15%) 2,397  
 Companions:  
 Other:

Dedicated Service operated by: 1 contractor

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

Taxi Scrip Program available: NO

## ELIGIBILITY

### CRITERIA

- ☒ Unable to Board  
☐ Unable to Use  
☐ Other Criteria

## VEHICLE KILOMETRES & HOURS

	2006	2007
Rev. Veh. Km. - Dedicated Service	7,417,270	7,042,099
Tot. Veh. Km. - Dedicated Service	8,624,732	8,219,124
Rev. Veh. Hr. - Dedicated Service	318,100	305,798
Tot. Veh. Hr. - Dedicated Service	358,634	348,849
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	683,782	661,970
Non-Dedicated Service	90,626	117,988
<b>TOTAL PASSENGERS</b>	<b>774,408</b>	<b>779,958</b>
Subscription/Pre-booked	51%	51%
Reservation	46%	45%
On-Demand/Day of trip	3%	4%

CANCELLED IN ADVANCE	n/a	91,489
NO-SHOWS/CANCELLED AT DOOR	25,447	24,504
UNACCOMMODATED TRIPS	33,744	31,226
NUMBER OF COMPLAINTS		

## OPERATING EXPENSES

Administration	\$2,114,006	\$2,286,281
Operations:		
Internal - Dedicated Service		\$345,413
Contract - Dedicated Service	\$18,397,525	\$18,886,351
Contract - Non-Dedicated Service	\$2,270,748	\$3,024,349
Contract - Taxi Scrip		\$43,122
Maintenance (Vehicles & Facilities)		
Fuel		
<b>TOTAL OPERATING EXPENSES</b>	<b>\$22,782,279</b>	<b>\$24,585,516</b>

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,676,479	\$1,717,028
Other Operating Revenue	\$10,265	\$10,716
<b>Total Operating Revenues</b>	<b>\$1,686,744</b>	<b>\$1,727,744</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$21,095,535	\$22,857,772
Donations / Other		
<b>TOTAL</b>	<b>\$22,782,279</b>	<b>\$24,585,516</b>

## CAPITAL EXPENSES

Vehicles Purchased		\$8,477,480
Debt Servicing		
Other Capital Expenses	\$359,484	\$251,248
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$359,484</b>	<b>\$8,728,728</b>

## CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions	\$36,000	\$45,000
Provincial Contributions		\$2,703,000
Municipal Contributions	\$268,484	\$5,980,728
Donations / Other	\$50,000	
<b>TOTAL CAPITAL FUNDING</b>	<b>\$354,484</b>	<b>\$8,728,728</b>

## SERVICE HOURS/SCHEDULING

Weekday: 0630 to 0030	Sunday: 0630 to 0030
Saturday: 0630 to 0030	Holiday: 0630 to 0030
Advanced booking notice:	1 days
Minimum notice for reservation:	
Reservations/Scheduling:	Fully Computerized

## FARE STRUCTURE (2007)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.00	\$1.90	\$73.00
Child	\$3.00	\$1.90	\$59.75
Student	\$3.00	\$1.90	\$59.75
Senior	\$3.00	\$1.90	\$29.00
Attendant	free		
Companion	\$3.00	\$1.90	
Other			

## EMPLOYEE DATA (2007)

	(Full-Time)	(Part-Time)
Operators	198	30
Other Operations (e.g. dispatchers)	30	5
Mechanics	19	
General Administration	10	
Other		

**TOTAL NUMBER OF EMPLOYEES** 257 35

**Union Affiliations:** Operators: ATU Local 279  
 Mechanics: Non-union

Top Operator Wage Rate: \$21.65  
 Top Mechanic Wage Rate: \$23.31

## PERFORMANCE INDICATORS

	2006	2007
<b>FINANCIAL</b>		
R/C Ratio	7%	7%
Net Operating Cost / Capita	\$27.39	\$29.37
Total Exp. / Passenger	\$29.42	\$31.52
Total Exp. / Eligible Passenger	\$32.79	\$35.11
Transp. Exp. / Passenger		
Dedicated Service	\$26.91	\$29.05
Non-Dedicated Service (e.g. Taxis)	\$25.06	\$26.00
Transp. Exp. / Hour (Dedicated Service)	\$51.30	\$55.13
<b>OPERATING</b>		
Registrants / Capita	0.0166	0.0203
Passengers / Capita	1.0056	1.0023
Passengers / Registrant	60.68	49.37
Passengers / Hour (Dedicated Service)	2.15	2.16
Km. / Passenger (Dedicated Service)	10.85	10.64
Average Speed (Dedicated Service)	23.32	23.03

## PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	383,266	85,571
Wheelchair/Scooter Users	209,350	22,049
Attendants	30,252	4,854
Companions	39,102	5,514
Other		
<b>TOTAL (%Total)</b>	<b>661,970 ( 85%)</b>	<b>117,988 ( 15%)</b>

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair Ambulatory
Non-Accessible Cars	66	58	N/A 4
Accessible Vans/Minivans	15	15	1 1
Small Buses	91	86	4 6
Other			
<b>TOTAL DED. VEHICLES</b>	<b>172</b>	<b>159</b>	<b>N/A N/A</b>
Accessible taxis	15		

# OWEN SOUND

## OWEN SOUND SPECIALIZED TRANSIT

Contact: Ms. Lois O'Neill  
 Title: Deputy City Clerk  
 Telephone: (519) 376-4440 x228  
 FAX: (519) 371-0511  
 e-mail: loneill@e-owensound.com

Population served: 22,000  
 Service area (km²): 23.7  
 Communities served: 1  
 Service began: 1989  
 Advisory Committee members: 7  
 Eligibility Committee members: 3

**NUMBER OF REGISTRANTS** 380  
 Wheelchair/Scooter Users: 174 (46%)  
 Ambulatory: 85 (22%)  
 Attendants: 121 (32%)  
 Companions:

Note: \*In Sept. 2007 the Eligibility Criteria were revised to the following: the inability to walk one city block (150m) or to the nearest regular bus stop; insufficient stamina and endurance to tolerate a bus ride with multiple stops and/or transfer; insufficient cognitive ability to understand the conventional transit system and/or manage any required transfers; lack of orientation to person, place and time, thereby inhibiting safe and independent use of conventional transit system.

Dedicated Service operated by: Transit Sys. + 1 contractor  
 Non-Ded. Service (e.g. Taxis) operated by: N/A  
 Taxi Scrip Program available: NO

### ELIGIBILITY CRITERIA \*

- ☒ Unable to Board
- ☒ Unable to Use
- ☒ Other Criteria

VEHICLE KILOMETRES & HOURS	2006	2007
Rev. Veh. Km. - Dedicated Service	24,854	24,052
Tot. Veh. Km. - Dedicated Service	25,754	24,911
Rev. Veh. Hr. - Dedicated Service	2,275	2,268
Tot. Veh. Hr. - Dedicated Service	2,375	2,348
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

SERVICE HOURS/SCHEDULING	
Weekday: 0800 to 1700	Sunday:
Saturday:	Holiday:
Advanced booking notice:	14 days
Minimum notice for reservation:	1.0 hours
Reservations/Scheduling:	Manual

PASSENGER DATA		
Dedicated Service	4,771	4,881
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	4,771	4,881
Subscription/Pre-booked		
Reservation	95%	95%
On-Demand/Day of trip	5%	5%

FARE STRUCTURE (2007)	Tickets/Cards	
	(unit price)	Monthly Pass
Adult	\$3.00	\$2.80
Child	\$3.00	\$2.80
Student	\$3.00	\$2.80
Senior	\$3.00	\$2.80
Attendant	\$3.00	\$2.80
Companion	\$3.00	\$2.80
Other 20 tickets for \$55		

CANCELLED IN ADVANCE	n/a	762
NO-SHOWS/CANCELLED AT DOOR	25	23
UNACCOMMODATED TRIPS	96	98
NUMBER OF COMPLAINTS	2	3

EMPLOYEE DATA (2007)	(Full-Time)	(Part-Time)
Operators	1	1
Other Operations (e.g. dispatchers)		2
Mechanics		
General Administration		1
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	1	4

OPERATING EXPENSES		
Administration	\$16,512	\$16,512
Operations:		
Internal - Dedicated Service	\$591	\$733
Contract - Dedicated Service	\$69,057	\$74,902
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$19,559	\$23,270
Fuel	\$7,402	\$6,499
<b>TOTAL OPERATING EXPENSES</b>	\$113,121	\$121,916

**Union Affiliations:** Operators: N/A  
 Mechanics: N/A

Top Operator Wage Rate:  
 Top Mechanic Wage Rate:

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Passenger Revenue	\$14,576	\$14,151
Other Operating Revenue		
<b>Total Operating Revenues</b>	\$14,576	\$14,151
Federal Contributions		
Provincial Contributions	\$500	
Municipal Contributions	\$98,045	\$107,765
Donations / Other		
<b>TOTAL</b>	\$113,121	\$121,916

## PERFORMANCE INDICATORS

FINANCIAL	2006	2007
R/C Ratio	13%	12%
Net Operating Cost / Capita	\$4.69	\$4.90
Total Exp. / Passenger	\$23.71	\$24.98
Total Exp. / Eligible Passenger	\$26.08	\$27.63
Transp. Exp. / Passenger		
Dedicated Service	\$20.25	\$21.59
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$40.68	\$44.89

CAPITAL EXPENSES		
Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		

### TOTAL CAPITAL EXPENSES

### CAPITAL FUNDING SOURCES

Transit System  
 Federal Contributions  
 Provincial Contributions  
 Municipal Contributions  
 Donations / Other

### TOTAL CAPITAL FUNDING

### OPERATING

Registrants / Capita	0.0168	0.0173
Passengers / Capita	0.2272	0.2219
Passengers / Registrant	13.52	12.84
Passengers / Hour (Dedicated Service)	2.10	2.15
Km. / Passenger (Dedicated Service)	5.21	4.93
Average Speed (Dedicated Service)	10.92	10.60

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	3	8
Other				
<b>TOTAL DED. VEHICLES</b>	1	1	N/A	N/A
Accessible taxis				

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	2,821	
Wheelchair/Scooter Users	1,592	
Attendants	468	
Companions		
Other		
<b>TOTAL (%Total)</b>	4,881 ( 100%)	( 0%)

**PEEL****TRANSHELP**

Contact: Ms. Corrina Demelo  
 Title: Supervisor, Admin./Support Serv.  
 Telephone: (905) 791-1015 x6472  
 FAX: (905) 277-5864  
 e-mail: corrina.demelo@peelregion.ca

Population served: 1,177,000  
 Service area (km²): 1,253.0  
 Communities served: 3  
 Service began: 1981  
 Advisory Committee members: 9  
 Eligibility Committee members: 5

**NUMBER OF REGISTRANTS** 5,701 (Active) 5,701

Wheelchair/Scooter Users: 2,264 (40%) 2,264  
 Ambulatory: 1,890 (33%) 1,890  
 Attendants: 1,541 (27%) 1,541  
 Companions: 6 (0%) 6  
 Other:

Note: \* In 2007, 5 service animals had been registered to assist the registrants to use the TransHelp service at Peel Region.

Dedicated Service operated by: Transit Sys. + 4 contractors  
 Non-Ded. Service (e.g. Taxis) operated by: 2 taxi companies  
 Taxi Scrip Program available: NO

**ELIGIBILITY CRITERIA**

- ☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

<b>VEHICLE KILOMETRES &amp; HOURS</b>			<b>SERVICE HOURS/SCHEDULING</b>		
Rev. Veh. Km. - Dedicated Service	1,378,865	2,034,755	Weekday: 0600 to 2330	Sunday: 0900 to 2200	
Tot. Veh. Km. - Dedicated Service	1,600,911	2,298,995	Saturday: 0900 to 2330	Holiday: 0900 to 2200	
Rev. Veh. Hr. - Dedicated Service	71,800	105,038	Advanced booking notice:	7 days	
Tot. Veh. Hr. - Dedicated Service	79,937	112,617	Minimum notice for reservation:	24.0 hours	
Non-Dedicated Service - Veh. Km.	910,006	1,014,856	Reservations/Scheduling:	Fully Computerized	
Non-Dedicated Service - Veh. Hr.	46,966	54,182			
<b>PASSENGER DATA</b>			<b>FARE STRUCTURE (2007)</b>		
Dedicated Service	156,122	245,799	<b>Cash</b>	<b>Tickets/Cards</b>	<b>Monthly Pass</b>
Non-Dedicated Service	81,991	50,336	Adult	\$2.50	\$2.50
<b>TOTAL PASSENGERS</b>	238,113	296,135	Child	\$2.50	\$2.50
Subscription/Pre-booked	60%	40%	Student	\$2.50	\$2.50
Reservation		59%	Senior	\$2.50	\$2.50
On-Demand/Day of trip	40%	1%	Attendant	free	
CANCELLED IN ADVANCE	n/a	3,997	Companion	\$2.50	\$2.50
NO-SHOWS/CANCELLED AT DOOR	15,371	4,302	Other		
UNACCOMMODATED TRIPS	1,427	1,390			
NUMBER OF COMPLAINTS	586	624	<b>EMPLOYEE DATA (2007)</b>	<b>(Full-Time)</b>	<b>(Part-Time)</b>
<b>OPERATING EXPENSES</b>			Operators	36	15
Administration	\$2,067,405	\$2,333,249	Other Operations (e.g. dispatchers)	5	
Operations:			Mechanics	2	
Internal - Dedicated Service	\$2,859,372	\$3,242,920	General Administration	4	
Contract - Dedicated Service	\$589,771	\$716,589	Other	3	3
Contract - Non-Dedicated Service	\$1,880,057	\$2,284,327	<b>TOTAL NUMBER OF EMPLOYEES</b>	50	18
Contract - Taxi Scrip					
Maintenance (Vehicles & Facilities)	\$1,231,762	\$1,376,219	<b>Union Affiliations:</b>	Operators: CUPE Local 966	
Fuel	\$301,058	\$345,652		Mechanics: CUPE Local 966	
<b>TOTAL OPERATING EXPENSES</b>	\$8,929,425	\$10,298,956	Top Operator Wage Rate:	\$23.27	
			Top Mechanic Wage Rate:	\$24.27	
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>			<b>PERFORMANCE INDICATORS</b>		
Passenger Revenue	\$493,360	\$606,175	<b>FINANCIAL</b>		
Other Operating Revenue	\$43,952	\$46,529		<b>2006</b>	<b>2007</b>
Total Operating Revenues	\$537,312	\$652,704	R/C Ratio	6%	6%
Federal Contributions			Net Operating Cost / Capita	\$6.97	\$8.20
Provincial Contributions	\$517,203	\$770,061	Total Exp. / Passenger	\$37.50	\$34.78
Municipal Contributions	\$7,874,890	\$8,876,040	Total Exp. / Eligible Passenger	\$37.50	\$42.22
Donations / Other	\$20	\$151	Transp. Exp. / Passenger		
<b>TOTAL</b>	\$8,929,425	\$10,298,956	Dedicated Service	\$31.91	\$23.11
<b>CAPITAL EXPENSES</b>			Non-Dedicated Service (e.g. Taxis)	\$22.93	\$45.38
Vehicles Purchased			Transp. Exp. / Hour (Dedicated Service)	\$62.32	\$50.45
Debt Servicing					
Other Capital Expenses	\$128,205	\$471,564	<b>OPERATING</b>		
<b>TOTAL CAPITAL EXPENSES</b>	\$128,205	\$471,564	Registrants / Capita	0.0037	0.0048
<b>CAPITAL FUNDING SOURCES</b>			Passengers / Capita	0.1977	0.2516
Transit System			Passengers / Registrant	53.27	51.94
Federal Contributions			Passengers / Hour (Dedicated Service)	2.17	2.34
Provincial Contributions	\$128,205		Km. / Passenger (Dedicated Service)	8.83	8.28
Municipal Contributions		\$449,424	Average Speed (Dedicated Service)	19.20	19.37
Donations / Other		\$22,140			
<b>TOTAL CAPITAL FUNDING</b>	\$128,205	\$471,564			

<b>VEHICLE DATA</b>		<b>Veh. Peak</b>	<b>Avg. Capacity per Veh.</b>	
Number			<b>Wheelchair</b>	<b>Ambulatory</b>
Non-Accessible Cars	26		N/A	4
Accessible Vans/Minivans	11		1	4
Small Buses	40	33	4	4
Other				
<b>TOTAL DED. VEHICLES</b>	77	33	N/A	N/A
Accessible taxis	11			

<b>PASSENGER DATA</b>	<b>Ded. Service</b>	<b>Non-Ded. Service</b>
Ambulatory	109,459	44,947
Wheelchair/Scooter Users	89,557	
Attendants	33,728	4,413
Companions	13,055	976
Other		
<b>TOTAL (%Total)</b>	245,799 ( 83%)	50,336 ( 17%)

**PEMBROKE****PEMBROKE HANDI-BUS**

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

Population served: 21,000  
 Service area (km²): 91.5  
 Communities served: 4  
 Service began: 1989  
 Advisory Committee members: 10  
 Eligibility Committee members: 2

**NUMBER OF REGISTRANTS** 367 (Active) 367

Wheelchair/Scooter Users: 174 (47%) 174  
 Ambulatory: 193 (53%) 193  
 Attendants:  
 Companions:  
 Other:

Note: \* Other eligibility criteria: People with special needs.

Dedicated Service operated by: Private Non-profit Organization

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

Taxi Scrip Program available: NO

**ELIGIBILITY****CRITERIA**

- ☒ Unable to Board  
☒ Unable to Use  
☒ Other Criteria

<b>VEHICLE KILOMETRES &amp; HOURS</b>		<b>2006</b>	<b>2007</b>	<b>SERVICE HOURS/SCHEDULING</b>	
Rev. Veh. Km. - Dedicated Service				Weekday: 0800 to 1630	Sunday:
Tot. Veh. Km. - Dedicated Service				Saturday:	Holiday:
Rev. Veh. Hr. - Dedicated Service				Advanced booking notice:	1 days
Tot. Veh. Hr. - Dedicated Service				Minimum notice for reservation:	2.0 hours
Non-Dedicated Service - Veh. Km.				Reservations/Scheduling:	Manual
Non-Dedicated Service - Veh. Hr.					
<b>PASSENGER DATA</b>				<b>FARE STRUCTURE (2007)</b>	
Dedicated Service		13,247	15,562	<b>Tickets/Cards</b>	
Non-Dedicated Service				<b>Cash</b>	<b>(unit price) Monthly Pass</b>
<b>TOTAL PASSENGERS</b>		13,247	15,562	Adult	\$4.50 \$4.50
Subscription/Pre-booked				Child	\$4.50 \$4.50
Reservation				Student	\$4.50 \$4.50
On-Demand/Day of trip				Senior	\$4.50 \$4.50
				Attendant	free
CANCELLED IN ADVANCE	n/a		231	Companion	free
NO-SHOWS/CANCELLED AT DOOR	108		95	Other	\$3.50/Special needs
UNACCOMMODATED TRIPS	6				
NUMBER OF COMPLAINTS	5				
<b>OPERATING EXPENSES</b>				<b>EMPLOYEE DATA (2007)</b>	
Administration	\$72,467		\$72,484	Operators	(Full-Time) 2 (Part-Time) 1
Operations:				Other Operations (e.g. dispatchers)	1
Internal - Dedicated Service	\$61,905		\$63,160	Mechanics	
Contract - Dedicated Service				General Administration	1
Contract - Non-Dedicated Service				Other	
Contract - Taxi Scrip				<b>TOTAL NUMBER OF EMPLOYEES</b>	3 2
Maintenance (Vehicles & Facilities)	\$18,289		\$13,722	<b>Union Affiliations:</b>	
Fuel	\$18,250		\$17,802	Operators: N/A	
<b>TOTAL OPERATING EXPENSES</b>	\$170,911		\$167,168	Mechanics: N/A	
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>				Top Operator Wage Rate:	
Passenger Revenue	\$45,127		\$53,955	Top Mechanic Wage Rate:	
Other Operating Revenue					
<b>TOTAL OPERATING REVENUES</b>	\$45,127		\$53,955		
Federal Contributions					
Provincial Contributions			\$55,000		
Municipal Contributions	\$37,500		\$37,500		
Donations / Other	\$75,936		\$57,038		
<b>TOTAL</b>	\$158,563		\$203,493		
<b>CAPITAL EXPENSES</b>					
Vehicles Purchased			\$13,269		
Debt Servicing					
Other Capital Expenses			\$5,000		
<b>TOTAL CAPITAL EXPENSES</b>			\$18,269		
<b>CAPITAL FUNDING SOURCES</b>					
Transit System					
Federal Contributions					
Provincial Contributions			\$13,269		
Municipal Contributions			\$5,000		
Donations / Other					
<b>TOTAL CAPITAL FUNDING</b>			\$18,269		

**PERFORMANCE INDICATORS**

<b>FINANCIAL</b>	<b>2006</b>	<b>2007</b>
R/C Ratio	26%	32%
Net Operating Cost / Capita	\$5.99	\$5.39
Total Exp. / Passenger	\$12.90	\$10.74
Total Exp. / Eligible Passenger	\$15.49	\$13.12
Transp. Exp. / Passenger		
Dedicated Service	\$7.43	\$6.08
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		
<b>OPERATING</b>		
Registrants / Capita	0.0125	0.0175
Passengers / Capita	0.6308	0.7410
Passengers / Registrant	50.56	42.40
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

<b>VEHICLE DATA</b>		<b>Veh. Peak</b>	<b>Avg. Capacity per Veh.</b>	
	<b>Number</b>		<b>Wheelchair</b>	<b>Ambulatory</b>
Non-Accessible Cars	1	1	N/A	6
Accessible Vans/Minivans	1	1	1	3
Small Buses	2	2	4	7
Other				
<b>TOTAL DED. VEHICLES</b>	4	4	N/A	N/A
Accessible taxis				

<b>PASSENGER DATA</b>	<b>Ded. Service</b>	<b>Non-Ded. Service</b>
Ambulatory	9,239	
Wheelchair/Scooter Users	3,503	
Attendants	2,820	
Companions		
Other		
<b>TOTAL (%Total)</b>	15,562 ( 100%)	( 0%)

**PERTH EAST****PERTH EAST TRANSPORTATION/OUTREACH**

Contact: Ms. Dianne Lichti  
 Title: Manager  
 Telephone: (519) 595-8755  
 FAX: (519) 595-8199  
 e-mail: dlichti@knollcrestlodge.com

Population served: 12,000  
 Service area (km²): 715.1  
 Communities served: 1  
 Service began: 1990  
 Advisory Committee members: 12  
 Eligibility Committee members: N/A

**NUMBER OF REGISTRANTS** 482 (Active) 482  
 Wheelchair/Scooter Users: 44 (9%) 44  
 Ambulatory: 418 (87%) 418  
 Attendants:  
 Companions: 20 (4%) 20  
 Other:  
 Note: \* Other Eligibility Criteria: frail, cognitive impairment, seniors, disabled (physical/mental).

Dedicated Service operated by: Non-Profit Orgn. + 2 contractors

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

Taxi Scrip Program available: NO

**ELIGIBILITY CRITERIA \***

- ☐ Unable to Board  
☐ Unable to Use  
☒ Other Criteria

**VEHICLE KILOMETRES & HOURS**

	2006	2007
Rev. Veh. Km. - Dedicated Service	46,781	45,945
Tot. Veh. Km. - Dedicated Service	69,967	70,945
Rev. Veh. Hr. - Dedicated Service		
Tot. Veh. Hr. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

**PASSENGER DATA**

Dedicated Service	5,706	7,217
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	5,706	7,217
Subscription/Pre-booked	10%	12%
Reservation	80%	74%
On-Demand/Day of trip	10%	14%

CANCELLED IN ADVANCE	n/a	100
NO-SHOWS/CANCELLED AT DOOR	63	25
UNACCOMMODATED TRIPS	55	75
NUMBER OF COMPLAINTS		

**OPERATING EXPENSES**

Administration	\$15,146	\$16,671
Operations:		
Internal - Dedicated Service	\$57,787	\$53,882
Contract - Dedicated Service	\$25,417	\$59,480
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$5,430	\$5,666
Fuel	\$6,929	\$7,097
<b>TOTAL OPERATING EXPENSES</b>	\$110,709	\$142,796

**OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS**

Passenger Revenue	\$39,321	\$81,815
Other Operating Revenue		\$691
<b>Total Operating Revenues</b>	\$39,321	\$82,506
Federal Contributions		
Provincial Contributions	\$40,406	\$48,360
Municipal Contributions	\$7,500	\$7,500
Donations / Other	\$10,000	\$15,733
<b>TOTAL</b>	\$97,227	\$154,099

**CAPITAL EXPENSES**

Vehicles Purchased  
 Debt Servicing  
 Other Capital Expenses

**TOTAL CAPITAL EXPENSES****CAPITAL FUNDING SOURCES**

Transit System  
 Federal Contributions  
 Provincial Contributions  
 Municipal Contributions  
 Donations / Other

**TOTAL CAPITAL FUNDING****SERVICE HOURS/SCHEDULING**

Weekday: 0830 to 1630 Sunday:  
 Saturday: Holiday:  
 Advanced booking notice: 1 days  
 Minimum notice for reservation: 24.0 hours  
 Reservations/Scheduling: Partially Computerized

**FARE STRUCTURE (2007)**

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.25		
Child	\$1.50		
Student	\$3.25		
Senior	\$3.25		
Attendant	\$3.25		
Companion	\$3.25		
Other			

**EMPLOYEE DATA (2007)**

	(Full-Time)	(Part-Time)
Operators	2	2
Other Operations (e.g. dispatchers)		
Mechanics		
General Administration		
Other		

**TOTAL NUMBER OF EMPLOYEES** 2 2

**Union Affiliations:** Operators: N/A  
 Mechanics: N/A

Top Operator Wage Rate:  
 Top Mechanic Wage Rate:

**PERFORMANCE INDICATORS**

	2006	2007
<b>FINANCIAL</b>		
R/C Ratio	36%	58%
Net Operating Cost / Capita	\$5.95	\$5.02
Total Exp. / Passenger	\$19.40	\$19.79
Total Exp. / Eligible Passenger	\$19.75	\$19.90
Transp. Exp. / Passenger		
Dedicated Service	\$16.75	\$17.48
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		
<b>OPERATING</b>		
Registrants / Capita	0.0458	0.0402
Passengers / Capita	0.4755	0.6014
Passengers / Registrant	10.39	14.97
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)	8.20	6.37
Average Speed (Dedicated Service)		

<b>PASSENGER DATA</b>	<b>Ded. Service</b>	<b>Non-Ded. Service</b>
Ambulatory	5,964	
Wheelchair/Scooter Users	1,213	
Attendants		
Companions	40	
Other		
<b>TOTAL (%Total)</b>	7,217 ( 100%)	( 0%)

<b>VEHICLE DATA</b>	<b>Number</b>	<b>Veh. Peak</b>	<b>Avg. Capacity per Veh.</b>	
			<b>Wheelchair</b>	<b>Ambulatory</b>
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	4	14
Other				
<b>TOTAL DED. VEHICLES</b>	1	1	N/A	N/A
Accessible taxis				



**PETERBOROUGH****PETERBOROUGH HANDI-VAN**

Contact: Mr. Jim Kimble  
 Title: Manager of Transportation  
 Telephone: (705) 742-7777 x1895  
 FAX: (705) 876-4621  
 e-mail: jkimble@peterborough.ca

Population served: 78,000  
 Service area (km²): 62.5  
 Communities served: 1  
 Service began: 1976  
 Advisory Committee members: 12  
 Eligibility Committee members: 3

**NUMBER OF REGISTRANTS** 1,420 (Active) 1,420  
 Wheelchair/Scooter Users: 575 (40%) 575  
 Ambulatory: 745 (52%) 745  
 Attendants: 100 (7%) 100  
 Companions:  
 Other:

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

**ELIGIBILITY****CRITERIA**

- ☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

<b>VEHICLE KILOMETRES &amp; HOURS</b>	<b>2006</b>	<b>2007</b>
Rev. Veh. Km. - Dedicated Service	249,200	262,300
Tot. Veh. Km. - Dedicated Service	256,900	270,400
Rev. Veh. Hr. - Dedicated Service	15,390	14,500
Tot. Veh. Hr. - Dedicated Service	15,900	14,950
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

<b>PASSENGER DATA</b>		
Dedicated Service	39,000	40,200
Non-Dedicated Service	200	300
<b>TOTAL PASSENGERS</b>	<b>39,200</b>	<b>40,500</b>
Subscription/Pre-booked	75%	75%
Reservation	24%	24%
On-Demand/Day of trip	1%	1%

CANCELLED IN ADVANCE	n/a	7,400
NO-SHOWS/CANCELLED AT DOOR	670	670
UNACCOMMODATED TRIPS	130	50
NUMBER OF COMPLAINTS		15

<b>OPERATING EXPENSES</b>		
Administration	\$91,400	\$98,300
Operations:		
Internal - Dedicated Service	\$598,500	\$589,080
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$3,400	\$3,000
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$134,400	\$204,760
Fuel	\$65,500	\$72,800
<b>TOTAL OPERATING EXPENSES</b>	<b>\$893,200</b>	<b>\$967,940</b>

<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>		
Passenger Revenue	\$58,000	\$57,800
Other Operating Revenue		
<b>Total Operating Revenues</b>	<b>\$58,000</b>	<b>\$57,800</b>
Federal Contributions		
Provincial Contributions		\$166,890
Municipal Contributions	\$835,200	\$743,250
Donations / Other		
<b>TOTAL</b>	<b>\$893,200</b>	<b>\$967,940</b>

<b>CAPITAL EXPENSES</b>		
Vehicles Purchased	\$24,900	
Debt Servicing		
Other Capital Expenses		\$7,700
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$24,900</b>	<b>\$7,700</b>

<b>CAPITAL FUNDING SOURCES</b>		
Transit System		
Federal Contributions		
Provincial Contributions	\$24,900	
Municipal Contributions		\$7,700
Donations / Other		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$24,900</b>	<b>\$7,700</b>

<b>SERVICE HOURS/SCHEDULING</b>		
Weekday: 0700 to 2215	Sunday: 0915 to 1945	
Saturday: 0715 to 2215	Holiday:	
Advanced booking notice:	7 days	
Minimum notice for reservation:	24.0 hours	
Reservations/Scheduling:	Fully Computerized	

<b>FARE STRUCTURE (2007)</b>	<b>Cash</b>	<b>Tickets/Cards (unit price)</b>	<b>Monthly Pass</b>
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			

<b>EMPLOYEE DATA (2007)</b>	<b>(Full-Time)</b>	<b>(Part-Time)</b>
Operators	9	7
Other Operations (e.g. dispatchers)		
Mechanics		3
General Administration	1	
Other		3
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>10</b>	<b>13</b>

**Union Affiliations:** Operators: ATU Local 1320  
 Mechanics: CUPE Local 504

Top Operator Wage Rate: \$21.70  
 Top Mechanic Wage Rate: \$26.10

**PERFORMANCE INDICATORS**

<b>FINANCIAL</b>	<b>2006</b>	<b>2007</b>
R/C Ratio	6%	6%
Net Operating Cost / Capita	\$11.15	\$11.67
Total Exp. / Passenger	\$22.79	\$23.90
Total Exp. / Eligible Passenger	\$23.95	\$25.08
Transp. Exp. / Passenger		
Dedicated Service	\$20.47	\$21.56
Non-Dedicated Service (e.g. Taxis)	\$17.00	\$10.00
Transp. Exp. / Hour (Dedicated Service)	\$50.21	\$57.97

<b>OPERATING</b>		
Registrants / Capita	0.0175	0.0182
Passengers / Capita	0.5234	0.5192
Passengers / Registrant	29.92	28.52
Passengers / Hour (Dedicated Service)	2.53	2.77
Km. / Passenger (Dedicated Service)	6.39	6.52
Average Speed (Dedicated Service)	16.19	18.09

<b>VEHICLE DATA</b>	<b>Number</b>	<b>Veh. Peak</b>	<b>Avg. Capacity per Veh.</b>	<b>Wheelchair</b>	<b>Ambulatory</b>
Non-Accessible Cars			N/A		
Accessible Vans/Minivans					
Small Buses	9	7	4		8
Other					
<b>TOTAL DED. VEHICLES</b>	<b>9</b>	<b>7</b>	<b>N/A</b>	<b>N/A</b>	
Accessible taxis					

<b>PASSENGER DATA</b>	<b>Ded. Service</b>	<b>Non-Ded. Service</b>
Ambulatory	22,800	300
Wheelchair/Scooter Users	15,500	
Attendants	1,900	
Companions		
Other		
<b>TOTAL (%Total)</b>	<b>40,200 ( 99%)</b>	<b>300 ( 1%)</b>

# PETERBOROUGH COUNTY

## CAREMOBILE

Contact: Ms. Jane Pickard  
 Title: Driver/Coordinator  
 Telephone: (705) 749-0036  
 FAX: (705) 745-6011  
 e-mail: jane@commcareptbo.org

Population served: 53,913  
 Service area (km²): 3,877.2  
 Communities served: 8  
 Service began: 1992  
 Advisory Committee members: 6  
 Eligibility Committee members: N/A

**NUMBER OF REGISTRANTS** 289 (Active) 131  
 Wheelchair/Scooter Users: 152 (53%) 57  
 Ambulatory: 137 (47%) 74  
 Attendants:  
 Companions:  
 Other:

## ELIGIBILITY

### CRITERIA

- ☐ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

Dedicated Service operated by: Private Non-profit Organization

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

Taxi Scrip Program available: NO

## VEHICLE KILOMETRES & HOURS

	2006	2007
Rev. Veh. Km. - Dedicated Service	25,606	34,442
Tot. Veh. Km. - Dedicated Service	51,212	68,884
Rev. Veh. Hr. - Dedicated Service	940	1,300
Tot. Veh. Hr. - Dedicated Service	1,846	2,600
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	2,324	2,346
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	2,324	2,346
Subscription/Pre-booked	80%	80%
Reservation	19%	19%
On-Demand/Day of trip	1%	1%

CANCELLED IN ADVANCE	n/a	105
NO-SHOWS/CANCELLED AT DOOR	2	8
UNACCOMMODATED TRIPS	40	12
NUMBER OF COMPLAINTS		

## OPERATING EXPENSES

Administration	\$12,255	\$12,546
Operations:		
Internal - Dedicated Service	\$50,568	\$63,615
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$3,148	\$6,962
Fuel	\$12,488	\$13,609
<b>TOTAL OPERATING EXPENSES</b>	\$78,459	\$96,732

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$10,818	\$11,926
Other Operating Revenue	\$74	\$274
Total Operating Revenues	\$10,892	\$12,200
Federal Contributions		
Provincial Contributions		\$37,153
Municipal Contributions	\$27,500	\$28,602
Donations / Other	\$40,067	\$18,777
<b>TOTAL</b>	\$78,459	\$96,732

## CAPITAL EXPENSES

Vehicles Purchased		\$52,486
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>		\$52,486

## CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$52,486
Municipal Contributions		
Donations / Other		
<b>TOTAL CAPITAL FUNDING</b>		\$52,486

## SERVICE HOURS/SCHEDULING

Weekday:	0800 to 2200	Sunday:
Saturday:	0800 to 1800	Holiday:
Advanced booking notice:		60 days
Minimum notice for reservation:		24.0 hours
Reservations/Scheduling:	Manual	

## FARE STRUCTURE (2007)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult			
Child			
Student			
Senior			
Attendant	free		
Companion	free		
Other	\$12.00 or \$24.00 depending on distance travelled		

## EMPLOYEE DATA (2007)

	(Full-Time)	(Part-Time)
Operators	1	4
Other Operations (e.g. dispatchers)		
Mechanics		
General Administration		2
Other		

**TOTAL NUMBER OF EMPLOYEES** 1 6

**Union Affiliations:** Operators: N/A  
 Mechanics: N/A

Top Operator Wage Rate: \$21.24  
 Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2006	2007
<b>FINANCIAL</b>		
R/C Ratio	14%	13%
Net Operating Cost / Capita	\$1.25	\$1.57
Total Exp. / Passenger	\$33.76	\$41.23
Total Exp. / Eligible Passenger	\$41.73	\$47.84
Transp. Exp. / Passenger		
Dedicated Service	\$28.49	\$35.88
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$35.86	\$32.38
<b>OPERATING</b>		
Registrants / Capita	0.0048	0.0054
Passengers / Capita	0.0431	0.0435
Passengers / Registrant	8.90	8.12
Passengers / Hour (Dedicated Service)	2.47	1.80
Km. / Passenger (Dedicated Service)	11.02	14.68
Average Speed (Dedicated Service)	27.24	26.49

## 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				
<b>TOTAL DED. VEHICLES</b>	2	2	N/A	N/A
Accessible taxis				

## PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	1,155	
Wheelchair/Scooter Users	867	
Attendants	324	
Companions		
Other		
<b>TOTAL (%Total)</b>	2,346 ( 100%)	( 0%)

**PORT HOPE****PORT HOPE MOBILTRANS**

Contact: Ms. Barbara Spry  
 Title: Treasurer  
 Telephone: (905) 885-4544  
 FAX: (905) 885-1807  
 e-mail: bspry@porthope.ca

Population served: 13,000  
 Service area (km²): 13.1  
 Communities served: 1  
 Service began: 1986  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

**NUMBER OF REGISTRANTS**

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

Dedicated Service operated by: 1 contractor

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

Taxi Scrip Program available: NO

**ELIGIBILITY****CRITERIA**

- ☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

<b>VEHICLE KILOMETRES &amp; HOURS</b>		<b>2006</b>	<b>2007</b>	<b>SERVICE HOURS/SCHEDULING</b>	
Rev. Veh. Km. - Dedicated Service		28,862	17,195	Weekday: 0800 to 1700	Sunday:
Tot. Veh. Km. - Dedicated Service		28,862	20,255	Saturday:	Holiday:
Rev. Veh. Hr. - Dedicated Service		2,268	2,601	Advanced booking notice:	1 days
Tot. Veh. Hr. - Dedicated Service		2,268	2,754	Minimum notice for reservation:	
Non-Dedicated Service - Veh. Km.				Reservations/Scheduling:	Manual
Non-Dedicated Service - Veh. Hr.					
<b>PASSENGER DATA</b>				<b>FARE STRUCTURE (2007)</b>	
Dedicated Service		2,999	3,591	<b>Tickets/Cards</b>	
Non-Dedicated Service				<b>(unit price) Monthly Pass</b>	
<b>TOTAL PASSENGERS</b>				Adult	\$2.00
Subscription/Pre-booked		2,999	3,591	Child	\$2.00
Reservation				Student	\$2.00
On-Demand/Day of trip				Senior	\$2.00
				Attendant	\$2.00
				Companion	\$2.00
				Other	
CANCELLED IN ADVANCE		n/a		<b>EMPLOYEE DATA (2007)</b>	
NO-SHOWS/CANCELLED AT DOOR				<b>(Full-Time) (Part-Time)</b>	
UNACCOMMODATED TRIPS				Operators	
NUMBER OF COMPLAINTS				Other Operations (e.g. dispatchers)	
<b>OPERATING EXPENSES</b>				Mechanics	
Administration		\$7,000	\$335	General Administration	
Operations:				Other	
Internal - Dedicated Service				<b>TOTAL NUMBER OF EMPLOYEES</b>	
Contract - Dedicated Service		\$126,487	\$115,891	Union Affiliations: Operators: N/A	
Contract - Non-Dedicated Service				Mechanics: N/A	
Contract - Taxi Scrip				Top Operator Wage Rate:	
Maintenance (Vehicles & Facilities)		\$27,751	\$2,514	Top Mechanic Wage Rate:	
Fuel					
<b>TOTAL OPERATING EXPENSES</b>				<b>PERFORMANCE INDICATORS</b>	
		\$161,238	\$118,740	<b>FINANCIAL</b>	
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>				<b>2006 2007</b>	
Passenger Revenue		\$7,453	\$15,023	R/C Ratio	46% 13%
Other Operating Revenue		\$67,490		Net Operating Cost / Capita	\$6.90 \$7.98
Total Operating Revenues		\$74,943	\$15,023	Total Exp. / Passenger	\$53.76 \$33.07
Federal Contributions				Total Exp. / Eligible Passenger	\$61.42 \$33.07
Provincial Contributions				Transp. Exp. / Passenger	
Municipal Contributions		\$86,295	\$103,717	Dedicated Service	\$51.43 \$32.97
Donations / Other				Non-Dedicated Service (e.g. Taxis)	
<b>TOTAL</b>				Transp. Exp. / Hour (Dedicated Service)	\$68.01 \$42.99
		\$161,238	\$118,740	<b>OPERATING</b>	
<b>CAPITAL EXPENSES</b>				Registrants / Capita	0.0048
Vehicles Purchased				Passengers / Capita	0.2399 0.2762
Debt Servicing				Passengers / Registrant	49.98
Other Capital Expenses				Passengers / Hour (Dedicated Service)	1.32 1.38
<b>TOTAL CAPITAL EXPENSES</b>				Km. / Passenger (Dedicated Service)	9.62 4.79
				Average Speed (Dedicated Service)	12.73 6.61
<b>CAPITAL FUNDING SOURCES</b>					
Transit System					
Federal Contributions					
Provincial Contributions					
Municipal Contributions					
Donations / Other					
<b>TOTAL CAPITAL FUNDING</b>					

<b>VEHICLE DATA</b>		<b>Veh. Peak</b>	<b>Avg. Capacity per Veh.</b>	
Number			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1		
Other				
<b>TOTAL DED. VEHICLES</b>			N/A	N/A
Accessible taxis				

<b>PASSENGER DATA</b>		<b>Ded. Service</b>	<b>Non-Ded. Service</b>
Ambulatory	}	3,591*	
Wheelchair/Scooter Users			
Attendants			
Companions			
Other			
<b>TOTAL (%Total)</b>		3,591 ( 100%)	( 0%)
* Total for all categories			

# PRINCE EDWARD COUNTY

## COUNTY OF PRINCE EDWARD

Contact: Ms. Pat Sutherland  
 Title: Coordinator  
 Telephone: (613) 392-9640  
 FAX: (613) 392-3872  
 e-mail: quinteaccess@bellnet.ca

Population served: 25,496  
 Service area (km²): 1,048.3  
 Communities served: 1  
 Service began: 2007  
 Advisory Committee members: 6  
 Eligibility Committee members: N/A

### ELIGIBILITY CRITERIA

- ☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

**NUMBER OF REGISTRANTS** 293 (Active) 293

Wheelchair/Scooter Users: 44 (15%) 44  
 Ambulatory: 249 (85%) 249  
 Attendants:  
 Companions:  
 Other:

Note: \* The service is only available Tuesday to Thursday.

\* The Prince Edward County Specialized Transit program is a fully contracted service provided by Quinte Access and administered by the County's Recreation, Parks and Culture Department.

\* The service started in June 2007.

Dedicated Service operated by: Private Non-profit Organization

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

Taxi Scrip Program available: NO

## VEHICLE KILOMETRES & HOURS

2006

2007

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

19,468  
 25,283  
 675  
 881

## SERVICE HOURS/SCHEDULING \*

Weekday: 0800 to 1630 Sunday:  
 Saturday: Holiday:  
 Advanced booking notice:  
 Minimum notice for reservation: 24.0 hours  
 Reservations/Scheduling: Partially Computerized

## PASSENGER DATA

Dedicated Service 896  
 Non-Dedicated Service

## TOTAL PASSENGERS

Subscription/Pre-booked 896  
 Reservation 30%  
 On-Demand/Day of trip 68%  
 2%

CANCELLED IN ADVANCE 88

NO-SHOWS/CANCELLED AT DOOR 3

UNACCOMMODATED TRIPS 4

NUMBER OF COMPLAINTS 1

## OPERATING EXPENSES

Administration \$40,125  
 Operations:  
 Internal - Dedicated Service  
 Contract - Dedicated Service \$48,000  
 Contract - Non-Dedicated Service  
 Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)

Fuel

**TOTAL OPERATING EXPENSES** \$88,125

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue \$6,282  
 Other Operating Revenue

Total Operating Revenues \$6,282

Federal Contributions

Provincial Contributions \$28,125

Municipal Contributions \$88,232

Donations / Other \$21,000

**TOTAL** \$143,639

## CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

## TOTAL CAPITAL EXPENSES

## CAPITAL FUNDING SOURCES

Transit System

Federal Contributions

Provincial Contributions

Municipal Contributions

Donations / Other

## TOTAL CAPITAL FUNDING

## FARE STRUCTURE (2007)

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

Adult \$4.00  
 Child \$4.00  
 Student \$4.00  
 Senior \$4.00  
 Attendant free  
 Companion \$4.00  
 Other \$4 one way within a town; out of town fares vary by distance

## EMPLOYEE DATA (2007)

(Full-Time) (Part-Time)

Operators  
 Other Operations (e.g. dispatchers)  
 Mechanics  
 General Administration  
 Other

1

## TOTAL NUMBER OF EMPLOYEES

1

**Union Affiliations:** Operators: N/A  
 Mechanics: N/A

Top Operator Wage Rate:  
 Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

### FINANCIAL

2006 2007

R/C Ratio 7%  
 Net Operating Cost / Capita \$3.21  
 Total Exp. / Passenger \$98.35  
 Total Exp. / Eligible Passenger \$100.60  
 Transp. Exp. / Passenger  
 Dedicated Service \$53.57  
 Non-Dedicated Service (e.g. Taxis)  
 Transp. Exp. / Hour (Dedicated Service) \$54.48

### OPERATING

Registrants / Capita 0.0115  
 Passengers / Capita 0.0351  
 Passengers / Registrant 3.06  
 Passengers / Hour (Dedicated Service) 1.33  
 Km. / Passenger (Dedicated Service) 21.73  
 Average Speed (Dedicated Service) 28.84

### 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

Accessible taxis

### PASSENGER DATA

Ded. Service

Non-Ded. Service

Ambulatory

831

Wheelchair/Scooter Users

45

Attendants

Companions

20

Other

**TOTAL (%Total)**

896 ( 100%)

( 0%)

**QUINTE WEST****QUINTE ACCESS TRANSPORTATION**

Contact: Ms. Shelly Ackers  
 Title: Office Manager  
 Telephone: (613) 394-9664  
 FAX: (613) 392-3872  
 e-mail: quinteaccess@bellnet.ca

Population served: 52,000  
 Service area (km²): 722.0  
 Communities served: 2  
 Service began: 1994  
 Advisory Committee members: 9  
 Eligibility Committee members: 3

**NUMBER OF REGISTRANTS** 1,484 (Active) 1,484  
 Wheelchair/Scooter Users: 370 (25%) 370  
 Ambulatory: 819 (55%) 819  
 Attendants: 295 (20%) 295  
 Companions:  
 Other:

Note: \* Other Eligibility Criteria: Seniors over 55 years

Dedicated Service operated by: Private Non-profit Organization

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

Taxi Scrip Program available: NO

**ELIGIBILITY****CRITERIA \***

- ☒ Unable to Board  
☒ Unable to Use  
☒ Other Criteria

<b>VEHICLE KILOMETRES &amp; HOURS</b>		<b>2006</b>	<b>2007</b>	<b>SERVICE HOURS/SCHEDULING</b>		
Rev. Veh. Km. - Dedicated Service		206,774	227,706	Weekday: 0700 to 0001	Sunday: 0700 to 0001	
Tot. Veh. Km. - Dedicated Service		215,629	257,295	Saturday: 0700 to 0001	Holiday: 0700 to 0001	
Rev. Veh. Hr. - Dedicated Service		8,386	9,244	Advanced booking notice:		
Tot. Veh. Hr. - Dedicated Service		8,386	10,442	Minimum notice for reservation: 24.0 hours		
Non-Dedicated Service - Veh. Km.				Reservations/Scheduling: Partially Computerized		
Non-Dedicated Service - Veh. Hr.						
<b>PASSENGER DATA</b>				<b>FARE STRUCTURE (2007)</b>		
Dedicated Service		12,695	13,974	<b>Cash</b>	<b>Tickets/Cards</b>	<b>Monthly Pass</b>
Non-Dedicated Service					(unit price)	
<b>TOTAL PASSENGERS</b>		12,695	13,974	Adult	\$4.00	
Subscription/Pre-booked	40%		60%	Child	\$4.00	
Reservation	50%		30%	Student	\$4.00	
On-Demand/Day of trip	10%		10%	Senior	\$4.00	
CANCELLED IN ADVANCE	n/a		1,803	Attendant	free	
NO-SHOWS/CANCELLED AT DOOR			71	Companion	\$4.00	
UNACCOMMODATED TRIPS			3	Other	4.00 one way within Trenton, Brighton, and Frankford	
NUMBER OF COMPLAINTS	4			<b>EMPLOYEE DATA (2007)</b>	<b>(Full-Time)</b>	<b>(Part-Time)</b>
<b>OPERATING EXPENSES</b>				Operators		9
Administration	\$20,160	\$80,786		Other Operations (e.g. dispatchers)	1	
Operations:				Mechanics		
Internal - Dedicated Service	\$270,578	\$430,458		General Administration	1	
Contract - Dedicated Service				Other		
Contract - Non-Dedicated Service				<b>TOTAL NUMBER OF EMPLOYEES</b>	2	9
Contract - Taxi Scrip				<b>Union Affiliations:</b>	Operators: N/A	Mechanics: N/A
Maintenance (Vehicles & Facilities)	\$44,352	\$31,373		Top Operator Wage Rate:	\$14.15	
Fuel	\$35,317	\$44,796		Top Mechanic Wage Rate:		
<b>TOTAL OPERATING EXPENSES</b>	\$370,407	\$587,413		<b>PERFORMANCE INDICATORS</b>		
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>				<b>FINANCIAL</b>	<b>2006</b>	<b>2007</b>
Passenger Revenue	\$96,590	\$93,855		R/C Ratio	26%	16%
Other Operating Revenue				Net Operating Cost / Capita	\$5.27	\$9.49
Total Operating Revenues	\$96,590	\$93,855		Total Exp. / Passenger	\$29.18	\$42.04
Federal Contributions				Total Exp. / Eligible Passenger	\$33.74	\$42.37
Provincial Contributions	\$79,287	\$76,404		Transp. Exp. / Passenger		
Municipal Contributions	\$101,967	\$172,684		Dedicated Service	\$27.59	\$36.25
Donations / Other	\$88,767	\$244,470		Non-Dedicated Service (e.g. Taxis)		
<b>TOTAL</b>	\$366,611	\$587,413		Transp. Exp. / Hour (Dedicated Service)	\$41.77	\$48.52
<b>CAPITAL EXPENSES</b>				<b>OPERATING</b>		
Vehicles Purchased	\$89,184	\$176,565		Registrants / Capita	0.0155	0.0285
Debt Servicing				Passengers / Capita	0.2441	0.2687
Other Capital Expenses		\$2,620		Passengers / Registrant	15.77	9.42
<b>TOTAL CAPITAL EXPENSES</b>	\$89,184	\$179,185		Passengers / Hour (Dedicated Service)	1.51	1.51
<b>CAPITAL FUNDING SOURCES</b>				Km. / Passenger (Dedicated Service)	16.29	16.29
Transit System				Average Speed (Dedicated Service)	24.66	24.63
Federal Contributions						
Provincial Contributions	\$89,184	\$89,385				
Municipal Contributions		\$2,620				
Donations / Other		\$87,180				
<b>TOTAL CAPITAL FUNDING</b>	\$89,184	\$179,185				

<b>VEHICLE DATA</b>		<b>Veh. Peak</b>	<b>Avg. Capacity per Veh.</b>	
<b>Number</b>			<b>Wheelchair</b>	<b>Ambulatory</b>
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	2	2	2	2
Small Buses	4	4	5	15
Other				
<b>TOTAL DED. VEHICLES</b>	6	6	N/A	N/A
Accessible taxis				

<b>PASSENGER DATA</b>	<b>Ded. Service</b>	<b>Non-Ded. Service</b>
Ambulatory	11,087	
Wheelchair/Scooter Users	2,777	
Attendants	110	
Companions		
Other		
<b>TOTAL (%Total)</b>	13,974 ( 100%)	( 0%)

## SUNSHINE COACH SERVICE

Contact: Mr. Allan Guest  
 Title: Manager  
 Telephone: (613) 432-2134  
 FAX: (613) 432-0957  
 e-mail: coachdrivers@bellnet.ca

Population served: 20,000  
 Service area (km²): 2,293.2  
 Communities served: 6  
 Service began: 1985  
 Advisory Committee members: 12  
 Eligibility Committee members: 12

**NUMBER OF REGISTRANTS** 750 (Active) 750  
 Wheelchair/Scooter Users: 300 (40%) 300  
 Ambulatory: 450 (60%) 450  
 Attendants:  
 Companions:  
 Other:

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

### ELIGIBILITY

#### CRITERIA

- ☒ Unable to Board  
☐ Unable to Use  
☐ Other Criteria

VEHICLE KILOMETRES & HOURS	2006	2007
Rev. Veh. Km. - Dedicated Service	193,739	213,822
Tot. Veh. Km. - Dedicated Service	298,060	328,957
Rev. Veh. Hr. - Dedicated Service	9,425	9,977
Tot. Veh. Hr. - Dedicated Service	14,500	15,349
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA		
Dedicated Service	19,802	20,664
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	19,802	20,664
Subscription/Pre-booked	50%	65%
Reservation	40%	15%
On-Demand/Day of trip	10%	20%

CANCELLED IN ADVANCE	n/a	
NO-SHOWS/CANCELLED AT DOOR	20	
UNACCOMMODATED TRIPS	35	
NUMBER OF COMPLAINTS	2	2

OPERATING EXPENSES		
Administration	\$35,947	\$53,975
Operations:		
Internal - Dedicated Service	\$224,742	\$263,883
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$29,246	\$23,313
Fuel	\$47,787	\$51,922
<b>TOTAL OPERATING EXPENSES</b>	\$337,722	\$393,093

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Passenger Revenue	\$241,020	\$267,598
Other Operating Revenue		\$1,977
Total Operating Revenues	\$241,020	\$269,575
Federal Contributions		
Provincial Contributions	\$57,972	\$72,923
Municipal Contributions	\$37,850	\$37,850
Donations / Other	\$880	\$12,745
<b>TOTAL</b>	\$337,722	\$393,093

CAPITAL EXPENSES		
Vehicles Purchased	\$57,904	\$78,110
Debt Servicing	\$17,947	\$24,632
Other Capital Expenses	\$6,165	\$3,598
<b>TOTAL CAPITAL EXPENSES</b>	\$82,016	\$106,340

CAPITAL FUNDING SOURCES		
Transit System		
Federal Contributions	\$57,972	
Provincial Contributions	\$24,044	\$106,340
Municipal Contributions		
Donations / Other		
<b>TOTAL CAPITAL FUNDING</b>	\$82,016	\$106,340

SERVICE HOURS/SCHEDULING		
Weekday: 0730 to 1630	Sunday: 0900 to 2200	
Saturday: 1000 to 2200	Holiday:	
Advanced booking notice:	90 days	
Minimum notice for reservation:		
Reservations/Scheduling:	Manual	

FARE STRUCTURE (2007)	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$4.75		
Child	\$4.75		
Student	\$4.75		
Senior	\$4.75		
Attendant	free		
Companion	free		
Other	Town Service Based on Mileage + Waiting time		

EMPLOYEE DATA (2007)	(Full-Time)	(Part-Time)
Operators	2	5
Other Operations (e.g. dispatchers)		1
Mechanics		
General Administration	1	1
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	3	7

**Union Affiliations:** Operators: N/A  
 Mechanics: N/A  
 Top Operator Wage Rate: \$16.26  
 Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

FINANCIAL	2006	2007
R/C Ratio	71%	69%
Net Operating Cost / Capita	\$4.84	\$6.18
Total Exp. / Passenger	\$17.05	\$19.02
Total Exp. / Eligible Passenger	\$18.03	\$20.25
Transp. Exp. / Passenger		
Dedicated Service	\$15.24	\$16.41
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$20.81	\$22.09
OPERATING		
Registrants / Capita	0.0375	0.0375
Passengers / Capita	0.9901	1.0332
Passengers / Registrant	26.40	27.55
Passengers / Hour (Dedicated Service)	2.10	2.07
Km. / Passenger (Dedicated Service)	9.78	10.35
Average Speed (Dedicated Service)	20.56	21.43

VEHICLE DATA			Avg. Capacity per Veh.	
	Number	Veh. Peak	Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	6	5	2	4
Small Buses	1	1	4	10
Other	1	1	2	7
TOTAL DED. VEHICLES	8	7	N/A	N/A
Accessible taxis				

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	8,886	
Wheelchair/Scooter Users	10,528	
Attendants	1,250	
Companions		
Other		
<b>TOTAL (%Total)</b>	20,664 ( 100%)	( 0%)

## SARNIA TRANSIT

Contact: Ms. Pauline Anderson  
 Title: Deputy Director  
 Telephone: (519) 336-3271  
 FAX: (519) 336-3361  
 e-mail: panderson@sarnia.ca

Population served: 71,419  
 Service area (km²): 167.3  
 Communities served: 2  
 Service began: 1981  
 Advisory Committee members: 12  
 Eligibility Committee members: N/A

**NUMBER OF REGISTRANTS** 1,498  
 Wheelchair/Scooter Users: 771 (51%)  
 Ambulatory: 702 (47%)  
 Attendants:  
 Companions:  
 Other: 25 (2%)

Note: \* Other Eligibility Criteria: blind persons from November 1st to March 31st.

\* The data for Sarnia also included the specialized transit service for the City of Point Edward. In 2007, they provided 895 passenger trips. Point Edward service contract revenue for 2007 was \$15,490 and its passenger revenue was \$1,566.

Dedicated Service operated by: Transit System / Municipality

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

Taxi Scrip Program available: NO

**ELIGIBILITY CRITERIA \***

- ☒ Unable to Board  
☒ Unable to Use  
☒ Other Criteria

VEHICLE KILOMETRES & HOURS	2006	2007
Rev. Veh. Km. - Dedicated Service	203,834	198,053
Tot. Veh. Km. - Dedicated Service	203,834	198,053
Rev. Veh. Hr. - Dedicated Service	12,420	12,336
Tot. Veh. Hr. - Dedicated Service	12,420	12,336
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA	2006	2007
Dedicated Service	32,706	33,623
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	32,706	33,623
Subscription/Pre-booked	63%	63%
Reservation	36%	36%
On-Demand/Day of trip	1%	1%

CANCELLED IN ADVANCE	n/a	2,437
NO-SHOWS/CANCELLED AT DOOR	2,916	102
UNACCOMMODATED TRIPS	221	207
NUMBER OF COMPLAINTS	5	3

OPERATING EXPENSES	2006	2007
Administration	\$88,080	\$87,834
Operations:		
Internal - Dedicated Service	\$495,502	\$528,447
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$75,549	\$72,016
Fuel	\$54,740	\$65,130
<b>TOTAL OPERATING EXPENSES</b>	\$713,871	\$753,427

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS	2006	2007
Passenger Revenue	\$58,321	\$54,999
Other Operating Revenue	\$790	\$1,350
Total Operating Revenues	\$59,111	\$56,349
Federal Contributions		
Provincial Contributions	\$17,155	\$28,326
Municipal Contributions	\$637,605	\$668,752
Donations / Other		
<b>TOTAL</b>	\$713,871	\$753,427

CAPITAL EXPENSES	2006	2007
Vehicles Purchased		\$196,533
Debt Servicing	\$18,340	\$17,950
Other Capital Expenses		\$2,138
<b>TOTAL CAPITAL EXPENSES</b>	\$18,340	\$216,621

CAPITAL FUNDING SOURCES	2006	2007
Transit System		
Federal Contributions		\$34,283
Provincial Contributions		\$150,761
Municipal Contributions	\$18,340	\$31,577
Donations / Other		
<b>TOTAL CAPITAL FUNDING</b>	\$18,340	\$216,621

SERVICE HOURS/SCHEDULING	2006	2007
Weekday: 0630 to 2230	Sunday: 0900 to 1630	
Saturday: 0800 to 2230	Holiday:	
Advanced booking notice:	5 days	
Minimum notice for reservation:	24.0 hours	
Reservations/Scheduling:	Partially Computerized	

FARE STRUCTURE (2007)	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.00	\$1.85	\$65.00
Child	free		
Student	\$2.00	\$1.85	\$55.00
Senior	\$2.00	\$1.85	\$50.00
Attendant	\$2.00	\$1.85	
Companion	\$2.00	\$1.85	
Other			
Children <6 - free; High School Semester Pass - \$125/5-month			

EMPLOYEE DATA (2007)	(Full-Time)	(Part-Time)
Operators	6	
Other Operations (e.g. dispatchers)	1	
Mechanics		1
General Administration		7
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	7	8

**Union Affiliations:** Operators: CAW Local 456  
 Mechanics: CAW Local 456

Top Operator Wage Rate: \$20.57  
 Top Mechanic Wage Rate: \$23.96

**PERFORMANCE INDICATORS**

FINANCIAL	2006	2007
R/C Ratio	8%	7%
Net Operating Cost / Capita	\$9.37	\$9.76
Total Exp. / Passenger	\$21.83	\$22.41
Total Exp. / Eligible Passenger	\$23.26	\$23.84
Transp. Exp. / Passenger		
Dedicated Service	\$19.13	\$19.80
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$50.39	\$53.96
OPERATING	2006	2007
Registrants / Capita	0.0197	0.0210
Passengers / Capita	0.4682	0.4708
Passengers / Registrant	23.79	22.45
Passengers / Hour (Dedicated Service)	2.63	2.73
Km. / Passenger (Dedicated Service)	6.23	5.89
Average Speed (Dedicated Service)	16.41	16.05

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	17,206	
Wheelchair/Scooter Users	14,396	
Attendants	2,021	
Companions		
Other		
<b>TOTAL (%Total)</b>	33,623 ( 100%)	( 0%)

VEHICLE DATA			Avg. Capacity per Veh.	
	Number	Veh. Peak	Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	6	6	3	8
Small Buses				
Other				
TOTAL DED. VEHICLES	6	6	N/A	N/A
Accessible taxis				

**SAULT STE MARIE****SAULT STE MARIE TRANSIT PARABUS**

Contact: Mr. Sam Piraino  
 Title: Chief Inspector / Scheduler  
 Telephone: (705) 759-5434  
 FAX: (705) 759-5834  
 e-mail: s.piraino@cityssm.on.ca

Population served: 69,900  
 Service area (km²): 223.5  
 Communities served: 1  
 Service began: 1975  
 Advisory Committee members: 12  
 Eligibility Committee members: N/A

**NUMBER OF REGISTRANTS** 2,644 (Active) 2,644  
 Wheelchair/Scooter Users: 1,595 (60%) 1,595  
 Ambulatory: 1,049 (40%) 1,049  
 Attendants:  
 Companions:  
 Other:

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

**ELIGIBILITY****CRITERIA**

- ☒ Unable to Board  
☐ Unable to Use  
☐ Other Criteria

<b>VEHICLE KILOMETRES &amp; HOURS</b>	<b>2006</b>	<b>2007</b>
Rev. Veh. Km. - Dedicated Service	191,679	229,503
Tot. Veh. Km. - Dedicated Service	191,679	229,503
Rev. Veh. Hr. - Dedicated Service	14,476	15,464
Tot. Veh. Hr. - Dedicated Service	14,476	15,464
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

<b>PASSENGER DATA</b>		
Dedicated Service	27,978	30,649
Non-Dedicated Service	14,509	14,346
<b>TOTAL PASSENGERS</b>	<b>42,487</b>	<b>44,995</b>
Subscription/Pre-booked	30%	30%
Reservation	69%	69%
On-Demand/Day of trip	1%	1%

CANCELLED IN ADVANCE	n/a	
NO-SHOWS/CANCELLED AT DOOR	438	569
UNACCOMMODATED TRIPS	876	900
NUMBER OF COMPLAINTS	55	55

<b>OPERATING EXPENSES</b>		
Administration	\$57,541	\$70,928
Operations:		
Internal - Dedicated Service	\$413,711	\$460,136
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$128,569	\$141,015
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$121,564	\$113,545
Fuel	\$64,994	\$67,942
<b>TOTAL OPERATING EXPENSES</b>	<b>\$786,379</b>	<b>\$853,566</b>

<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>		
Passenger Revenue	\$78,035	\$66,696
Other Operating Revenue		
<b>Total Operating Revenues</b>	<b>\$78,035</b>	<b>\$66,696</b>
Federal Contributions		
Provincial Contributions	\$64,260	\$159,176
Municipal Contributions	\$644,084	\$627,694
Donations / Other		
<b>TOTAL</b>	<b>\$786,379</b>	<b>\$853,566</b>

<b>CAPITAL EXPENSES</b>		
Vehicles Purchased	\$80,851	\$80,851
Debt Servicing	\$15,417	
Other Capital Expenses		\$25,888
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$96,268</b>	<b>\$106,739</b>

<b>CAPITAL FUNDING SOURCES</b>		
Transit System		
Federal Contributions		
Provincial Contributions	\$98,268	\$106,739
Municipal Contributions		
Donations / Other		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$98,268</b>	<b>\$106,739</b>

<b>SERVICE HOURS/SCHEDULING</b>		
Weekday: 0730 to 2400	Sunday:	0800 to 2300
Saturday: 0830 to 2400	Holiday:	0800 to 2300
Advanced booking notice:	7 days	
Minimum notice for reservation:	24.0 hours	
Reservations/Scheduling:	Fully Computerized	

<b>FARE STRUCTURE (2007)</b>	<b>Cash</b>	<b>Tickets/Cards (unit price)</b>	<b>Monthly Pass</b>
Adult	\$2.00	\$1.50	
Child	\$2.00	\$1.50	
Student	\$2.00	\$1.50	
Senior	\$2.00	\$1.50	
Attendant	free		
Companion	free		
Other			

<b>EMPLOYEE DATA (2007)</b>	<b>(Full-Time)</b>	<b>(Part-Time)</b>
Operators	3	7
Other Operations (e.g. dispatchers)	1	1
Mechanics	1	
General Administration	1	1
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>6</b>	<b>9</b>

**Union Affiliations:** Operators: UTU Local 104  
 Mechanics: USWA Local 2251

Top Operator Wage Rate: \$20.42  
 Top Mechanic Wage Rate: \$23.57

**PERFORMANCE INDICATORS**

<b>FINANCIAL</b>	<b>2006</b>	<b>2007</b>
R/C Ratio	10%	8%
Net Operating Cost / Capita	\$10.13	\$11.26
Total Exp. / Passenger	\$18.51	\$18.97
Total Exp. / Eligible Passenger	\$20.48	\$21.41
Transp. Exp. / Passenger		
Dedicated Service	\$21.46	\$20.93
Non-Dedicated Service (e.g. Taxis)	\$8.86	\$9.83
Transp. Exp. / Hour (Dedicated Service)	\$41.47	\$41.49

<b>OPERATING</b>		
Registrants / Capita	0.0359	0.0378
Passengers / Capita	0.6078	0.6437
Passengers / Registrant	16.93	17.02
Passengers / Hour (Dedicated Service)	1.93	1.98
Km. / Passenger (Dedicated Service)	6.85	7.49
Average Speed (Dedicated Service)	13.24	14.84

<b>PASSENGER DATA</b>	<b>Ded. Service</b>	<b>Non-Ded. Service</b>
Ambulatory		14,346
Wheelchair/Scooter Users	25,513	
Attendants	5,136	
Companions		
Other		
<b>TOTAL (%Total)</b>	<b>30,649 ( 68%)</b>	<b>14,346 ( 32%)</b>

<b>VEHICLE DATA</b>	<b>Number</b>	<b>Veh. Peak</b>	<b>Avg. Capacity per Veh.</b>	<b>Wheelchair</b>	<b>Ambulatory</b>
Non-Accessible Cars			N/A		
Accessible Vans/Minivans					
Small Buses	9	6	5		5
Other					
<b>TOTAL DED. VEHICLES</b>	<b>9</b>	<b>6</b>	<b>N/A</b>	<b>N/A</b>	
Accessible taxis					



# SCHREIBER

## SCHREIBER - TERRACE BAY HANDI-TRANSIT

Contact: Ms. Lila Cresswell  
 Title: Clerk  
 Telephone: (807) 824-2711 x25  
 FAX: (807) 824-3231  
 e-mail: clerk@schreiber.ca

Population served: 2,526  
 Service area (km²): 187.8  
 Communities served: 2  
 Service began: 1986  
 Advisory Committee members: 7  
 Eligibility Committee members: 3

## NUMBER OF REGISTRANTS

97 (Active) 97  
 Wheelchair/Scooter Users: 9 (9%) 9  
 Ambulatory: 84 (87%) 84  
 Attendants: 2 (2%) 2  
 Companions: 2 (2%) 2

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

\* Ridership is decreasing due to a declining population.

\* Mechanical work is mostly contracted to local automotive shops.

\* Employment Stats: 3 part-time operators (including 1 main driver on call and 2 casual drivers) and 2 part-time contracted employees from the hospital.

Dedicated Service operated by: Transit System / Municipality

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

Taxi Scrip Program available: NO

## ELIGIBILITY CRITERIA

- ☐ Unable to Board  
☐ Unable to Use  
☒ Other Criteria

## VEHICLE KILOMETRES & HOURS

	2006	2007
Rev. Veh. Km. - Dedicated Service	13,310	12,750
Tot. Veh. Km. - Dedicated Service	21,140	19,385
Rev. Veh. Hr. - Dedicated Service		260
Tot. Veh. Hr. - Dedicated Service		370
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service *	1,645	1,444
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	1,645	1,444
Subscription/Pre-booked		
Reservation	100%	100%
On-Demand/Day of trip		

CANCELLED IN ADVANCE	n/a	2
NO-SHOWS/CANCELLED AT DOOR	5	6
UNACCOMMODATED TRIPS	9	
NUMBER OF COMPLAINTS		

## OPERATING EXPENSES

Administration	\$5,478	\$6,475
Operations:		
Internal - Dedicated Service	\$28,287	\$32,653
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$5,896	\$515
Fuel	\$4,405	\$4,534
<b>TOTAL OPERATING EXPENSES</b>	\$44,066	\$44,177

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$6,207	\$5,726
Other Operating Revenue		
<b>Total Operating Revenues</b>	\$6,207	\$5,726
Federal Contributions		
Provincial Contributions	\$11,389	
Municipal Contributions	\$26,470	\$38,451
Donations / Other		
<b>TOTAL</b>	\$44,066	\$44,177

## CAPITAL EXPENSES

Vehicles Purchased  
 Debt Servicing  
 Other Capital Expenses

## TOTAL CAPITAL EXPENSES

## CAPITAL FUNDING SOURCES

Transit System  
 Federal Contributions  
 Provincial Contributions  
 Municipal Contributions  
 Donations / Other

## TOTAL CAPITAL FUNDING

## SERVICE HOURS/SCHEDULING

Weekday:	0700 to 2300	Sunday:	1000 to 2300
Saturday:	1000 to 2300	Holiday:	1000 to 2300
Advanced booking notice:	1 days		
Minimum notice for reservation:	24.0 hours		
Reservations/Scheduling:	Manual		

## FARE STRUCTURE (2007)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$4.00	\$4.00	
Child	\$4.00	\$4.00	
Student	\$6.00	\$6.00	
Senior	\$4.00	\$4.00	
Attendant	free		
Companion	\$5.00	\$5.00	
Other			

## EMPLOYEE DATA (2007) \*

	(Full-Time)	(Part-Time)
Operators		3
Other Operations (e.g. dispatchers)		1
Mechanics		
General Administration		2
Other		

## TOTAL NUMBER OF EMPLOYEES

6

**Union Affiliations:** Operators: Non-union  
 Mechanics: Non-union

Top Operator Wage Rate: \$23.32  
 Top Mechanic Wage Rate: \$22.89

## PERFORMANCE INDICATORS

	2006	2007
<b>FINANCIAL</b>		
R/C Ratio	14%	13%
Net Operating Cost / Capita	\$14.99	\$15.22
Total Exp. / Passenger	\$26.79	\$30.59
Total Exp. / Eligible Passenger	\$27.29	\$31.09
Transp. Exp. / Passenger		
Dedicated Service	\$23.46	\$26.11
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		101.90
<b>OPERATING</b>		
Registrants / Capita	0.0400	0.0384
Passengers / Capita	0.6512	0.5717
Passengers / Registrant	16.29	14.89
Passengers / Hour (Dedicated Service)		5.55
Km. / Passenger (Dedicated Service)	8.09	8.83
Average Speed (Dedicated Service)		49.04

## PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	1,031	
Wheelchair/Scooter Users	390	
Attendants	13	
Companions	10	
Other		
<b>TOTAL (%Total)</b>	1,444 ( 100%)	( 0%)

## VEHICLE DATA

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

# ST. CATHARINES

## PARATRANSIT SYSTEM OF ST. CATHARINES

Contact: Ms. Debbie Grandbois  
 Title: Paratransit Supervisor  
 Telephone: (905) 685-4228 x250  
 FAX: (905) 685-4050  
 e-mail: dgrandbois@yourbus.com

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

Population served: 130,000  
 Service area (km²): 97.0  
 Communities served: 2  
 Service began: 1979  
 Advisory Committee members: 9  
 Eligibility Committee members: 2

### ELIGIBILITY CRITERIA

- ☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

**NUMBER OF REGISTRANTS** 1,435 (Active) 717

Wheelchair/Scooter Users: 720 (50%) 317  
 Ambulatory: 715 (50%) 400  
 Attendants:  
 Companions:  
 Other:

Note: The data for St. Catharines also included the specialized transit services for the City of Thorold. In 2007, 100 registered clients took 2,617 passenger trips. Thorold contract revenue for 2007 was \$57,431 and its passenger revenue was \$10,067.

### VEHICLE KILOMETRES & HOURS

	2006	2007
Rev. Veh. Km. - Dedicated Service	306,826	309,656
Tot. Veh. Km. - Dedicated Service	306,826	309,656
Rev. Veh. Hr. - Dedicated Service	15,479	15,416
Tot. Veh. Hr. - Dedicated Service	15,479	15,416
Non-Dedicated Service - Veh. Km.	23,351	25,587
Non-Dedicated Service - Veh. Hr.	1,769	1,915

### PASSENGER DATA

Dedicated Service	36,346	36,141
Non-Dedicated Service	3,631	3,953
<b>TOTAL PASSENGERS</b>	<b>39,977</b>	<b>40,094</b>
Subscription/Pre-booked	15%	5%
Reservation	80%	90%
On-Demand/Day of trip	5%	5%

CANCELLED IN ADVANCE	n/a	1,201
NO-SHOWS/CANCELLED AT DOOR	167	193
UNACCOMMODATED TRIPS	2,000	1,086
NUMBER OF COMPLAINTS	10	14

### OPERATING EXPENSES

Administration	\$40,852	\$51,699
Operations:		
Internal - Dedicated Service	\$630,294	\$688,232
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$156,835	\$143,730
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$187,910	\$217,198
Fuel	\$73,031	\$67,127
<b>TOTAL OPERATING EXPENSES</b>	<b>\$1,088,922</b>	<b>\$1,167,986</b>

### OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$86,606	\$94,038
Other Operating Revenue		
<b>Total Operating Revenues</b>	<b>\$86,606</b>	<b>\$94,038</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$1,002,316	\$1,073,948
Donations / Other		
<b>TOTAL</b>	<b>\$1,088,922</b>	<b>\$1,167,986</b>

### CAPITAL EXPENSES

Vehicles Purchased	\$272,702	\$160,119
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$272,702</b>	<b>\$160,119</b>

### CAPITAL FUNDING SOURCES

Transit System		\$95,080
Federal Contributions		
Provincial Contributions	\$201,366	\$53,439
Municipal Contributions	\$56,576	
Donations / Other	\$14,760	\$11,600
<b>TOTAL CAPITAL FUNDING</b>	<b>\$272,702</b>	<b>\$160,119</b>

### SERVICE HOURS/SCHEDULING

Weekday:	0730 to 2300	Sunday:	1030 to 1800
Saturday:	0900 to 2300	Holiday:	1030 to 1800
Advanced booking notice:	14 days		
Minimum notice for reservation:	24.0 hours		
Reservations/Scheduling:	Fully Computerized		

### FARE STRUCTURE (2007)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.50	\$2.35	\$80.00
Child	\$2.50	\$2.35	\$80.00
Student	\$2.50	\$2.35	\$80.00
Senior	\$2.50	\$2.35	\$80.00
Attendant	\$2.50	\$2.35	\$80.00
Companion	\$2.50	\$2.35	\$80.00
Other			

### EMPLOYEE DATA (2007)

	(Full-Time)	(Part-Time)
Operators	8	
Other Operations (e.g. dispatchers)		
Mechanics	1	
General Administration	1	2
Other		

**TOTAL NUMBER OF EMPLOYEES** 10 2

**Union Affiliations:** Operators: ATU Local 846  
 Mechanics: ATU Local 846

Top Operator Wage Rate: \$22.67  
 Top Mechanic Wage Rate: \$26.79

## PERFORMANCE INDICATORS

	2006	2007
<b>FINANCIAL</b>		
R/C Ratio	8%	8%
Net Operating Cost / Capita	\$7.71	\$8.26
Total Exp. / Passenger	\$27.24	\$29.13
Total Exp. / Eligible Passenger	\$28.83	\$30.68
Transp. Exp. / Passenger		
Dedicated Service	\$24.52	\$26.91
Non-Dedicated Service (e.g. Taxis)	\$43.19	\$36.36
Transp. Exp. / Hour (Dedicated Service)	\$57.58	\$63.09
<b>OPERATING</b>		
Registrants / Capita	0.0121	0.0110
Passengers / Capita	0.3075	0.3084
Passengers / Registrant	25.51	27.94
Passengers / Hour (Dedicated Service)	2.35	2.34
Km. / Passenger (Dedicated Service)	8.44	8.57
Average Speed (Dedicated Service)	19.82	20.09

	Ded. Service	Non-Ded. Service
<b>PASSENGER DATA</b>		
Ambulatory	20,352	1,408
Wheelchair/Scooter Users	13,899	2,406
Attendants	1,026	81
Companions	864	58
Other		
<b>TOTAL (%Total)</b>	<b>36,141 ( 90%)</b>	<b>3,953 ( 10%)</b>

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair Ambulatory
Non-Accessible Cars			N/A
Accessible Vans/Minivans	3	2	3
Small Buses	8	6	5
Other			
<b>TOTAL DED. VEHICLES</b>	<b>11</b>	<b>8</b>	<b>N/A</b>
Accessible taxis	1		

## ST. MARYS &amp; AREA MOBILITY SERVICE

Contact: Ms. Kim Leis  
 Title: Manager  
 Telephone: (519) 284-3272 x622  
 FAX: (519) 284-0261  
 e-mail: kleis@town.stmarys.on.ca

Population served: 10,749  
 Service area (km²): 405.5  
 Communities served: 3  
 Service began: 1989  
 Advisory Committee members: 10  
 Eligibility Committee members: N/A

## NUMBER OF REGISTRANTS 450

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

Note: \* Administration staff is also responsible for dispatching.

\* Non-Dedicated Service is through volunteer drivers. Clients pay a fee for the service.

\* The 2006 passenger trips may have been overstated.

Dedicated Service operated by: Private Non-profit Organization

Non-Ded. Service (e.g. Taxis) operated by:

Taxi Scrip Program available: NO

## ELIGIBILITY CRITERIA

- ☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

## VEHICLE KILOMETRES &amp; HOURS

	2006	2007
Rev. Veh. Km. - Dedicated Service	36,682	47,289
Tot. Veh. Km. - Dedicated Service	36,682	47,289
Rev. Veh. Hr. - Dedicated Service		
Tot. Veh. Hr. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service *	9,591	6,818
Non-Dedicated Service *	2,915	1,867
<b>TOTAL PASSENGERS</b>	<b>12,506</b>	<b>8,685</b>
Subscription/Pre-booked	25%	25%
Reservation	70%	70%
On-Demand/Day of trip	5%	5%

CANCELLED IN ADVANCE n/a

NO-SHOWS/CANCELLED AT DOOR

UNACCOMMODATED TRIPS

NUMBER OF COMPLAINTS

## OPERATING EXPENSES

Administration	\$26,670	\$32,071
Operations:		
Internal - Dedicated Service	\$16,891	\$14,478
Contract - Dedicated Service	\$47,495	\$61,085
Contract - Non-Dedicated Service	\$20,050	\$20,034
Contract - Taxi Scrip	\$1,424	\$294
Maintenance (Vehicles & Facilities)	\$4,196	\$8,890
Fuel	\$5,455	\$6,595
<b>TOTAL OPERATING EXPENSES</b>	<b>\$122,181</b>	<b>\$143,447</b>

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$46,776	\$45,870
Other Operating Revenue		
<b>Total Operating Revenues</b>	<b>\$46,776</b>	<b>\$45,870</b>
Federal Contributions		
Provincial Contributions	\$22,685	\$64,867
Municipal Contributions	\$15,150	\$16,078
Donations / Other	\$37,570	\$17,773
<b>TOTAL</b>	<b>\$122,181</b>	<b>\$144,588</b>

## CAPITAL EXPENSES

Vehicles Purchased	\$52,464
Debt Servicing	
Other Capital Expenses	

## TOTAL CAPITAL EXPENSES

	\$52,464
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## CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	\$52,464
Municipal Contributions	
Donations / Other	

## TOTAL CAPITAL FUNDING

	\$52,464
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## SERVICE HOURS/SCHEDULING

Weekday:	0800 to 2000	Sunday:	0800 to 2000
Saturday:	0800 to 2000	Holiday:	0800 to 2000
Advanced booking notice:	1 days		
Minimum notice for reservation:	1.0 hours		
Reservations/Scheduling:	Partially Computerized		

## FARE STRUCTURE (2007)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.75		
Child	\$3.75		
Student	\$3.75		
Senior	\$3.75		
Attendant	free		
Companion	free		
Other	Charter after hours \$55/hr driving time		

## EMPLOYEE DATA (2007) \*

	(Full-Time)	(Part-Time)
Operators	1	4
Other Operations (e.g. dispatchers)		
Mechanics		
General Administration	1	
Other		

## TOTAL NUMBER OF EMPLOYEES

	2	4
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Union Affiliations: Operators: N/A  
 Mechanics: N/A

Top Operator Wage Rate: \$15.00

Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2006	2007
<b>FINANCIAL</b>		
R/C Ratio	38%	32%
Net Operating Cost / Capita	\$7.02	\$9.08
Total Exp. / Passenger	\$9.77	\$16.52
Total Exp. / Eligible Passenger	\$12.74	\$16.52
Transp. Exp. / Passenger		
Dedicated Service	\$7.72	\$13.35
Non-Dedicated Service (e.g. Taxis)	\$7.37	\$10.89
Transp. Exp. / Hour (Dedicated Service)		

## OPERATING

Registrants / Capita	0.0495	0.0419
Passengers / Capita	1.1635	0.8080
Passengers / Registrant	23.51	19.30
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)	3.82	6.94
Average Speed (Dedicated Service)		

## PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	6,818*	1,867*
Wheelchair/Scooter Users		
Attendants		
Companions		
Other		
<b>TOTAL (%Total)</b>	<b>6,818 ( 79%)</b>	<b>1,867 ( 21%)</b>

\* Total for all categories

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

# ST. THOMAS

## CITY OF ST. THOMAS - TRANSIT

Contact: Mr. Dave White  
 Title: Supervisor of Roads and Transportation  
 Telephone: (519) 631-0368 x32  
 FAX: (519) 631-5542  
 e-mail: dwhite@city.st-thomas.on.ca

Population served: 36,000  
 Service area (km²): 32.6  
 Communities served: 1  
 Service began: 1990  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

**NUMBER OF REGISTRANTS** 520 (Active) 520  
 Wheelchair/Scooter Users: 100 (19%) 100  
 Ambulatory: 420 (81%) 420  
 Attendants:  
 Companions:  
 Other:

Note: \* St. Thomas Transit introduced a multi-ride card in July 2007.  
 \* Passenger Revenue does not include multi-ride card revenue in 2007. The revenue was consolidated and reported under the conventional transit service.

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

### ELIGIBILITY CRITERIA

- ☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

VEHICLE KILOMETRES & HOURS		2006	2007	SERVICE HOURS/SCHEDULING	
Rev. Veh. Km. - Dedicated Service		59,239	59,239	Weekday:	0715 to 1845 Sunday:
Tot. Veh. Km. - Dedicated Service		59,239	59,239	Saturday:	0915 to 1845 Holiday:
Rev. Veh. Hr. - Dedicated Service				Advanced booking notice:	1 days
Tot. Veh. Hr. - Dedicated Service				Minimum notice for reservation:	
Non-Dedicated Service - Veh. Km.				Reservations/Scheduling:	Manual
Non-Dedicated Service - Veh. Hr.					
PASSENGER DATA				FARE STRUCTURE (2007) *	
Dedicated Service		20,098	20,050	Cash	Tickets/Cards (unit price) Monthly Pass
Non-Dedicated Service				Adult	\$2.50 \$2.00 \$60.00
<b>TOTAL PASSENGERS</b>		20,098	20,050	Child	\$2.50 \$1.50 \$50.00
Subscription/Pre-booked				Student	\$2.50 \$1.50 \$50.00
Reservation				Senior	\$2.50 \$1.50 \$50.00
On-Demand/Day of trip				Attendant	\$2.50 \$1.50 \$50.00
CANCELLED IN ADVANCE	n/a			Companion	\$2.50 \$1.50 \$50.00
NO-SHOWS/CANCELLED AT DOOR	84		114	Other Children under 5 - free	
UNACCOMMODATED TRIPS			20		
NUMBER OF COMPLAINTS				<b>EMPLOYEE DATA (2007)</b>	(Full-Time) (Part-Time)
<b>OPERATING EXPENSES</b>				Operators	
Administration	\$16,156		\$10,000	Other Operations (e.g. dispatchers)	
Operations:				Mechanics	
Internal - Dedicated Service				General Administration	2 1
Contract - Dedicated Service	\$232,810		\$192,016	Other	
Contract - Non-Dedicated Service				<b>TOTAL NUMBER OF EMPLOYEES</b>	2 1
Contract - Taxi Scrip				<b>Union Affiliations:</b>	Operators: N/A Mechanics: N/A
Maintenance (Vehicles & Facilities)	\$21,801			Top Operator Wage Rate:	
Fuel				Top Mechanic Wage Rate:	
<b>TOTAL OPERATING EXPENSES</b>	\$270,767		\$202,016		
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>				<b>PERFORMANCE INDICATORS</b>	
Passenger Revenue *	\$46,996		\$26,890	<b>FINANCIAL</b>	2006 2007
Other Operating Revenue	\$13,633			R/C Ratio	22% 13%
Total Operating Revenues	\$60,629		\$26,890	Net Operating Cost / Capita	\$5.84 \$4.86
Federal Contributions				Total Exp. / Passenger	\$13.47 \$10.08
Provincial Contributions				Total Exp. / Eligible Passenger	\$14.20 \$10.63
Municipal Contributions	\$210,138		\$175,126	Transp. Exp. / Passenger	
Donations / Other				Dedicated Service	\$12.67 \$9.58
<b>TOTAL</b>	\$270,767		\$202,016	Non-Dedicated Service (e.g. Taxis)	
<b>CAPITAL EXPENSES</b>				Transp. Exp. / Hour (Dedicated Service)	
Vehicles Purchased	\$300,000			<b>OPERATING</b>	
Debt Servicing				Registrants / Capita	0.0139 0.0144
Other Capital Expenses				Passengers / Capita	0.5583 0.5569
<b>TOTAL CAPITAL EXPENSES</b>	\$300,000			Passengers / Registrant	40.20 38.56
<b>CAPITAL FUNDING SOURCES</b>				Passengers / Hour (Dedicated Service)	
Transit System				Km. / Passenger (Dedicated Service)	2.95 2.95
Federal Contributions				Average Speed (Dedicated Service)	
Provincial Contributions	\$300,000				
Municipal Contributions					
Donations / Other					
<b>TOTAL CAPITAL FUNDING</b>	\$300,000				

VEHICLE DATA		Veh. Peak	Avg. Capacity per Veh.	
Number			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	2	2	4	4
Other				
<b>TOTAL DED. VEHICLES</b>	2	2	N/A	N/A
Accessible taxis				

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	13,000	
Wheelchair/Scooter Users	6,000	
Attendants	1,050	
Companions		
Other		
<b>TOTAL (%Total)</b>	20,050 ( 100%)	( 0%)

# STRATFORD

## STRATFORD PARALLEL TRANSIT

Contact: Mr. Harry Eaton  
 Title: Supervisor  
 Telephone: (519) 271-0250 x347  
 FAX: (519) 271-6029  
 e-mail: heaton@city.stratford.on.ca

Population served: 32,000  
 Service area (km²): 21.9  
 Communities served: 1  
 Service began: 1975  
 Advisory Committee members: N/A  
 Eligibility Committee members: 2

**NUMBER OF REGISTRANTS** 590 (Active) 590  
 Wheelchair/Scooter Users: 315 (53%) 315  
 Ambulatory: 275 (47%) 275  
 Attendants:  
 Companions:  
 Other:  
 Note: \* Friday service hours: 0820 - 2300 hrs.

Dedicated Service operated by: Transit System / Municipality

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

Taxi Scrip Program available: NO

### ELIGIBILITY

#### CRITERIA

- ☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

VEHICLE KILOMETRES & HOURS			SERVICE HOURS/SCHEDULING		
Rev. Veh. Km. - Dedicated Service		60,000	Weekday:	0820 to 1640	Sunday: 0840 to 1600
Tot. Veh. Km. - Dedicated Service		60,000	Saturday:	0840 to 1600	Holiday:
Rev. Veh. Hr. - Dedicated Service	6,240	6,240	Advanced booking notice: 2 days		
Tot. Veh. Hr. - Dedicated Service	6,240	6,240	Minimum notice for reservation: 1.0 hours		
Non-Dedicated Service - Veh. Km.			Reservations/Scheduling: Manual		
Non-Dedicated Service - Veh. Hr.					
PASSENGER DATA			FARE STRUCTURE (2007)		Tickets/Cards
Dedicated Service *	15,031	16,607	Cash	(unit price)	Monthly Pass
Non-Dedicated Service	1,075		Adult	\$2.75	\$2.75
<b>TOTAL PASSENGERS</b>	16,106	16,607	Child	\$2.75	\$2.75
Subscription/Pre-booked	50%	50%	Student	\$2.75	\$2.75
Reservation	45%	45%	Senior	\$2.75	\$2.75
On-Demand/Day of trip	5%	5%	Attendant	free	
CANCELLED IN ADVANCE			Companion	free	
NO-SHOWS/CANCELLED AT DOOR	131	157	Other		
UNACCOMMODATED TRIPS	63	227			
NUMBER OF COMPLAINTS	3	3	EMPLOYEE DATA (2007)		(Full-Time)
<b>OPERATING EXPENSES</b>			Operators		(Part-Time)
Administration	\$73,930	\$74,959	Other Operations (e.g. dispatchers)	3	4
Operations:			Mechanics	1	
Internal - Dedicated Service	\$160,095	\$173,926	General Administration	1	
Contract - Dedicated Service			Other		
Contract - Non-Dedicated Service	\$4,785		<b>TOTAL NUMBER OF EMPLOYEES</b>	5	4
Contract - Taxi Scrip			<b>Union Affiliations:</b>	Operators: IBEW Local 636	
Maintenance (Vehicles & Facilities)	\$43,454	\$19,533		Mechanics: IBEW Local 636	
Fuel	\$23,118	\$18,815	Top Operator Wage Rate:	\$16.75	
<b>TOTAL OPERATING EXPENSES</b>	\$305,382	\$287,233	Top Mechanic Wage Rate:	\$24.78	
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS			PERFORMANCE INDICATORS		
Passenger Revenue	\$46,330	\$45,602	FINANCIAL		
Other Operating Revenue				2006	2007
<b>Total Operating Revenues</b>	\$46,330	\$45,602	R/C Ratio	15%	16%
Federal Contributions			Net Operating Cost / Capita	\$8.64	\$7.55
Provincial Contributions			Total Exp. / Passenger	\$18.96	\$17.30
Municipal Contributions	\$256,577	\$240,440	Total Exp. / Eligible Passenger	\$18.96	\$17.30
Donations / Other	\$2,475	\$1,191	Transp. Exp. / Passenger		
<b>TOTAL</b>	\$305,382	\$287,233	Dedicated Service	\$15.08	\$12.78
<b>CAPITAL EXPENSES</b>			Non-Dedicated Service (e.g. Taxis)	\$4.45	
Vehicles Purchased	\$147,758		Transp. Exp. / Hour (Dedicated Service)	\$36.32	\$34.02
Debt Servicing			<b>OPERATING</b>		
Other Capital Expenses			Registrants / Capita	0.0204	0.0184
<b>TOTAL CAPITAL EXPENSES</b>	\$147,758		Passengers / Capita	0.5369	0.5190
<b>CAPITAL FUNDING SOURCES</b>			Passengers / Registrant	26.27	28.15
Transit System			Passengers / Hour (Dedicated Service)	2.41	2.66
Federal Contributions			Km. / Passenger (Dedicated Service)		3.61
Provincial Contributions	\$141,559		Average Speed (Dedicated Service)		9.62
Municipal Contributions	\$6,199				
Donations / Other					
<b>TOTAL CAPITAL FUNDING</b>	\$147,758				

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				
<b>TOTAL DED. VEHICLES</b>	5	3	N/A	N/A
Accessible taxis				

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	8,258	
Wheelchair/Scooter Users	8,349	
Attendants		
Companions		
Other		
<b>TOTAL (%Total)</b>	16,607 ( 100%)	( 0%)

# SUDBURY

## SUDBURY HANDI-TRANSIT

Contact: Mr. Robert Gauthier  
 Title: Manager, Transit Operations  
 Telephone: (705) 675-3333  
 FAX: (705) 560-6311  
 e-mail: robert.gauthier@sudbury.ca

Dedicated Service operated by: 1 contractor

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

Taxi Scrip Program available: NO

Population served: 160,000  
 Service area (km²): 3,627.0  
 Communities served: 1  
 Service began: 2001  
 Advisory Committee members: 5  
 Eligibility Committee members: N/A

### ELIGIBILITY CRITERIA \*

- ☒ Unable to Board
- ☒ Unable to Use
- ☒ Other Criteria

**NUMBER OF REGISTRANTS** 4,605 (Active) 1,968

Wheelchair/Scooter Users: 2,233 (48%) 960  
 Ambulatory: 2,372 (52%) 1,008

Attendants:

Companions:

Other:

Note: \* Other Eligibility Criteria: Blind persons who are able to use Handi Transit independently.

## VEHICLE KILOMETRES & HOURS

	2006	2007
Rev. Veh. Km. - Dedicated Service	954,441	939,097
Tot. Veh. Km. - Dedicated Service	954,441	939,097
Rev. Veh. Hr. - Dedicated Service	38,598	42,703
Tot. Veh. Hr. - Dedicated Service	38,598	42,703
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	95,257	105,070
Non-Dedicated Service	6,704	7,280
<b>TOTAL PASSENGERS</b>	101,961	112,350
Subscription/Pre-booked	70%	70%
Reservation	25%	25%
On-Demand/Day of trip	5%	5%

CANCELLED IN ADVANCE	n/a	12,500
NO-SHOWS/CANCELLED AT DOOR	2,036	2,500

## UNACCOMMODATED TRIPS

NUMBER OF COMPLAINTS	6	
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## OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$2,127,325	\$2,362,912
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
<b>TOTAL OPERATING EXPENSES</b>	\$2,127,325	\$2,362,912

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$164,108	\$219,984
Other Operating Revenue	\$35,404	
<b>Total Operating Revenues</b>	\$199,512	\$219,984
Federal Contributions		
Provincial Contributions	\$75,000	\$50,000
Municipal Contributions	\$1,852,813	\$2,092,928
Donations / Other		
<b>TOTAL</b>	\$2,127,325	\$2,362,912

## CAPITAL EXPENSES

Vehicles Purchased  
 Debt Servicing  
 Other Capital Expenses

## TOTAL CAPITAL EXPENSES

## CAPITAL FUNDING SOURCES

Transit System  
 Federal Contributions  
 Provincial Contributions  
 Municipal Contributions  
 Donations / Other

## TOTAL CAPITAL FUNDING

## SERVICE HOURS/SCHEDULING

Weekday: 0715 to 0015	Sunday: 0845 to 2145
Saturday: 0715 to 0015	Holiday: 0715 to 0015
Advanced booking notice:	30 days
Minimum notice for reservation:	
Reservations/Scheduling:	Partially Computerized

## FARE STRUCTURE (2007)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$1.95	\$1.95	
Child	\$1.95	\$1.95	
Student	\$1.95	\$1.95	
Senior	\$1.95	\$1.95	
Attendant	\$1.95	\$1.95	
Companion	\$1.95	\$1.95	
Other			

## EMPLOYEE DATA (2007)

	(Full-Time)	(Part-Time)
Operators	19	14
Other Operations (e.g. dispatchers)	3	1
Mechanics	5	
General Administration	1	
Other		

**TOTAL NUMBER OF EMPLOYEES** 28 15

**Union Affiliations:** Operators: N/A  
 Mechanics: N/A

Top Operator Wage Rate: \$17.10  
 Top Mechanic Wage Rate: \$27.50

## PERFORMANCE INDICATORS

	2006	2007
<b>FINANCIAL</b>		
R/C Ratio	9%	9%
Net Operating Cost / Capita	\$12.28	\$13.39
Total Exp. / Passenger	\$20.86	\$21.03
Total Exp. / Eligible Passenger	\$22.28	\$22.48
Transp. Exp. / Passenger		
Dedicated Service	\$22.33	\$22.49
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$55.11	\$55.33
<b>OPERATING</b>		
Registrants / Capita	0.0264	0.0288
Passengers / Capita	0.6494	0.7022
Passengers / Registrant	24.63	24.40
Passengers / Hour (Dedicated Service)	2.47	2.46
Km. / Passenger (Dedicated Service)	10.02	8.94
Average Speed (Dedicated Service)	24.73	21.99

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	56,508	7,280
Wheelchair/Scooter Users	41,320	
Attendants	7,242	
Companions		
Other		
<b>TOTAL (%Total)</b>	105,070 ( 94%)	7,280 ( 6%)

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair Ambulatory
Non-Accessible Cars			N/A
Accessible Vans/Minivans			
Small Buses	14	14	6 4
Other			
<b>TOTAL DED. VEHICLES</b>	14	14	N/A N/A
Accessible taxis			

# THUNDER BAY

## HAGI COMMUNITY SERVICES - TRANSIT DIVISION

Contact: Ms. Brenda Deck  
 Title: Operations Coordinator  
 Telephone: (807) 343-9320  
 FAX: (807) 344-6140  
 e-mail: bdeck@hagi.ca

Population served: 112,000  
 Service area (km²): 325.0  
 Communities served: 1  
 Service began: 1975  
 Advisory Committee members: 12  
 Eligibility Committee members: 12

**NUMBER OF REGISTRANTS** 4,934 (Active) 1,945  
 Wheelchair/Scooter Users: 1,138 (23%) 509  
 Ambulatory: 3,409 (69%) 1,049  
 Attendants: 387 (8%) 387  
 Companions:  
 Other:

### ELIGIBILITY

#### CRITERIA

Dedicated Service operated by: Private Non-profit Organization  
 Non-Ded. Service (e.g. Taxis) operated by: 3 taxi companies  
 Taxi Scrip Program available: YES

- ☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

VEHICLE KILOMETRES & HOURS	2006	2007
Rev. Veh. Km. - Dedicated Service	616,774	626,049
Tot. Veh. Km. - Dedicated Service	616,774	626,049
Rev. Veh. Hr. - Dedicated Service	30,010	32,467
Tot. Veh. Hr. - Dedicated Service	30,010	32,467
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA		
Dedicated Service	89,270	77,893
Non-Dedicated Service		9,384
<b>TOTAL PASSENGERS</b>	<b>89,270</b>	<b>87,277</b>
Subscription/Pre-booked		
Reservation	50%	
On-Demand/Day of trip	50%	

CANCELLED IN ADVANCE	n/a	
NO-SHOWS/CANCELLED AT DOOR	1,103	1,026
UNACCOMMODATED TRIPS	2,494	2,749
NUMBER OF COMPLAINTS	22	22

OPERATING EXPENSES		
Administration	\$590,641	\$311,566
Operations:		
Internal - Dedicated Service	\$833,998	\$1,074,759
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$17,479	\$15,172
Contract - Taxi Scrip	\$85,512	\$112,573
Maintenance (Vehicles & Facilities)	\$229,059	\$218,560
Fuel	\$153,556	\$151,708
<b>TOTAL OPERATING EXPENSES</b>	<b>\$1,910,245</b>	<b>\$1,884,338</b>

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Passenger Revenue	\$412,110	\$406,574
Other Operating Revenue	\$2,428	\$32,983
<b>Total Operating Revenues</b>	<b>\$414,538</b>	<b>\$439,557</b>
Federal Contributions		
Provincial Contributions	\$134,274	\$134,832
Municipal Contributions	\$1,278,432	\$1,309,949
Donations / Other	\$83,001	
<b>TOTAL</b>	<b>\$1,910,245</b>	<b>\$1,884,338</b>

CAPITAL EXPENSES		
Vehicles Purchased	\$383,084	\$217,047
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$383,084</b>	<b>\$217,047</b>

CAPITAL FUNDING SOURCES		
Transit System		
Federal Contributions		
Provincial Contributions	\$25,000	
Municipal Contributions	\$358,084	\$217,047
Donations / Other		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$383,084</b>	<b>\$217,047</b>

SERVICE HOURS/SCHEDULING		
Weekday: 0700 to 2300	Sunday: 0900 to 2230	
Saturday: 0700 to 2300	Holiday:	
Advanced booking notice:	14 days	
Minimum notice for reservation:	48.0 hours	
Reservations/Scheduling:	Fully Computerized	

FARE STRUCTURE (2007)	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.00	\$3.00	
Child	\$3.00	\$3.00	
Student	\$3.00	\$3.00	
Senior	\$3.00	\$3.00	
Attendant	free		
Companion	free		
Other			

EMPLOYEE DATA (2007)	(Full-Time)	(Part-Time)
Operators	9	19
Other Operations (e.g. dispatchers)	3	3
Mechanics		
General Administration	1	
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>13</b>	<b>22</b>

**Union Affiliations:** Operators: ATU Local 966  
 Mechanics: N/A  
 Top Operator Wage Rate: \$16.96  
 Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

FINANCIAL	2006	2007
R/C Ratio	22%	23%
Net Operating Cost / Capita	\$13.35	\$12.90
Total Exp. / Passenger	\$21.40	\$21.59
Total Exp. / Eligible Passenger	\$21.40	\$22.23
Transp. Exp. / Passenger		
Dedicated Service	\$13.63	\$18.55
Non-Dedicated Service (e.g. Taxis)		\$13.61
Transp. Exp. / Hour (Dedicated Service)	\$40.54	\$44.51

OPERATING		
Registrants / Capita	0.0389	0.0441
Passengers / Capita	0.7971	0.7793
Passengers / Registrant	20.51	17.69
Passengers / Hour (Dedicated Service)	2.97	2.40
Km. / Passenger (Dedicated Service)	6.91	8.04
Average Speed (Dedicated Service)	20.55	19.28

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	Wheelchair	Ambulatory
Non-Accessible Cars			N/A		
Accessible Vans/Minivans					
Small Buses	22	22	4		8
Other					
<b>TOTAL DED. VEHICLES</b>	<b>22</b>	<b>22</b>	<b>N/A</b>	<b>N/A</b>	
Accessible taxis	6				

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	47,880	9,384
Wheelchair/Scooter Users	27,488	
Attendants	2,525	
Companions		
Other		
<b>TOTAL (%Total)</b>	<b>77,893 ( 89%)</b>	<b>9,384 ( 11%)</b>

# TIMMINS

## TIMMINS HANDY TRANSIT

Contact: Ms. Catherine Verreault  
 Title: Manager of Transit Operations  
 Telephone: (705) 360-2600 x3501  
 FAX: (705) 360-2698  
 e-mail: catherine.verreault@timmins.ca

Population served: 38,000  
 Service area (km²): 24.0  
 Communities served: 1  
 Service began: 1985  
 Advisory Committee members: 8  
 Eligibility Committee members: N/A

**NUMBER OF REGISTRANTS** 957 (Active) 957

Wheelchair/Scooter Users: 523 (55%) 523  
 Ambulatory: 434 (45%) 434

Attendants:  
 Companions:  
 Other:

Note: \* 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 are not counted separately.

\* Wednesday and Thursday Service Hours: 0700-2200 hrs.

Dedicated Service operated by: Transit System / Municipality

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

Taxi Scrip Program available: NO

### ELIGIBILITY CRITERIA

- ☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

## VEHICLE KILOMETRES & HOURS

	2006	2007
Rev. Veh. Km. - Dedicated Service	139,860	126,609
Tot. Veh. Km. - Dedicated Service	139,860	126,609
Rev. Veh. Hr. - Dedicated Service	7,064	8,260
Tot. Veh. Hr. - Dedicated Service	7,064	8,260
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	15,722	16,303
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	15,722	16,303
Subscription/Pre-booked	79%	65%
Reservation		
On-Demand/Day of trip	21%	35%

CANCELLED IN ADVANCE n/a

NO-SHOWS/CANCELLED AT DOOR 1,196 1,150

UNACCOMMODATED TRIPS 307 264

NUMBER OF COMPLAINTS

## OPERATING EXPENSES

Administration*	\$4,980	
Operations:		
Internal - Dedicated Service	\$337,454	\$394,941
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)*	\$29,552	\$30,212
Fuel	\$34,938	\$34,137
<b>TOTAL OPERATING EXPENSES</b>	\$406,924	\$459,290

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$31,705	\$30,863
Other Operating Revenue		
<b>Total Operating Revenues</b>	\$31,705	\$30,863
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$375,219	\$428,427
Donations / Other		
<b>TOTAL</b>	\$406,924	\$459,290

## CAPITAL EXPENSES

Vehicles Purchased		\$79,742
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>		\$79,742

## CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		\$79,742
Donations / Other		
<b>TOTAL CAPITAL FUNDING</b>		\$79,742

## SERVICE HOURS/SCHEDULING \*

Weekday:	0700 to 1900	Sunday:
Saturday:	1000 to 1800	Holiday:
Advanced booking notice:	21 days	
Minimum notice for reservation:	1.0 hours	
Reservations/Scheduling:	Fully Computerized	

## FARE STRUCTURE (2007)

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

## EMPLOYEE DATA (2007) \*

	(Full-Time)	(Part-Time)
Operators	3	
Other Operations (e.g. dispatchers)		
Mechanics		
General Administration		
Other		

**TOTAL NUMBER OF EMPLOYEES** 3

**Union Affiliations:** Operators: CUPE Local 1544  
 Mechanics: N/A

Top Operator Wage Rate: \$21.08

Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2006	2007
<b>FINANCIAL</b>		
R/C Ratio	8%	7%
Net Operating Cost / Capita	\$9.87	\$11.27
Total Exp. / Passenger	\$25.88	\$28.17
Total Exp. / Eligible Passenger	\$25.88	\$28.17
Transp. Exp. / Passenger		
Dedicated Service	\$25.57	\$28.17
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$56.90	\$55.60
<b>OPERATING</b>		
Registrants / Capita	0.0316	0.0252
Passengers / Capita	0.4137	0.4290
Passengers / Registrant	13.10	17.04
Passengers / Hour (Dedicated Service)	2.23	1.97
Km. / Passenger (Dedicated Service)	8.90	7.77
Average Speed (Dedicated Service)	19.80	15.33

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	Wheelchair	Ambulatory
Non-Accessible Cars				N/A	
Accessible Vans/Minivans					
Small Buses	5	4		5	6
Other					
<b>TOTAL DED. VEHICLES</b>	5	4		N/A	N/A
Accessible taxis					

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	16,303*	
Wheelchair/Scooter Users		
Attendants		
Companions		
Other		
<b>TOTAL (%Total)</b>	16,303 ( 100%)	( 0%)
* Total for all categories		



**WHEEL-TRANS**

Contact: Ms. Margaret Gomes  
 Title: Budget & Research Analyst  
 Telephone: (416) 393-4963  
 FAX: (416) 338-0139  
 e-mail: margaret.gomes@ttc.ca

Population served: 2,503,300  
 Service area (km²): 630.0  
 Communities served: 1  
 Service began: 1975  
 Advisory Committee members: 15  
 Eligibility Committee members: N/A

**NUMBER OF REGISTRANTS** 49,342 (Active) 29,158

Wheelchair/Scooter Users: 21,562 (44%) 12,756  
 Ambulatory: 27,780 (56%) 16,402  
 Attendants:  
 Companions:  
 Other:

Note: \* Other Eligibility Criteria: users who have restricted physical functional mobility.

Dedicated Service operated by: Transit Sys. + 9 contractors

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

Taxi Scrip Program available: NO

**ELIGIBILITY CRITERIA \***

- ☐ Unable to Board  
☐ Unable to Use  
☒ Other Criteria

<b>VEHICLE KILOMETRES &amp; HOURS</b>	<b>2006</b>	<b>2007</b>
Rev. Veh. Km. - Dedicated Service	11,653,710	12,601,482
Tot. Veh. Km. - Dedicated Service	12,411,201	13,366,548
Rev. Veh. Hr. - Dedicated Service	518,245	553,606
Tot. Veh. Hr. - Dedicated Service	553,930	589,648
Non-Dedicated Service - Veh. Km.	2,040,574	2,219,976
Non-Dedicated Service - Veh. Hr.	65,061	69,865

<b>PASSENGER DATA</b>		
Dedicated Service	1,711,311	1,799,847
Non-Dedicated Service	280,729	303,612
<b>TOTAL PASSENGERS</b>	<b>1,992,040</b>	<b>2,103,459</b>
Subscription/Pre-booked	48%	48%
Reservation	51%	51%
On-Demand/Day of trip	1%	1%

CANCELLED IN ADVANCE	n/a	255,834
NO-SHOWS/CANCELLED AT DOOR	59,392	66,310
UNACCOMMODATED TRIPS	62,031	42,400
NUMBER OF COMPLAINTS	2,236	2,711

<b>OPERATING EXPENSES</b>		
Administration	\$10,046,500	\$9,968,760
Operations:		
Internal - Dedicated Service	\$21,864,800	\$23,852,245
Contract - Dedicated Service	\$12,625,700	\$13,984,145
Contract - Non-Dedicated Service	\$4,642,800	\$5,126,515
Contract - Taxi Scrip		

Maintenance (Vehicles & Facilities)	12,150,500	12,862,306
Fuel	\$1,968,000	\$2,479,901
<b>TOTAL OPERATING EXPENSES</b>	<b>\$63,298,300</b>	<b>\$68,273,872</b>

<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>		
Passenger Revenue	\$2,917,900	\$3,264,033
Other Operating Revenue		
Total Operating Revenues	\$2,917,900	\$3,264,033
Federal Contributions		
Provincial Contributions		\$19,768,500
Municipal Contributions	\$60,380,400	\$45,241,339
Donations / Other		
<b>TOTAL</b>	<b>\$63,298,300</b>	<b>\$68,273,872</b>

<b>CAPITAL EXPENSES</b>		
Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		\$3,152,000
<b>TOTAL CAPITAL EXPENSES</b>		<b>\$3,152,000</b>

<b>CAPITAL FUNDING SOURCES</b>		
Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		\$3,152,000
Donations / Other		
<b>TOTAL CAPITAL FUNDING</b>		<b>\$3,152,000</b>

<b>SERVICE HOURS/SCHEDULING</b>		
Weekday: 0600 to 0100	Sunday: 0700 to 0100	
Saturday: 0700 to 0100	Holiday: 0700 to 0100	
Advanced booking notice:	1 days	
Minimum notice for reservation:	2.0 hours	
Reservations/Scheduling:	Fully Computerized	

<b>FARE STRUCTURE (2007)</b>	<b>Cash</b>	<b>Tickets/Cards (unit price)</b>	<b>Monthly Pass</b>
Adult	\$2.75	\$2.25	109.00
Child	\$0.70	\$0.50	
Student	\$1.85	\$1.50	\$91.25
Senior	\$1.85	\$1.50	\$91.25
Attendant			
Companion			
Other			

<b>EMPLOYEE DATA (2007)</b>	<b>(Full-Time)</b>	<b>(Part-Time)</b>
Operators	289	
Other Operations (e.g. dispatchers)	71	
Mechanics	75	
General Administration	10	
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>445</b>	

**Union Affiliations:** Operators: ATU Local 113  
 Mechanics: ATU Local 113

Top Operator Wage Rate: \$26.58  
 Top Mechanic Wage Rate: \$32.31

**PERFORMANCE INDICATORS**

<b>FINANCIAL</b>	<b>2006</b>	<b>2007</b>
R/C Ratio	5%	5%
Net Operating Cost / Capita	\$24.15	\$25.97
Total Exp. / Passenger	\$31.78	\$32.46
Total Exp. / Eligible Passenger	\$31.78	\$32.46
Transp. Exp. / Passenger		
Dedicated Service	\$28.40	\$29.55
Non-Dedicated Service (e.g. Taxis)	\$16.54	\$16.89
Transp. Exp. / Hour (Dedicated Service)	\$87.75	\$90.19

<b>OPERATING</b>		
Registrants / Capita	0.0174	0.0197
Passengers / Capita	0.7968	0.8403
Passengers / Registrant	45.81	42.63
Passengers / Hour (Dedicated Service)	3.30	3.25
Km. / Passenger (Dedicated Service)	6.81	7.00
Average Speed (Dedicated Service)	22.49	22.76

<b>PASSENGER DATA</b>	<b>Ded. Service</b>	<b>Non-Ded. Service</b>
Ambulatory	1,184,673	297,785
Wheelchair/Scooter Users	615,174	5,827
Attendants		
Companions		
Other		
<b>TOTAL (%Total)</b>	<b>1,799,847 ( 86%)</b>	<b>303,612 ( 14%)</b>

<b>VEHICLE DATA</b>	<b>Number</b>	<b>Veh. Peak</b>	<b>Avg. Capacity per Veh.</b>	<b>Wheelchair</b>	<b>Ambulatory</b>
Non-Accessible Cars	45	45	N/A		4
Accessible Vans/Minivans	108	108	2		2
Small Buses	145	124	3		8
Other					
<b>TOTAL DED. VEHICLES</b>	<b>298</b>	<b>277</b>	<b>N/A</b>		<b>N/A</b>
Accessible taxis	108				

# TRENT HILLS

## VENTURE VAN

Contact: Ms. Leiann Peart  
 Title: Program Coordinator  
 Telephone: (705) 653-1411  
 FAX: (705) 653-1471  
 e-mail: l.peart@commcare.ca

Population served: 12,500  
 Service area (km²): 509.5  
 Communities served: 1  
 Service began: 1992  
 Advisory Committee members: 8  
 Eligibility Committee members: 2

### ELIGIBILITY CRITERIA

- ☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

**NUMBER OF REGISTRANTS** 165 (Active) 165

Wheelchair/Scooter Users: 51 (31%) 51  
 Ambulatory: 64 (39%) 64  
 Attendants: 50 (30%) 50  
 Companions:  
 Other:

Note: \* This service was turned over to a separate non-profit on April 1, 2007. Therefore comparisons with previous years may be difficult as reporting is being done on a fiscal basis and statistics are maintained differently from previous years.  
 \* A second vehicle was purchased in August 2007 to better serve the clientele.

Dedicated Service operated by: Private Non-profit Organization

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

Taxi Scrip Program available: NO

## VEHICLE KILOMETRES & HOURS

	2006	2007
Rev. Veh. Km. - Dedicated Service	53,500	57,311
Tot. Veh. Km. - Dedicated Service	53,934	58,311
Rev. Veh. Hr. - Dedicated Service	1,650	1,901
Tot. Veh. Hr. - Dedicated Service	1,810	2,071
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	2,753	3,180
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	2,753	3,180
Subscription/Pre-booked	100%	50%
Reservation		50%
On-Demand/Day of trip		

CANCELLED IN ADVANCE	n/a	76
NO-SHOWS/CANCELLED AT DOOR	70	14
UNACCOMMODATED TRIPS	127	15
NUMBER OF COMPLAINTS		

## OPERATING EXPENSES

Administration	\$4,651	\$31,828
Operations:		
Internal - Dedicated Service	\$38,819	\$55,107
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$9,022	\$7,535
Fuel	\$10,345	\$9,960
<b>TOTAL OPERATING EXPENSES</b>	\$62,837	\$104,430

## OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$14,860	\$16,484
Other Operating Revenue	\$6	
<b>Total Operating Revenues</b>	\$14,866	\$16,484
Federal Contributions		
Provincial Contributions		\$44,493
Municipal Contributions	\$30,500	\$29,500
Donations / Other	\$18,232	\$42,030
<b>TOTAL</b>	\$63,598	\$132,507

## CAPITAL EXPENSES

Vehicles Purchased		\$51,590
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>		\$51,590

## CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$51,590
Municipal Contributions		
Donations / Other		
<b>TOTAL CAPITAL FUNDING</b>		\$51,590

## SERVICE HOURS/SCHEDULING

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

## FARE STRUCTURE (2007)

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

## EMPLOYEE DATA (2007)

	(Full-Time)	(Part-Time)
Operators	1	4
Other Operations (e.g. dispatchers)		
Mechanics		
General Administration		1
Other		

**TOTAL NUMBER OF EMPLOYEES** 1 5

**Union Affiliations:** Operators: N/A  
 Mechanics: N/A

Top Operator Wage Rate: \$14.18  
 Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2006	2007
<b>FINANCIAL</b>		
R/C Ratio	24%	16%
Net Operating Cost / Capita	\$3.84	\$7.04
Total Exp. / Passenger	\$22.82	\$32.84
Total Exp. / Eligible Passenger	\$23.20	\$33.35
Transp. Exp. / Passenger		
Dedicated Service	\$21.14	\$22.83
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$32.15	\$35.06
<b>OPERATING</b>		
Registrants / Capita	0.0365	0.0132
Passengers / Capita	0.2202	0.2544
Passengers / Registrant	6.04	19.27
Passengers / Hour (Dedicated Service)	1.67	1.67
Km. / Passenger (Dedicated Service)	19.43	18.02
Average Speed (Dedicated Service)	32.42	30.15

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	2,607	
Wheelchair/Scooter Users	524	
Attendants	49	
Companions		
Other		
<b>TOTAL (%Total)</b>	3,180 ( 100%)	( 0%)

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			
<b>TOTAL DED. VEHICLES</b>	2	2	N/A N/A
Accessible taxis			

**WALLACEBURG****CKTRANSIT WALLACEBURG ACCESSIBLE**

Contact: Ms. Jan Metcalfe  
 Title: Engineering Technician  
 Telephone: (519) 360-1998 x3301  
 FAX: (519) 436-3240  
 e-mail: janm@chatham-kent.ca

Population served: 11,800  
 Service area (km²): 10.7  
 Communities served: 1  
 Service began: 1991  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

**NUMBER OF REGISTRANTS** 549  
 Wheelchair/Scooter Users: 158 (29%)  
 Ambulatory: 232 (42%)  
 Attendants: 159 (29%)  
 Companions:  
 Other:

Dedicated Service operated by: 1 contractor

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

Taxi Scrip Program available: NO

**ELIGIBILITY****CRITERIA**

- ☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

<b>VEHICLE KILOMETRES &amp; HOURS</b>		<b>2006</b>	<b>2007</b>	<b>SERVICE HOURS/SCHEDULING</b>	
Rev. Veh. Km. - Dedicated Service		25,444	24,096	Weekday: 0700 to 1700	Sunday: 0900 to 1700
Tot. Veh. Km. - Dedicated Service		25,444	24,096	Saturday: 0900 to 1700	Holiday:
Rev. Veh. Hr. - Dedicated Service		3,328	3,322	Advanced booking notice:	1 days
Tot. Veh. Hr. - Dedicated Service		3,328	3,322	Minimum notice for reservation:	24.0 hours
Non-Dedicated Service - Veh. Km.				Reservations/Scheduling:	Manual
Non-Dedicated Service - Veh. Hr.					
<b>PASSENGER DATA</b>				<b>FARE STRUCTURE (2007)</b>	
Dedicated Service		3,385	3,639	<b>Cash</b>	<b>Tickets/Cards</b>
Non-Dedicated Service				<b>(unit price)</b>	<b>Monthly Pass</b>
<b>TOTAL PASSENGERS</b>		3,385	3,639	Adult \$3.00	\$3.00
Subscription/Pre-booked				Child \$3.00	\$3.00
Reservation		100%	100%	Student \$3.00	\$3.00
On-Demand/Day of trip				Senior \$3.00	\$3.00
				Attendant free	
CANCELLED IN ADVANCE		n/a		Companion \$3.00	\$3.00
NO-SHOWS/CANCELLED AT DOOR				Other	
UNACCOMMODATED TRIPS					
NUMBER OF COMPLAINTS				<b>EMPLOYEE DATA (2007)</b>	<b>(Full-Time) (Part-Time)</b>
<b>OPERATING EXPENSES</b>				Operators	
Administration		\$10,857	\$10,857	Other Operations (e.g. dispatchers)	
Operations:				Mechanics	
Internal - Dedicated Service				General Administration	
Contract - Dedicated Service		\$82,852	\$92,948	Other	
Contract - Non-Dedicated Service				<b>TOTAL NUMBER OF EMPLOYEES</b>	
Contract - Taxi Scrip				<b>Union Affiliations:</b>	
Maintenance (Vehicles & Facilities)				Operators: N/A	
Fuel				Mechanics: N/A	
<b>TOTAL OPERATING EXPENSES</b>		\$93,709	\$103,805	Top Operator Wage Rate:	
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>				Top Mechanic Wage Rate:	
Passenger Revenue		\$31,863	\$27,131		
Other Operating Revenue					
Total Operating Revenues		\$31,863	\$27,131		
Federal Contributions					
Provincial Contributions					
Municipal Contributions		\$61,846	\$76,674		
Donations / Other					
<b>TOTAL</b>		\$93,709	\$103,805		
<b>CAPITAL EXPENSES</b>					
Vehicles Purchased					
Debt Servicing					
Other Capital Expenses					
<b>TOTAL CAPITAL EXPENSES</b>					
<b>CAPITAL FUNDING SOURCES</b>					
Transit System					
Federal Contributions					
Provincial Contributions					
Municipal Contributions					
Donations / Other					
<b>TOTAL CAPITAL FUNDING</b>					

**PERFORMANCE INDICATORS**

<b>FINANCIAL</b>	<b>2006</b>	<b>2007</b>
R/C Ratio	34%	26%
Net Operating Cost / Capita	\$5.24	\$6.50
Total Exp. / Passenger	\$27.68	\$28.53
Total Exp. / Eligible Passenger	\$28.88	\$30.44
Transp. Exp. / Passenger		
Dedicated Service	\$24.48	\$25.54
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$24.90	\$27.98
<b>OPERATING</b>		
Registrants / Capita	0.0436	0.0465
Passengers / Capita	0.2869	0.3084
Passengers / Registrant	6.59	6.63
Passengers / Hour (Dedicated Service)	1.02	1.10
Km. / Passenger (Dedicated Service)	7.52	6.62
Average Speed (Dedicated Service)	7.65	7.25

<b>VEHICLE DATA</b>		<b>Veh. Peak</b>	<b>Avg. Capacity per Veh.</b>	
<b>Number</b>			<b>Wheelchair</b>	<b>Ambulatory</b>
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	2	1	3	4
Small Buses				
Other				
<b>TOTAL DED. VEHICLES</b>	2	1	N/A	N/A
Accessible taxis				

<b>PASSENGER DATA</b>	<b>Ded. Service</b>	<b>Non-Ded. Service</b>
Ambulatory	2,843	
Wheelchair/Scooter Users	567	
Attendants	229	
Companions		
Other		
<b>TOTAL (%Total)</b>	3,639 ( 100%)	( 0%)

# WATERLOO REGION - RURAL

## WOOLWICH TRANSIT INC.

Contact: Ms. Cheryl Fisher  
 Title: Manager  
 Telephone: (519) 669-4533  
 FAX: (519) 669-3124  
 e-mail: kiwanistransit@rogers.com

Population served: 48,300  
 Service area (km²): 843.0  
 Communities served: 3  
 Service began: 1992  
 Advisory Committee members: 12  
 Eligibility Committee members: N/A

**NUMBER OF REGISTRANTS** 1,410 (Active) 1,410  
 Wheelchair/Scooter Users: 546 (39%) 546  
 Ambulatory: 864 (61%) 864  
 Attendants:  
 Companions:  
 Other:

Note: \* Other Eligibility Criteria: persons with mentally or physical challenges or minimum 65 years are eligible to use the service.

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

### ELIGIBILITY CRITERIA \*

- ☐ Unable to Board  
☐ Unable to Use  
☒ Other Criteria

VEHICLE KILOMETRES & HOURS	2006	2007
Rev. Veh. Km. - Dedicated Service	303,411	328,316
Tot. Veh. Km. - Dedicated Service	304,861	328,316
Rev. Veh. Hr. - Dedicated Service	9,975	9,598
Tot. Veh. Hr. - Dedicated Service	10,220	10,357
Non-Dedicated Service - Veh. Km.	22,197	40,897
Non-Dedicated Service - Veh. Hr.	345	681

PASSENGER DATA	2006	2007
Dedicated Service	24,458	29,445
Non-Dedicated Service	2,287	4,098
<b>TOTAL PASSENGERS</b>	<b>26,745</b>	<b>33,543</b>
Subscription/Pre-booked	79%	80%
Reservation	20%	19%
On-Demand/Day of trip	1%	1%

CANCELLED IN ADVANCE	n/a	7,846
NO-SHOWS/CANCELLED AT DOOR	102	211
UNACCOMMODATED TRIPS	226	
NUMBER OF COMPLAINTS		

OPERATING EXPENSES	2006	2007
Administration		\$62,100
Operations:		
Internal - Dedicated Service	\$428,946	\$392,686
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$40,860	\$73,025
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$60,500	\$82,506
Fuel	\$65,293	\$72,615
<b>TOTAL OPERATING EXPENSES</b>	<b>\$595,599</b>	<b>\$682,932</b>

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS	2006	2007
Passenger Revenue	\$90,075	\$118,900
Other Operating Revenue		
<b>Total Operating Revenues</b>	<b>\$90,075</b>	<b>\$118,900</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$502,509	\$601,356
Donations / Other	\$7,700	
<b>TOTAL</b>	<b>\$600,284</b>	<b>\$720,256</b>

CAPITAL EXPENSES	2006	2007
Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		

### TOTAL CAPITAL EXPENSES

### CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Donations / Other		

### TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING	2006	2007
Weekday: 0600 to 1800		Sunday:
Saturday:		Holiday:
Advanced booking notice:		14 days
Minimum notice for reservation:		48.0 hours
Reservations/Scheduling:		Fully Computerized

FARE STRUCTURE (2007)	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.50		
Child	\$2.50		
Student	\$2.50		
Senior	\$2.50		
Attendant	free		
Companion			
Other			

EMPLOYEE DATA (2007)	(Full-Time)	(Part-Time)
Operators	5	1
Other Operations (e.g. dispatchers)	1	
Mechanics		
General Administration	1	
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>7</b>	<b>1</b>

**Union Affiliations:** Operators: N/A  
 Mechanics: N/A

Top Operator Wage Rate: \$18.23  
 Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

FINANCIAL	2006	2007
R/C Ratio	15%	17%
Net Operating Cost / Capita	\$10.87	\$11.68
Total Exp. / Passenger	\$22.27	\$20.36
Total Exp. / Eligible Passenger	\$23.41	\$21.15
Transp. Exp. / Passenger		
Dedicated Service	\$22.68	\$18.60
Non-Dedicated Service (e.g. Taxis)	\$17.87	\$17.82
Transp. Exp. / Hour (Dedicated Service)	\$54.28	\$52.89

### OPERATING

Registrants / Capita	0.0267	0.0292
Passengers / Capita	0.5752	0.6945
Passengers / Registrant	21.52	23.79
Passengers / Hour (Dedicated Service)	2.45	3.07
Km. / Passenger (Dedicated Service)	12.41	11.15
Average Speed (Dedicated Service)	30.42	34.21

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	22,010	3,661
Wheelchair/Scooter Users	6,179	437
Attendants	1,256	
Companions		
Other		
<b>TOTAL (%Total)</b>	<b>29,445 ( 88%)</b>	<b>4,098 ( 12%)</b>

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair Ambulatory
Non-Accessible Cars			N/A
Accessible Vans/Minivans			
Small Buses	5	4	6 12
Other			
<b>TOTAL DED. VEHICLES</b>	<b>5</b>	<b>4</b>	<b>N/A N/A</b>
Accessible taxis			

# WATERLOO REGION - URBAN

## GRT MOBILITY PLUS - URBAN SERVICE AREA

Contact: Ms. Bonnie Liesemer  
 Title: Manager, Finance and Administration  
 Telephone: (519) 585-7597 x7218  
 FAX: (519) 744-2899  
 e-mail: blieseme@region.waterloo.on.ca

Population served: 453,880  
 Service area (km²): 315.8  
 Communities served: 4  
 Service began: 1973  
 Advisory Committee members: 12  
 Eligibility Committee members: 5

### ELIGIBILITY CRITERIA

- ☒ Unable to Board
- ☒ Unable to Use
- ☒ Other Criteria

Dedicated Service operated by: Transit System / Municipality  
 Non-Ded. Service (e.g. Taxis) operated by: 4 taxi companies  
 Taxi Scrip Program available: YES

**NUMBER OF REGISTRANTS** 5,998 (Active) 2,891

Wheelchair/Scooter Users: 2,760 (46%) 1,330  
 Ambulatory: 3,238 (54%) 1,561

Attendants:  
 Companions:

Note: All MobilityPLUS registrants have access to TaxiSCRIP as well as complimentary rides on conventional GRT routes. In 2007 there were approximately 71,500 rides provided on conventional transit.  
 \* In 2007 it also provided 1,847 rides for 56 registered clients in the Township of North Dumfries with expenses of \$54,683 and revenues of \$9,444, the service is contracted with a taxi company but administered and scheduled by GRT MobilityPLUS.

VEHICLE KILOMETRES & HOURS	2006	2007
Rev. Veh. Km. - Dedicated Service	972,181	908,144
Tot. Veh. Km. - Dedicated Service	998,408	926,299
Rev. Veh. Hr. - Dedicated Service	47,654	43,742
Tot. Veh. Hr. - Dedicated Service	54,170	49,209
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA		
Dedicated Service	121,536	119,917
Non-Dedicated Service	103,904	118,484
<b>TOTAL PASSENGERS</b>	<b>225,440</b>	<b>238,401</b>
Subscription/Pre-booked	51%	49%
Reservation	49%	51%
On-Demand/Day of trip		

CANCELLED IN ADVANCE	n/a	44,561
NO-SHOWS/CANCELLED AT DOOR	5,525	4,378
UNACCOMMODATED TRIPS	334	521
NUMBER OF COMPLAINTS		75

OPERATING EXPENSES		
Administration	\$681,811	\$1,595,907
Operations:		
Internal - Dedicated Service	\$2,674,864	\$1,594,887
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$925,873	\$981,293
Contract - Taxi Scrip	\$331,074	\$173,507
Maintenance (Vehicles & Facilities)	\$402,440	\$474,209
Fuel	\$251,998	\$241,873
<b>TOTAL OPERATING EXPENSES</b>	<b>\$5,268,060</b>	<b>\$5,061,676</b>

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Passenger Revenue	\$376,743	\$475,867
Other Operating Revenue	\$146,427	\$225,519
Total Operating Revenues	\$523,170	\$701,386
Federal Contributions		
Provincial Contributions	\$896,489	\$968,833
Municipal Contributions	\$3,848,401	\$3,391,457
Donations / Other		
<b>TOTAL</b>	<b>\$5,268,060</b>	<b>\$5,061,676</b>

CAPITAL EXPENSES		
Vehicles Purchased	\$174,323	\$336,690
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$174,323</b>	<b>\$336,690</b>

CAPITAL FUNDING SOURCES		
Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$174,323	\$336,690
Donations / Other		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$174,323</b>	<b>\$336,690</b>

SERVICE HOURS/SCHEDULING		
Weekday: 0700 to 2330	Sunday: 0900 to 2330	
Saturday: 0830 to 0100	Holiday: 0900 to 2330	
Advanced booking notice: 7 days		
Minimum notice for reservation: 48.0 hours		
Reservations/Scheduling: Fully Computerized		

FARE STRUCTURE (2007)	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.50	\$2.50	
Child	\$2.50	\$2.50	
Student	\$2.50	\$2.50	
Senior	\$2.50	\$2.50	
Attendant	\$2.50	\$2.50	
Companion	\$2.50	\$2.50	
Other children under 5 - free			

EMPLOYEE DATA (2007)	(Full-Time)	(Part-Time)
Operators	30	11
Other Operations (e.g. dispatchers)	5	8
Mechanics		
General Administration	9	
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>44</b>	<b>19</b>

**Union Affiliations:** Operators: CAW Local 4304  
 Mechanics: CAW Local 4304  
 Top Operator Wage Rate: \$22.86  
 Top Mechanic Wage Rate: \$26.32

## PERFORMANCE INDICATORS

FINANCIAL	2006	2007
R/C Ratio	10%	14%
Net Operating Cost / Capita	\$10.56	\$9.61
Total Exp. / Passenger	\$23.37	\$21.23
Total Exp. / Eligible Passenger	\$30.32	\$29.15
Transp. Exp. / Passenger		
Dedicated Service	\$27.39	\$19.27
Non-Dedicated Service (e.g. Taxis)	\$12.10	\$9.75
Transp. Exp. / Hour (Dedicated Service)	\$61.46	\$46.96

OPERATING		
Registrants / Capita	0.0136	0.0132
Passengers / Capita	0.5015	0.5253
Passengers / Registrant	36.83	39.75
Passengers / Hour (Dedicated Service)	2.55	2.74
Km. / Passenger (Dedicated Service)	8.00	7.57
Average Speed (Dedicated Service)	20.40	20.76

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	50,362	56,004
Wheelchair/Scooter Users	61,740	5,536
Attendants	7,815	4,299
Companions		
Other		52,645
<b>TOTAL (%Total)</b>	<b>119,917 ( 50%)</b>	<b>118,484 ( 50%)</b>

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	1	1	N/A	3
Accessible Vans/Minivans	24	21	6	7
Small Buses				
Other				
<b>TOTAL DED. VEHICLES</b>	<b>25</b>	<b>22</b>	<b>N/A</b>	<b>N/A</b>
Accessible taxis	7			

# WELLAND

## WELLAND HANDI-TRANS

Contact: Ms. Lorraine Denis  
 Title: Handi-Trans Co-ordinator  
 Telephone: (905) 732-4181  
 FAX: (905) 732-9422  
 e-mail: lorraine.denis@welland.ca

Population served: 50,331  
 Service area (km²): 86.0  
 Communities served: 1  
 Service began: 1981  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

**NUMBER OF REGISTRANTS** 1,469 (Active) 1,469  
 Wheelchair/Scooter Users: 618 (42%) 618  
 Ambulatory: 681 (46%) 681  
 Attendants: 170 (12%) 170  
 Companions:  
 Other:

Note: \* Wages - \$0.80/hour premium.

\* Monday to Friday fixed route accessible service 1900-2300 hrs.

Dedicated Service operated by: Transit System / Municipality

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

Taxi Scrip Program available: NO

### ELIGIBILITY CRITERIA

- ☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

VEHICLE KILOMETRES & HOURS		2006	2007	SERVICE HOURS/SCHEDULING *	
Rev. Veh. Km. - Dedicated Service	88,625	87,968		Weekday: 0715 to 1900	Sunday:
Tot. Veh. Km. - Dedicated Service	93,740	93,088		Saturday: 0930 to 1815	Holiday:
Rev. Veh. Hr. - Dedicated Service	5,576	5,698		Advanced booking notice:	14 days
Tot. Veh. Hr. - Dedicated Service	5,917	6,073		Minimum notice for reservation:	24.0 hours
Non-Dedicated Service - Veh. Km.				Reservations/Scheduling:	Fully Computerized
Non-Dedicated Service - Veh. Hr.					
PASSENGER DATA				FARE STRUCTURE (2007)	
Dedicated Service	18,374	17,136		Cash	Tickets/Cards (unit price) Monthly Pass
Non-Dedicated Service				Adult \$2.25	\$1.73
<b>TOTAL PASSENGERS</b>	18,374	17,136		Child \$2.25	\$1.73
Subscription/Pre-booked	49%	50%		Student \$2.25	\$1.73
Reservation	50%	49%		Senior \$2.25	\$1.73
On-Demand/Day of trip	1%	1%		Attendant \$2.25	\$1.73
CANCELLED IN ADVANCE	n/a	138		Companion \$2.25	\$1.73
NO-SHOWS/CANCELLED AT DOOR	108	110		Other free with CNIB card	
UNACCOMMODATED TRIPS	120	140			
NUMBER OF COMPLAINTS	24	24		<b>EMPLOYEE DATA (2007)</b>	(Full-Time) (Part-Time)
<b>OPERATING EXPENSES</b>				Operators	2 1
Administration	\$98,906	\$99,633		Other Operations (e.g. dispatchers)	1
Operations:				Mechanics	1
Internal - Dedicated Service	\$179,415	\$198,338		General Administration	1 1
Contract - Dedicated Service				Other	
Contract - Non-Dedicated Service				<b>TOTAL NUMBER OF EMPLOYEES</b>	3 4
Contract - Taxi Scrip					
Maintenance (Vehicles & Facilities)	\$40,672	\$35,687		<b>Union Affiliations:</b>	
Fuel	\$25,862	\$25,093		Operators: ATU Local 1633	
<b>TOTAL OPERATING EXPENSES</b>	\$344,855	\$358,751		Mechanics: ATU Local 1633	
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>				Top Operator Wage Rate:	\$21.57
Passenger Revenue	\$39,068	\$46,751		Top Mechanic Wage Rate:	\$27.57
Other Operating Revenue	\$7,544	\$12,259			
Total Operating Revenues	\$46,612	\$59,010			
Federal Contributions					
Provincial Contributions					
Municipal Contributions	\$296,243	\$299,741			
Donations / Other	\$2,000				
<b>TOTAL</b>	\$344,855	\$358,751			
<b>CAPITAL EXPENSES</b>					
Vehicles Purchased	\$94,370				
Debt Servicing					
Other Capital Expenses					
<b>TOTAL CAPITAL EXPENSES</b>	\$94,370				
<b>CAPITAL FUNDING SOURCES</b>					
Transit System					
Federal Contributions	\$94,370				
Provincial Contributions					
Municipal Contributions					
Donations / Other					
<b>TOTAL CAPITAL FUNDING</b>	\$94,370				

## PERFORMANCE INDICATORS

FINANCIAL	2006	2007
R/C Ratio	14%	16%
Net Operating Cost / Capita	\$5.93	\$5.96
Total Exp. / Passenger	\$18.77	\$20.94
Total Exp. / Eligible Passenger	\$20.10	\$23.79
Transp. Exp. / Passenger		
Dedicated Service	\$13.39	\$15.12
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$41.57	\$42.67
<b>OPERATING</b>		
Registrants / Capita	0.0270	0.0292
Passengers / Capita	0.3651	0.3405
Passengers / Registrant	13.51	11.67
Passengers / Hour (Dedicated Service)	3.30	3.01
Km. / Passenger (Dedicated Service)	4.82	5.13
Average Speed (Dedicated Service)	15.89	15.44

VEHICLE DATA		Veh. Peak	Avg. Capacity per Veh.	
Number			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	4	3	6	16
Other				
<b>TOTAL DED. VEHICLES</b>	4	3	N/A	N/A
Accessible taxis				

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	8,452	
Wheelchair/Scooter Users	6,626	
Attendants	1,335	
Companions		
Other	723	
<b>TOTAL (%Total)</b>	17,136 ( 100%)	( 0%)

# WEST ELGIN

## FOUR COUNTIES TRANSPORTATION

Contact: Ms. Joanne Groch  
 Title: Administrator/Treasurer  
 Telephone: (519) 785-0560  
 FAX: (519) 785-0644  
 e-mail: westelgin@execulink.com

Population served: 18,500  
 Service area (km²): 1,107.0  
 Communities served: 5  
 Service began: 1994  
 Advisory Committee members: 7  
 Eligibility Committee members: N/A

**NUMBER OF REGISTRANTS** 65 (Active) 65  
 Wheelchair/Scooter Users: 39 (60%) 39  
 Ambulatory: 26 (40%) 26  
 Attendants:  
 Companions:  
 Other:  
 Note: \* Other Eligibility Criteria: Application to be signed by a health care professional or a doctor.

Dedicated Service operated by: Transit System / Municipality

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

Taxi Scrip Program available: NO

### ELIGIBILITY CRITERIA \*

- ☐ Unable to Board  
☒ Unable to Use  
☒ Other Criteria

VEHICLE KILOMETRES & HOURS		2006	2007	SERVICE HOURS/SCHEDULING	
Rev. Veh. Km. - Dedicated Service		43,555	54,128	Weekday: 0900 to 1600	Sunday:
Tot. Veh. Km. - Dedicated Service		43,555	54,128	Saturday:	Holiday:
Rev. Veh. Hr. - Dedicated Service		1,183	1,483	Advanced booking notice:	1 days
Tot. Veh. Hr. - Dedicated Service		1,183	1,483	Minimum notice for reservation:	24.0 hours
Non-Dedicated Service - Veh. Km.				Reservations/Scheduling:	Manual
Non-Dedicated Service - Veh. Hr.					
PASSENGER DATA				FARE STRUCTURE (2007)	
Dedicated Service		2,444	3,775	<b>Cash</b>	<b>Tickets/Cards (unit price) Monthly Pass</b>
Non-Dedicated Service				Adult	\$4.00
<b>TOTAL PASSENGERS</b>		2,444	3,775	Child	\$4.00
Subscription/Pre-booked		100%	100%	Student	\$4.00
Reservation				Senior	\$4.00
On-Demand/Day of trip				Attendant	\$4.00
CANCELLED IN ADVANCE	n/a			Companion	\$4.00
NO-SHOWS/CANCELLED AT DOOR	2		5	Other	\$8/rider round trip fare
UNACCOMMODATED TRIPS					
NUMBER OF COMPLAINTS				<b>EMPLOYEE DATA (2007)</b>	<b>(Full-Time) (Part-Time)</b>
<b>OPERATING EXPENSES</b>				Operators	5
Administration	\$2,725	\$1,398		Other Operations (e.g. dispatchers)	
Operations:				Mechanics	
Internal - Dedicated Service	\$23,906	\$25,731		General Administration	
Contract - Dedicated Service				Other	
Contract - Non-Dedicated Service				<b>TOTAL NUMBER OF EMPLOYEES</b>	5
Contract - Taxi Scrip				<b>Union Affiliations:</b>	
Maintenance (Vehicles & Facilities)	\$4,159	\$5,290		Operators: N/A	
Fuel	\$8,126	\$7,303		Mechanics: N/A	
<b>TOTAL OPERATING EXPENSES</b>	\$38,916	\$39,722		Top Operator Wage Rate:	\$18.12
				Top Mechanic Wage Rate:	
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS				PERFORMANCE INDICATORS	
Passenger Revenue	\$11,560	\$15,149		FINANCIAL	
Other Operating Revenue					2006 2007
Total Operating Revenues	\$11,560	\$15,149		R/C Ratio	30% 38%
Federal Contributions				Net Operating Cost / Capita	\$1.48 \$1.33
Provincial Contributions	\$1,168	\$777		Total Exp. / Passenger	\$15.92 \$10.52
Municipal Contributions	\$23,188	\$23,776		Total Exp. / Eligible Passenger	\$22.65 \$14.18
Donations / Other	\$3,000	\$20		Transp. Exp. / Passenger	
<b>TOTAL</b>	\$38,916	\$39,722		Dedicated Service	\$14.81 \$10.15
<b>CAPITAL EXPENSES</b>				Non-Dedicated Service (e.g. Taxis)	
Vehicles Purchased				Transp. Exp. / Hour (Dedicated Service)	\$30.59 \$25.84
Debt Servicing				<b>OPERATING</b>	
Other Capital Expenses				Registrants / Capita	0.0032 0.0035
<b>TOTAL CAPITAL EXPENSES</b>				Passengers / Capita	0.1321 0.2041
<b>CAPITAL FUNDING SOURCES</b>				Passengers / Registrant	41.42 58.08
Transit System				Passengers / Hour (Dedicated Service)	2.07 2.55
Federal Contributions				Km. / Passenger (Dedicated Service)	17.82 14.34
Provincial Contributions				Average Speed (Dedicated Service)	36.82 36.50
Municipal Contributions					
Donations / Other					
<b>TOTAL CAPITAL FUNDING</b>					

VEHICLE DATA		Veh. Peak	Avg. Capacity per Veh.	
Number			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	2	12
Other				
<b>TOTAL DED. VEHICLES</b>	1	1	N/A	N/A
Accessible taxis				

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	2,494	
Wheelchair/Scooter Users	308	
Attendants		
Companions		
Other	973	
<b>TOTAL (%Total)</b>	3,775 ( 100%)	( 0%)

# WEST PERTH

## MITCHELL & AREA MOBILITY BUS

Contact: Ms. Vicky Wolfe Hinz  
 Title: Bus Manager  
 Telephone: (519) 348-9765  
 FAX: (519) 348-4420  
 e-mail: maco@ritzlutheranvilla.com

Population served: 8,839  
 Service area (km²): 579.4  
 Communities served: 1  
 Service began: 1985  
 Advisory Committee members: 12  
 Eligibility Committee members: 2

### ELIGIBILITY CRITERIA

- ☐ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

Dedicated Service operated by: Private Non-profit Organization

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

Taxi Scrip Program available: NO

**NUMBER OF REGISTRANTS** 419 (Active) 419

Wheelchair/Scooter Users: 156 (37%) 156

Ambulatory: 226 (54%) 226

Attendants: 37 (9%) 37

Companions:

Other:

Note: \* Service Hours: Mon/Wed 0900-1300 hrs; Tue 1000-1500 hrs; Thu/Fri 0900-1700 hrs.

\* In 2007 we had a number of service interruptions due to bad weather and cancellations due to snowstorms. Service also experienced a higher than usual number of deaths and people moving out of the community and those clients were not replaced by new ones despite marketing efforts.

VEHICLE KILOMETRES & HOURS	2006	2007
Rev. Veh. Km. - Dedicated Service	38,978	34,955
Tot. Veh. Km. - Dedicated Service	40,723	35,978
Rev. Veh. Hr. - Dedicated Service	3,159	2,897
Tot. Veh. Hr. - Dedicated Service	3,579	3,177
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA		
Dedicated Service	5,978	5,784
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	5,978	5,784
Subscription/Pre-booked	20%	20%
Reservation	70%	70%
On-Demand/Day of trip	10%	10%

CANCELLED IN ADVANCE	n/a	166
NO-SHOWS/CANCELLED AT DOOR	9	6
UNACCOMMODATED TRIPS	15	5
NUMBER OF COMPLAINTS	3	4

OPERATING EXPENSES		
Administration	\$20,338	\$15,867
Operations:		
Internal - Dedicated Service	\$67,396	\$54,576
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$8,959	\$8,974
Fuel	\$7,981	\$7,593
<b>TOTAL OPERATING EXPENSES</b>	\$104,674	\$87,010

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Passenger Revenue	\$11,604	\$8,499
Other Operating Revenue	\$21,032	\$26,874
Total Operating Revenues	\$32,636	\$35,373
Federal Contributions		
Provincial Contributions	\$53,152	\$43,329
Municipal Contributions	\$12,000	\$12,000
Donations / Other	\$12,634	\$13,870
<b>TOTAL</b>	\$110,422	\$104,572

CAPITAL EXPENSES		
Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		

### TOTAL CAPITAL EXPENSES

### CAPITAL FUNDING SOURCES

Transit System  
 Federal Contributions  
 Provincial Contributions  
 Municipal Contributions  
 Donations / Other

### TOTAL CAPITAL FUNDING

SERVICE HOURS/SCHEDULING *	
Weekday:	Sunday:
Saturday:	Holiday:
Advanced booking notice:	1 days
Minimum notice for reservation:	24.0 hours
Reservations/Scheduling:	Manual

FARE STRUCTURE (2007)	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.25		
Child	\$3.25		
Student	\$3.25		
Senior	\$3.25		
Attendant	free		
Companion	free		
Other	Charter rates: \$40/hour driving; \$30/hour waiting		

EMPLOYEE DATA (2007)	(Full-Time)	(Part-Time)
Operators		1
Other Operations (e.g. dispatchers)		
Mechanics		
General Administration		1
Other		8
<b>TOTAL NUMBER OF EMPLOYEES</b>		10

**Union Affiliations:** Operators: N/A  
 Mechanics: N/A

Top Operator Wage Rate: \$17.76

Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

FINANCIAL	2006	2007
R/C Ratio	31%	41%
Net Operating Cost / Capita	\$8.15	\$5.84
Total Exp. / Passenger	\$17.51	\$15.04
Total Exp. / Eligible Passenger	\$17.51	\$15.04
Transp. Exp. / Passenger		
Dedicated Service	\$14.11	\$12.30
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$23.56	\$22.39

### OPERATING

Registrants / Capita	0.0507	0.0474
Passengers / Capita	0.6763	0.6544
Passengers / Registrant	13.34	13.80
Passengers / Hour (Dedicated Service)	1.89	2.00
Km. / Passenger (Dedicated Service)	6.52	6.04
Average Speed (Dedicated Service)	12.34	12.07

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	5,784*	
Wheelchair/Scooter Users		
Attendants		
Companions		
Other		
<b>TOTAL (%Total)</b>	5,784 ( 100%)	( 0%)
* Total for all categories		

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					
<b>TOTAL DED. VEHICLES</b>	2	2		N/A	N/A
Accessible taxis					



# WINDSOR

## HANDI-TRANSIT WINDSOR

Contact: Ms. Lori Colenutt  
Title: General Manager  
Telephone: (519) 966-0930  
FAX: (519) 966-1249  
e-mail: handtrn@mnsi.net

Population served: 233,687  
Service area (km²): 195.0  
Communities served: 2  
Service began: 1978  
Advisory Committee members: 11  
Eligibility Committee members: 2

**NUMBER OF REGISTRANTS** 2,909 (Active) 2,909

Wheelchair/Scooter Users: 1,466 (50%) 1,466  
Ambulatory: 1,443 (50%) 1,443

Attendants:  
Companions:  
Other:

Note: The data for Handi Transit Windsor also included the specialized services for the City of LaSalle. In 2007, 97 registered clients took 2,959 passenger trips. LaSalle service contract revenue for 2007 was \$55,333 and its passenger revenue was \$15,535.

Dedicated Service operated by: Private Non-profit Organization

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

Taxi Scrip Program available: NO

### ELIGIBILITY CRITERIA

- ☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

VEHICLE KILOMETRES & HOURS			SERVICE HOURS/SCHEDULING		
Rev. Veh. Km. - Dedicated Service	274,589	306,041	Weekday:	0600 to 0030	Sunday: 0800 to 2200
Tot. Veh. Km. - Dedicated Service	413,964	456,137	Saturday:	0800 to 0030	Holiday: 0800 to 2200
Rev. Veh. Hr. - Dedicated Service	18,345	19,938	Advanced booking notice:		28 days
Tot. Veh. Hr. - Dedicated Service	18,345	19,938	Minimum notice for reservation:		2.0 hours
Non-Dedicated Service - Veh. Km.			Reservations/Scheduling: Partially Computerized		
Non-Dedicated Service - Veh. Hr.					
PASSENGER DATA			FARE STRUCTURE (2007)		Tickets/Cards
Dedicated Service	49,058	51,765		Cash	(unit price) Monthly Pass
Non-Dedicated Service			Adult	\$2.30	\$2.30
TOTAL PASSENGERS	49,058	51,765	Child	\$2.30	\$2.30
Subscription/Pre-booked	46%	50%	Student	\$2.30	\$2.30
Reservation	49%	46%	Senior	\$2.30	\$2.30
On-Demand/Day of trip	5%	4%	Attendant	\$2.30	\$2.30
CANCELLED IN ADVANCE	n/a	16,217	Companion	\$2.30	\$2.30
NO-SHOWS/CANCELLED AT DOOR	578	691	Other	LaSalle: \$5.25/trip	
UNACCOMMODATED TRIPS	139	65			
NUMBER OF COMPLAINTS	4	5	EMPLOYEE DATA (2007)		
OPERATING EXPENSES				(Full-Time)	(Part-Time)
Administration	\$207,200	\$314,304	Operators	5	10
Operations:			Other Operations (e.g. dispatchers)	3	2
Internal - Dedicated Service	\$600,416	\$565,873	Mechanics		
Contract - Dedicated Service			General Administration	2	
Contract - Non-Dedicated Service			Other		
Contract - Taxi Scrip			TOTAL NUMBER OF EMPLOYEES	10	12
Maintenance (Vehicles & Facilities)	\$96,066	\$95,713	Union Affiliations:	Operators: Teamsters Local 880	
Fuel	\$93,092	\$105,960		Mechanics: N/A	
TOTAL OPERATING EXPENSES	\$996,774	\$1,081,850	Top Operator Wage Rate:	\$18.07	
			Top Mechanic Wage Rate:		
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS			PERFORMANCE INDICATORS		
Passenger Revenue	\$156,694	\$190,126	FINANCIAL		
Other Operating Revenue	\$993	\$230		2006	2007
Total Operating Revenues	\$157,687	\$190,356	R/C Ratio	16%	18%
Federal Contributions			Net Operating Cost / Capita	\$3.59	\$3.81
Provincial Contributions			Total Exp. / Passenger	\$20.32	\$20.90
Municipal Contributions	\$769,108	\$860,222	Total Exp. / Eligible Passenger	\$21.59	\$22.01
Donations / Other			Transp. Exp. / Passenger		
TOTAL	\$926,795	\$1,050,578	Dedicated Service	\$16.09	\$14.83
CAPITAL EXPENSES			Non-Dedicated Service (e.g. Taxis)		
Vehicles Purchased			Transp. Exp. / Hour (Dedicated Service)	\$43.04	\$38.50
Debt Servicing	\$35,027	\$36,911	OPERATING		
Other Capital Expenses			Registrants / Capita	0.0120	0.0124
TOTAL CAPITAL EXPENSES	\$35,027	\$36,911	Passengers / Capita	0.2099	0.2215
CAPITAL FUNDING SOURCES			Passengers / Registrant	17.46	17.79
Transit System			Passengers / Hour (Dedicated Service)	2.67	2.60
Federal Contributions			Km. / Passenger (Dedicated Service)	5.60	5.91
Provincial Contributions			Average Speed (Dedicated Service)	14.97	15.35
Municipal Contributions	\$35,027	\$36,911			
Donations / Other					
TOTAL CAPITAL FUNDING	\$35,027	\$36,911			

VEHICLE DATA		Veh. Peak	Avg. Capacity per Veh.	
Number			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	11	10	5	6
Other				
<b>TOTAL DED. VEHICLES</b>	11	10	N/A	N/A
Accessible taxis				

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	30,466	
Wheelchair/Scooter Users	18,679	
Attendants	2,620	
Companions		
Other		
<b>TOTAL (%Total)</b>	51,765 ( 100%)	( 0%)

# WOODSTOCK

## CITY OF WOODSTOCK PARATRANSIT

Contact: Mr. Rick D'Entremont  
 Title: Superintendent  
 Telephone: (519) 539-2382 x3140  
 FAX: (519) 537-6984  
 e-mail: rdentremont@city.woodstock.on.ca

Population served: 35,000  
 Service area (km²): 51.2  
 Communities served: 1  
 Service began: 1979  
 Advisory Committee members: 6  
 Eligibility Committee members: 6

**NUMBER OF REGISTRANTS** 751 (Active) 751  
 Wheelchair/Scooter Users:  
 Ambulatory:  
 Attendants:  
 Companions:  
 Other:

Dedicated Service operated by: Transit System / Municipality  
 Non-Ded. Service (e.g. Taxis) operated by: 1 taxi company  
 Taxi Scrip Program available: YES

### ELIGIBILITY

#### CRITERIA

- ☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

VEHICLE KILOMETRES & HOURS		2006	2007	SERVICE HOURS/SCHEDULING	
Rev. Veh. Km. - Dedicated Service		20,373	17,742	Weekday: 0830 to 1630	Sunday:
Tot. Veh. Km. - Dedicated Service		20,373	17,742	Saturday:	Holiday:
Rev. Veh. Hr. - Dedicated Service		1,560	1,560	Advanced booking notice:	1 days
Tot. Veh. Hr. - Dedicated Service		1,560	1,560	Minimum notice for reservation:	1.0 hours
Non-Dedicated Service - Veh. Km.				Reservations/Scheduling:	Partially Computerized
Non-Dedicated Service - Veh. Hr.					
PASSENGER DATA				FARE STRUCTURE (2007)	
Dedicated Service		1,613	1,422	<b>Cash</b>	<b>Tickets/Cards</b>
Non-Dedicated Service		13,075	24,847		<b>(unit price)</b>
<b>TOTAL PASSENGERS</b>		14,688	26,269	Adult	<b>Monthly Pass</b>
Subscription/Pre-booked		95%	6%	Child	
Reservation		5%		Student	
On-Demand/Day of trip			94%	Senior	
CANCELLED IN ADVANCE		n/a	246	Attendant	
NO-SHOWS/CANCELLED AT DOOR		151		Companion	
UNACCOMMODATED TRIPS				Other	
NUMBER OF COMPLAINTS		4	10	<b>EMPLOYEE DATA (2007)</b>	
<b>OPERATING EXPENSES</b>				Operators	<b>(Full-Time)</b>
Administration		\$5,854	\$2,762	Other Operations (e.g. dispatchers)	<b>(Part-Time)</b>
Operations:				Mechanics	
Internal - Dedicated Service		\$43,094	\$35,666	General Administration	
Contract - Dedicated Service				Other	
Contract - Non-Dedicated Service		\$106,099	\$198,717	<b>TOTAL NUMBER OF EMPLOYEES</b>	
Contract - Taxi Scrip					
Maintenance (Vehicles & Facilities)			\$2,632	Union Affiliations: Operators: CUPE Local 1146	
Fuel		\$6,307	\$4,346	Mechanics: CUPE Local 1146	
<b>TOTAL OPERATING EXPENSES</b>		\$161,354	\$244,123	Top Operator Wage Rate: \$22.12	
<b>OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS</b>				Top Mechanic Wage Rate: \$24.88	
Passenger Revenue		\$4,825	\$5,430	<b>PERFORMANCE INDICATORS</b>	
Other Operating Revenue		\$33,243	\$67,713	<b>FINANCIAL</b>	
Total Operating Revenues		\$38,068	\$73,143		<b>2006</b>
Federal Contributions				R/C Ratio	<b>2007</b>
Provincial Contributions				Net Operating Cost / Capita	
Municipal Contributions		\$123,286	\$170,980	Total Exp. / Passenger	
Donations / Other				Total Exp. / Eligible Passenger	
<b>TOTAL</b>		\$161,354	\$224,123	Transp. Exp. / Passenger	
<b>CAPITAL EXPENSES</b>				Dedicated Service	
Vehicles Purchased				Non-Dedicated Service (e.g. Taxis)	
Debt Servicing				Transp. Exp. / Hour (Dedicated Service)	
Other Capital Expenses					
<b>TOTAL CAPITAL EXPENSES</b>				<b>OPERATING</b>	
<b>CAPITAL FUNDING SOURCES</b>				Registrants / Capita	
Transit System				Passengers / Capita	
Federal Contributions				Passengers / Registrant	
Provincial Contributions				Passengers / Hour (Dedicated Service)	
Municipal Contributions				Km. / Passenger (Dedicated Service)	
Donations / Other				Average Speed (Dedicated Service)	
<b>TOTAL CAPITAL FUNDING</b>					

VEHICLE DATA		Veh. Peak	Avg. Capacity per Veh.	
Number			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	5	15
Other				
<b>TOTAL DED. VEHICLES</b>	1	1	N/A	N/A
Accessible taxis	4			

PASSENGER DATA		Ded. Service	Non-Ded. Service
Ambulatory		1,422*	24,847*
Wheelchair/Scooter Users			
Attendants			
Companions			
Other			
<b>TOTAL (%Total)</b>		1,422 ( 5%)	24,847 ( 95%)
* Total for all categories			

# YORK REGION

## YRT MOBILITY PLUS

Contact: Ms. Maryam Hakh  
 Title: Contract Administration Assistant  
 Telephone: (905) 762-1282 x5620  
 FAX: (905) 762-2112  
 e-mail: maryam.hakh@york.ca

Dedicated Service operated by: 4 contractors  
 Non-Ded. Service (e.g. Taxis) operated by: 1 taxi company  
 Taxi Scrip Program available: YES

Population served: 983,056  
 Service area (km²): 1,775.0  
 Communities served: 9  
 Service began: 2001  
 Advisory Committee members: 12  
 Eligibility Committee members: N/A

## ELIGIBILITY CRITERIA

- ☒ Unable to Board  
☒ Unable to Use  
☐ Other Criteria

**NUMBER OF REGISTRANTS** 6,652 (Active) 5,385

Wheelchair/Scooter Users: 1,844 (28%) 1,844  
 Ambulatory: 3,541 (53%) 3,541  
 Attendants:  
 Companions:  
 Other: 1,267 (19%)

Note: \* 2006 vehicle hours for dedicated services were for small buses only.  
 \* 2006 vehicle kilometres for dedicated services were for the accessible minivans and sedans under contract which commenced in August 2006.  
 \* 2006 non-dedicated passenger trips and expenses also included dedicated services provided by contractors.

VEHICLE KILOMETRES & HOURS *			2006	2007	SERVICE HOURS/SCHEDULING		
Rev. Veh. Km. - Dedicated Service			995,000	2,746,500	Weekday:	0600 to 2400	Sunday: 0830 to 2200
Tot. Veh. Km. - Dedicated Service			995,000	2,746,500	Saturday:	0600 to 2400	Holiday: 0830 to 2200
Rev. Veh. Hr. - Dedicated Service			39,015	131,391	Advanced booking notice: 14 days		
Tot. Veh. Hr. - Dedicated Service			45,353	174,550	Minimum notice for reservation: 24.0 hours		
Non-Dedicated Service - Veh. Km.				106,445	Reservations/Scheduling: Fully Computerized		
Non-Dedicated Service - Veh. Hr.				6,666			
PASSENGER DATA					FARE STRUCTURE (2007)		
Dedicated Service			82,436	284,101	Cash	Tickets/Cards (unit price)	Monthly Pass
Non-Dedicated Service *			201,451	14,146	Adult	\$2.75	\$2.30 \$85.00
TOTAL PASSENGERS					Child		
Subscription/Pre-booked			52%	58%	Student		
Reservation			36%	42%	Senior		
On-Demand/Day of trip			12%	0%	Attendant	free	
CANCELLED IN ADVANCE			n/a	17,454	Companion	\$2.75	\$2.30 \$85.00
NO-SHOWS/CANCELLED AT DOOR			5,045	5,033	Other	Zone 2 = \$3.75, Zone 3 = \$4.75 / Pass: Zone 2 = \$130	
UNACCOMMODATED TRIPS							
NUMBER OF COMPLAINTS			618	502	EMPLOYEE DATA (2007)		
OPERATING EXPENSES					(Full-Time)	(Part-Time)	
Administration			\$804,954	\$488,964	Operators		
Operations:					Other Operations (e.g. dispatchers)	6	10
Internal - Dedicated Service				\$1,118,924	Mechanics		
Contract - Dedicated Service			\$2,493,832	\$6,483,361	General Administration	3	1
Contract - Non-Dedicated Service *			\$5,033,687	\$235,340	Other		
Contract - Taxi Scrip			\$80,347	\$52,000	TOTAL NUMBER OF EMPLOYEES		
Maintenance (Vehicles & Facilities)			\$49,846	\$41,841		9	11
Fuel			\$8,957	\$1,402	Union Affiliations: Operators: N/A		
TOTAL OPERATING EXPENSES			\$8,471,623	\$8,421,832	Mechanics: N/A		
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS					Top Operator Wage Rate:		
Passenger Revenue			\$666,487	\$736,938	Top Mechanic Wage Rate:		
Other Operating Revenue					PERFORMANCE INDICATORS		
Total Operating Revenues			\$666,487	\$736,938	FINANCIAL		2006 2007
Federal Contributions					R/C Ratio	8%	9%
Provincial Contributions					Net Operating Cost / Capita	\$8.21	\$7.82
Municipal Contributions			\$7,691,560	\$7,675,265	Total Exp. / Passenger	\$29.84	\$28.24
Donations / Other			\$113,576	\$9,628	Total Exp. / Eligible Passenger	\$33.81	\$31.92
TOTAL					Transp. Exp. / Passenger		
CAPITAL EXPENSES					Dedicated Service	\$30.97	\$26.91
Vehicles Purchased			\$1,178,689		Non-Dedicated Service (e.g. Taxis)	\$25.39	\$20.31
Debt Servicing					Transp. Exp. / Hour (Dedicated Service)	\$56.28	\$43.80
Other Capital Expenses					OPERATING		
TOTAL CAPITAL EXPENSES					Registrants / Capita	0.0059	0.0068
CAPITAL FUNDING SOURCES					Passengers / Capita	0.2986	0.3034
Transit System					Passengers / Registrant	50.95	44.84
Federal Contributions					Passengers / Hour (Dedicated Service)	2.11	2.16
Provincial Contributions			\$841,445		Km. / Passenger (Dedicated Service)	12.07	9.67
Municipal Contributions			\$337,244		Average Speed (Dedicated Service)	25.50	20.90
Donations / Other							
TOTAL CAPITAL FUNDING							
VEHICLE DATA		Number	Veh. Peak	Avg. Capacity per Veh.		PASSENGER DATA	
Non-Accessible Cars		32	29	N/A	3	Ded. Service	Non-Ded. Service
Accessible Vans/Minivans		22	19	2	2	Ambulatory	195,383 13,162
Small Buses		17	11	5	10	Wheelchair/Scooter Users	55,122 158
Other						Attendants	25,242 659
TOTAL DED. VEHICLES		71	59	N/A	N/A	Companions	8,354 167
Accessible taxis						Other	
						TOTAL (%Total)	284,101 ( 95%) 14,146 ( 5%)

VEHICLE DATA		Veh. Peak	Avg. Capacity per Veh.	
Number			Wheelchair	Ambulatory
Non-Accessible Cars	32	29	N/A	3
Accessible Vans/Minivans	22	19	2	2
Small Buses	17	11	5	10
Other				
<b>TOTAL DED. VEHICLES</b>	71	59	N/A	N/A
Accessible taxis				

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	195,383	13,162
Wheelchair/Scooter Users	55,122	158
Attendants	25,242	659
Companions	8,354	167
Other		
<b>TOTAL (%Total)</b>	284,101 ( 95%)	14,146 ( 5%)