



# **Ontario Specialized Transit Services**

## **2002 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 2001 and 2002, along with key performance indicators, for each of the Specialized Transit systems. It also provides a provincial summary, as well as tables comparing the performance indicators by population group.

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## 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).

**Trip Types**

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

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

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

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

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

### FINANCIAL DATA

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

## VEHICLE DATA

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

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

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

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

**Other:** excludes taxis.

## SERVICE HOURS / SCHEDULING

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

### Reservations/Scheduling

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

**FARE STRUCTURE**

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

**EMPLOYEE DATA**

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

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

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

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

**PERFORMANCE INDICATORS**

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

**FINANCIAL PERFORMANCE INDICATORS**

<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 / Passenger</b>	=	$\frac{\text{Total Operating Expenses}}{\text{Total Passengers}}$
<b>Total Expenses / Eligible Passenger*</b>	=	$\frac{\text{Total Operating Expenses}}{\text{Eligible Passengers}}$
<b>Transportation Expenses / Passenger</b> (Dedicated Service)	=	$\frac{(\text{Dedicated Contract} + \text{Internal} + \text{Maintenance} + \text{Fuel Exp.})}{\text{Passengers (Dedicated Service)}}$
<b>Transportation Expenses / Passenger</b> (Non-Dedicated Service)	=	$\frac{(\text{Non-Dedicated Contract} + \text{Taxi Scrip Program Expenses})}{\text{Passengers (Non-Dedicated Service)}}$
<b>Transportation Expenses / Hour</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 / Hour</b> (Dedicated Service)	=	$\frac{\text{Passengers (Dedicated Service)}}{\text{Revenue Vehicle Hours (Dedicated Service)}}$
<b>Vehicle Kilometres / Passenger</b> (Dedicated Service)	=	$\frac{\text{Revenue Vehicle Kilometres (Dedicated Service)}}{\text{Passengers (Dedicated Service)}}$
<b>Average Speed</b> (Dedicated Service)	=	$\frac{\text{Revenue Vehicle Kilometres (Dedicated Service)}}{\text{Revenue Vehicle Hours (Dedicated Service)}}$

## SUPPLEMENTARY NOTES

**Please also 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.**

### Missing Systems:

6 of 77 systems surveyed did not respond to the Specialized Transit Statistics -- 2001 questionnaire: Chapleau, Cochrane, Manitouwadge, North Perth, Quinte West, and Schreiber. Together these systems served an estimated population of 75,000 in the year of 2001.

3 of 77 systems surveyed did not respond to the Specialized Transit Statistics -- 2002 questionnaire: Gananoque, North Perth, and Schreiber. Together these systems served an estimated population of 19,000 in the year of 2002.

### Annual Registration Fees:

In 2002, 5 out of 74 reporting systems reported that they had an annual registration fee for people wishing to register to use the service. The average fee was \$11.90. A complete list of the systems and their annual fees is as follows:

Hamilton .....	\$15.00
London.....	\$10.00
Sarnia .....	\$2.00
St. Thomas .....	\$12.50
Woodstock.....	\$20.00

### Special Notes:

- Formal merger of new Ajax-Pickering Transit Authority was effective on September 4, 2001. 2001 Data represents cumulative information from Ajax and Pickering.
- The Regional Municipality of Waterloo - Grand River Transit (GRT) assumed the responsibility for providing specialized transit services in Waterloo Region in 2000. The data for GRT are published on 3 separate pages, including Cambridge (GRT Mobility Plus - South), Kitchener-Waterloo (GRT Mobility Plus - North), and Woolwich/Wellesley/Wilmot (Woolwich Transit Inc.).
- Starting Jan. 1, 2001, City of Greater Sudbury provided Handi-Transit services to City of Sudbury & Town of Nickel Centre, Towns of Rayside-Balfour & Onaping Falls, City of Valley East & Town of Capreol, and Town of Walden.
- York Region Transit assumed the duty for providing specialized transit service in York Region (including Aurora, East Gwillimbury, Georgina, King Township, Markham, Newmarket, Richmond Hill, Vaughan, and Whitchurch-Stouffville) in January 2001.

### 2001 Transit Strikes / Lockouts:

**Ottawa:** Contractor's drivers were on strike from March 11 to May 17, 2001. Limited essential services provided during this period.

### 2002 Transit Strikes / Lockouts:

**Stratford:** Data were affected by 8-day strike.



**No. of transit systems in 2002:** 77  
**No. of transit systems reporting in 2002** 74  
 Population served: 9,621,786  
 Service area (km<sup>2</sup>): 29,667.6  
 Communities served: 137

• Systems with Dedicated Service: 72 (97%)  
 operated by: Transit Systems/Municipalities 23 (31%)  
 Non-Profit Organizations 30 (41%)  
 Private Contractors 20 (27%)  
 • Systems with Non-Dedicated Service: 33 (45%)  
 • Systems with Taxi Scrip Program: 4 (5%)

**NUMBER OF REGISTRANTS** 123,326  
 Wheelchair/Scooter Users: (46.8%)  
 Ambulatory: (52.2%)  
 Attendants/Companions: (0.7%)  
 Other: (0.2%)

OPERATING DATA	2001	2002
Number of transit systems reporting	\$ 71	74
Rev Veh Km - Dedicated Service	25,850,091	28,048,813
Tot Veh Km - Dedicated Service	27,979,542	30,358,302
Rev Veh Hr - Dedicated Service	1,385,969	1,439,543
Tot Veh Hr - Dedicated Service	1,464,003	1,534,295
Non-Dedicated Service - Veh Km	2,078,726	2,089,717
Non-Dedicated Service - Veh Hr	79,758	80,596

PASSENGER DATA	2001	2002
Dedicated Service	3,786,545	3,974,899
Non-Dedicated Service	900,594	960,781
TOTAL PASSENGERS	4,687,139	4,935,680
Passenger Reservations - Average		
Subscription/Pre-booked	53%	58%
Reservation	45%	40%
On-Demand/Day of trip	8%	9%
UNACCOMMODATED TRIPS	149,411	150,939
NO-SHOWS/CANCELLED AT DOOR	115,271	122,190
NUMBER OF COMPLAINTS	3,727	3,624

OPERATING EXPENSES	2001	2002
Administration	\$13,525,704	\$15,145,581
Operations:		
Internal - Dedicated Service	\$30,258,401	\$32,179,186
Contract - Dedicated Service	\$26,821,664	\$31,657,506
Contract - Non-Dedicated Service	\$8,506,528	\$10,766,354
Taxi Scrip/Fare Reimbursement	\$987,923	\$1,015,214
Maintenance	\$12,623,255	\$12,650,053
Fuel	\$3,101,603	\$3,008,331
TOTAL OPERATING EXPENSES	\$96,426,018	\$107,081,938

OPERATING FUNDING SOURCES	2001	2002
Passenger Revenue	\$8,905,709	\$9,664,458
Other Operating Revenue	\$693,127	\$645,599
Total Operating Revenues	\$9,598,836	\$10,326,491
Federal Contributions		
Provincial Contributions	\$268,396	\$311,324
Municipal Contributions	\$85,919,591	\$95,387,494
Donations/Other	\$606,340	\$652,528
TOTAL OPERATING FUNDING	\$96,393,163	\$106,677,837

CAPITAL EXPENSES	2001	2002
Vehicles Purchased	\$9,637,921	\$8,160,189
Debt Servicing	\$589,463	\$957,597
Other Capital Expenses	\$294,054	\$1,057,547
TOTAL CAPITAL EXPENSES	\$10,521,438	\$10,175,333

CAPITAL FUNDING SOURCES	2001	2002
Transit System	\$3,077,500	\$1,729,309
Federal Contributions		
Provincial Contributions		\$709,244
Municipal Contributions	\$6,212,369	\$7,495,113
Donations/Other	\$965,487	\$264,306
TOTAL CAPITAL FUNDING	\$10,255,356	\$10,197,972

ELIGIBILITY CRITERIA	2001	2002
Unable to board	66%	66%
Unable to use	66%	66%
Other	32%	32%

**SERVICE SCHEDULING**  
 Average advanced booking notice (days): 9  
 Average minimum notice of reservation (hours): 16.5  
 Reservations/Scheduling:  
 Manual 39%  
 Partially Computerized 30%  
 Fully Automated 30%

FARE STRUCTURE (average) (2002)	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.53	\$2.18	\$65.00
Child	\$2.36	\$2.13	\$48.44
Student	\$2.50	\$2.08	\$54.22
Senior	\$2.49	\$2.05	\$49.06

EMPLOYEE DATA (2002)*	(Full-Time)	(Part-Time)
Operators	712	262
Other Operations (e.g. dispatchers)	114	41
Maintenance	106	13
General Administration	111	37
Other	10	25
TOTAL NUMBER OF EMPLOYEES	1,050	378

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

Average Top Operator Hourly Wage Rate: \$15.81  
 Average Top Mechanic Hourly Wage Rate: \$22.95

## PERFORMANCE INDICATORS

FINANCIAL	2001	2002
R/C Ratio	10%	10%
Net Operating Cost/Capita	\$9.29	\$10.28
Total Exp/Passengers	\$20.69	\$22.23
Total Exp/Eligible Passengers	\$21.74	\$23.86
Transp Exp/Passengers		
Dedicated Service	\$19.58	\$20.86
Non-Dedicated Service (e.g. Taxis)	\$10.54	\$12.26
Transp Exp/Hours (Dedicated Service)	\$50.00	\$53.09

OPERATING	2001	2002
Registrants/Capita	0.0107	0.0129
Passengers/Capita	0.4972	0.5131
Passengers/Registrants	46.64	39.71
Passengers/Hours (Dedicated Service)	2.66	2.68
Km/Passengers (Dedicated Service)	7.53	7.64
Average Speed (Dedicated Service)	20.10	20.54

VEHICLE DATA (2002)	Number	Veh. Peak
Non-Accessible Cars	144	144
Accessible Vans/Minivans	152	137
Small Buses	542	456
Other	3	2
TOTAL DED VEHICLES	841	721
Accessible taxis	118	N/A

PASSENGER STATISTICS (2002)	Dedicated Service	Non-Dedicated Service
Ambulatory	2,275,614	700,165
Wheelchair/Scooter Users	1,551,360	69,661
Attendants/Companions	142,138	9,695
Other	5,787	181,260
TOTAL PASSENGER (%Total)	3,974,899 ( 81% )	960,781 ( 19% )



September 2003

**ONTARIO SPECIALIZED TRANSIT SERVICES  
PERFORMANCE INDICATORS BY POPULATION SIZE  
- 2002 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	10	8%	\$12.63	\$24.17	\$26.04	\$22.87	\$12.70	\$56.94	0.0105	0.5674	54.23	2.68	7.72	20.86
POP GROUP 2	21	19%	\$4.39	\$14.88	\$15.83	\$14.02	\$9.70	\$37.99	0.0134	0.3849	28.44	2.76	7.10	19.61
POP GROUP 3	43	24%	\$4.37	\$14.71	\$15.40	\$12.83	\$7.88	\$34.66	0.0296	0.3912	12.94	2.45	8.20	18.98
ONTARIO	74	10%	\$10.28	\$22.23	\$23.86	\$20.86	\$12.26	\$53.09	0.0129	0.5131	39.71	2.68	7.64	20.54

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



# AJAX-PICKERING

## AJAX-PICKERING TRANSIT AUTHORITY

Contact: Ms. Deanna Wilson  
Title: Admin. Operations Coordinator  
Telephone: (905) 683-4111 x5236  
FAX: (905) 683-5314  
e-mail: dwilson@city.pickering.on.ca

Population served: 166,000  
Service area (km²): 295.6  
Communities served: 2  
Service began: 2001  
Advisory Committee members: 2  
Eligibility Committee members: N/A

## NUMBER OF REGISTRANTS

340  
Wheelchair/Scooter Users: 122 (36%)  
Ambulatory: 218 (64%)  
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

Note: † Ajax-Pickering Transit Authority updated its registrant list in 2002.  
\* Service Hours: 24 hours, 7 days a week. Emergency service only (Dialysis) on holidays.

VEHICLE KILOMETRES & HOURS	2001	2002
Rev. Veh. Km. - Dedicated Service	280,772	310,130
Tot. Veh. Km. - Dedicated Service	280,772	310,130
Rev. Veh. Hr. - Dedicated Service	16,879	17,609
Tot. Veh. Hr. - Dedicated Service	16,879	17,609
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	34,544	35,697
Non-Dedicated Service	3,703	2,107
TOTAL PASSENGERS	38,247	37,804
Subscription/Pre-booked	85%	80%
Reservation	12%	15%
On-Demand/Day of trip	3%	5%
UNACCOMMODATED TRIPS	142	235
NO-SHOWS/CANCELLED AT DOOR	7,718	7,984
NUMBER OF COMPLAINTS	25	4

## OPERATING EXPENSES

Administration	\$223,842	\$278,456
Operations:		
Internal - Dedicated Service	\$401,729	\$515,813
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$31,759	\$20,486
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$103,515	\$94,097
Fuel	\$52,557	\$65,161
TOTAL OPERATING EXPENSES	\$813,402	\$974,013

## OPERATING FUNDING SOURCES

Passenger Revenue	\$46,053	\$55,095
Other Operating Revenue	\$960	\$840
Total Operating Revenues	\$47,013	\$55,935
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$766,389	\$918,078
Donations / Other		
TOTAL OPERATING FUNDING	\$813,402	\$974,013

## CAPITAL EXPENSES

Vehicles Purchased	\$312,981	
Debt Servicing		
Other Capital Expenses	\$13,262	\$29,109
TOTAL CAPITAL EXPENSES	\$326,243	\$29,109

## CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$326,243	\$29,109
Donations / Other		
TOTAL CAPITAL FUNDING	\$326,243	\$29,109

SERVICE HOURS/SCHEDULING *	
Weekday:	Sunday:
Saturday:	Holiday:
Advanced booking notice:	14 days
Minimum notice for reservation:	1.0 hours
Reservations/Scheduling:	Fully Computerized

## FARE STRUCTURE (2002)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$1.75		
Child	\$1.75		
Student	\$1.75		
Senior	\$1.75		
Attendant	\$1.75		
Companion	\$1.75		
Other outside boundaries	\$3.50		

## EMPLOYEE DATA (2002)

	(Full-Time)	(Part-Time)
Operators	6	3
Other Operations (e.g. dispatchers)	2	
Maintenance		
General Administration	2	
Other		
TOTAL NUMBER OF EMPLOYEES	10	3

Union Affiliations: Operators: CUPE Local 129-01  
Maintenance: CUPE Local 129-01

Top Operator Wage Rate: \$19.98  
Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	6%	6%
Net Operating Cost / Capita	\$4.62	\$5.53
Total Exp. / Passenger	\$21.27	\$25.76
Total Exp. / Eligible Passenger	\$21.66	\$25.76
Transp. Exp. / Passenger		
Dedicated Service	\$16.15	\$18.91
Non-Dedicated Service (e.g. Taxis)	\$8.58	\$9.72
Transp. Exp. / Hour (Dedicated Service)	\$33.05	\$38.34
<b>OPERATING</b>		
Registrants / Capita †	0.0042	0.0020
Passengers / Capita	0.2304	0.2277
Passengers / Registrant †	54.56	111.19
Passengers / Hour (Dedicated Service)	2.05	2.03
Km. / Passenger (Dedicated Service)	8.13	8.69
Average Speed (Dedicated Service)	16.63	17.61

PASSENGER STATISTICS (2002)	Dedicated Service	Non-Dedicated Service
Ambulatory	26,172	1,545
Wheelchair/Scooter Users	9,525	562
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	35,697 ( 94%)	2,107 ( 6%)

VEHICLE DATA (2002)	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	11	8	2	10
Other				
TOTAL DED. VEHICLES	11	8	N/A	N/A
Accessible taxis	N/A	N/A		

AAM CARE-A-VAN

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

Population served: 26,600  
Service area (km²): 191.9  
Communities served: 1  
Service began: 1988  
Advisory Committee members: 5  
Eligibility Committee members: 5

NUMBER OF REGISTRANTS 348  
Wheelchair/Scooter Users: 36 (10%)  
Ambulatory: 312 (90%)  
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			SERVICE HOURS/SCHEDULING		
Rev. Veh. Km. - Dedicated Service			Weekday: 0800 to 1600		Sunday:
Tot. Veh. Km. - Dedicated Service			Saturday:		Holiday:
Rev. Veh. Hr. - Dedicated Service			Advanced booking notice:		2 days
Tot. Veh. Hr. - Dedicated Service			Minimum notice for reservation:		0.3 hours
Non-Dedicated Service - Veh. Km.			Reservations/Scheduling:		Manual
Non-Dedicated Service - Veh. Hr.					
PASSENGER DATA			FARE STRUCTURE (2002)		Tickets/Cards
Dedicated Service			Cash		(unit price)
Non-Dedicated Service			Adult		Monthly Pass
TOTAL PASSENGERS			Child		
Subscription/Pre-booked			Student		
Reservation			Senior		
On-Demand/Day of trip			Attendant		
UNACCOMMODATED TRIPS			Companion		
NO-SHOWS/CANCELLED AT DOOR			Other City Trips \$6		
NUMBER OF COMPLAINTS					
OPERATING EXPENSES			EMPLOYEE DATA (2002)		(Full-Time)
Administration			Operators		(Part-Time)
Operations:			Other Operations (e.g. dispatchers)		
Internal - Dedicated Service			Maintenance		
Contract - Dedicated Service			General Administration		
Contract - Non-Dedicated Service			Other		
Contract - Taxi Scrip			TOTAL NUMBER OF EMPLOYEES		
Maintenance (Vehicles & Facilities)			Union Affiliations: Operators:		N/A
Fuel			Maintenance:		N/A
TOTAL OPERATING EXPENSES			Top Operator Wage Rate:		
OPERATING FUNDING SOURCES			Top Mechanic Wage Rate:		
Passenger Revenue			PERFORMANCE INDICATORS		
Other Operating Revenue			FINANCIAL		
Total Operating Revenues			R/C Ratio		
Federal Contributions			Net Operating Cost / Capita		
Provincial Contributions			Total Exp. / Passenger		
Municipal Contributions			Total Exp. / Eligible Passenger		
Donations / Other			Transp. Exp. / Passenger		
TOTAL OPERATING FUNDING			Dedicated Service		
CAPITAL EXPENSES			Non-Dedicated Service (e.g. Taxis)		
Vehicles Purchased			Transp. Exp. / Hour (Dedicated Service)		
Debt Servicing			OPERATING		
Other Capital Expenses			Registrants / Capita		
TOTAL CAPITAL EXPENSES			Passengers / Capita		
CAPITAL FUNDING SOURCES			Passengers / Registrant		
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 (2002)		Veh. Peak	Avg. Capacity per Veh.	
Number			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	4	8
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Accessible taxis		N/A	N/A	

PASSENGER STATISTICS (2002)	Dedicated Service	Non-Dedicated Service
Ambulatory	5,876*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	5,876 ( 100%)	( 0%)
* Total for all categories		

ATIKOKAN SENIOR SERVICE

Contact: Ms. Brenda Wood  
Title: Supervisor, Home Support  
Telephone: (807) 597-6001  
FAX: (807) 597-5516  
e-mail:

Population served: 3,700  
Service area (km²): 372.8  
Communities served: 1  
Service began: 1990  
Advisory Committee members: 7  
Eligibility Committee members: 7

NUMBER OF REGISTRANTS 107 ↑  
Wheelchair/Scooter Users: 9 (8%)  
Ambulatory: 95 (89%)  
Attendants/Companions: 3 (3%)  
Other:  
Note: \* Other Eligibility Criteria: Senior Citizen 65 years and over  
\* Service Hour Exceptions: Christmas and special occasions

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	2001	2002
Rev. Veh. Km. - Dedicated Service		22,000
Tot. Veh. Km. - Dedicated Service		23,000
Rev. Veh. Hr. - Dedicated Service	1,252	1,679
Tot. Veh. Hr. - Dedicated Service	1,612	1,731
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA		
Dedicated Service	5,931	6,835
Non-Dedicated Service		
TOTAL PASSENGERS	5,931	6,835
Subscription/Pre-booked	15%	20%
Reservation	2%	2%
On-Demand/Day of trip	83%	78%
UNACCOMMODATED TRIPS	5	4
NO-SHOWS/CANCELLED AT DOOR	8	6
NUMBER OF COMPLAINTS	3	5

OPERATING EXPENSES		
Administration	\$19,400	\$19,400
Operations:		
Internal - Dedicated Service	\$45,344	\$43,553
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$1,000	\$2,500
Fuel	\$4,500	\$5,514
TOTAL OPERATING EXPENSES	\$70,244	\$70,967

OPERATING FUNDING SOURCES		
Passenger Revenue	\$7,392	\$9,066
Other Operating Revenue	\$16,565	\$18,310
Total Operating Revenues	\$23,957	\$27,376
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Donations / Other	\$46,287	\$43,591
TOTAL OPERATING FUNDING	\$70,244	\$70,967

CAPITAL EXPENSES		
Vehicles Purchased	\$57,000	
Debt Servicing		
Other Capital Expenses		\$150
TOTAL CAPITAL EXPENSES	\$57,000	\$150

CAPITAL FUNDING SOURCES		
Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Donations / Other	\$57,000	\$150
TOTAL CAPITAL FUNDING	\$57,000	\$150

SERVICE HOURS/SCHEDULING *	
Weekday: 0800 to 1630	Sunday:
Saturday:	Holiday:
Advanced booking notice:	
Minimum notice for reservation:	0.2 hours
Reservations/Scheduling:	Manual

FARE STRUCTURE (2002)	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.00		
Child			
Student			
Senior	\$2.00		
Attendant	\$2.00		
Companion	\$2.00		
Other	\$10 per student trip paid by School Board		

EMPLOYEE DATA (2002)	(Full-Time)	(Part-Time)
Operators		2
Other Operations (e.g. dispatchers)		2
Maintenance		
General Administration		1
Other		
TOTAL NUMBER OF EMPLOYEES		5

Union Affiliations: Operators: CUPE  
Maintenance: N/A  
Top Operator Wage Rate: \$16.13  
Top Mechanic Wage Rate:

PERFORMANCE INDICATORS	2001	2002
FINANCIAL		
R/C Ratio	34%	39%
Net Operating Cost / Capita	\$12.18	\$11.78
Total Exp. / Passenger	\$11.84	\$10.38
Total Exp. / Eligible Passenger	\$11.86	\$10.40
Transp. Exp. / Passenger		
Dedicated Service	\$8.57	\$7.54
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$31.54	\$29.79
OPERATING		
Registrants / Capita	0.0261	0.0289
Passengers / Capita	1.5608	1.8473
Passengers / Registrant	59.91	63.88
Passengers / Hour (Dedicated Service)	4.74	4.07
Km. / Passenger (Dedicated Service)		3.22
Average Speed (Dedicated Service)		13.10

VEHICLE DATA (2002)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	1	1	1	3
Small Buses				
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Accessible taxis	N/A	N/A		

PASSENGER STATISTICS (2002)	Dedicated Service	Non-Dedicated Service
Ambulatory	5,029	
Wheelchair/Scooter Users	1,794	
Attendants/Companions	12	
Other		
TOTAL PASSENGER (%Total)	6,835 ( 100%)	( 0%)

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

Contact: Mr. Ron Lemanczyk  
 Title: Transportation Technologist  
 Telephone: (705) 739-4220 x4305  
 FAX: (705) 739-4245  
 e-mail: rlemanczyk@city.barrie.on.ca

Population served: 115,000  
 Service area (km²): 74.0  
 Communities served: 1  
 Service began: 1980  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

**NUMBER OF REGISTRANTS**

1,432  
 Wheelchair/Scooter Users: 748 (52%)  
 Ambulatory: 684 (48%)  
 Attendants/Companions:  
 Other:

Dedicated Service operated by: 1 Private 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

**VEHICLE KILOMETRES & HOURS**

	2001	2002
Rev. Veh. Km. - Dedicated Service	154,616	259,335
Tot. Veh. Km. - Dedicated Service	154,616	259,335
Rev. Veh. Hr. - Dedicated Service	10,089	11,816
Tot. Veh. Hr. - Dedicated Service	10,089	11,816
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

**PASSENGER DATA**

Dedicated Service	23,224	26,257
Non-Dedicated Service	5,579	3,650
<b>TOTAL PASSENGERS</b>	<b>28,803</b>	<b>29,907</b>
Subscription/Pre-booked	30%	30%
Reservation	65%	65%
On-Demand/Day of trip	5%	5%
<b>UNACCOMMODATED TRIPS</b>	<b>103</b>	<b>166</b>
<b>NO-SHOWS/CANCELLED AT DOOR</b>	<b>425</b>	<b>592</b>
<b>NUMBER OF COMPLAINTS</b>	<b>3</b>	<b>10</b>

**OPERATING EXPENSES**

Administration	\$7,667	\$7,909
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$383,068	\$461,154
Contract - Non-Dedicated Service	\$49,065	\$36,232
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$22,526	\$7,881
Fuel		
<b>TOTAL OPERATING EXPENSES</b>	<b>\$462,326</b>	<b>\$513,176</b>

**OPERATING FUNDING SOURCES**

Passenger Revenue	\$72,007	\$74,767
Other Operating Revenue	\$2,105	\$2,460
<b>Total Operating Revenues</b>	<b>\$74,112</b>	<b>\$77,227</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$388,214	\$435,949
Donations / Other		
<b>TOTAL OPERATING FUNDING</b>	<b>\$462,326</b>	<b>\$513,176</b>

**CAPITAL EXPENSES**

Vehicles Purchased	\$107,035	\$71,358
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$107,035</b>	<b>\$71,358</b>

**CAPITAL FUNDING SOURCES**

Transit System		
Federal Contributions		
Provincial Contributions		\$23,786
Municipal Contributions	\$107,035	\$47,572
Donations / Other		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$107,035</b>	<b>\$71,358</b>

**SERVICE HOURS/SCHEDULING**

Weekday: 0730 to 2300 Sunday: 0900 to 1800  
 Saturday: 0900 to 2300 Holiday:  
 Advanced booking notice: 14 days  
 Minimum notice for reservation:  
 Reservations/Scheduling: Fully Computerized

**FARE STRUCTURE (2002)**

	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			

**EMPLOYEE DATA (2002)**

	(Full-Time)	(Part-Time)
Operators	6	2
Other Operations (e.g. dispatchers)	1	1
Maintenance	2	
General Administration	1	
Other	2	
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>12</b>	<b>3</b>

**Union Affiliations:** Operators: ATU Local 1587  
 Maintenance: ATU Local 1415

Top Operator Wage Rate: \$14.38  
 Top Mechanic Wage Rate: \$20.98

**PERFORMANCE INDICATORS**

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	16%	15%
Net Operating Cost / Capita	\$3.77	\$3.79
Total Exp. / Passenger	\$16.05	\$17.16
Total Exp. / Eligible Passenger	\$17.75	\$18.60
Transp. Exp. / Passenger		
Dedicated Service	\$17.46	\$17.86
Non-Dedicated Service (e.g. Taxis)	\$8.79	\$9.93
Transp. Exp. / Hour (Dedicated Service)	\$40.20	\$39.69
<b>OPERATING</b>		
Registrants / Capita	0.0127	0.0125
Passengers / Capita	0.2796	0.2601
Passengers / Registrant	22.11	20.88
Passengers / Hour (Dedicated Service)	2.30	2.22
Km. / Passenger (Dedicated Service)	6.66	9.88
Average Speed (Dedicated Service)	15.33	21.95

**VEHICLE DATA  
(2002)**

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	7	6	5	4
Other				
<b>TOTAL DED. VEHICLES</b>	<b>7</b>	<b>6</b>	<b>N/A</b>	<b>N/A</b>
Accessible taxis	2	N/A		

**PASSENGER STATISTICS  
(2002)**

	Dedicated Service	Non-Dedicated Service
Ambulatory	24,188*	3,397*
Wheelchair/Scooter Users		
Attendants/Companions	2,069	253
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>26,257 ( 88%)</b>	<b>3,650 ( 12%)</b>
* Total for Ambulatory and Wheelchair/Scooter Users		



# BELLEVILLE

## BELLEVILLE MOBILITY BUS

Contact: Mr. Peter Hodgson  
 Title: Manager, Fleet and Transit  
 Telephone: (613) 967-3200 x3518  
 FAX: (613) 967-3262  
 e-mail: phodgson@citybelleville.com  
 Dedicated Service operated by: 1 Private Contractor  
 Non-Ded. Service (e.g. Taxis) operated by: N/A  
 Taxi Scrip Program available: NO

Population served: 35,800  
 Service area (km²): 36.0  
 Communities served: 1  
 Service began: 1989  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

## NUMBER OF REGISTRANTS

476  
 Wheelchair/Scooter Users: 212 (45%)  
 Ambulatory: 264 (55%)  
 Attendants/Companions:  
 Other:

Note: \* Contractor provided operators and mechanics for Belleville Mobility Bus.

## ELIGIBILITY CRITERIA

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

## VEHICLE KILOMETRES & HOURS

	2001	2002
Rev. Veh. Km. - Dedicated Service	53,942	59,967
Tot. Veh. Km. - Dedicated Service	62,033	68,972
Rev. Veh. Hr. - Dedicated Service	3,424	3,405
Tot. Veh. Hr. - Dedicated Service	3,766	3,745
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	8,729	9,213
Non-Dedicated Service		
TOTAL PASSENGERS	8,729	9,213
Subscription/Pre-booked	60%	60%
Reservation	25%	25%
On-Demand/Day of trip	15%	15%
UNACCOMMODATED TRIPS	150	
NO-SHOWS/CANCELLED AT DOOR	100	
NUMBER OF COMPLAINTS		

## OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$100,826	\$101,630
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$100,826	\$101,630

## OPERATING FUNDING SOURCES

Passenger Revenue	\$10,397	\$13,067
Other Operating Revenue		
Total Operating Revenues	\$10,397	\$13,067
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$90,429	\$88,563
Donations / Other		
TOTAL OPERATING FUNDING	\$100,826	\$101,630

## 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 1700	Sunday:
Saturday:	1000 to 1400	Holiday:
Advanced booking notice:	7 days	
Minimum notice for reservation:	4.0 hours	
Reservations/Scheduling:	Manual	

## FARE STRUCTURE (2002)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$1.50	\$1.33	\$46.00
Child	\$1.50	\$1.33	\$46.00
Student	\$1.50	\$1.33	\$46.00
Senior	\$1.50	\$1.33	\$46.00
Attendant			
Companion			
Other	Attendants/Companions: pay regular fare		

## EMPLOYEE DATA (2002) \*

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

Top Operator Wage Rate:  
 Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	10%	13%
Net Operating Cost / Capita	\$2.53	\$2.47
Total Exp. / Passenger	\$11.55	\$11.03
Total Exp. / Eligible Passenger	\$12.23	\$11.35
Transp. Exp. / Passenger		
Dedicated Service	\$11.55	\$11.03
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$26.77	\$27.14
<b>OPERATING</b>		
Registrants / Capita	0.0098	0.0133
Passengers / Capita	0.2438	0.2573
Passengers / Registrant	24.87	19.36
Passengers / Hour (Dedicated Service)	2.55	2.71
Km. / Passenger (Dedicated Service)	6.18	6.51
Average Speed (Dedicated Service)	15.75	17.61

## VEHICLE DATA (2002)

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

## PASSENGER STATISTICS (2002)

	Dedicated Service	Non-Dedicated Service
Ambulatory	8,954*	
Wheelchair/Scooter Users		
Attendants/Companions	259	
Other		
TOTAL PASSENGER (%Total)	9,213 ( 100%)	( 0%)
* Total for Ambulatory and Wheelchair/Scooter Users		

# BLIND RIVER

## LIBERTY EXPRESS LIBERTE

Contact: Mr. Ken Corbiere  
 Title: Clerk-Administrator/Treasurer  
 Telephone: (705) 356-2251  
 FAX: (705) 356-7343  
 e-mail: kencorb@onlink.net

Population served: 3,500  
 Service area (km²):  
 Communities served: 2  
 Service began: 1995  
 Advisory Committee members: 2  
 Eligibility Committee members: N/A

## NUMBER OF REGISTRANTS

102  
 Wheelchair/Scooter Users: 40 (39%)  
 Ambulatory:  
 Attendants/Companions:  
 Other: 62 (61%)

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: \* Service was not available between 1030h and 1400h.  
 \* Revenue Vehicle Kilometres and Revenue Vehicle Hours included deadheading.  
 \* Contractor kept all passenger revenue.

VEHICLE KILOMETRES & HOURS *			SERVICE HOURS/SCHEDULING *		
Rev. Veh. Km. - Dedicated Service	16,066	15,964	Weekday: 0800 to 1600	Sunday:	
Tot. Veh. Km. - Dedicated Service	16,066	15,964	Saturday:	Holiday:	
Rev. Veh. Hr. - Dedicated Service	1,001	980	Advanced booking notice:	1 days	
Tot. Veh. Hr. - Dedicated Service	1,001	980	Minimum notice for reservation:		
Non-Dedicated Service - Veh. Km.			Reservations/Scheduling:		
Non-Dedicated Service - Veh. Hr.					
PASSENGER DATA			FARE STRUCTURE (2002)		Tickets/Cards
Dedicated Service	1,478	1,477	Cash	(unit price)	Monthly Pass
Non-Dedicated Service			Adult	\$2.00	
TOTAL PASSENGERS	1,478	1,477	Child	\$2.00	
Subscription/Pre-booked	100%	100%	Student	\$2.00	
Reservation			Senior	\$2.00	
On-Demand/Day of trip			Attendant	\$2.00	
UNACCOMMODATED TRIPS			Companion	\$2.00	
NO-SHOWS/CANCELLED AT DOOR			Other		
NUMBER OF COMPLAINTS					
OPERATING EXPENSES			EMPLOYEE DATA (2002)		(Full-Time)
Administration			Operators		(Part-Time)
Operations:			Other Operations (e.g. dispatchers)		1
Internal - Dedicated Service			Maintenance		
Contract - Dedicated Service	\$8,158	\$11,191	General Administration		
Contract - Non-Dedicated Service			Other		
Contract - Taxi Scrip			TOTAL NUMBER OF EMPLOYEES		2
Maintenance (Vehicles & Facilities)	\$1,931	\$3,057	Union Affiliations: Operators:	N/A	
Fuel	\$2,892	\$2,285	Maintenance:	N/A	
TOTAL OPERATING EXPENSES	\$12,981	\$16,533	Top Operator Wage Rate:	\$16.66	
			Top Mechanic Wage Rate:	\$18.76	
OPERATING FUNDING SOURCES			PERFORMANCE INDICATORS		
Passenger Revenue *			FINANCIAL		2001
Other Operating Revenue			R/C Ratio		2002
Total Operating Revenues *			Net Operating Cost / Capita	\$3.71	\$4.72
Federal Contributions			Total Exp. / Passenger	\$8.78	\$11.19
Provincial Contributions			Total Exp. / Eligible Passenger	\$8.78	\$11.19
Municipal Contributions	\$14,800	\$15,400	Transp. Exp. / Passenger		
Donations / Other			Dedicated Service	\$8.78	\$11.19
TOTAL OPERATING FUNDING	\$14,800	\$15,400	Non-Dedicated Service (e.g. Taxis)		
			Transp. Exp. / Hour (Dedicated Service)	\$12.97	\$16.87
CAPITAL EXPENSES			OPERATING		
Vehicles Purchased			Registrants / Capita	0.0229	0.0291
Debt Servicing			Passengers / Capita	0.4223	0.4220
Other Capital Expenses			Passengers / Registrant	18.48	14.48
TOTAL CAPITAL EXPENSES			Passengers / Hour (Dedicated Service)	1.48	1.51
			Km. / Passenger (Dedicated Service)	10.87	10.81
CAPITAL FUNDING SOURCES			Average Speed (Dedicated Service)	16.05	16.29
Transit System					
Federal Contributions					
Provincial Contributions					
Municipal Contributions					
Donations / Other					
TOTAL CAPITAL FUNDING					

VEHICLE DATA (2002)		Veh. Peak	Avg. Capacity per Veh.	
Number			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	4	
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Accessible taxis	N/A	N/A		

PASSENGER STATISTICS (2002)	Dedicated Service	Non-Dedicated Service
Ambulatory	1,477*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	1,477 ( 100%)	( 0%)
* Total for all categories		

# BRANTFORD

## OPERATION LIFT

Contact: Ms. Dorothy Devuono  
Title: Executive Director  
Telephone: (519) 756-2170  
FAX: (519) 756-2147  
e-mail: oplift1meg@golden.net

Population served: 86,000  
Service area (km²): 71.5  
Communities served: 1  
Service began: 1975  
Advisory Committee members: 15  
Eligibility Committee members: 7

## NUMBER OF REGISTRANTS

2,531  
Wheelchair/Scooter Users: 1,063 (42%)  
Ambulatory: 1,468 (58%)  
Attendants/Companions:  
Other:

Note: \* Bus Purchases: One was a replacement for a bus involved in an accident.

## ELIGIBILITY CRITERIA

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

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

## VEHICLE KILOMETRES & HOURS

	2001	2002
Rev. Veh. Km. - Dedicated Service	279,018	321,336
Tot. Veh. Km. - Dedicated Service	293,879	321,336
Rev. Veh. Hr. - Dedicated Service	15,479	16,030
Tot. Veh. Hr. - Dedicated Service	16,291	16,030
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	60,857	60,408
Non-Dedicated Service	14,052	14,170
<b>TOTAL PASSENGERS</b>	<b>74,909</b>	<b>74,578</b>
Subscription/Pre-booked	46%	48%
Reservation	46%	50%
On-Demand/Day of trip	8%	2%
UNACCOMMODATED TRIPS	131	
NO-SHOWS/CANCELLED AT DOOR	2,290	2,117
NUMBER OF COMPLAINTS	25	

## OPERATING EXPENSES

Administration	\$131,685	\$156,343
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$431,030	\$421,011
Contract - Non-Dedicated Service	\$105,373	\$131,272
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$58,444	\$71,815
Fuel	\$46,506	\$52,431
<b>TOTAL OPERATING EXPENSES</b>	<b>\$773,038</b>	<b>\$832,872</b>

## OPERATING FUNDING SOURCES

Passenger Revenue	\$144,274	\$203,470
Other Operating Revenue	\$16,399	\$3,690
<b>Total Operating Revenues</b>	<b>\$160,673</b>	<b>\$207,160</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$380,200	\$473,234
Donations / Other	\$168,915	\$132,106
<b>TOTAL OPERATING FUNDING</b>	<b>\$709,788</b>	<b>\$812,500</b>

## CAPITAL EXPENSES

Vehicles Purchased		\$132,065
Debt Servicing	\$62,187	
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$62,187</b>	<b>\$132,065</b>

## CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$22,815
Municipal Contributions		
Donations / Other	\$62,187	\$109,250
<b>TOTAL CAPITAL FUNDING</b>	<b>\$62,187</b>	<b>\$132,065</b>

## SERVICE HOURS/SCHEDULING

Weekday: 0600 to 2400 Sunday: 0900 to 2000  
Saturday: 0730 to 2400 Holiday:  
Advanced booking notice: 7 days  
Minimum notice for reservation: 24.0 hours  
Reservations/Scheduling: Partially Computerized

## FARE STRUCTURE (2002)

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

## EMPLOYEE DATA (2002)

	(Full-Time)	(Part-Time)
Operators	8	2
Other Operations (e.g. dispatchers)	3	
Maintenance		
General Administration	1	1
Other	1	
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>13</b>	<b>3</b>

Union Affiliations: Operators: N/A  
Maintenance: N/A

Top Operator Wage Rate: \$12.84  
Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	21%	25%
Net Operating Cost / Capita	\$7.12	\$7.28
Total Exp. / Passenger	\$10.32	\$11.17
Total Exp. / Eligible Passenger	\$10.60	\$11.17
Transp. Exp. / Passenger		
Dedicated Service	\$8.81	\$9.03
Non-Dedicated Service (e.g. Taxis)	\$7.50	\$9.26
Transp. Exp. / Hour (Dedicated Service)	\$32.90	\$34.01

## OPERATING

Registrants / Capita	0.0279	0.0294
Passengers / Capita	0.8710	0.8672
Passengers / Registrant	31.21	29.47
Passengers / Hour (Dedicated Service)	3.93	3.77
Km. / Passenger (Dedicated Service)	4.58	5.32
Average Speed (Dedicated Service)	18.03	20.05

## VEHICLE DATA (2002)

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	9	9	5	6
Other				
<b>TOTAL DED. VEHICLES</b>	<b>9</b>	<b>9</b>	<b>N/A</b>	<b>N/A</b>
Accessible taxis	2	N/A		

## PASSENGER STATISTICS (2002)

	Dedicated Service	Non-Dedicated Service
Ambulatory	35,037	8,219
Wheelchair/Scooter Users	25,371	5,951
Attendants/Companions		
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>60,408 ( 81%)</b>	<b>14,170 ( 19%)</b>

# BROCKVILLE

## BROCKVILLE PARA TRANSIT

Contact: Ms. Valerie Harvey  
 Title: Supervisor, Solid Waste / Transit  
 Telephone: (613) 342-8772 x8231  
 FAX: (613) 342-5035  
 e-mail: waste@brockville.com  
 Dedicated Service operated by: 1 Private Contractor  
 Non-Ded. Service (e.g. Taxis) operated by: N/A  
 Taxi Scrip Program available: NO

Population served: 19,970  
 Service area (km²): 20.3  
 Communities served: 1  
 Service began: 1988  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

**NUMBER OF REGISTRANTS** 566  
 Wheelchair/Scooter Users: 273 (48%)  
 Ambulatory: 293 (52%)  
 Attendants/Companions:  
 Other:  
 Note: \* Contractor provides operators and mechanics for Brockville Para Transit

### ELIGIBILITY CRITERIA

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

## VEHICLE KILOMETRES & HOURS

	2001	2002
Rev. Veh. Km. - Dedicated Service		
Tot. Veh. Km. - Dedicated Service		
Rev. Veh. Hr. - Dedicated Service	2,751	2,389
Tot. Veh. Hr. - Dedicated Service	3,229	2,389
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	13,686	12,720
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>13,686</b>	<b>12,720</b>
Subscription/Pre-booked		
Reservation		
On-Demand/Day of trip		
<b>UNACCOMMODATED TRIPS</b>		
<b>NO-SHOWS/CANCELLED AT DOOR</b>	<b>1,128</b>	<b>1,362</b>
<b>NUMBER OF COMPLAINTS</b>		

## OPERATING EXPENSES

Administration	\$795	\$1,228
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$187,924	\$192,154
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
<b>TOTAL OPERATING EXPENSES</b>	<b>\$188,719</b>	<b>\$193,382</b>

## OPERATING FUNDING SOURCES

Passenger Revenue	\$44,902	\$44,520
Other Operating Revenue		
<b>Total Operating Revenues</b>	<b>\$44,902</b>	<b>\$44,520</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$135,714	\$140,430
Donations / Other	\$8,103	\$8,433
<b>TOTAL OPERATING FUNDING</b>	<b>\$188,719</b>	<b>\$193,383</b>

## 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>		

## SERVICE HOURS/SCHEDULING

Weekday:	0700 to 1800	Sunday:
Saturday:	0900 to 1800	Holiday:
Advanced booking notice:		1 days
Minimum notice for reservation:		
Reservations/Scheduling:		

## FARE STRUCTURE (2002)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.50		
Child	\$3.50		
Student	\$3.50		
Senior	\$3.50		
Attendant	\$3.50		
Companion	\$3.50		
Other			

## EMPLOYEE DATA (2002) \*

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

## TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate:  
 Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	24%	23%
Net Operating Cost / Capita	\$6.66	\$7.45
Total Exp. / Passenger	\$13.79	\$15.20
Total Exp. / Eligible Passenger	\$15.52	\$17.56
Transp. Exp. / Passenger		
Dedicated Service	\$13.73	\$15.11
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$58.20	\$80.43
<b>OPERATING</b>		
Registrants / Capita	0.0262	0.0283
Passengers / Capita	0.6339	0.6370
Passengers / Registrant	24.18	22.47
Passengers / Hour (Dedicated Service)	4.97	5.32
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

## VEHICLE DATA

(2002)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	2	2	4	10
Other				
<b>TOTAL DED. VEHICLES</b>	<b>2</b>	<b>2</b>	<b>N/A</b>	<b>N/A</b>
Accessible taxis	N/A	N/A		

## PASSENGER STATISTICS

(2002)	Dedicated Service	Non-Dedicated Service
Ambulatory	3,897	
Wheelchair/Scooter Users	7,115	
Attendants/Companions	1,708	
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>12,720 ( 100%)</b>	<b>( 0%)</b>

# BURLINGTON

## BURLINGTON TRANSIT HANDI-VAN

Contact: Mr. Don Hammond  
 Title: Administrative Supervisor  
 Telephone: (905) 335-7797  
 FAX: (905) 335-7878  
 e-mail: hammond@burlington.ca

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

Population served: 145,000  
 Service area (km²): 97.8  
 Communities served: 1  
 Service began: 1975  
 Advisory Committee members: 6  
 Eligibility Committee members: 6

### ELIGIBILITY CRITERIA

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

### NUMBER OF REGISTRANTS

1,822  
 Wheelchair/Scooter Users: 933 (51%)  
 Ambulatory: 889 (49%)  
 Attendants/Companions:  
 Other:

Note: \* Administration expense of \$40,963 was transferred to Reserves in 2001.  
 \* Revenue vehicle kilometres included deadheading in both years.

### VEHICLE KILOMETRES & HOURS \*

	2001	2002
Rev. Veh. Km. - Dedicated Service	189,700	225,894
Tot. Veh. Km. - Dedicated Service	189,700	225,894
Rev. Veh. Hr. - Dedicated Service	10,236	11,368
Tot. Veh. Hr. - Dedicated Service	10,236	11,368
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

### PASSENGER DATA

Dedicated Service	24,441	27,014
Non-Dedicated Service	2,152	2,605
TOTAL PASSENGERS	26,593	29,619
Subscription/Pre-booked	74%	70%
Reservation	25%	29%
On-Demand/Day of trip	1%	1%
UNACCOMMODATED TRIPS		30
NO-SHOWS/CANCELLED AT DOOR	528	482
NUMBER OF COMPLAINTS	8	6

### OPERATING EXPENSES

Administration *	\$40,963	
Operations:		
Internal - Dedicated Service	\$344,771	\$387,701
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$20,955	\$23,555
Contract - Taxi Scrip	\$20,616	\$29,220
Maintenance (Vehicles & Facilities)	\$80,302	\$59,750
Fuel	\$19,776	\$43,565
TOTAL OPERATING EXPENSES	\$527,383	\$543,791

### OPERATING FUNDING SOURCES

Passenger Revenue	\$97,126	\$98,700
Other Operating Revenue		\$21,926
Total Operating Revenues	\$97,126	\$120,626
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$430,256	\$423,165
Donations / Other		
TOTAL OPERATING FUNDING	\$527,382	\$543,791

### 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 2330	Sunday:	0830 to 1700
Saturday:	0800 to 2330	Holiday:	
Advanced booking notice:	2 days		
Minimum notice for reservation:	1.0 hours		
Reservations/Scheduling:	Fully Computerized		

### FARE STRUCTURE (2002)

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

### EMPLOYEE DATA (2002)

	(Full-Time)	(Part-Time)
Operators	6	4
Other Operations (e.g. dispatchers)	1	1
Maintenance	1	
General Administration	1	
Other		
TOTAL NUMBER OF EMPLOYEES	9	5

Union Affiliations: Operators: CUPE Local 2723  
 Maintenance: CUPE Local 2723

Top Operator Wage Rate: \$18.35  
 Top Mechanic Wage Rate: \$21.81

### PERFORMANCE INDICATORS

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	18%	22%
Net Operating Cost / Capita	\$2.97	\$2.92
Total Exp. / Passenger	\$19.83	\$18.36
Total Exp. / Eligible Passenger	\$20.12	\$18.58
Transp. Exp. / Passenger		
Dedicated Service	\$18.20	\$18.18
Non-Dedicated Service (e.g. Taxis)	\$19.32	\$20.26
Transp. Exp. / Hour (Dedicated Service)	\$43.46	\$43.19

### OPERATING

Registrants / Capita	0.0131	0.0126
Passengers / Capita	0.1834	0.2043
Passengers / Registrant	14.00	16.26
Passengers / Hour (Dedicated Service)	2.39	2.38
Km. / Passenger (Dedicated Service) *	7.76	8.36
Average Speed (Dedicated Service) *	18.53	19.87

### VEHICLE DATA

(2002)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	7	6	6	6
Other				
TOTAL DED. VEHICLES	7	6	N/A	N/A
Accessible taxis	2	N/A		

### PASSENGER STATISTICS

(2002)	Dedicated Service	Non-Dedicated Service
Ambulatory	11,235	2,018
Wheelchair/Scooter Users	15,422	587
Attendants/Companions	357	
Other		
TOTAL PASSENGER (%Total)	27,014 ( 91%)	2,605 ( 9%)

**GRAND RIVER TRANSIT MOBILITY PLUS - SOUTH**

Contact: Ms. Lorraine Page-Bauman  
 Title: Supervisor (Mobility Plus - South)  
 Telephone: (519) 623-7431 x22  
 FAX: (519) 623-0126  
 e-mail: palorrai@region.waterloo.on.ca

Population served: 112,000  
 Service area (km²): 112.8  
 Communities served: 1  
 Service began: 1976  
 Advisory Committee members: 12  
 Eligibility Committee members: 5

**NUMBER OF REGISTRANTS**

1,311  
 Wheelchair/Scooter Users: 446 (34%)  
 Ambulatory: 865 (66%)  
 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

**VEHICLE KILOMETRES & HOURS**

	2001	2002
Rev. Veh. Km. - Dedicated Service	125,875	123,650
Tot. Veh. Km. - Dedicated Service	125,875	131,210
Rev. Veh. Hr. - Dedicated Service	5,804	5,622
Tot. Veh. Hr. - Dedicated Service	5,804	6,044
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

**PASSENGER DATA**

Dedicated Service	17,057	19,399
Non-Dedicated Service	29,043	31,330
<b>TOTAL PASSENGERS</b>	<b>46,100</b>	<b>50,729</b>
Subscription/Pre-booked	28%	32%
Reservation	71%	67%
On-Demand/Day of trip	1%	1%
<b>UNACCOMMODATED TRIPS</b>	<b>12</b>	<b>25</b>
<b>NO-SHOWS/CANCELLED AT DOOR</b>	<b>230</b>	<b>500</b>
<b>NUMBER OF COMPLAINTS</b>	<b>10</b>	<b>12</b>

**OPERATING EXPENSES**

Administration	\$21,775	\$23,605
Operations:		
Internal - Dedicated Service	\$149,120	\$192,578
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$290,992	\$284,746
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$31,061	\$24,849
Fuel	\$15,016	\$14,120
<b>TOTAL OPERATING EXPENSES</b>	<b>\$507,964</b>	<b>\$539,898</b>

**OPERATING FUNDING SOURCES**

Passenger Revenue	\$93,732	\$103,985
Other Operating Revenue		
<b>Total Operating Revenues</b>	<b>\$93,732</b>	<b>\$103,985</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$414,232	\$435,913
Donations / Other		
<b>TOTAL OPERATING FUNDING</b>	<b>\$507,964</b>	<b>\$539,898</b>

**CAPITAL EXPENSES**

Vehicles Purchased	\$76,475	\$78,384
Debt Servicing		
Other Capital Expenses	\$14,580	\$10,352
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$91,055</b>	<b>\$88,736</b>

**CAPITAL FUNDING SOURCES**

Transit System		
Federal Contributions		
Provincial Contributions		\$25,634
Municipal Contributions	\$91,055	\$63,102
Donations / Other		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$91,055</b>	<b>\$88,736</b>

**SERVICE HOURS/SCHEDULING**

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

**FARE STRUCTURE (2002)**

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

**EMPLOYEE DATA (2002)**

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

**Union Affiliations:** Operators: CAW Local 4304  
 Maintenance: CAW Local 4304

Top Operator Wage Rate: \$19.64  
 Top Mechanic Wage Rate: \$22.48

**PERFORMANCE INDICATORS**

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	18%	19%
Net Operating Cost / Capita	\$3.70	\$3.89
Total Exp. / Passenger	\$11.02	\$10.64
Total Exp. / Eligible Passenger	\$11.85	\$11.46
Transp. Exp. / Passenger		
Dedicated Service	\$11.44	\$11.94
Non-Dedicated Service (e.g. Taxis)	\$10.02	\$9.09
Transp. Exp. / Hour (Dedicated Service)	\$33.63	\$38.31

**OPERATING**

Registrants / Capita	0.0100	0.0117
Passengers / Capita	0.4116	0.4529
Passengers / Registrant	41.16	38.69
Passengers / Hour (Dedicated Service)	2.94	3.45
Km. / Passenger (Dedicated Service)	7.38	6.37
Average Speed (Dedicated Service)	21.69	21.99

**VEHICLE DATA**

(2002)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	1	1	N/A	4
Accessible Vans/Minivans	3	2	5	6
Small Buses				
Other				
<b>TOTAL DED. VEHICLES</b>	<b>4</b>	<b>3</b>	<b>N/A</b>	<b>N/A</b>
Accessible taxis	N/A	N/A		

**PASSENGER STATISTICS**

(2002)	Dedicated Service	Non-Dedicated Service
Ambulatory	9,829	26,189
Wheelchair/Scooter Users	8,212	2,897
Attendants/Companions	1,358	2,244
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>19,399 ( 38%)</b>	<b>31,330 ( 62%)</b>

# CHAPLEAU

## CHAPLEAU HANDI-TRANSIT

Contact: Mr. Allan Pellow  
 Title: Chief Administrative Officer  
 Telephone: (705) 864-1330  
 FAX: (705) 864-1824  
 e-mail:

Population served: 2,671  
 Service area (km²): 13.5  
 Communities served: 1  
 Service began: 1993  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

## NUMBER OF REGISTRANTS

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

Note: \* The operation of the transit service was contracted out.

Dedicated Service operated by: 1 Private 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

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.

2001

2002

## SERVICE HOURS/SCHEDULING

Weekday: 0845 to 1545  
 Saturday:  
 Sunday:  
 Holiday:  
 Advanced booking notice:  
 Minimum notice for reservation:  
 Reservations/Scheduling:

## PASSENGER DATA

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

634

634

## FARE STRUCTURE (2002)

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

## UNACCOMMODATED TRIPS

## NO-SHOWS/CANCELLED AT DOOR

## NUMBER OF COMPLAINTS

## OPERATING EXPENSES

Administration

Operations:

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

\$23,654

Maintenance (Vehicles & Facilities)

\$4,248

Fuel

TOTAL OPERATING EXPENSES

\$27,902

## OPERATING FUNDING SOURCES

Passenger Revenue  
 Other Operating Revenue  
 Total Operating Revenues

\$2,467

\$2,467

Federal Contributions

Provincial Contributions

Municipal Contributions

\$27,000

Donations / Other

TOTAL OPERATING FUNDING

\$29,467

## 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

## EMPLOYEE DATA (2002)

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

(Full-Time)

(Part-Time)

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators: N/A  
 Maintenance: N/A

Top Operator Wage Rate:  
 Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

### FINANCIAL

2001

2002

R/C Ratio 9%  
 Net Operating Cost / Capita \$9.52  
 Total Exp. / Passenger \$44.01  
 Total Exp. / Eligible Passenger \$44.01  
 Transp. Exp. / Passenger  
 Dedicated Service \$44.01  
 Non-Dedicated Service (e.g. Taxis)  
 Transp. Exp. / Hour (Dedicated Service) \$23.33

### OPERATING

Registrants / Capita  
 Passengers / Capita 0.2374  
 Passengers / Registrant  
 Passengers / Hour (Dedicated Service) 0.53  
 Km. / Passenger (Dedicated Service)  
 Average Speed (Dedicated Service)

### VEHICLE DATA (2002)

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

### PASSENGER STATISTICS (2002)

	Dedicated Service	Non-Dedicated Service
Ambulatory	634*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	634 ( 100%)	( 0%)
* Total for all categories		

# CHATHAM

## CHATHAM TRANSIT SPECIALIZED SERVICE

Contact: Mr. Dave White  
 Title: Traffic Technician  
 Telephone: (519) 360-1998 x3983  
 FAX: (519) 436-3283  
 e-mail: davew@chatham-kent.ca  
 Dedicated Service operated by: 1 Private Contractor  
 Non-Ded. Service (e.g. Taxis) operated by: N/A  
 Taxi Scrip Program available: NO

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

### ELIGIBILITY CRITERIA \*

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

### NUMBER OF REGISTRANTS

499  
 Wheelchair/Scooter Users: 492 (99%)  
 Ambulatory: 7 (1%)  
 Attendants/Companions:  
 Other:

Note: \* Other Eligibility Criteria: Wheelchairs/ scooters and those unable to be transported by car  
 \* Friday evenings 6pm to 11pm  
 \* Contractor provides operators and mechanics for Chatham Transit Specialized Service.

### VEHICLE KILOMETRES & HOURS

	2001	2002
Rev. Veh. Km. - Dedicated Service		
Tot. Veh. Km. - Dedicated Service		
Rev. Veh. Hr. - Dedicated Service	3,700	3,700
Tot. Veh. Hr. - Dedicated Service	3,700	3,700
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

### PASSENGER DATA

Dedicated Service *	11,600	11,700
Non-Dedicated Service		
TOTAL PASSENGERS	11,600	11,700
Subscription/Pre-booked	10%	10%
Reservation	80%	80%
On-Demand/Day of trip	10%	10%

### UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

### OPERATING EXPENSES

Administration	\$15,500	\$14,000
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$166,500	\$141,000
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$182,000	\$155,000

### OPERATING FUNDING SOURCES

Passenger Revenue	\$28,000	\$23,000
Other Operating Revenue		
Total Operating Revenues	\$28,000	\$23,000
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$151,500	\$126,000
Donations / Other	\$2,500	\$6,000
TOTAL OPERATING FUNDING	\$182,000	\$155,000

### CAPITAL EXPENSES

Vehicles Purchased	\$70,000
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	\$70,000

### CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	\$70,000
Donations / Other	
TOTAL CAPITAL FUNDING	\$70,000

### SERVICE HOURS/SCHEDULING \*

Weekday: 0800 to 1800 Sunday: 0900 to 1700  
 Saturday: 0800 to 1800 Holiday:  
 Advanced booking notice: 1 days  
 Minimum notice for reservation: 2.0 hours  
 Reservations/Scheduling: Manual

### FARE STRUCTURE (2002)

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

### EMPLOYEE DATA (2002) \*

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

### TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators: N/A  
 Maintenance: N/A

Top Operator Wage Rate:  
 Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	15%	15%
Net Operating Cost / Capita	\$3.50	\$3.00
Total Exp. / Passenger	\$15.69	\$13.25
Total Exp. / Eligible Passenger	\$19.57	\$16.85
Transp. Exp. / Passenger		
Dedicated Service	\$14.35	\$12.05
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$45.00	\$38.11
<b>OPERATING</b>		
Registrants / Capita	0.0105	0.0113
Passengers / Capita	0.2636	0.2659
Passengers / Registrant	25.22	23.45
Passengers / Hour (Dedicated Service)	3.14	3.16
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

### VEHICLE DATA (2002)

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

### PASSENGER STATISTICS (2002)

	Dedicated Service	Non-Dedicated Service
Ambulatory	400	
Wheelchair/Scooter Users	8,800	
Attendants/Companions	2,500	
Other		
TOTAL PASSENGER (%Total)	11,700 ( 100%)	( 0%)



# CLARINGTON

## HANDI TRANSIT - CLARINGTON

Contact: Mr. Ben Chartier  
Title: Executive Director  
Telephone: (905) 571-1222  
FAX: (905) 571-7390  
e-mail: b.chartier@handitransit.com

Population served: 61,000  
Service area (km²): 500.0  
Communities served: 1  
Service began: 1981  
Advisory Committee members: 11  
Eligibility Committee members: 11

## NUMBER OF REGISTRANTS

121  
Wheelchair/Scooter Users: 77 (64%)  
Ambulatory: 44 (36%)  
Attendants/Companions:  
Other:

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

Note: \*Administrative expenses/resources shared with Whitby, Oshawa, and Scugog-Uxbridge. Expense allocated proportionate to population.

## VEHICLE KILOMETRES & HOURS

	2001	2002
Rev. Veh. Km. - Dedicated Service	52,000	51,950
Tot. Veh. Km. - Dedicated Service	52,000	51,950
Rev. Veh. Hr. - Dedicated Service	2,700	2,725
Tot. Veh. Hr. - Dedicated Service	2,700	2,725
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	3,064	3,657
Non-Dedicated Service	97	90
TOTAL PASSENGERS	3,161	3,747
Subscription/Pre-booked	60%	60%
Reservation	35%	35%
On-Demand/Day of trip	5%	5%
UNACCOMMODATED TRIPS	118	98
NO-SHOWS/CANCELLED AT DOOR	78	60
NUMBER OF COMPLAINTS		

## OPERATING EXPENSES

Administration *	\$34,377	\$36,018
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$61,740	\$67,351
Contract - Non-Dedicated Service	\$2,847	\$2,798
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$11,834	\$10,408
Fuel	\$7,807	\$7,439
TOTAL OPERATING EXPENSES	\$118,605	\$124,014

## OPERATING FUNDING SOURCES

Passenger Revenue	\$13,583	\$17,111
Other Operating Revenue		
Total Operating Revenues	\$13,583	\$17,111
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$105,022	\$106,903
Donations / Other		
TOTAL OPERATING FUNDING	\$118,605	\$124,014

## CAPITAL EXPENSES

Vehicles Purchased	\$78,000	
Debt Servicing		
Other Capital Expenses	\$800	
TOTAL CAPITAL EXPENSES	\$78,800	

## CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$78,800	
Donations / Other		
TOTAL CAPITAL FUNDING	\$78,800	

## SERVICE HOURS/SCHEDULING

Weekday: 0800 to 2200	Sunday: 0900 to 2200
Saturday: 0800 to 2200	Holiday: 0900 to 2200
Advanced booking notice:	14 days
Minimum notice for reservation:	2.0 hours
Reservations/Scheduling:	Partially Computerized

## FARE STRUCTURE (2002)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.50		
Child	\$1.00		
Student	\$2.50		
Senior	\$2.50		
Attendant	\$2.50		
Companion	\$2.50		
Other			

## EMPLOYEE DATA (2002) \*

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

Union Affiliations: Operators: Teamsters Local 938  
Maintenance: N/A

Top Operator Wage Rate: \$15.55  
Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	11%	14%
Net Operating Cost / Capita	\$1.75	\$1.75
Total Exp. / Passenger	\$37.52	\$33.10
Total Exp. / Eligible Passenger	\$40.15	\$35.71
Transp. Exp. / Passenger		
Dedicated Service	\$26.56	\$23.30
Non-Dedicated Service (e.g. Taxis)	\$29.35	\$31.09
Transp. Exp. / Hour (Dedicated Service)	\$30.14	\$31.27
<b>OPERATING</b>		
Registrants / Capita	0.0017	0.0020
Passengers / Capita	0.0527	0.0614
Passengers / Registrant	30.69	30.97
Passengers / Hour (Dedicated Service)	1.13	1.34
Km. / Passenger (Dedicated Service)	16.97	14.21
Average Speed (Dedicated Service)	19.26	19.06

## VEHICLE DATA (2002)

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	7	4
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Accessible taxis	N/A	N/A		

## PASSENGER STATISTICS (2002)

	Dedicated Service	Non-Dedicated Service
Ambulatory	275	
Wheelchair/Scooter Users	3,108	90
Attendants/Companions	274	
Other		
TOTAL PASSENGER (%Total)	3,657 ( 98%)	90 ( 2%)

# COCHRANE

## DISABLED TRANSIT

Contact: Mr. Pierre Demers  
Title: Administrator  
Telephone: (705) 272-4361  
FAX: (705) 272-6068  
e-mail:

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

Population served: 5,500  
Service area (km²): 560.0  
Communities served: 1  
Service began: 1997  
Advisory Committee members: 4  
Eligibility Committee members: N/A

## NUMBER OF REGISTRANTS

130  
Wheelchair/Scooter Users: 5 (4%)  
Ambulatory: 125 (96%)  
Attendants/Companions:  
Other:

Note: \* Service available at other times upon request.

## ELIGIBILITY CRITERIA

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

## VEHICLE KILOMETRES & HOURS

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

2001

2002

## SERVICE HOURS/SCHEDULING \*

Weekday: 0830 to 1800 Sunday:  
Saturday: Holiday:  
Advanced booking notice:  
Minimum notice for reservation: 2.0 hours  
Reservations/Scheduling: Manual

## PASSENGER DATA

Dedicated Service  
Non-Dedicated Service  
TOTAL PASSENGERS  
Subscription/Pre-booked  
Reservation

On-Demand/Day of trip  
UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

## OPERATING EXPENSES

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

Maintenance (Vehicles & Facilities)

Fuel

TOTAL OPERATING EXPENSES

## OPERATING FUNDING SOURCES

Passenger Revenue  
Other Operating Revenue  
Total Operating Revenues

Federal Contributions

Provincial Contributions

Municipal Contributions

Donations / Other

TOTAL OPERATING FUNDING

## 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 (2002)

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

## EMPLOYEE DATA (2002)

	(Full-Time)	(Part-Time)
Operators	4	
Other Operations (e.g. dispatchers)	1	
Maintenance		
General Administration		1
Other		
TOTAL NUMBER OF EMPLOYEES	5	1

Union Affiliations: Operators: N/A  
Maintenance: N/A

Top Operator Wage Rate:  
Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio		28%
Net Operating Cost / Capita		\$5.27
Total Exp. / Passenger		\$6.67
Total Exp. / Eligible Passenger		\$6.67
Transp. Exp. / Passenger		
Dedicated Service		\$5.67
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		

## OPERATING

Registrants / Capita	0.0236
Passengers / Capita	1.0909
Passengers / Registrant	46.15
Passengers / Hour (Dedicated Service)	
Km. / Passenger (Dedicated Service)	
Average Speed (Dedicated Service)	

## VEHICLE DATA (2002)

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

## PASSENGER STATISTICS (2002)

	Dedicated Service	Non-Dedicated Service
Ambulatory	5,000	
Wheelchair/Scooter Users	1,000	
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	6,000 ( 100%)	( 0%)

# CORNWALL

## CORNWALL TRANSIT

Contact: Mr. Gerry Godard  
Title: Senior Supervisor  
Telephone: (613) 930-2787  
FAX: (613) 932-9906  
e-mail: ggodard@city.cornwall.on.ca

Population served: 48,000  
Service area (km²): 63.5  
Communities served: 1  
Service began: 1981  
Advisory Committee members: N/A  
Eligibility Committee members: N/A

## NUMBER OF REGISTRANTS

1,024  
Wheelchair/Scooter Users: 256 (25%)  
Ambulatory: 576 (56%)  
Attendants/Companions: 192 (19%)  
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

## VEHICLE KILOMETRES & HOURS

	2001	2002
Rev. Veh. Km. - Dedicated Service	51,026	59,436
Tot. Veh. Km. - Dedicated Service	51,026	59,436
Rev. Veh. Hr. - Dedicated Service	7,771	7,438
Tot. Veh. Hr. - Dedicated Service	7,771	7,438
Non-Dedicated Service - Veh. Km.	9,096	9,223
Non-Dedicated Service - Veh. Hr.	473	437

## PASSENGER DATA

Dedicated Service	17,128	18,772
Non-Dedicated Service	3,053	2,755
TOTAL PASSENGERS	20,181	21,527

Subscription/Pre-booked  
Reservation

On-Demand/Day of trip

## UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR 117 116

## NUMBER OF COMPLAINTS

## OPERATING EXPENSES

Administration	\$155,255	\$164,159
Operations:		
Internal - Dedicated Service *	\$139,015	\$150,947
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$15,205	\$21,023
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$17,679	\$104,260
Fuel	\$30,503	\$47,799
TOTAL OPERATING EXPENSES	\$357,657	\$488,188

## OPERATING FUNDING SOURCES

Passenger Revenue	\$98,692	\$169,179
Other Operating Revenue		
Total Operating Revenues	\$98,692	\$169,179
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$258,965	\$319,009
Donations / Other		
TOTAL OPERATING FUNDING	\$357,657	\$488,188

## 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: 0630 to 2330 Sunday:  
Saturday: 0700 to 2330 Holiday:  
Advanced booking notice: 14 days  
Minimum notice for reservation: 24.0 hours  
Reservations/Scheduling: Fully Computerized

## FARE STRUCTURE (2002)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.25	\$2.20	
Child	\$2.25	\$2.20	
Student	\$2.25	\$2.20	
Senior	\$2.25	\$2.20	
Attendant	\$2.25	\$2.20	
Companion	\$2.25	\$2.20	
Other			

## EMPLOYEE DATA (2002)

	(Full-Time)	(Part-Time)
Operators	3	1
Other Operations (e.g. dispatchers)	1	
Maintenance	2	
General Administration	1	1
Other		
TOTAL NUMBER OF EMPLOYEES	7	2

Union Affiliations: Operators: ATU Local 946  
Maintenance: CUPE Local 294

Top Operator Wage Rate: \$16.38  
Top Mechanic Wage Rate: \$18.90

## PERFORMANCE INDICATORS

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	28%	35%
Net Operating Cost / Capita	\$5.40	\$6.65
Total Exp. / Passenger	\$17.72	\$22.68
Total Exp. / Eligible Passenger	\$18.15	\$24.42
Transp. Exp. / Passenger		
Dedicated Service	\$10.93	\$16.14
Non-Dedicated Service (e.g. Taxis)	\$4.98	\$7.63
Transp. Exp. / Hour (Dedicated Service)	\$24.09	\$40.74

## OPERATING

Registrants / Capita	0.0206	0.0213
Passengers / Capita	0.4204	0.4485
Passengers / Registrant	20.38	21.02
Passengers / Hour (Dedicated Service)	2.20	2.52
Km. / Passenger (Dedicated Service)	2.98	3.17
Average Speed (Dedicated Service)	6.57	7.99

## VEHICLE DATA

(2002)	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	8	2	3	14
Other				
TOTAL DED. VEHICLES	8	2	N/A	N/A
Accessible taxis	N/A	N/A		

## PASSENGER STATISTICS

(2002)	Dedicated Service	Non-Dedicated Service
Ambulatory	7,445	2,669
Wheelchair/Scooter Users	9,879	
Attendants/Companions	1,448	86
Other		
TOTAL PASSENGER (%Total)	18,772 ( 87%)	2,755 ( 13%)

# DRYDEN

## DRYDEN HANDI-TRANSIT

Contact: Ms. Judi Stratton  
Title: Manager  
Telephone: (807) 223-3568  
FAX: (807) 223-7149  
e-mail:

Population served: 7,731  
Service area (km²): 65.2  
Communities served: 1  
Service began: 1976  
Advisory Committee members: 7  
Eligibility Committee members: 7

## NUMBER OF REGISTRANTS

120  
Wheelchair/Scooter Users: 37 (31%)  
Ambulatory: 73 (61%)  
Attendants/Companions: 10 (8%)  
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

	2001	2002
Rev. Veh. Km. - Dedicated Service	13,887	19,603
Tot. Veh. Km. - Dedicated Service	13,887	19,603
Rev. Veh. Hr. - Dedicated Service	743	947
Tot. Veh. Hr. - Dedicated Service	743	947
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	2,895	3,589
Non-Dedicated Service		
TOTAL PASSENGERS	2,895	3,589
Subscription/Pre-booked	85%	75%
Reservation	10%	20%
On-Demand/Day of trip	5%	5%

## UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR	11	56
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## NUMBER OF COMPLAINTS

## OPERATING EXPENSES

Administration	\$2,804	\$2,454
Operations:		
Internal - Dedicated Service	\$70,129	\$72,029
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$4,304	\$5,421
Fuel	\$3,481	\$4,085
TOTAL OPERATING EXPENSES	\$80,719	\$83,989

## OPERATING FUNDING SOURCES

Passenger Revenue	\$9,121	\$15,335
Other Operating Revenue	\$1,328	\$1,364
Total Operating Revenues	\$10,449	\$16,699
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$61,444	\$56,174
Donations / Other	\$623	\$5,870
TOTAL OPERATING FUNDING	\$72,516	\$78,743

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

## FARE STRUCTURE (2002)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.00		
Child	\$3.00		
Student	\$3.00		
Senior	\$3.00		
Attendant	\$3.00		
Companion	\$3.00		
Other	School Board - \$1.50/km per student		

## EMPLOYEE DATA (2002)

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

Union Affiliations: Operators: N/A  
Maintenance: N/A

Top Operator Wage Rate: \$20.00  
Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	13%	20%
Net Operating Cost / Capita	\$9.09	\$8.70
Total Exp. / Passenger	\$27.88	\$23.40
Total Exp. / Eligible Passenger	\$28.17	\$23.67
Transp. Exp. / Passenger		
Dedicated Service	\$26.91	\$22.72
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	104.86	\$86.10
<b>OPERATING</b>		
Registrants / Capita	0.0132	0.0155
Passengers / Capita	0.3745	0.4642
Passengers / Registrant	28.38	29.91
Passengers / Hour (Dedicated Service)	3.90	3.79
Km. / Passenger (Dedicated Service)	4.80	5.46
Average Speed (Dedicated Service)	18.69	20.70

## VEHICLE DATA

(2002)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	3	9
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Accessible taxis	N/A	N/A		

## PASSENGER STATISTICS

(2002)	Dedicated Service	Non-Dedicated Service
Ambulatory	2,198	
Wheelchair/Scooter Users	1,351	
Attendants/Companions	40	
Other		
TOTAL PASSENGER (%Total)	3,589 ( 100%)	( 0%)

# DYSART ET AL

## DYSART SPECIAL TRANSIT SERVICE

Contact: Ms. Tammy McKelvey  
Title: CAO, Clerk-Administrator  
Telephone: (705) 457-1740  
FAX: (705) 457-1964  
e-mail: dysart@on.aibn.com

Population served: 5,500  
Service area (km²): 1506.0  
Communities served: 1  
Service began: 1989  
Advisory Committee members: 5  
Eligibility Committee members: N/A

## NUMBER OF REGISTRANTS

Wheelchair/Scooter Users: 27 (34%)  
Ambulatory: 46 (58%)  
Attendants/Companions: 7 (9%)  
Other:

Note: \* Service was available at other times upon request.

Dedicated Service operated by: 1 Private 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

	2001	2002
Rev. Veh. Km. - Dedicated Service	6,600	12,375
Tot. Veh. Km. - Dedicated Service	8,000	15,000
Rev. Veh. Hr. - Dedicated Service	762	853
Tot. Veh. Hr. - Dedicated Service	762	853
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	1,574	1,592
Non-Dedicated Service		
TOTAL PASSENGERS	1,574	1,592
Subscription/Pre-booked	75%	75%
Reservation	15%	15%
On-Demand/Day of trip	10%	10%
UNACCOMMODATED TRIPS	10	12
NO-SHOWS/CANCELLED AT DOOR	2	2
NUMBER OF COMPLAINTS	2	3

## OPERATING EXPENSES

Administration	\$2,303	\$1,157
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$11,769	\$13,183
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$2,118	\$4,154
Fuel	\$1,956	\$2,281
TOTAL OPERATING EXPENSES	\$18,146	\$20,775

## OPERATING FUNDING SOURCES

Passenger Revenue	\$8,609	\$8,754
Other Operating Revenue		
Total Operating Revenues	\$8,609	\$8,754
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$9,538	\$12,021
Donations / Other		
TOTAL OPERATING FUNDING	\$18,147	\$20,775

## 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:	0900 to 1500	Sunday:
Saturday:	0900 to 1700	Holiday:
Advanced booking notice:		7 days
Minimum notice for reservation:		1.0 hours
Reservations/Scheduling:	Manual	

## FARE STRUCTURE (2002)

Cash	Tickets/Cards (unit price)	Monthly Pass
Adult		
Child		
Student		
Senior		
Attendant		
Companion		
Other	Fare by zone	

## EMPLOYEE DATA (2002)

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

Union Affiliations: Operators: N/A  
Maintenance: N/A

Top Operator Wage Rate: \$15.00  
Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

FINANCIAL	2001	2002
R/C Ratio	47%	42%
Net Operating Cost / Capita	\$1.73	\$2.19
Total Exp. / Passenger	\$11.53	\$13.05
Total Exp. / Eligible Passenger	\$12.80	\$14.17
Transp. Exp. / Passenger		
Dedicated Service	\$10.07	\$12.32
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$20.79	\$23.00
OPERATING		
Registrants / Capita	0.0135	0.0145
Passengers / Capita	0.2862	0.2895
Passengers / Registrant	21.27	19.90
Passengers / Hour (Dedicated Service)	2.07	1.87
Km. / Passenger (Dedicated Service)	4.19	7.77
Average Speed (Dedicated Service)	8.66	14.51

## VEHICLE DATA (2002)

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

## PASSENGER STATISTICS (2002)

	Dedicated Service	Non-Dedicated Service
Ambulatory	798	
Wheelchair/Scooter Users	668	
Attendants/Companions	126	
Other		
TOTAL PASSENGER (%Total)	1,592 ( 100%)	( 0%)

# ELLIOT LAKE

## ELLIOT LAKE HANDI LIFT BUS

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

Population served: 13,500  
 Service area (km²): 8.0  
 Communities served: 1  
 Service began: 1988  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

## NUMBER OF REGISTRANTS

210  
 Wheelchair/Scooter Users: 50 (24%)  
 Ambulatory: 160 (76%)  
 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

## VEHICLE KILOMETRES & HOURS

	2001	2002
Rev. Veh. Km. - Dedicated Service	24,361	24,157
Tot. Veh. Km. - Dedicated Service	24,361	24,157
Rev. Veh. Hr. - Dedicated Service	1,418	1,310
Tot. Veh. Hr. - Dedicated Service	1,418	1,310
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service *	5,852	6,104
Non-Dedicated Service		
TOTAL PASSENGERS	5,852	6,104
Subscription/Pre-booked	80%	80%
Reservation		20%
On-Demand/Day of trip	20%	

## UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

## OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$58,000	\$65,333
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$30,000	\$30,000
Fuel		
TOTAL OPERATING EXPENSES	\$88,000	\$95,333

## OPERATING FUNDING SOURCES

Passenger Revenue	\$7,478	\$9,924
Other Operating Revenue		
Total Operating Revenues	\$7,478	\$9,924
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$80,522	\$85,409
Donations / Other		
TOTAL OPERATING FUNDING	\$88,000	\$95,333

## 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 1600 Sunday:  
 Saturday: Holiday:  
 Advanced booking notice: 7 days  
 Minimum notice for reservation: 24.0 hours  
 Reservations/Scheduling: Manual

## FARE STRUCTURE (2002)

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

## EMPLOYEE DATA (2002)

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

Union Affiliations: Operators: CUPE Local 1880  
 Maintenance: CUPE Local 1880

Top Operator Wage Rate: \$13.65  
 Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	8%	10%
Net Operating Cost / Capita	\$5.96	\$6.33
Total Exp. / Passenger	\$15.04	\$15.62
Total Exp. / Eligible Passenger	\$18.57	\$19.21
Transp. Exp. / Passenger		
Dedicated Service	\$15.04	\$15.62
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$62.06	\$72.77
<b>OPERATING</b>		
Registrants / Capita	0.0156	0.0156
Passengers / Capita	0.4335	0.4521
Passengers / Registrant	27.87	29.07
Passengers / Hour (Dedicated Service)	4.13	4.66
Km. / Passenger (Dedicated Service)	4.16	3.96
Average Speed (Dedicated Service)	17.18	18.44

## VEHICLE DATA (2002)

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

## PASSENGER STATISTICS (2002)

	Dedicated Service	Non-Dedicated Service
Ambulatory	3,175	
Wheelchair/Scooter Users	1,787	
Attendants/Companions	1,142	
Other		
TOTAL PASSENGER (%Total)	6,104 ( 100%)	( 0%)

# ESPANOLA

## ESPANOLA CARE VAN

Contact: Mr. Joel Mackenzie  
 Title: Clerk Treasurer  
 Telephone: (705) 869-1540  
 FAX: (705) 869-0083  
 e-mail: jmackenzie@town.espanola.on.ca

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

Population served: 5,500  
 Service area (km²): 17.8  
 Communities served: 1  
 Service began:  
 Advisory Committee members: 6  
 Eligibility Committee members: N/A

## NUMBER OF REGISTRANTS

56  
 Wheelchair/Scooter Users: 2 (4%)  
 Ambulatory: 54 (96%)  
 Attendants/Companions:  
 Other:

Note: \* Service Hours Exception: No service on Monday.

## ELIGIBILITY CRITERIA

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

## VEHICLE KILOMETRES & HOURS

	2001	2002
Rev. Veh. Km. - Dedicated Service		
Tot. Veh. Km. - Dedicated Service		
Rev. Veh. Hr. - Dedicated Service	1,040	1,000
Tot. Veh. Hr. - Dedicated Service	1,040	1,000
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	3,596	3,846
Non-Dedicated Service		
TOTAL PASSENGERS	3,596	3,846
Subscription/Pre-booked	90%	85%
Reservation		5%
On-Demand/Day of trip	10%	10%

## UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

## OPERATING EXPENSES

Administration	\$621	\$998
Operations:		
Internal - Dedicated Service	\$14,400	\$18,954
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$305	\$1,077
Fuel	\$2,106	\$2,210
TOTAL OPERATING EXPENSES	\$17,432	\$23,239

## OPERATING FUNDING SOURCES

Passenger Revenue	\$7,193	\$7,692
Other Operating Revenue		
Total Operating Revenues	\$7,193	\$7,692
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$10,259	\$15,546
Donations / Other		
TOTAL OPERATING FUNDING	\$17,452	\$23,238

## 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: 0930 to 1500 Sunday:  
 Saturday: Holiday:  
 Advanced booking notice: 1 days  
 Minimum notice for reservation: 24.0 hours  
 Reservations/Scheduling:

## FARE STRUCTURE (2002)

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

## EMPLOYEE DATA (2002)

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

Union Affiliations: Operators: N/A  
 Maintenance: CUPE

Top Operator Wage Rate:  
 Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	41%	33%
Net Operating Cost / Capita	\$1.83	\$2.83
Total Exp. / Passenger	\$4.85	\$6.04
Total Exp. / Eligible Passenger	\$4.85	\$6.04
Transp. Exp. / Passenger		
Dedicated Service	\$4.67	\$5.78
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$16.16	\$22.24
<b>OPERATING</b>		
Registrants / Capita	0.0100	0.0102
Passengers / Capita	0.6421	0.6993
Passengers / Registrant	64.21	68.68
Passengers / Hour (Dedicated Service)	3.46	3.85
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

## VEHICLE DATA (2002)

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

## PASSENGER STATISTICS (2002)

	Dedicated Service	Non-Dedicated Service
Ambulatory	3,846*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	3,846 ( 100%)	( 0%)
* Total for all categories		

# FLESHERTON

## RIDE ON TRANSPORTATION

Contact: Ms. Debbie Dowker  
Title:  
Telephone: (519) 924-3339  
FAX: (519) 924-3575  
e-mail: archied@bmts.com

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

Population served: 15,936  
Service area (km²): 151.3  
Communities served: 3  
Service began: 1992  
Advisory Committee members: 5  
Eligibility Committee members: 5

### ELIGIBILITY CRITERIA

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

## NUMBER OF REGISTRANTS

85  
Wheelchair/Scooter Users: 5 (6%)  
Ambulatory: 70 (82%)  
Attendants/Companions:  
Other: 10 (12%)

Note: \* Fare Structure: Fare charged according to distance and vehicle (wheelchair van - \$2.14/km; car - \$0.91/km).  
\* Service available at other times upon request.  
\* Met increase in service requests while reducing operating costs back to 1998 levels.

## VEHICLE KILOMETRES & HOURS

	2001	2002
Rev. Veh. Km. - Dedicated Service	152,253	128,637
Tot. Veh. Km. - Dedicated Service	152,253	128,637
Rev. Veh. Hr. - Dedicated Service		
Tot. Veh. Hr. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

	2001	2002
Dedicated Service	2,111	3,441
Non-Dedicated Service		
TOTAL PASSENGERS	2,111	3,441
Subscription/Pre-booked	90%	90%
Reservation	10%	10%
On-Demand/Day of trip		

## UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

## OPERATING EXPENSES

	2001	2002
Administration	\$1,200	\$1,200
Operations:		
Internal - Dedicated Service	\$70,700	\$32,479
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$14,000	\$19,047
Fuel	\$22,000	\$15,759
TOTAL OPERATING EXPENSES *	\$107,900	\$68,485

## OPERATING FUNDING SOURCES

	2001	2002
Passenger Revenue	\$23,000	\$22,842
Other Operating Revenue		
Total Operating Revenues	\$23,000	\$22,842
Federal Contributions		
Provincial Contributions	\$84,900	\$45,643
Municipal Contributions		
Donations / Other		
TOTAL OPERATING FUNDING	\$107,900	\$68,485

## 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: 0730 to 1800 Sunday:  
Saturday: 0900 to 1700 Holiday:  
Advanced booking notice: 1 days  
Minimum notice for reservation: 24.0 hours  
Reservations/Scheduling: Manual

## FARE STRUCTURE (2002) \*

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

## EMPLOYEE DATA (2002)

	(Full-Time)	(Part-Time)
Operators		3
Other Operations (e.g. dispatchers)		1
Maintenance		1
General Administration		1
Other		
TOTAL NUMBER OF EMPLOYEES		6

Union Affiliations: Operators: N/A  
Maintenance: N/A

Top Operator Wage Rate:  
Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	21%	33%
Net Operating Cost / Capita	\$5.33	\$2.86
Total Exp. / Passenger *	\$51.11	\$19.90
Total Exp. / Eligible Passenger*	\$51.11	\$19.90
Transp. Exp. / Passenger		
Dedicated Service *	\$50.54	\$19.55
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		
<b>OPERATING</b>		
Registrants / Capita	0.0053	0.0053
Passengers / Capita	0.1325	0.2159
Passengers / Registrant	24.84	40.48
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service) *	72.12	37.38
Average Speed (Dedicated Service)		

## VEHICLE DATA

(2002)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	4	4	N/A	4
Accessible Vans/Minivans	1		2	4
Small Buses				
Other				
TOTAL DED. VEHICLES	5	4	N/A	N/A
Accessible taxis	N/A	N/A		

## PASSENGER STATISTICS

(2002)	Dedicated Service	Non-Dedicated Service
Ambulatory	3,278	
Wheelchair/Scooter Users	163	
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	3,441 ( 100%)	( 0%)



# FORT FRANCES

## FORT FRANCES HANDI-VAN

Contact: Mr. George A. Bell  
 Title: Manager, Community Services  
 Telephone: (807) 274-4561  
 FAX: (807) 274-3799  
 e-mail: gbell@fort-frances.com

Population served: 8,315  
 Service area (km²): 25.9  
 Communities served: 1  
 Service began:  
 Advisory Committee members: 5  
 Eligibility Committee members: N/A

## NUMBER OF REGISTRANTS

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

Note: \* Service was available weekends or holidays upon request.  
 \* Revenue Vehicle Kilometres included deadheading.

## ELIGIBILITY CRITERIA

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

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

## VEHICLE KILOMETRES & HOURS \*

	2001	2002
Rev. Veh. Km. - Dedicated Service	21,149	33,074
Tot. Veh. Km. - Dedicated Service	21,149	33,074
Rev. Veh. Hr. - Dedicated Service		
Tot. Veh. Hr. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	8,606	9,820
Non-Dedicated Service	457	480
TOTAL PASSENGERS	9,063	10,300

Subscription/Pre-booked  
 Reservation

On-Demand/Day of trip

## UNACCOMMODATED TRIPS

## NO-SHOWS/CANCELLED AT DOOR

## NUMBER OF COMPLAINTS

## OPERATING EXPENSES

Administration	\$9,183	\$11,097
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$52,397	\$57,392
Contract - Non-Dedicated Service	\$21,693	\$29,728
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$6,192	\$4,839
Fuel	\$3,461	\$3,731
TOTAL OPERATING EXPENSES	\$92,926	\$106,787

## OPERATING FUNDING SOURCES

Passenger Revenue	\$14,685	\$20,421
Other Operating Revenue		
Total Operating Revenues	\$14,685	\$20,421
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$71,414	\$75,861
Donations / Other	\$6,827	\$10,505
TOTAL OPERATING FUNDING	\$92,926	\$106,787

## 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 1700 Sunday:  
 Saturday: Holiday:  
 Advanced booking notice: 1 days  
 Minimum notice for reservation: 24.0 hours  
 Reservations/Scheduling: Manual

## FARE STRUCTURE (2002)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$1.25		
Child	\$1.25		
Student	\$1.25		
Senior	\$1.25		
Attendant	\$0.63		
Companion	\$0.63		
Other	Board of Education - \$5 per trip		

## EMPLOYEE DATA (2002)

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

## TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators: N/A  
 Maintenance: CUPE

Top Operator Wage Rate:  
 Top Mechanic Wage Rate: \$22.89

## PERFORMANCE INDICATORS

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	16%	19%
Net Operating Cost / Capita	\$9.41	\$10.39
Total Exp. / Passenger	\$10.25	\$10.37
Total Exp. / Eligible Passenger	\$10.76	\$10.74
Transp. Exp. / Passenger		
Dedicated Service	\$7.21	\$6.72
Non-Dedicated Service (e.g. Taxis)	\$47.47	\$61.93
Transp. Exp. / Hour (Dedicated Service)		

## OPERATING

Registrants / Capita		
Passengers / Capita	1.0900	1.2387
Passengers / Registrant		
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)	2.46	3.37
Average Speed (Dedicated Service)		

## VEHICLE DATA

(2002)	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	3	
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Accessible taxis	1	N/A		

## PASSENGER STATISTICS

(2002)	Dedicated Service	Non-Dedicated Service
Ambulatory	9,464*	480*
Wheelchair/Scooter Users		
Attendants/Companions	356	
Other		
TOTAL PASSENGER (%Total)	9,820 ( 95%)	480 ( 5%)
* Total for Ambulatory and Wheelchair/Scooter Users		

**GANANOQUE WHEELS OF CARE INC.**

Contact: Ms. Donna Gibson  
 Title: Treasurer  
 Telephone: (613) 382-4831  
 FAX: (613) 382-8514  
 e-mail:

Dedicated Service operated by: N/A

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

Taxi Scrip Program available: NO

Population served: 5,200  
 Service area (km²):  
 Communities served: 3  
 Service began: 1986  
 Advisory Committee members: 10  
 Eligibility Committee members: 12

**NUMBER OF REGISTRANTS**

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

Note: \* 2002 data were not available.

**ELIGIBILITY CRITERIA**

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

**VEHICLE KILOMETRES & HOURS**

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

2001

2002

2,130

2,130

**SERVICE HOURS/SCHEDULING**

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

**PASSENGER DATA**

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

**UNACCOMMODATED TRIPS****NO-SHOWS/CANCELLED AT DOOR****NUMBER OF COMPLAINTS**

2

**OPERATING EXPENSES**

Administration

Operations:

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

Maintenance (Vehicles & Facilities)

Fuel

**TOTAL OPERATING EXPENSES**

\$8,989

**OPERATING FUNDING SOURCES**

Passenger Revenue

\$4,674

Other Operating Revenue

\$2,128

**Total Operating Revenues**

\$6,802

Federal Contributions

Provincial Contributions

Municipal Contributions

Donations / Other

\$9,896

**TOTAL OPERATING FUNDING**

\$16,698

**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 (2002)**

Cash

**Tickets/Cards**

(unit price)

Monthly Pass

Adult  
 Child  
 Student  
 Senior  
 Attendant  
 Companion  
 Other

**EMPLOYEE DATA (2002)**

(Full-Time)

(Part-Time)

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

**TOTAL NUMBER OF EMPLOYEES**

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

**PERFORMANCE INDICATORS****FINANCIAL**

2001

2002

R/C Ratio 76%

Net Operating Cost / Capita \$0.42

Total Exp. / Passenger

Total Exp. / Eligible Passenger

Transp. Exp. / Passenger

Dedicated Service

Non-Dedicated Service (e.g. Taxis)

Transp. Exp. / Hour (Dedicated Service)

**OPERATING**

Registrants / Capita

Passengers / Capita

Passengers / Registrant

Passengers / Hour (Dedicated Service)

Km. / Passenger (Dedicated Service)

Average Speed (Dedicated Service)

**VEHICLE DATA**

(2002)

Number

Veh.  
PeakAvg. Capacity per Veh.  
Wheelchair Ambulatory

Non-Accessible Cars

N/A

Accessible Vans/Minivans

Small Buses

Other

**TOTAL DED. VEHICLES**

N/A

N/A

Accessible taxis

N/A

N/A

**PASSENGER STATISTICS**Dedicated  
ServiceNon-Dedicated  
Service

(2002)  
Ambulatory

Wheelchair/Scooter Users

Attendants/Companions

Other

**TOTAL PASSENGER (%Total)**

( )

( )

## GUELPH TRANSIT MOBILITY SERVICE

Contact: Ms. Linda Hanna  
 Title: Managerial Assistant  
 Telephone: (519) 822-1811 x221  
 FAX: (519) 822-1322  
 e-mail: lhanna@city.guelph.on.ca

Population served: 106,170  
 Service area (km²): 88.0  
 Communities served: 1  
 Service began: 1977  
 Advisory Committee members: 11  
 Eligibility Committee members: 1

## NUMBER OF REGISTRANTS

1,186  
 Wheelchair/Scooter Users: 356 (30%)  
 Ambulatory: 830 (70%)  
 Attendants/Companions:  
 Other:

Dedicated Service operated by: Transit System/Municipality  
 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 &amp; HOURS

	2001	2002
Rev. Veh. Km. - Dedicated Service	172,593	191,450
Tot. Veh. Km. - Dedicated Service	172,593	191,450
Rev. Veh. Hr. - Dedicated Service	8,909	9,901
Tot. Veh. Hr. - Dedicated Service	8,909	9,901
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	35,606	39,896
Non-Dedicated Service	19,333	14,231
TOTAL PASSENGERS	54,939	54,127

Subscription/Pre-booked  
 Reservation

On-Demand/Day of trip

## UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR 67 233

## NUMBER OF COMPLAINTS

## OPERATING EXPENSES

Administration	\$34,215	\$38,304
Operations:		
Internal - Dedicated Service	\$328,481	\$503,340
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$132,676	\$101,193
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel	\$40,000	\$50,000
TOTAL OPERATING EXPENSES	\$535,372	\$692,837

## OPERATING FUNDING SOURCES

Passenger Revenue	\$71,114	\$55,790
Other Operating Revenue		
Total Operating Revenues	\$71,114	\$55,790
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$464,258	\$637,047
Donations / Other		
TOTAL OPERATING FUNDING	\$535,372	\$692,837

## CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing	\$519,082	
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$519,082	

## CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$253,000	
Donations / Other		
TOTAL CAPITAL FUNDING	\$253,000	

## SERVICE HOURS/SCHEDULING

Weekday: 0545 to 0015 Sunday: 0915 to 1815  
 Saturday: 0545 to 0015 Holiday:  
 Advanced booking notice: 10 days  
 Minimum notice for reservation: 24.0 hours  
 Reservations/Scheduling: Partially Computerized

## FARE STRUCTURE (2002)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$1.75	\$1.50	
Child	\$1.75	\$1.50	
Student	\$1.75	\$1.50	
Senior	\$1.75	\$1.50	
Attendant	\$1.75	\$1.50	
Companion	\$1.75	\$1.50	
Other			

## EMPLOYEE DATA (2002)

	(Full-Time)	(Part-Time)
Operators	4	3
Other Operations (e.g. dispatchers)	2	
Maintenance		1
General Administration		1
Other		1
TOTAL NUMBER OF EMPLOYEES	6	6

Union Affiliations: Operators: ATU Local 1189  
 Maintenance: ATU Local 1189

Top Operator Wage Rate: \$18.02  
 Top Mechanic Wage Rate: \$21.78

## PERFORMANCE INDICATORS

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	13%	8%
Net Operating Cost / Capita	\$4.37	\$6.00
Total Exp. / Passenger	\$9.74	\$12.80
Total Exp. / Eligible Passenger	\$10.10	\$13.49
Transp. Exp. / Passenger		
Dedicated Service	\$10.35	\$13.87
Non-Dedicated Service (e.g. Taxis)	\$6.86	\$7.11
Transp. Exp. / Hour (Dedicated Service)	\$41.36	\$55.89
<b>OPERATING</b>		
Registrants / Capita	0.0092	0.0112
Passengers / Capita	0.5175	0.5098
Passengers / Registrant	56.17	45.64
Passengers / Hour (Dedicated Service)	4.00	4.03
Km. / Passenger (Dedicated Service)	4.85	4.80
Average Speed (Dedicated Service)	19.37	19.34

## VEHICLE DATA

(2002)	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	7	5	5	4
Other				
TOTAL DED. VEHICLES	7	5	N/A	N/A
Accessible taxis	1	N/A		

## PASSENGER STATISTICS

(2002)	Dedicated Service	Non-Dedicated Service
Ambulatory	23,195	11,010
Wheelchair/Scooter Users	13,931	3,221
Attendants/Companions	2,770	
Other		
TOTAL PASSENGER (%Total)	39,896 ( 74%)	14,231 ( 26%)
* Total for all categories		

# HALTON HILLS

## ACTIVAN

Contact: Ms. Patricia Watts  
Title: Admin. Supervisor - Engineering  
Telephone: (905) 873-2601 x2307  
FAX: (905) 873-3036  
e-mail:

Population served: 45,000  
Service area (km²): 280.0  
Communities served: 1  
Service began: 1981  
Advisory Committee members: 6  
Eligibility Committee members: N/A

## NUMBER OF REGISTRANTS

132  
Wheelchair/Scooter Users: 50 (38%)  
Ambulatory: 82 (62%)  
Attendants/Companions:  
Other:

Dedicated Service operated by: 1 Private 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

Note: \* Extra service hours were available upon request.  
\* A different method of calculating Operating Revenues was used in 2002.

## VEHICLE KILOMETRES & HOURS

	2001	2002
Rev. Veh. Km. - Dedicated Service	33,688	31,931
Tot. Veh. Km. - Dedicated Service	36,188	34,431
Rev. Veh. Hr. - Dedicated Service	1,505	1,478
Tot. Veh. Hr. - Dedicated Service	2,155	2,128
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service *	3,853	3,167
Non-Dedicated Service		
TOTAL PASSENGERS	3,853	3,167
Subscription/Pre-booked	55%	
Reservation	45%	
On-Demand/Day of trip		
UNACCOMMODATED TRIPS	28	200
NO-SHOWS/CANCELLED AT DOOR	15	20
NUMBER OF COMPLAINTS	8	12

## OPERATING EXPENSES

Administration	\$6,500	\$6,500
Operations:		
Internal - Dedicated Service	\$500	\$875
Contract - Dedicated Service	\$61,600	\$66,000
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$5,274	\$5,540
Fuel		
TOTAL OPERATING EXPENSES	\$73,874	\$78,915

## OPERATING FUNDING SOURCES

Passenger Revenue	\$4,384	
Other Operating Revenue	\$5,598	
Total Operating Revenues *	\$9,982	\$16,434
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$64,203	\$62,481
Donations / Other		
TOTAL OPERATING FUNDING	\$74,185	\$78,915

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

## FARE STRUCTURE (2002)

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

## EMPLOYEE DATA (2002)

	(Full-Time)	(Part-Time)
Operators	1	1
Other Operations (e.g. dispatchers)		1
Maintenance		1
General Administration		2
Other		
TOTAL NUMBER OF EMPLOYEES	1	5

Union Affiliations: Operators: N/A  
Maintenance: CUPE Local 73

Top Operator Wage Rate:  
Top Mechanic Wage Rate: \$21.48

## PERFORMANCE INDICATORS

### FINANCIAL

	2001	2002
R/C Ratio	14%	21%
Net Operating Cost / Capita	\$1.36	\$1.39
Total Exp. / Passenger	\$19.17	\$24.92
Total Exp. / Eligible Passenger	\$19.17	\$24.92
Transp. Exp. / Passenger		
Dedicated Service	\$17.49	\$22.87
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$31.26	\$34.03

### OPERATING

Registrants / Capita	0.0032	0.0029
Passengers / Capita	0.0820	0.0704
Passengers / Registrant	25.52	23.99
Passengers / Hour (Dedicated Service)	2.56	2.14
Km. / Passenger (Dedicated Service)	8.74	10.08
Average Speed (Dedicated Service)	22.38	21.60

## VEHICLE DATA

(2002)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	4	6
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Accessible taxis	N/A	N/A		

## PASSENGER STATISTICS

(2002)	Dedicated Service	Non-Dedicated Service
Ambulatory	3,167*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	3,167 ( 100%)	( 0%)

\* Total for all categories

# HAMILTON

## ACCESSIBLE TRANSPORTATION SERVICES

Contact: Mr. Paul Thompson  
Title: Manager of Operational Planning  
Telephone: (905) 679-7304  
FAX: (905) 679-7303  
e-mail: pthompso@hamilton.ca

Population served: 490,200  
Service area (km²): 658.0  
Communities served: 1  
Service began: 1976  
Advisory Committee members: N/A  
Eligibility Committee members: N/A

## NUMBER OF REGISTRANTS

8,855  
Wheelchair/Scooter Users: 4,846 (55%)  
Ambulatory: 4,009 (45%)  
Attendants/Companions:  
Other:  
Registration Fee: \$15.00

Dedicated Service operated by: Private Non-Profit Organization  
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

Note: \* The service subcontracted by DARTS for ambulatory trips is performed using dedicated small vans by a taxi company.  
\* Passengers for Non-Dedicated Service included 23,671 riders using low-floor buses in 2001.  
\* Contract - Dedicated Service also included the expense for providing non-dedicated taxi service.

## VEHICLE KILOMETRES & HOURS

	2001	2002
Rev. Veh. Km. - Dedicated Service	2,855,844	2,639,902
Tot. Veh. Km. - Dedicated Service	2,855,844	2,639,902
Rev. Veh. Hr. - Dedicated Service	138,390	128,642
Tot. Veh. Hr. - Dedicated Service	138,390	128,642
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service *	460,434	416,190
Non-Dedicated Service *	197,952	176,892
TOTAL PASSENGERS	658,386	593,082
Subscription/Pre-booked	42%	42%
Reservation	32%	22%
On-Demand/Day of trip	26%	36%
UNACCOMMODATED TRIPS	47,435	48,660
NO-SHOWS/CANCELLED AT DOOR	6,140	6,000
NUMBER OF COMPLAINTS	534	1,022

## OPERATING EXPENSES

Administration	\$887,171	\$1,078,000
Operations:		
Internal - Dedicated Service	\$4,978,257	\$5,596,500
Contract - Dedicated Service *	\$1,375,218	\$1,474,000
Contract - Non-Dedicated Service		
Contract - Taxi Scrip	\$910,447	\$928,000
Maintenance (Vehicles & Facilities)	\$697,608	\$637,000
Fuel	\$417,337	\$492,000
TOTAL OPERATING EXPENSES	\$9,266,038	\$10,205,500

## OPERATING FUNDING SOURCES

Passenger Revenue	\$1,639,321	\$1,566,000
Other Operating Revenue	\$48,449	\$70,000
Total Operating Revenues	\$1,687,770	\$1,636,000
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$7,567,867	\$8,569,500
Donations / Other	\$10,401	
TOTAL OPERATING FUNDING	\$9,266,038	\$10,205,500

## CAPITAL EXPENSES

Vehicles Purchased	\$1,200,000	
Debt Servicing		\$915,000
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$1,200,000	\$915,000

## CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$500,000	\$915,000
Donations / Other	\$700,000	
TOTAL CAPITAL FUNDING	\$1,200,000	\$915,000

## 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:	Partially Computerized		

## FARE STRUCTURE (2002)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult		\$2.10	
Child		\$2.10	
Student		\$2.10	
Senior		\$2.10	
Attendant		\$2.10	
Companion		\$2.10	
Other			

## EMPLOYEE DATA (2002)

	(Full-Time)	(Part-Time)
Operators	51	34
Other Operations (e.g. dispatchers)	4	
Maintenance	7	
General Administration	19	
Other		
TOTAL NUMBER OF EMPLOYEES	81	34

Union Affiliations: Operators: CUPE  
Maintenance: CUPE

Top Operator Wage Rate: \$17.25  
Top Mechanic Wage Rate: \$20.16

## PERFORMANCE INDICATORS

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	18%	16%
Net Operating Cost / Capita	\$16.47	\$17.48
Total Exp. / Passenger	\$14.07	\$17.21
Total Exp. / Eligible Passenger	\$14.60	\$24.77
Transp. Exp. / Passenger		
Dedicated Service *	\$16.22	\$19.70
Non-Dedicated Service (e.g. Taxis) *	\$4.60	\$5.25
Transp. Exp. / Hour (Dedicated Service) *	\$53.97	\$63.74
<b>OPERATING</b>		
Registrants / Capita	0.0196	0.0181
Passengers / Capita	1.4313	1.2099
Passengers / Registrant	72.97	66.98
Passengers / Hour (Dedicated Service)	3.33	3.24
Km. / Passenger (Dedicated Service)	6.20	6.34
Average Speed (Dedicated Service)	20.64	20.52

## VEHICLE DATA (2002)

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	10	8	2	6
Small Buses	46	46	6	8
Other				
TOTAL DED. VEHICLES	56	54	N/A	N/A
Accessible taxis	N/A	N/A		

## PASSENGER STATISTICS (2002)

	Dedicated Service	Non-Dedicated Service
Ambulatory	218,301	
Wheelchair/Scooter Users	193,735	
Attendants/Companions		
Other	4,154	176,892
TOTAL PASSENGER (%Total)	416,190 ( 70%)	176,892 ( 30%)

# INGERSOLL

## INGERSOLL PARATRANSIT SYSTEM

Contact: Ms. Elaine Clark  
Title: Acting Clerk Administrator  
Telephone: (519) 485-0120  
FAX: (519) 485-3543  
e-mail: eclark@ocl.net

Population served: 11,000  
Service area (km²): 10.0  
Communities served: 1  
Service began: 1992  
Advisory Committee members: 5  
Eligibility Committee members: 5

**NUMBER OF REGISTRANTS** 347  
Wheelchair/Scooter Users: 85 (24%)  
Ambulatory: 250 (72%)  
Attendants/Companions: 12 (3%)  
Other:

Dedicated Service operated by: 1 Private 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

Note: \* Other Criteria: Vision Impaired  
\* Service Hour Exceptions: Easter Monday.  
\* Contract - Non-Dedicated Service included expense for Dedicated Service as well.

VEHICLE KILOMETRES & HOURS	2001	2002	SERVICE HOURS/SCHEDULING *		
Rev. Veh. Km. - Dedicated Service			Weekday: 0800 to 2200	Sunday: 0800 to 2000	
Tot. Veh. Km. - Dedicated Service			Saturday: 0800 to 2200	Holiday:	
Rev. Veh. Hr. - Dedicated Service			Advanced booking notice:	1 days	
Tot. Veh. Hr. - Dedicated Service			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 (2002)	Tickets/Cards	
Dedicated Service	842	1,032	Cash	(unit price)	Monthly Pass
Non-Dedicated Service	7,491	8,446	Adult	\$2.00	
TOTAL PASSENGERS	8,333	9,478	Child	\$2.00	
Subscription/Pre-booked	80%	90%	Student	\$2.00	
Reservation	15%	5%	Senior	\$2.00	
On-Demand/Day of trip	5%	5%	Attendant	free	
UNACCOMMODATED TRIPS			Companion	free	
NO-SHOWS/CANCELLED AT DOOR			Other		
NUMBER OF COMPLAINTS	1	1			
OPERATING EXPENSES			EMPLOYEE DATA (2002)	(Full-Time)	(Part-Time)
Administration	\$23,543	\$23,282	Operators		2
Operations:			Other Operations (e.g. dispatchers)		
Internal - Dedicated Service			Maintenance		
Contract - Dedicated Service			General Administration		
Contract - Non-Dedicated Service *	\$43,545	\$48,462	Other		
Contract - Taxi Scrip			TOTAL NUMBER OF EMPLOYEES		2
Maintenance (Vehicles & Facilities)			Union Affiliations: Operators:	N/A	
Fuel			Maintenance:	N/A	
TOTAL OPERATING EXPENSES	\$67,088	\$71,744	Top Operator Wage Rate:		
OPERATING FUNDING SOURCES			Top Mechanic Wage Rate:		
Passenger Revenue	\$16,800	\$19,611			
Other Operating Revenue					
Total Operating Revenues	\$16,800	\$19,611			
Federal Contributions					
Provincial Contributions					
Municipal Contributions	\$45,188	\$47,033			
Donations / Other	\$5,100	\$5,100			
TOTAL OPERATING FUNDING	\$67,088	\$71,744			
CAPITAL EXPENSES			PERFORMANCE INDICATORS	2001	2002
Vehicles Purchased			FINANCIAL		
Debt Servicing			R/C Ratio	25%	27%
Other Capital Expenses			Net Operating Cost / Capita	\$4.57	\$4.74
TOTAL CAPITAL EXPENSES			Total Exp. / Passenger	\$8.05	\$7.57
			Total Exp. / Eligible Passenger	\$8.05	\$7.73
			Transp. Exp. / Passenger		
			Dedicated Service		
			Non-Dedicated Service (e.g. Taxis)	\$5.81	\$5.74
			Transp. Exp. / Hour (Dedicated Service)		
			OPERATING		
			Registrants / Capita	0.0328	0.0315
			Passengers / Capita	0.7575	0.8616
			Passengers / Registrant	23.08	27.31
			Passengers / Hour (Dedicated Service)		
			Km. / Passenger (Dedicated Service)		
			Average Speed (Dedicated Service)		

VEHICLE DATA (2002)	Number	Veh. Peak	Avg. Capacity per Veh.	Wheelchair	Ambulatory
Non-Accessible Cars	2	2		N/A	
Accessible Vans/Minivans	1	1			
Small Buses					
Other					
TOTAL DED. VEHICLES	3	3		N/A	N/A
Accessible taxis	1	N/A			

PASSENGER STATISTICS (2002)	Dedicated Service	Non-Dedicated Service
Ambulatory		8,246
Wheelchair/Scooter Users	1,032	
Attendants/Companions		200
Other		
TOTAL PASSENGER (%Total)	1,032 ( 11%)	8,446 ( 89%)
* Total for all categories		

# KAPUSKASING

## KAP HANDI TRANS

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

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

Population served: 9,250  
 Service area (km²): 84.0  
 Communities served: 1  
 Service began: 1990  
 Advisory Committee members: 7  
 Eligibility Committee members: 3

### ELIGIBILITY CRITERIA

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

## NUMBER OF REGISTRANTS

108  
 Wheelchair/Scooter Users: 8 (7%)  
 Ambulatory: 86 (80%)  
 Attendants/Companions: 14 (13%)  
 Other:

Note: \* Contractor provides operators for Kapuskasing specialized transit system. \* Most trips taken by holders of \$100 annual pass.

## 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.

2001 2002

## SERVICE HOURS/SCHEDULING

Weekday: 0900 to 1630 Sunday:  
 Saturday: Holiday:  
 Advanced booking notice: 1 days  
 Minimum notice for reservation: 24.0 hours  
 Reservations/Scheduling: Partially Computerized

## PASSENGER DATA

Dedicated Service 11,076 11,316  
 Non-Dedicated Service  
 TOTAL PASSENGERS 11,076 11,316  
 Subscription/Pre-booked 80% 80%  
 Reservation  
 On-Demand/Day of trip 20% 20%

## UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS 8 10

## OPERATING EXPENSES

Administration \$2,678 \$3,052  
 Operations:  
 Internal - Dedicated Service  
 Contract - Dedicated Service \$39,683 \$43,137  
 Contract - Non-Dedicated Service  
 Contract - Taxi Scrip \$143  
 Maintenance (Vehicles & Facilities)  
 Fuel  
 TOTAL OPERATING EXPENSES \$42,365 \$46,332

## OPERATING FUNDING SOURCES

Passenger Revenue \* \$4,469 \$5,100  
 Other Operating Revenue  
 Total Operating Revenues \$4,469 \$5,100  
 Federal Contributions  
 Provincial Contributions  
 Municipal Contributions \$37,896 \$41,232  
 Donations / Other  
 TOTAL OPERATING FUNDING \$42,365 \$46,332

## 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 (2002)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$1.00		
Child	\$1.00		
Student	\$1.00		
Senior	\$1.00		
Attendant	\$1.00		
Companion	\$1.00		
Other Annual Pass	\$100		

## EMPLOYEE DATA (2002) \*

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

Top Operator Wage Rate:  
 Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	11%	11%
Net Operating Cost / Capita	\$3.99	\$4.46
Total Exp. / Passenger	\$3.82	\$4.09
Total Exp. / Eligible Passenger	\$3.84	\$4.13
Transp. Exp. / Passenger		
Dedicated Service	\$3.58	\$3.81
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		
<b>OPERATING</b>		
Registrants / Capita	0.0106	0.0117
Passengers / Capita	1.1659	1.2234
Passengers / Registrant	109.66	104.78
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

## VEHICLE DATA

(2002)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	3	9
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Accessible taxis	N/A	N/A		

## PASSENGER STATISTICS

(2002)	Dedicated Service	Non-Dedicated Service
Ambulatory	9,300	
Wheelchair/Scooter Users	1,932	
Attendants/Companions	84	
Other		
TOTAL PASSENGER (%Total)	11,316 ( 100%)	( 0%)

# KAWARTHA LAKES (RURAL)

## COMMUNITY CARE

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

Population served: 72,000  
 Service area (km²): 3070.0  
 Communities served: 1  
 Service began: 1989  
 Advisory Committee members: 7  
 Eligibility Committee members: N/A

## NUMBER OF REGISTRANTS

827  
 Wheelchair/Scooter Users: 421 (51%)  
 Ambulatory: 281 (34%)  
 Attendants/Companions:  
 Other: 125 (15%)

Note: \* Service available at other times upon request.  
 \* Last minute trip requests accommodated if possible.

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

\* The increase in Revenue Vehicle Kilometres was due to the purchase of a third vehicle that handles wheelchairs and stretcher transfers.

## VEHICLE KILOMETRES & HOURS \*

	2001	2002
Rev. Veh. Km. - Dedicated Service	70,032	138,445
Tot. Veh. Km. - Dedicated Service	70,032	138,445
Rev. Veh. Hr. - Dedicated Service	2,080	2,600
Tot. Veh. Hr. - Dedicated Service	2,080	2,600
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	2,842	5,447
Non-Dedicated Service		
TOTAL PASSENGERS	2,842	5,447
Subscription/Pre-booked	30%	50%
Reservation	60%	30%
On-Demand/Day of trip	10%	20%
UNACCOMMODATED TRIPS	20	65
NO-SHOWS/CANCELLED AT DOOR	15	15
NUMBER OF COMPLAINTS	2	3

## OPERATING EXPENSES

Administration	\$33,015	\$51,524
Operations:		
Internal - Dedicated Service	\$36,388	\$56,576
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$4,769	\$14,521
Fuel	\$9,360	\$18,937
TOTAL OPERATING EXPENSES	\$83,532	\$141,558

## OPERATING FUNDING SOURCES

Passenger Revenue	\$24,818	\$68,909
Other Operating Revenue		
Total Operating Revenues	\$24,818	\$68,909
Federal Contributions		
Provincial Contributions	\$20,572	\$26,100
Municipal Contributions	\$16,575	\$33,669
Donations / Other	\$21,567	\$12,880
TOTAL OPERATING FUNDING	\$83,532	\$141,558

## 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 1800	Sunday:	0800 to 1800
Saturday:	0800 to 1800	Holiday:	
Advanced booking notice:	4 days		
Minimum notice for reservation:	24.0 hours		
Reservations/Scheduling:	Partially Computerized		

## FARE STRUCTURE (2002)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$5.00		
Child	\$5.00		
Student	\$5.00		
Senior	\$5.00		
Attendant	free		
Companion	\$5.00		
Other	\$0.30/km outside of Lindsay		

## EMPLOYEE DATA (2002)

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

Union Affiliations: Operators: N/A  
 Maintenance: N/A

Top Operator Wage Rate: \$10.00  
 Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	30%	49%
Net Operating Cost / Capita	\$0.82	\$1.01
Total Exp. / Passenger	\$29.39	\$25.99
Total Exp. / Eligible Passenger	\$34.16	\$35.77
Transp. Exp. / Passenger		
Dedicated Service	\$17.78	\$16.53
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$24.29	\$34.63
<b>OPERATING</b>		
Registrants / Capita	0.0078	0.0115
Passengers / Capita	0.0395	0.0757
Passengers / Registrant	5.06	6.59
Passengers / Hour (Dedicated Service)	1.37	2.10
Km. / Passenger (Dedicated Service)	24.64	25.42
Average Speed (Dedicated Service)	33.67	53.25

## VEHICLE DATA

(2002)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	1	1	N/A	5
Accessible Vans/Minivans	2	2	2	2
Small Buses				
Other				
TOTAL DED. VEHICLES	3	3	N/A	N/A
Accessible taxis	N/A	N/A		

## PASSENGER STATISTICS

(2002)	Dedicated Service	Non-Dedicated Service
Ambulatory	1,335	
Wheelchair/Scooter Users	2,622	
Attendants/Companions	810	
Other	680	
TOTAL PASSENGER (%Total)	5,447 ( 100%)	( 0%)



# KAWARTHA LAKES (URBAN)

## LINDSAY LIMO

Contact: Ms. Brenda Greer  
 Title: Administrative Assistant  
 Telephone: (705) 324-5301  
 FAX: (705) 324-1155  
 e-mail: bgreer@city.kawarthalakes.on.ca  
 Dedicated Service operated by: Transit System/Municipality  
 Non-Ded. Service (e.g. Taxis) operated by: N/A  
 Taxi Scrip Program available: NO

Population served: 18,000  
 Service area (km²): 25.0  
 Communities served: 1  
 Service began: 1997  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

**NUMBER OF REGISTRANTS** 721  
 Wheelchair/Scooter Users: 276 (38%)  
 Ambulatory: 169 (23%)  
 Attendants/Companions: 276 (38%)  
 Other:

### ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS		2001	2002	SERVICE HOURS/SCHEDULING	
Rev. Veh. Km. - Dedicated Service				Weekday: 0800 to 1700	Sunday:
Tot. Veh. Km. - Dedicated Service				Saturday: 1000 to 1700	Holiday:
Rev. Veh. Hr. - Dedicated Service		3,068		Advanced booking notice:	
Tot. Veh. Hr. - Dedicated Service		3,068		Minimum notice for reservation: 3.0 hours	
Non-Dedicated Service - Veh. Km.				Reservations/Scheduling: Manual	
Non-Dedicated Service - Veh. Hr.					
PASSENGER DATA				FARE STRUCTURE (2002) *	
Dedicated Service		6,549	6,113	Cash	Tickets/Cards (unit price) Monthly Pass
Non-Dedicated Service				Adult \$1.50	\$1.30
TOTAL PASSENGERS		6,549	6,113	Child	
Subscription/Pre-booked		5%	20%	Student \$1.25	\$1.10
Reservation		90%	70%	Senior \$1.25	\$1.10
On-Demand/Day of trip		5%	10%	Attendant free	
UNACCOMMODATED TRIPS				Companion	
NO-SHOWS/CANCELLED AT DOOR				Other * Companion fare same as rider fare.	
NUMBER OF COMPLAINTS					
OPERATING EXPENSES				EMPLOYEE DATA (2002)	
Administration		\$4,525		(Full-Time)	(Part-Time)
Operations:				Operators	8
Internal - Dedicated Service		\$55,392		Other Operations (e.g. dispatchers)	
Contract - Dedicated Service				Maintenance	1
Contract - Non-Dedicated Service				General Administration	1
Contract - Taxi Scrip				Other	1
Maintenance (Vehicles & Facilities)		\$5,000		TOTAL NUMBER OF EMPLOYEES	2 9
Fuel		\$10,557		Union Affiliations: Operators: CUPE Local 855	
TOTAL OPERATING EXPENSES		\$75,474	\$95,400	Maintenance: CUPE Local 855	
OPERATING FUNDING SOURCES				Top Operator Wage Rate: \$13.38	
Passenger Revenue		\$9,823	\$14,000	Top Mechanic Wage Rate: \$16.85	
Other Operating Revenue					
Total Operating Revenues		\$9,823	\$14,000		
Federal Contributions					
Provincial Contributions					
Municipal Contributions		\$65,671	\$81,400		
Donations / Other					
TOTAL OPERATING FUNDING		\$75,494	\$95,400		
CAPITAL EXPENSES				PERFORMANCE INDICATORS	
Vehicles Purchased				FINANCIAL	
Debt Servicing					2001 2002
Other Capital Expenses				R/C Ratio	13% 15%
TOTAL CAPITAL EXPENSES				Net Operating Cost / Capita	\$3.65 \$4.52
				Total Exp. / Passenger	\$11.52 \$15.61
				Total Exp. / Eligible Passenger	\$11.52 \$15.61
				Transp. Exp. / Passenger	
				Dedicated Service	\$10.83
				Non-Dedicated Service (e.g. Taxis)	
				Transp. Exp. / Hour (Dedicated Service)	\$23.13
CAPITAL FUNDING SOURCES				OPERATING	
Transit System				Registrants / Capita	0.0261 0.0401
Federal Contributions				Passengers / Capita	0.3638 0.3396
Provincial Contributions				Passengers / Registrant	13.96 8.48
Municipal Contributions				Passengers / Hour (Dedicated Service)	2.13
Donations / Other				Km. / Passenger (Dedicated Service)	
TOTAL CAPITAL FUNDING				Average Speed (Dedicated Service)	

VEHICLE DATA (2002)		Veh. Peak	Avg. Capacity per Veh.	
Number			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	3	2	3	20
Other	1	1	3	9
TOTAL DED. VEHICLES	4	3	N/A	N/A
Accessible taxis		N/A	N/A	

PASSENGER STATISTICS (2002)	Dedicated Service	Non-Dedicated Service
Ambulatory	6,113*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	6,113 ( 100%)	( 0%)
* Total for all categories		

# KENORA

## KENORA HANDI-TRANSIT

Contact:  
Title: Manager  
Telephone: (807) 468-5947  
FAX: (807) 468-2389  
e-mail: newhorizon@kenora.com

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

Population served: 16,000  
Service area (km²): 51.8  
Communities served: 1  
Service began: 1985  
Advisory Committee members: 7  
Eligibility Committee members: 2

### ELIGIBILITY CRITERIA \*

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

### NUMBER OF REGISTRANTS

380  
Wheelchair/Scooter Users: 175 (46%)  
Ambulatory: 190 (50%)  
Attendants/Companions: 15 (4%)  
Other:

Note: \* Other Eligibility Criteria Used: Doctor's Recommendation.  
\* Service is available at other times upon sufficient demand.

## VEHICLE KILOMETRES & HOURS

	2001	2002
Rev. Veh. Km. - Dedicated Service	49,217	62,050
Tot. Veh. Km. - Dedicated Service	49,217	62,050
Rev. Veh. Hr. - Dedicated Service	3,640	3,640
Tot. Veh. Hr. - Dedicated Service	3,640	3,640
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	7,567	5,864
Non-Dedicated Service		
TOTAL PASSENGERS	7,567	5,864
Subscription/Pre-booked	55%	60%
Reservation	35%	38%
On-Demand/Day of trip	10%	2%
UNACCOMMODATED TRIPS	63	100
NO-SHOWS/CANCELLED AT DOOR	32	35
NUMBER OF COMPLAINTS	2	

## OPERATING EXPENSES

Administration	\$22,344	\$19,000
Operations:		
Internal - Dedicated Service	\$65,546	\$82,675
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$6,973	\$5,325
Fuel	\$9,158	\$7,003
TOTAL OPERATING EXPENSES	\$104,021	\$114,003

## OPERATING FUNDING SOURCES

Passenger Revenue	\$43,847	\$40,000
Other Operating Revenue		
Total Operating Revenues	\$43,847	\$40,000
Federal Contributions		
Provincial Contributions		\$49,877
Municipal Contributions	\$59,334	\$21,426
Donations / Other	\$840	\$2,700
TOTAL OPERATING FUNDING	\$104,021	\$114,003

## 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 1700	Sunday: 0900 to 2100
Saturday: 0900 to 1700	Holiday: 0900 to 2100
Advanced booking notice:	14 days
Minimum notice for reservation:	24.0 hours
Reservations/Scheduling:	Manual

## FARE STRUCTURE (2002)

	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 (2002)

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

Union Affiliations: Operators: N/A  
Maintenance: N/A

Top Operator Wage Rate: \$13.31  
Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	42%	35%
Net Operating Cost / Capita	\$3.76	\$4.63
Total Exp. / Passenger	\$13.75	\$19.44
Total Exp. / Eligible Passenger	\$14.08	\$20.34
Transp. Exp. / Passenger		
Dedicated Service	\$10.79	\$16.20
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$22.44	\$26.10
<b>OPERATING</b>		
Registrants / Capita	0.0199	0.0238
Passengers / Capita	0.4729	0.3665
Passengers / Registrant	23.72	15.43
Passengers / Hour (Dedicated Service)	2.08	1.61
Km. / Passenger (Dedicated Service)	6.50	10.58
Average Speed (Dedicated Service)	13.52	17.05

### VEHICLE DATA (2002)

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

### PASSENGER STATISTICS (2002)

	Dedicated Service	Non-Dedicated Service
Ambulatory	880	
Wheelchair/Scooter Users	4,724	
Attendants/Companions	260	
Other		
TOTAL PASSENGER (%Total)	5,864 ( 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: 116,000  
Service area (km²): 447.0  
Communities served: 1  
Service began: 1967  
Advisory Committee members: 9  
Eligibility Committee members: N/A

## NUMBER OF REGISTRANTS

3,305  
Wheelchair/Scooter Users: 2,710 (82%)  
Ambulatory: 595 (18%)  
Attendants/Companions:  
Other:

Note: \* Additional Service Hours were available on Christmas and New Years Day: 1000 - 2100 hrs.

## ELIGIBILITY CRITERIA

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

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

## VEHICLE KILOMETRES & HOURS

	2001	2002
Rev. Veh. Km. - Dedicated Service	538,131	538,131
Tot. Veh. Km. - Dedicated Service	543,566	543,602
Rev. Veh. Hr. - Dedicated Service	27,094	27,627
Tot. Veh. Hr. - Dedicated Service	27,697	28,191
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	81,466	81,024
Non-Dedicated Service	1,405	1,754
<b>TOTAL PASSENGERS</b>	<b>82,871</b>	<b>82,778</b>
Subscription/Pre-booked	60%	58%
Reservation	35%	38%
On-Demand/Day of trip	5%	4%
<b>UNACCOMMODATED TRIPS</b>	<b>2,503</b>	<b>2,482</b>
<b>NO-SHOWS/CANCELLED AT DOOR</b>	<b>1,044</b>	<b>1,237</b>
<b>NUMBER OF COMPLAINTS</b>	<b>10</b>	<b>14</b>

## OPERATING EXPENSES

Administration	\$247,843
Operations:	
Internal - Dedicated Service	\$779,095
Contract - Dedicated Service	
Contract - Non-Dedicated Service	\$10,255
Contract - Taxi Scrip	
Maintenance (Vehicles & Facilities)	\$124,900
Fuel	\$89,735
<b>TOTAL OPERATING EXPENSES</b>	<b>\$1,251,828</b>

## OPERATING FUNDING SOURCES

Passenger Revenue	\$183,332
Other Operating Revenue	\$155,258
<b>Total Operating Revenues</b>	<b>\$338,590</b>
Federal Contributions	
Provincial Contributions	
Municipal Contributions	\$887,915
Donations / Other	\$25,323
<b>TOTAL OPERATING FUNDING</b>	<b>\$1,251,828</b>

## CAPITAL EXPENSES

Vehicles Purchased	\$152,250
Debt Servicing	
Other Capital Expenses	
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$152,250</b>

## CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	\$152,250
Donations / Other	
<b>TOTAL CAPITAL FUNDING</b>	<b>\$152,250</b>

## SERVICE HOURS/SCHEDULING \*

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

## FARE STRUCTURE (2002)

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

## EMPLOYEE DATA (2002)

	(Full-Time)	(Part-Time)
Operators	14	11
Other Operations (e.g. dispatchers)	2	3
Maintenance		
General Administration	3	
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>19</b>	<b>14</b>

**Union Affiliations:** Operators: CAW 1837  
Maintenance: N/A

Top Operator Wage Rate: \$15.00  
Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	27%	
Net Operating Cost / Capita	\$7.87	
Total Exp. / Passenger	\$15.11	
Total Exp. / Eligible Passenger	\$16.84	
Transp. Exp. / Passenger		
Dedicated Service	\$12.20	
Non-Dedicated Service (e.g. Taxis)	\$7.30	
Transp. Exp. / Hour (Dedicated Service)	\$35.88	
<b>OPERATING</b>		
Registrants / Capita	0.0265	0.0285
Passengers / Capita	0.7144	0.7136
Passengers / Registrant	26.99	25.05
Passengers / Hour (Dedicated Service)	3.01	2.93
Km. / Passenger (Dedicated Service)	6.61	6.64
Average Speed (Dedicated Service)	19.86	19.48

## VEHICLE DATA (2002)

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	1	1		4
Small Buses	18	14	6	4
Other				
<b>TOTAL DED. VEHICLES</b>	<b>19</b>	<b>15</b>	<b>N/A</b>	<b>N/A</b>
Accessible taxis	N/A	N/A		

## PASSENGER STATISTICS (2002)

	Dedicated Service	Non-Dedicated Service
Ambulatory	27,012	1,754
Wheelchair/Scooter Users	44,993	
Attendants/Companions	9,019	
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>81,024 ( 98%)</b>	<b>1,754 ( 2%)</b>

# KITCHENER-WATERLOO

## GRAND RIVER TRANSIT MOBILITY PLUS - NORTH

Contact: Mr. Dave Smith  
 Title: Assistant Manager  
 Telephone: (519) 585-7597 x7297  
 FAX: (519) 744-2899  
 e-mail: sdave@region.waterloo.on.ca

Population served: 301,900  
 Service area (km²): 203.0  
 Communities served: 2  
 Service began: 1973  
 Advisory Committee members: 12  
 Eligibility Committee members: 3

## NUMBER OF REGISTRANTS

4,044  
 Wheelchair/Scooter Users: 1,971 (49%)  
 Ambulatory: 2,073 (51%)  
 Attendants/Companions:  
 Other:

Note: \* Upon request, Thursday and Friday services might extend to 1:00 a.m.

## 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: 3 taxi companies  
 Taxi Scrip Program available: NO

## VEHICLE KILOMETRES & HOURS

	2001	2002
Rev. Veh. Km. - Dedicated Service	656,244	712,271
Tot. Veh. Km. - Dedicated Service	669,644	726,807
Rev. Veh. Hr. - Dedicated Service	33,420	34,108
Tot. Veh. Hr. - Dedicated Service	33,839	38,389
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.	9,500	9,836

## PASSENGER DATA

Dedicated Service	84,769	84,506
Non-Dedicated Service	49,825	52,914
TOTAL PASSENGERS	134,594	137,420
Subscription/Pre-booked	60%	60%
Reservation	20%	20%
On-Demand/Day of trip	20%	20%
UNACCOMMODATED TRIPS	989	1,278
NO-SHOWS/CANCELLED AT DOOR	3,530	2,690

## NUMBER OF COMPLAINTS

## OPERATING EXPENSES

Administration	\$326,143	\$361,000
Operations:		
Internal - Dedicated Service	\$1,334,433	\$2,086,581
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$520,446	\$544,371
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$373,608	\$330,282
Fuel	\$99,719	\$121,052
TOTAL OPERATING EXPENSES	\$2,654,349	\$3,443,286

## OPERATING FUNDING SOURCES

Passenger Revenue	\$250,528	\$254,000
Other Operating Revenue	\$19,100	\$101,998
Total Operating Revenues	\$269,628	\$355,998
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$2,384,721	\$3,087,288
Donations / Other		
TOTAL OPERATING FUNDING	\$2,654,349	\$3,443,286

## CAPITAL EXPENSES

Vehicles Purchased	\$152,949	\$308,941
Debt Servicing		
Other Capital Expenses	\$163,712	\$53,931
TOTAL CAPITAL EXPENSES	\$316,661	\$362,872

## CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$76,903
Municipal Contributions	\$316,661	\$285,969
Donations / Other		
TOTAL CAPITAL FUNDING	\$316,661	\$362,872

## SERVICE HOURS/SCHEDULING \*

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

## FARE STRUCTURE (2002)

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

## EMPLOYEE DATA (2002)

	(Full-Time)	(Part-Time)
Operators	20	5
Other Operations (e.g. dispatchers)	3	4
Maintenance		
General Administration	4	
Other	1	
TOTAL NUMBER OF EMPLOYEES	28	9

Union Affiliations: Operators: CAW Local 4304  
 Maintenance: CAW Local 4304

Top Operator Wage Rate: \$19.64  
 Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	10%	10%
Net Operating Cost / Capita	\$8.12	\$10.23
Total Exp. / Passenger	\$19.72	\$25.06
Total Exp. / Eligible Passenger	\$21.19	\$27.11
Transp. Exp. / Passenger		
Dedicated Service	\$21.33	\$30.03
Non-Dedicated Service (e.g. Taxis)	\$10.45	\$10.29
Transp. Exp. / Hour (Dedicated Service)	\$53.42	\$66.11

## OPERATING

Registrants / Capita	0.0129	0.0134
Passengers / Capita	0.4581	0.4552
Passengers / Registrant	35.57	33.98
Passengers / Hour (Dedicated Service)	2.54	2.48
Km. / Passenger (Dedicated Service)	7.74	8.43
Average Speed (Dedicated Service)	19.64	20.88

## VEHICLE DATA (2002)

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	16	13	5	7
Other				
TOTAL DED. VEHICLES	16	13	N/A	N/A
Accessible taxis	6	N/A		

## PASSENGER STATISTICS (2002)

	Dedicated Service	Non-Dedicated Service
Ambulatory	31,382	41,466
Wheelchair/Scooter Users	47,072	7,080
Attendants/Companions	6,052	
Other		4,368
TOTAL PASSENGER (%Total)	84,506 ( 61%)	52,914 ( 39%)

# LEAMINGTON

## ERIE SHORE COMMUNITY TRANSIT

Contact: Ms. Beth Kimm  
Title: Dispatcher  
Telephone: 519-326-9030  
FAX: 519-326-8697  
e-mail: bkimm@secc.on.ca

Population served: 46,000  
Service area (km²): 511.0  
Communities served: 3  
Service began: 1991  
Advisory Committee members: 6  
Eligibility Committee members: N/A

## NUMBER OF REGISTRANTS

430  
Wheelchair/Scooter Users: 184 (43%)  
Ambulatory: 224 (52%)  
Attendants/Companions: 22 (5%)  
Other:

Note: \* Service Hours Exceptions: Service available for family weddings, anniversaries or funerals.

## 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

	2001	2002
Rev. Veh. Km. - Dedicated Service	98,474	103,589
Tot. Veh. Km. - Dedicated Service	98,474	103,589
Rev. Veh. Hr. - Dedicated Service	5,512	5,512
Tot. Veh. Hr. - Dedicated Service	5,512	5,512
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	9,357	11,245
Non-Dedicated Service		
TOTAL PASSENGERS	9,357	11,245
Subscription/Pre-booked	10%	25%
Reservation	80%	70%
On-Demand/Day of trip	10%	5%
UNACCOMMODATED TRIPS	20	60
NO-SHOWS/CANCELLED AT DOOR	25	360
NUMBER OF COMPLAINTS		8

## OPERATING EXPENSES

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

## OPERATING FUNDING SOURCES

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

## 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 1700 Sunday: 1000 to 1300  
Saturday: 1000 to 1300 Holiday: 0900 to 1530  
Advanced booking notice: 2 days  
Minimum notice for reservation:  
Reservations/Scheduling: Partially Computerized

## FARE STRUCTURE (2002)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$4.00		
Child			
Student	\$4.00		
Senior	\$4.00		
Attendant	\$2.00		
Companion	\$2.00		
Other	Elsewhere in Essex County - \$7 - \$9.		

## EMPLOYEE DATA (2002)

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

Union Affiliations: Operators: CUPE Local 4523  
Maintenance: N/A

Top Operator Wage Rate: \$11.31  
Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio		
Net Operating Cost / Capita		
Total Exp. / Passenger		
Total Exp. / Eligible Passenger		
Transp. Exp. / Passenger		
Dedicated Service		
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		
<b>OPERATING</b>		
Registrants / Capita	0.0087	0.0093
Passengers / Capita	0.2034	0.2445
Passengers / Registrant	23.39	26.15
Passengers / Hour (Dedicated Service)	1.70	2.04
Km. / Passenger (Dedicated Service)	10.52	9.21
Average Speed (Dedicated Service)	17.87	18.79

## VEHICLE DATA (2002)

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

## PASSENGER STATISTICS (2002)

	Dedicated Service	Non-Dedicated Service
Ambulatory	6,937	
Wheelchair/Scooter Users	3,198	
Attendants/Companions	1,110	
Other		
TOTAL PASSENGER (%Total)	11,245 ( 100%)	( 0%)

**LONDON COMMUNITY TRANSPORTATION**

Contact: Ms. Kelly Paleczny  
 Title: Director - Finance & Administration  
 Telephone: (519) 451-1340 x366  
 FAX: (519) 451-4411  
 e-mail: kpaleczn@londontransit.ca

Population served: 355,000  
 Service area (km²): 416.0  
 Communities served: 1  
 Service began: 1977  
 Advisory Committee members: 8  
 Eligibility Committee members: N/A

**NUMBER OF REGISTRANTS** 1,897  
 Wheelchair/Scooter Users: 929 (49%)  
 Ambulatory: 968 (51%)  
 Attendants/Companions:  
 Other:  
 Registration Fee: \$10.00  
 Note: \* Contractors provided operators and mechanics for services.  
 \* Registration Fee: \$30 for 3 years.

**ELIGIBILITY CRITERIA**

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

Dedicated Service operated by: 1 Private Contractor

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

Taxi Scrip Program available: NO

**VEHICLE KILOMETRES & HOURS**

	2001	2002
Rev. Veh. Km. - Dedicated Service		
Tot. Veh. Km. - Dedicated Service		
Rev. Veh. Hr. - Dedicated Service	62,930	63,843
Tot. Veh. Hr. - Dedicated Service	62,930	63,843
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

**PASSENGER DATA**

Dedicated Service	152,767	150,504
Non-Dedicated Service	11,368	9,199
<b>TOTAL PASSENGERS</b>	<b>164,135</b>	<b>159,703</b>
Subscription/Pre-booked	38%	38%
Reservation	60%	60%
On-Demand/Day of trip	2%	2%
<b>UNACCOMMODATED TRIPS</b>	<b>1,952</b>	<b>2,065</b>
<b>NO-SHOWS/CANCELLED AT DOOR</b>	<b>2,886</b>	<b>2,453</b>
<b>NUMBER OF COMPLAINTS</b>		<b>210</b>

**OPERATING EXPENSES**

Administration	\$330,538	\$448,500
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$1,796,693	\$1,884,400
Contract - Non-Dedicated Service	\$132,437	\$97,100
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
<b>TOTAL OPERATING EXPENSES</b>	<b>\$2,259,668</b>	<b>\$2,430,000</b>

**OPERATING FUNDING SOURCES**

Passenger Revenue	\$257,426	\$266,000
Other Operating Revenue	\$28,912	\$20,900
<b>Total Operating Revenues</b>	<b>\$286,338</b>	<b>\$286,900</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$1,973,330	\$1,796,500
Donations / Other		
<b>TOTAL OPERATING FUNDING</b>	<b>\$2,259,668</b>	<b>\$2,083,400</b>

**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>		

**SERVICE HOURS/SCHEDULING**

Weekday: 0700 to 2330	Sunday: 0830 to 2330
Saturday: 0830 to 2330	Holiday: 0830 to 2330
Advanced booking notice:	3 days
Minimum notice for reservation:	
Reservations/Scheduling:	Fully Computerized

**FARE STRUCTURE (2002)**

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.25	\$1.65	
Child	\$2.25	\$1.65	
Student	\$2.25	\$1.65	
Senior	\$2.25	\$1.65	
Attendant	\$2.25	\$1.65	
Companion	\$2.25	\$1.65	
Other			

**EMPLOYEE DATA (2002) \***

	(Full-Time)	(Part-Time)
Operators		
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration	7	7
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>7</b>	<b>7</b>

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

Top Operator Wage Rate:  
 Top Mechanic Wage Rate:

**PERFORMANCE INDICATORS**

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	13%	12%
Net Operating Cost / Capita	\$5.68	\$6.04
Total Exp. / Passenger	\$13.77	\$15.22
Total Exp. / Eligible Passenger	\$15.06	\$16.60
Transp. Exp. / Passenger		
Dedicated Service	\$11.76	\$12.52
Non-Dedicated Service (e.g. Taxis)	\$11.65	\$10.56
Transp. Exp. / Hour (Dedicated Service)	\$28.55	\$29.52

**OPERATING**

Registrants / Capita	0.0068	0.0053
Passengers / Capita	0.4721	0.4499
Passengers / Registrant	69.20	84.19
Passengers / Hour (Dedicated Service)	2.43	2.36
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

**VEHICLE DATA  
(2002)**

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

**PASSENGER STATISTICS  
(2002)**

	Dedicated Service	Non-Dedicated Service
Ambulatory	60,353	9,199
Wheelchair/Scooter Users	76,814	
Attendants/Companions	13,337	
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>150,504 ( 94%)</b>	<b>9,199 ( 6%)</b>

SAM'S TAXI

Contact:  
Title:  
Telephone: (807) 826-3766  
FAX: (807) 826-4073  
e-mail:  
Dedicated Service operated by: N/A  
Non-Ded. Service (e.g. Taxis) operated by: 1 taxi company  
Taxi Scrip Program available: NO

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

NUMBER OF REGISTRANTS

8  
Wheelchair/Scooter Users: 6 (75%)  
Ambulatory:  
Attendants/Companions: 2 (25%)  
Other:

Note: \* Service available outside of regular service hours upon demand.

ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS

	2001	2002
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.		30,000
Non-Dedicated Service - Veh. Hr.		

PASSENGER DATA

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

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

OPERATING EXPENSES

Administration  
Operations:  
Internal - Dedicated Service  
Contract - Dedicated Service  
Contract - Non-Dedicated Service \$21,913  
Contract - Taxi Scrip  
Maintenance (Vehicles & Facilities)  
Fuel  
TOTAL OPERATING EXPENSES \$21,913

OPERATING FUNDING SOURCES

Passenger Revenue  
Other Operating Revenue  
Total Operating Revenues  
Federal Contributions  
Provincial Contributions  
Municipal Contributions \$21,913  
Donations / Other  
TOTAL OPERATING FUNDING \$21,913

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 1700 Sunday: 0800 to 1700  
Saturday: 0800 to 1700 Holiday: 0800 to 1700  
Advanced booking notice:  
Minimum notice for reservation:  
Reservations/Scheduling:

FARE STRUCTURE (2002)

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

EMPLOYEE DATA (2002)

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

Union Affiliations: Operators: N/A  
Maintenance: N/A

Top Operator Wage Rate:  
Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2001	2002
FINANCIAL		
R/C Ratio		
Net Operating Cost / Capita		\$7.30
Total Exp. / Passenger		
Total Exp. / Eligible Passenger		
Transp. Exp. / Passenger		
Dedicated Service		
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita		0.0027
Passengers / Capita		
Passengers / Registrant		
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

VEHICLE DATA  
(2002)

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

PASSENGER STATISTICS  
(2002)

	Dedicated Service	Non-Dedicated Service
Ambulatory		
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	( )	( )

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

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

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

Population served: 10,000  
 Service area (km²): 400.0  
 Communities served: 1  
 Service began: 1990  
 Advisory Committee members: 6  
 Eligibility Committee members: 4

**NUMBER OF REGISTRANTS**

326  
 Wheelchair/Scooter Users: 31 (10%)  
 Ambulatory: 295 (90%)  
 Attendants/Companions:  
 Other:

Note: \* The entry for Non-Dedicated Service was a single taxi trip due to the van being unavailable.

**ELIGIBILITY CRITERIA**

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

**VEHICLE KILOMETRES & HOURS**

	2001	2002
Rev. Veh. Km. - Dedicated Service	40,000	40,000
Tot. Veh. Km. - Dedicated Service	40,000	40,000
Rev. Veh. Hr. - Dedicated Service	1,200	1,200
Tot. Veh. Hr. - Dedicated Service	1,200	1,200
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

**PASSENGER DATA**

Dedicated Service *	6,536	5,725
Non-Dedicated Service *		1
<b>TOTAL PASSENGERS</b>	<b>6,536</b>	<b>5,726</b>
Subscription/Pre-booked	25%	25%
Reservation	74%	70%
On-Demand/Day of trip	1%	5%

**UNACCOMMODATED TRIPS**

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

**OPERATING EXPENSES**

Administration	\$540	\$650
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$39,676	\$39,591
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$4,798	\$8,274
Fuel	\$5,278	\$5,071
<b>TOTAL OPERATING EXPENSES</b>	<b>\$50,292</b>	<b>\$53,586</b>

**OPERATING FUNDING SOURCES**

Passenger Revenue	\$7,897	\$8,858
Other Operating Revenue	\$18,101	\$17,507
<b>Total Operating Revenues</b>	<b>\$25,998</b>	<b>\$26,365</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$14,344	\$15,300
Donations / Other	\$10,000	\$11,921
<b>TOTAL OPERATING FUNDING</b>	<b>\$50,342</b>	<b>\$53,586</b>

**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 1700 Sunday:  
 Saturday: Holiday:  
 Advanced booking notice: 14 days  
 Minimum notice for reservation: 8.0 hours  
 Reservations/Scheduling: Manual

**FARE STRUCTURE (2002)**

Cash	Tickets/Cards (unit price)	Monthly Pass
Adult		
Child		
Student		
Senior		
Attendant		
Companion		
Other		
Zone fares: \$2.00 - \$7.50		

**EMPLOYEE DATA (2002)**

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

**TOTAL NUMBER OF EMPLOYEES**

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

Top Operator Wage Rate:  
 Top Mechanic Wage Rate:

**PERFORMANCE INDICATORS**

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	52%	49%
Net Operating Cost / Capita	\$2.43	\$2.72
Total Exp. / Passenger	\$7.69	\$9.36
Total Exp. / Eligible Passenger	\$8.40	\$9.94
Transp. Exp. / Passenger		
Dedicated Service	\$7.61	\$9.25
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$41.46	\$44.11

**OPERATING**

Registrants / Capita	0.0309	0.0326
Passengers / Capita	0.6536	0.5726
Passengers / Registrant	21.15	17.56
Passengers / Hour (Dedicated Service)	5.45	4.77
Km. / Passenger (Dedicated Service)	6.12	6.99
Average Speed (Dedicated Service)	33.33	33.33

**VEHICLE DATA**

(2002)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	4	6
Other				
<b>TOTAL DED. VEHICLES</b>	<b>1</b>	<b>1</b>	<b>N/A</b>	<b>N/A</b>
Accessible taxis	N/A	N/A		

**PASSENGER STATISTICS**

(2002)	Dedicated Service	Non-Dedicated Service
Ambulatory	4,085	1
Wheelchair/Scooter Users	1,304	
Attendants/Companions	336	
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>5,725 ( 100%)</b>	<b>1 ( 0%)</b>



**DISABLED TRANSIT SERVICE**

Contact: Ms. Heide Schlegl  
 Title: Coordinator Traffic and Transit  
 Telephone: (905) 878-7252 x2156  
 FAX: (905) 878-6995  
 e-mail: heide.schlegl@town.milton.on.ca

Dedicated Service operated by: N/A

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

Taxi Scrip Program available: NO

Population served: 42,000  
 Service area (km²): 366.5  
 Communities served: 1  
 Service began: 1980  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

**NUMBER OF REGISTRANTS**

312

Wheelchair/Scooter Users:

Ambulatory:

Attendants/Companions:

Other:

Note: \* Contractor provided operators and mechanics for Milton Disabled Transit Service.

\* Contractor kept all passenger revenue information.

**ELIGIBILITY CRITERIA**

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

**VEHICLE KILOMETRES & HOURS**

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

2001

2002

**SERVICE HOURS/SCHEDULING**

Weekday: 0700 to 1800 Sunday:  
 Saturday: 0900 to 1700 Holiday:

Advanced booking notice:

Minimum notice for reservation: 24.0 hours

Reservations/Scheduling:

**PASSENGER DATA**

Dedicated Service  
 Non-Dedicated Service 6,000 6,000  
**TOTAL PASSENGERS** 6,000 6,000  
 Subscription/Pre-booked  
 Reservation  
 On-Demand/Day of trip

**UNACCOMMODATED TRIPS**

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

**OPERATING EXPENSES**

Administration

Operations:

Internal - Dedicated Service

Contract - Dedicated Service

Contract - Non-Dedicated Service \$55,000 \$54,000

Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)

Fuel

**TOTAL OPERATING EXPENSES** \$55,000 \$54,000

**OPERATING FUNDING SOURCES**

Passenger Revenue \*

Other Operating Revenue

Total Operating Revenues

Federal Contributions

Provincial Contributions

Municipal Contributions \$55,000 \$54,000

Donations / Other

**TOTAL OPERATING FUNDING** \$55,000 \$54,000

**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 (2002)**

Cash

Tickets/Cards

(unit price)

Monthly Pass

Adult

Child

Student

Senior

Attendant

Companion

Other \$2.00 < 5km, \$5.00 > 5 km, \$20.00 each way for medical trip

**EMPLOYEE DATA (2002) \***

(Full-Time)

(Part-Time)

Operators

Other Operations (e.g. dispatchers)

Maintenance

General Administration

Other

**TOTAL NUMBER OF EMPLOYEES**

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

Maintenance: N/A

Top Operator Wage Rate:

Top Mechanic Wage Rate:

**PERFORMANCE INDICATORS****FINANCIAL**

2001

2002

R/C Ratio

Net Operating Cost / Capita

\$1.57

\$1.29

Total Exp. / Passenger

\$9.17

\$9.00

Total Exp. / Eligible Passenger

\$9.17

\$9.00

Transp. Exp. / Passenger

Dedicated Service

Non-Dedicated Service (e.g. Taxis)

\$9.17

\$9.00

Transp. Exp. / Hour (Dedicated Service)

**OPERATING**

Registrants / Capita

0.0071

0.0074

Passengers / Capita

0.1714

0.1429

Passengers / Registrant

24.00

19.23

Passengers / Hour (Dedicated Service)

Km. / Passenger (Dedicated Service)

Average Speed (Dedicated Service)

**VEHICLE DATA  
(2002)**

Number

Veh.  
PeakAvg. Capacity per Veh.  
Wheelchair Ambulatory

Non-Accessible Cars

N/A

Accessible Vans/Minivans

Small Buses

Other

**TOTAL DED. VEHICLES**

N/A

N/A

Accessible taxis

N/A

N/A

**PASSENGER STATISTICS  
(2002)**Dedicated  
ServiceNon-Dedicated  
Service

Ambulatory

6,000

Wheelchair/Scooter Users

Attendants/Companions

Other

**TOTAL PASSENGER (%Total)**

( 0%)

6,000 ( 100)

\* Total for all categories

# NIAGARA FALLS

## NIAGARA CHAIR-A-VAN

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

Population served: 79,000  
 Service area (km²): 212.0  
 Communities served: 1  
 Service began: 1977  
 Advisory Committee members: 7  
 Eligibility Committee members: 2

## NUMBER OF REGISTRANTS

701  
 Wheelchair/Scooter Users: 352 (50%)  
 Ambulatory: 349 (50%)  
 Attendants/Companions:  
 Other:

## ELIGIBILITY CRITERIA

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

## VEHICLE KILOMETRES & HOURS

	2001	2002
Rev. Veh. Km. - Dedicated Service	106,545	118,540
Tot. Veh. Km. - Dedicated Service	106,545	118,540
Rev. Veh. Hr. - Dedicated Service	5,318	5,974
Tot. Veh. Hr. - Dedicated Service	5,318	5,974
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	14,167	15,665
Non-Dedicated Service		
TOTAL PASSENGERS	14,167	15,665
Subscription/Pre-booked	15%	15%
Reservation	82%	82%
On-Demand/Day of trip	3%	3%
UNACCOMMODATED TRIPS	384	492
NO-SHOWS/CANCELLED AT DOOR	150	113
NUMBER OF COMPLAINTS		

## OPERATING EXPENSES

Administration	\$14,304	\$13,155
Operations:		
Internal - Dedicated Service	\$131,038	\$166,040
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$34,568	\$45,548
Fuel	\$17,557	\$18,404
TOTAL OPERATING EXPENSES	\$197,467	\$243,147

## OPERATING FUNDING SOURCES

Passenger Revenue	\$27,194	\$30,559
Other Operating Revenue	\$4,454	\$4,023
Total Operating Revenues	\$31,648	\$34,582
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$165,819	\$208,565
Donations / Other		
TOTAL OPERATING FUNDING	\$197,467	\$243,147

## CAPITAL EXPENSES

Vehicles Purchased	\$71,357	
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$71,357	

## CAPITAL FUNDING SOURCES

Transit System	\$37,595	
Federal Contributions		
Provincial Contributions	\$23,762	
Municipal Contributions		
Donations / Other	\$10,000	
TOTAL CAPITAL FUNDING	\$71,357	

## SERVICE HOURS/SCHEDULING

Weekday: 0730 to 2000 Sunday: 0900 to 1700  
 Saturday: 0900 to 1700 Holiday: 0900 to 1700  
 Advanced booking notice: 2 days  
 Minimum notice for reservation: 48.0 hours  
 Reservations/Scheduling: Partially Computerized

## FARE STRUCTURE (2002)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.00	\$1.95	
Child	\$2.00	\$1.95	
Student	\$2.00	\$1.95	
Senior	\$2.00	\$1.95	
Attendant	\$2.00	\$1.95	
Companion	\$2.00	\$1.95	
Other			

## EMPLOYEE DATA (2002)

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

Union Affiliations: Operators: N/A  
 Maintenance: N/A

Top Operator Wage Rate: \$17.05  
 Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	16%	14%
Net Operating Cost / Capita	\$2.10	\$2.64
Total Exp. / Passenger	\$13.94	\$15.52
Total Exp. / Eligible Passenger	\$13.94	\$15.52
Transp. Exp. / Passenger		
Dedicated Service	\$12.93	\$14.68
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$34.44	\$38.50
<b>OPERATING</b>		
Registrants / Capita	0.0086	0.0089
Passengers / Capita	0.1793	0.1983
Passengers / Registrant	20.77	22.35
Passengers / Hour (Dedicated Service)	2.66	2.62
Km. / Passenger (Dedicated Service)	7.52	7.57
Average Speed (Dedicated Service)	20.03	19.84

## VEHICLE DATA (2002)

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

## PASSENGER STATISTICS (2002)

	Dedicated Service	Non-Dedicated Service
Ambulatory	15,665*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	15,665 ( 100%)	( 0%)
* Total for all categories		

# 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: 1  
Eligibility Committee members: N/A

## NUMBER OF REGISTRANTS

1,173  
Wheelchair/Scooter Users: 477 (41%)  
Ambulatory: 696 (59%)  
Attendants/Companions:  
Other:

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

	2001	2002
Rev. Veh. Km. - Dedicated Service	160,933	188,765
Tot. Veh. Km. - Dedicated Service	160,933	188,765
Rev. Veh. Hr. - Dedicated Service	9,281	11,208
Tot. Veh. Hr. - Dedicated Service	9,281	11,208
Non-Dedicated Service - Veh. Km.	15,446	
Non-Dedicated Service - Veh. Hr.	1,001	

## PASSENGER DATA

Dedicated Service	31,337	34,763
Non-Dedicated Service	7,606	9,875
TOTAL PASSENGERS	38,943	44,638
Subscription/Pre-booked	56%	67%
Reservation	39%	33%
On-Demand/Day of trip	5%	

## UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR	96	229
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NUMBER OF COMPLAINTS		3
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## OPERATING EXPENSES

Administration		\$18,582
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$343,313	\$262,108
Contract - Non-Dedicated Service	\$59,684	\$55,310
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$87,300	\$95,569
Fuel	\$26,406	\$26,865
TOTAL OPERATING EXPENSES	\$516,703	\$458,434

## OPERATING FUNDING SOURCES

Passenger Revenue	\$101,485	\$110,637
Other Operating Revenue		
Total Operating Revenues	\$101,485	\$110,637
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$415,218	\$347,797
Donations / Other		
TOTAL OPERATING FUNDING	\$516,703	\$458,434

## CAPITAL EXPENSES

Vehicles Purchased	\$186,000
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	\$186,000

## CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	\$186,000
Donations / Other	
TOTAL CAPITAL FUNDING	\$186,000

## SERVICE HOURS/SCHEDULING

Weekday: 0730 to 2300	Sunday: 0830 to 1800
Saturday: 0830 to 2300	Holiday:
Advanced booking notice:	1 days
Minimum notice for reservation:	24.0 hours
Reservations/Scheduling:	Fully Computerized

## FARE STRUCTURE (2002)

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

## EMPLOYEE DATA (2002)

	(Full-Time)	(Part-Time)
Operators	3	4
Other Operations (e.g. dispatchers)	2	1
Maintenance		
General Administration		
Other		
TOTAL NUMBER OF EMPLOYEES	5	5

**Union Affiliations:** Operators: Teamsters Local 230  
Maintenance: N/A

Top Operator Wage Rate: \$13.57

Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	20%	24%
Net Operating Cost / Capita	\$8.47	\$6.21
Total Exp. / Passenger	\$13.27	\$10.27
Total Exp. / Eligible Passenger	\$14.69	\$11.58
Transp. Exp. / Passenger		
Dedicated Service	\$14.58	\$11.06
Non-Dedicated Service (e.g. Taxis)	\$7.85	\$5.60
Transp. Exp. / Hour (Dedicated Service)	\$49.24	\$34.31

## OPERATING

Registrants / Capita	0.0198	0.0209
Passengers / Capita	0.7948	0.7971
Passengers / Registrant	40.11	38.05
Passengers / Hour (Dedicated Service)	3.38	3.10
Km. / Passenger (Dedicated Service)	5.14	5.43
Average Speed (Dedicated Service)	17.34	16.84

## VEHICLE DATA

(2002)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	5	4	5	7
Other				
TOTAL DED. VEHICLES	5	4	N/A	N/A
Accessible taxis	N/A	N/A		

## PASSENGER STATISTICS

(2002)	Dedicated Service	Non-Dedicated Service
Ambulatory	13,150	6,786
Wheelchair/Scooter Users	17,264	2,375
Attendants/Companions	4,349	714
Other		
TOTAL PASSENGER (%Total)	34,763 ( 78%)	9,875 ( 22%)

# NORTH HURON

## WHEELS AWAY

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

Population served: 19,395  
Service area (km²): 1463.2  
Communities served: 7  
Service began: 1991  
Advisory Committee members: 12  
Eligibility Committee members: 3

**NUMBER OF REGISTRANTS** 650

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

Note: \* Hours of service could be extended with special arrangements.

\* Revenue Vehicle Hours based on paid operator hours.

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 *	2001	2002	SERVICE HOURS/SCHEDULING *		
Rev. Veh. Km. - Dedicated Service			Weekday: 0700 to 2300	Sunday: 0700 to 2300	
Tot. Veh. Km. - Dedicated Service			Saturday: 0700 to 2300	Holiday: 0700 to 2300	
Rev. Veh. Hr. - Dedicated Service		2,262	Advanced booking notice:	7 days	
Tot. Veh. Hr. - Dedicated Service		2,262	Minimum notice for reservation:		
Non-Dedicated Service - Veh. Km.			Reservations/Scheduling:	Partially Computerized	
Non-Dedicated Service - Veh. Hr.					
PASSENGER DATA			FARE STRUCTURE (2002)	Tickets/Cards	
Dedicated Service	3,293	4,143	Cash	(unit price)	Monthly Pass
Non-Dedicated Service			Adult		
TOTAL PASSENGERS	3,293	4,143	Child		
Subscription/Pre-booked	98%	98%	Student		
Reservation			Senior		
On-Demand/Day of trip	2%	2%	Attendant		
UNACCOMMODATED TRIPS		52	Companion		
NO-SHOWS/CANCELLED AT DOOR	20	76	Other	\$4 for first 8 km, \$0.50 for each additional 4 km	
NUMBER OF COMPLAINTS	3	1			
OPERATING EXPENSES			EMPLOYEE DATA (2002)	(Full-Time)	(Part-Time)
Administration	\$24,860	\$33,089	Operators		4
Operations:			Other Operations (e.g. dispatchers)		
Internal - Dedicated Service	\$17,513	\$27,272	Maintenance		
Contract - Dedicated Service			General Administration		1
Contract - Non-Dedicated Service			Other		
Contract - Taxi Scrip			TOTAL NUMBER OF EMPLOYEES		5
Maintenance (Vehicles & Facilities)	\$5,962	\$11,331	Union Affiliations: Operators:	N/A	
Fuel	\$8,610	\$10,439	Maintenance:	N/A	
TOTAL OPERATING EXPENSES	\$56,945	\$82,131	Top Operator Wage Rate:	\$ 9.50	
OPERATING FUNDING SOURCES			Top Mechanic Wage Rate:		
Passenger Revenue	\$15,144	\$19,461			
Other Operating Revenue	\$17,528	\$17,048			
Total Operating Revenues	\$32,672	\$36,509			
Federal Contributions					
Provincial Contributions					
Municipal Contributions	\$8,156	\$4,919			
Donations / Other	\$18,636	\$8,907			
TOTAL OPERATING FUNDING	\$59,464	\$50,335			
CAPITAL EXPENSES			PERFORMANCE INDICATORS	2001	2002
Vehicles Purchased			FINANCIAL		
Debt Servicing			R/C Ratio	57%	44%
Other Capital Expenses			Net Operating Cost / Capita	\$1.25	\$2.35
TOTAL CAPITAL EXPENSES			Total Exp. / Passenger	\$17.29	\$19.82
CAPITAL FUNDING SOURCES			Total Exp. / Eligible Passenger	\$18.54	\$20.31
Transit System			Transp. Exp. / Passenger		
Federal Contributions			Dedicated Service	\$9.74	\$11.84
Provincial Contributions			Non-Dedicated Service (e.g. Taxis)		
Municipal Contributions			Transp. Exp. / Hour (Dedicated Service)		\$21.68
Donations / Other					
TOTAL CAPITAL FUNDING			OPERATING		
			Registrants / Capita	0.0335	0.0335
			Passengers / Capita	0.1698	0.2136
			Passengers / Registrant	5.07	6.37
			Passengers / Hour (Dedicated Service)		1.83
			Km. / Passenger (Dedicated Service)		
			Average Speed (Dedicated Service)		

VEHICLE DATA (2002)	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars	1	1	N/A	3
Accessible Vans/Minivans	1	1	3	5
Small Buses				
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A
Accessible taxis	N/A	N/A		

PASSENGER STATISTICS (2002)	Dedicated Service	Non-Dedicated Service
Ambulatory	4,043*	
Wheelchair/Scooter Users		
Attendants/Companions	100	
Other		
TOTAL PASSENGER (%Total)	4,143 ( 100%)	( 0%)
* Total for Ambulatory and Wheelchair/Scooter Users		

# NW SIMCOE COUNTY

## COLLINGWOOD RED CROSS TRANSPORTATION

Contact: Ms. Tara Smith  
 Title: Service Coordinator, Volunteers  
 Telephone: (705) 721-3313 x266  
 FAX: (705) 721-6897  
 e-mail: tara.smith@chsrcross.org

Population served: 45,000  
 Service area (km²): 657.2  
 Communities served: 3  
 Service began: 1999  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

## NUMBER OF REGISTRANTS

12,818

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

Note: \* Non-accessible cars were owned and operated by volunteers.

## 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

	2001	2002
Rev. Veh. Km. - Dedicated Service	279,633	345,483
Tot. Veh. Km. - Dedicated Service	279,633	345,483
Rev. Veh. Hr. - Dedicated Service	11,984	15,160
Tot. Veh. Hr. - Dedicated Service	11,984	15,160
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	18,632	25,679
Non-Dedicated Service		
TOTAL PASSENGERS	18,632	25,679
Subscription/Pre-booked	75%	49%
Reservation	23%	49%
On-Demand/Day of trip	2%	2%
UNACCOMMODATED TRIPS	134	1,284
NO-SHOWS/CANCELLED AT DOOR		257
NUMBER OF COMPLAINTS		

## OPERATING EXPENSES

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

## OPERATING FUNDING SOURCES

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

## 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 1630 Sunday:  
 Saturday: 0800 to 1630 Holiday:  
 Advanced booking notice: 3 days  
 Minimum notice for reservation:  
 Reservations/Scheduling: Partially Computerized

## FARE STRUCTURE (2002)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.20		
Child	\$2.20		
Student			
Senior	\$2.20		
Attendant	free		
Companion	free		
Other	Out of town drives have specific fees		

## EMPLOYEE DATA (2002)

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

Union Affiliations: Operators: N/A  
 Maintenance: N/A

Top Operator Wage Rate:  
 Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio		
Net Operating Cost / Capita		
Total Exp. / Passenger		
Total Exp. / Eligible Passenger		
Transp. Exp. / Passenger		
Dedicated Service		
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		
<b>OPERATING</b>		
Registrants / Capita		0.2848
Passengers / Capita	0.4140	0.5706
Passengers / Registrant		2.00
Passengers / Hour (Dedicated Service)	1.55	1.69
Km. / Passenger (Dedicated Service)	15.01	13.45
Average Speed (Dedicated Service)	23.33	22.79

## VEHICLE DATA \* (2002)

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	49	35	N/A	
Accessible Vans/Minivans	2	2	2	6
Small Buses	1	1	4	6
Other				
TOTAL DED. VEHICLES	52	38	N/A	N/A
Accessible taxis	N/A	N/A		

## PASSENGER STATISTICS (2002)

	Dedicated Service	Non-Dedicated Service
Ambulatory	12,071	
Wheelchair/Scooter Users	13,608	
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	25,679 ( 100%)	( 0%)

# OAKVILLE

## OAKVILLE CARE-A-VAN

Contact: Mr. Trevor Anderson  
Title: Planner / Analyst  
Telephone: (905) 845-6601 x3508  
FAX: (905) 338-4166  
e-mail: tanderson@oakville.ca

Population served: 144,738  
Service area (km²): 76.5  
Communities served: 1  
Service began: 1980  
Advisory Committee members: 7  
Eligibility Committee members: 3

## NUMBER OF REGISTRANTS

649  
Wheelchair/Scooter Users: 228 (35%)  
Ambulatory: 416 (64%)  
Attendants/Companions: 5 (1%)  
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

## VEHICLE KILOMETRES & HOURS

	2001	2002
Rev. Veh. Km. - Dedicated Service	157,771	160,840
Tot. Veh. Km. - Dedicated Service	157,771	160,840
Rev. Veh. Hr. - Dedicated Service	7,808	7,943
Tot. Veh. Hr. - Dedicated Service	7,808	7,943
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	18,886	19,931
Non-Dedicated Service	5,222	8,023
TOTAL PASSENGERS	24,108	27,954
Subscription/Pre-booked	40%	40%
Reservation	60%	60%
On-Demand/Day of trip		

## UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR	2,719	2,374
----------------------------	-------	-------

## NUMBER OF COMPLAINTS

## OPERATING EXPENSES

Administration	\$57,490	\$58,908
Operations:		
Internal - Dedicated Service	\$138,045	\$146,222
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$50,241	\$87,884
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$22,931	\$29,546
Fuel	\$27,095	\$23,106
TOTAL OPERATING EXPENSES	\$295,802	\$345,666

## OPERATING FUNDING SOURCES

Passenger Revenue	\$38,392	\$45,045
Other Operating Revenue		
Total Operating Revenues	\$38,392	\$45,045
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$257,410	\$300,601
Donations / Other		\$20
TOTAL OPERATING FUNDING	\$295,802	\$345,666

## CAPITAL EXPENSES

Vehicles Purchased	\$77,000
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	\$77,000

## CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	\$77,000
Donations / Other	
TOTAL CAPITAL FUNDING	\$77,000

## SERVICE HOURS/SCHEDULING

Weekday: 0700 to 2400 Sunday:  
Saturday: 0700 to 2400 Holiday:  
Advanced booking notice: 2 days  
Minimum notice for reservation:  
Reservations/Scheduling: Fully Computerized

## FARE STRUCTURE (2002)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.00	\$1.60	\$58.00
Child	free		
Student	\$2.00	\$1.35	\$50.00
Senior	\$2.00	\$1.10	\$48.00
Attendant	\$2.00		
Companion	\$2.00		
Other Children under 5 - free			

## EMPLOYEE DATA (2002)

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

TOTAL NUMBER OF EMPLOYEES 6

Union Affiliations: Operators: CAW Local 1256  
Maintenance: CAW Local 1256

Top Operator Wage Rate: \$19.10  
Top Mechanic Wage Rate: \$24.02

## PERFORMANCE INDICATORS

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	13%	13%
Net Operating Cost / Capita	\$1.78	\$2.08
Total Exp. / Passenger	\$12.27	\$12.37
Total Exp. / Eligible Passenger	\$13.07	\$12.84
Transp. Exp. / Passenger		
Dedicated Service	\$9.96	\$9.98
Non-Dedicated Service (e.g. Taxis)	\$9.62	\$10.95
Transp. Exp. / Hour (Dedicated Service)	\$24.09	\$25.04
<b>OPERATING</b>		
Registrants / Capita	0.0038	0.0045
Passengers / Capita	0.1666	0.1931
Passengers / Registrant	43.44	43.07
Passengers / Hour (Dedicated Service)	2.42	2.51
Km. / Passenger (Dedicated Service)	8.35	8.07
Average Speed (Dedicated Service)	20.21	20.25

## VEHICLE DATA

(2002)	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	5	4	3	10
Other				
TOTAL DED. VEHICLES	5	4	N/A	N/A
Accessible taxis	4	N/A		

## PASSENGER STATISTICS

(2002)	Dedicated Service	Non-Dedicated Service
Ambulatory	12,096	7,871
Wheelchair/Scooter Users	6,947	
Attendants/Companions	888	152
Other		
TOTAL PASSENGER (%Total)	19,931 ( 71%)	8,023 ( 29%)

**ORILLIA WHEELCHAIR LIMOUSINE SERVICE**

Contact: Ms. Julia Hutchings  
 Title: Administrative Assistant  
 Telephone: (705) 325-8434  
 FAX: (705) 325-5178  
 e-mail: jhutchings@city.orillia.on.ca  
 Dedicated Service operated by: 1 Private Contractor  
 Non-Ded. Service (e.g. Taxis) operated by: N/A  
 Taxi Scrip Program available: NO

Population served: 27,000  
 Service area (km²): 26.6  
 Communities served: 1  
 Service began: 1987  
 Advisory Committee members: N/A  
 Eligibility Committee members: 3

**NUMBER OF REGISTRANTS** 200  
 Wheelchair/Scooter Users: 125 (63%)  
 Ambulatory: 75 (38%)  
 Attendants/Companions:  
 Other:

Note: \* Contractor provides operators and mechanics for Orillia Wheelchair Limousine Service

**ELIGIBILITY CRITERIA**

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

**VEHICLE KILOMETRES & HOURS**

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

2001 2002

**SERVICE HOURS/SCHEDULING**

Weekday: 0800 to 1700 Sunday:  
 Saturday: 1200 to 1600 Holiday:  
 Advanced booking notice: 10 days  
 Minimum notice for reservation: 2.0 hours  
 Reservations/Scheduling:

**PASSENGER DATA**

Dedicated Service 5,600 6,311  
 Non-Dedicated Service  
**TOTAL PASSENGERS** 5,600 6,311  
 Subscription/Pre-booked  
 Reservation  
 On-Demand/Day of trip

**UNACCOMMODATED TRIPS**

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

**OPERATING EXPENSES**

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

**TOTAL OPERATING EXPENSES** \$88,000 \$92,803

**OPERATING FUNDING SOURCES**

Passenger Revenue \$13,000 \$14,200  
 Other Operating Revenue  
**Total Operating Revenues** \$13,000 \$14,200  
 Federal Contributions  
 Provincial Contributions  
 Municipal Contributions \$67,000 \$68,603  
 Donations / Other \$8,000 \$10,000  
**TOTAL OPERATING FUNDING** \$88,000 \$92,803

**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 (2002)**

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

**EMPLOYEE DATA (2002) \***

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

(Full-Time) (Part-Time)

**TOTAL NUMBER OF EMPLOYEES**

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

Top Operator Wage Rate:  
 Top Mechanic Wage Rate:

**PERFORMANCE INDICATORS**

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	15%	15%
Net Operating Cost / Capita	\$2.78	\$2.91
Total Exp. / Passenger	\$15.71	\$14.70
Total Exp. / Eligible Passenger	\$15.71	\$14.70
Transp. Exp. / Passenger		
Dedicated Service		
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		

**OPERATING**

Registrants / Capita	0.0074	0.0074
Passengers / Capita	0.2074	0.2337
Passengers / Registrant	28.00	31.56
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

**VEHICLE DATA (2002)**

	Number	Veh. Peak	Avg. Capacity per Veh.	
			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	N/A	N/A		

**PASSENGER STATISTICS (2002)**

	Dedicated Service	Non-Dedicated Service
Ambulatory	6,311*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
<b>TOTAL PASSENGER (%Total)</b>	6,311 ( 100%)	( 0%)

\* Total for all categories

## HANDI TRANSIT - OSHAWA

Contact: Mr. Ben Chartier  
Title: Executive Director  
Telephone: (905) 571-1222  
FAX: (905) 571-7390  
e-mail: b.chartier@handitransit.com

Population served: 148,000  
Service area (km²): 200.0  
Communities served: 1  
Service began: 1974  
Advisory Committee members: 11  
Eligibility Committee members: 11

## NUMBER OF REGISTRANTS

939  
Wheelchair/Scooter Users: 468 (50%)  
Ambulatory: 471 (50%)  
Attendants/Companions:  
Other:

Dedicated Service operated by: Private Non-Profit Organization  
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

Note: \* Administrative expenses/resources shared with Whitby, Clarington, and Scugog-Uxbridge. Expense allocated proportionate to population.

## VEHICLE KILOMETRES & HOURS

	2001	2002
Rev. Veh. Km. - Dedicated Service	244,000	247,000
Tot. Veh. Km. - Dedicated Service	244,000	247,000
Rev. Veh. Hr. - Dedicated Service	17,325	17,700
Tot. Veh. Hr. - Dedicated Service	17,325	17,700
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	45,845	46,043
Non-Dedicated Service	3,646	3,013
TOTAL PASSENGERS	49,491	49,056
Subscription/Pre-booked	35%	35%
Reservation	60%	60%
On-Demand/Day of trip	5%	5%
UNACCOMMODATED TRIPS	1,050	1,073
NO-SHOWS/CANCELLED AT DOOR	435	624
NUMBER OF COMPLAINTS		

## OPERATING EXPENSES

Administration *	\$105,142	\$105,042
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$325,233	\$342,382
Contract - Non-Dedicated Service	\$25,071	\$21,682
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$89,794	\$74,889
Fuel	\$56,100	\$52,455
TOTAL OPERATING EXPENSES	\$601,340	\$596,450

## OPERATING FUNDING SOURCES

Passenger Revenue	\$142,994	\$146,933
Other Operating Revenue		
Total Operating Revenues	\$142,994	\$146,933
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$451,046	\$443,056
Donations / Other	\$7,300	\$6,461
TOTAL OPERATING FUNDING	\$601,340	\$596,450

## CAPITAL EXPENSES

Vehicles Purchased	\$78,000	\$78,000
Debt Servicing		
Other Capital Expenses	\$1,000	\$800
TOTAL CAPITAL EXPENSES	\$79,000	\$78,800

## CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$79,000	\$78,800
Donations / Other		
TOTAL CAPITAL FUNDING	\$79,000	\$78,800

## SERVICE HOURS/SCHEDULING

Weekday: 0630 to 2300	Sunday: 0900 to 2300
Saturday: 0630 to 2300	Holiday: 0900 to 2300
Advanced booking notice:	14 days
Minimum notice for reservation:	2.0 hours
Reservations/Scheduling:	Partially Computerized

## FARE STRUCTURE (2002)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.50		
Child	\$1.00		
Student	\$2.50		
Senior	\$2.50		
Attendant	\$2.50		
Companion	\$2.50		
Other			

## EMPLOYEE DATA (2002) \*

	(Full-Time)	(Part-Time)
Operators	6	4
Other Operations (e.g. dispatchers)	1	2
Maintenance		
General Administration	1	
Other		
TOTAL NUMBER OF EMPLOYEES	8	6

Union Affiliations: Operators: Teamsters Local 938  
Maintenance: N/A

Top Operator Wage Rate: \$15.55  
Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	24%	25%
Net Operating Cost / Capita	\$3.14	\$3.04
Total Exp. / Passenger	\$12.15	\$12.16
Total Exp. / Eligible Passenger	\$12.98	\$12.87
Transp. Exp. / Passenger		
Dedicated Service	\$10.28	\$10.20
Non-Dedicated Service (e.g. Taxis)	\$6.88	\$7.20
Transp. Exp. / Hour (Dedicated Service)	\$27.19	\$26.54
<b>OPERATING</b>		
Registrants / Capita	0.0056	0.0063
Passengers / Capita	0.3390	0.3315
Passengers / Registrant	61.02	52.24
Passengers / Hour (Dedicated Service)	2.65	2.60
Km. / Passenger (Dedicated Service)	5.32	5.36
Average Speed (Dedicated Service)	14.08	13.95

## VEHICLE DATA (2002)

	Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair Ambulatory
Non-Accessible Cars			N/A
Accessible Vans/Minivans			
Small Buses	7	6	7 4
Other			
TOTAL DED. VEHICLES	7	6	N/A N/A
Accessible taxis	N/A	N/A	

## PASSENGER STATISTICS (2002)

	Dedicated Service	Non-Dedicated Service
Ambulatory	13,002	2,818
Wheelchair/Scooter Users	30,340	195
Attendants/Companions	2,701	
Other		
TOTAL PASSENGER (%Total)	46,043 ( 94%)	3,013 ( 6%)



## PARA TRANSPORTE

Contact: Mr. Patrick Larkin  
 Title: Program Manager  
 Telephone: (613) 842-3636-2675  
 FAX: (613) 244-4329  
 e-mail: pat.larkin@ottawa.ca

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

Population served: 723,800  
 Service area (km²): 397.0  
 Communities served: 1  
 Service began: 1974  
 Advisory Committee members: 14  
 Eligibility Committee members: N/A

## NUMBER OF REGISTRANTS

13,117  
 Wheelchair/Scooter Users: 4,150 (32%)  
 Ambulatory: 8,967 (68%)  
 Attendants/Companions:  
 Other:

Note: \* Operating Expense for Contract - Dedicated Service included capital costs for vehicles, garage facilities, etc.  
 \* Contractor's drivers were on strike from March 11 to May 17, 2001. Limited essential services provided during this period.  
 \* Started to provide non-dedicated service in July 2002.

## ELIGIBILITY CRITERIA

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

## VEHICLE KILOMETRES &amp; HOURS

	2001	2002
Rev. Veh. Km. - Dedicated Service	6,154,154	7,083,732
Tot. Veh. Km. - Dedicated Service	7,360,148	8,327,350
Rev. Veh. Hr. - Dedicated Service	293,066	332,043
Tot. Veh. Hr. - Dedicated Service	335,910	376,247
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service *	598,912	693,777
Non-Dedicated Service *		30,440
TOTAL PASSENGERS	598,912	724,217
Subscription/Pre-booked	52%	50%
Reservation	46%	48%
On-Demand/Day of trip	2%	2%
UNACCOMMODATED TRIPS	22,578	38,534
NO-SHOWS/CANCELLED AT DOOR	22,287	23,327
NUMBER OF COMPLAINTS		

## OPERATING EXPENSES

Administration	\$1,896,000	\$1,522,681
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service *	\$12,685,000	\$15,824,175
Contract - Non-Dedicated Service *		\$630,093
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES *	\$14,581,000	\$17,976,949

## OPERATING FUNDING SOURCES

Passenger Revenue *	\$1,092,000	\$1,392,419
Other Operating Revenue		
Total Operating Revenues	\$1,092,000	\$1,392,419
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$13,489,000	\$16,584,530
Donations / Other		
TOTAL OPERATING FUNDING	\$14,581,000	\$17,976,949

## CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses	\$87,000	\$849,413
TOTAL CAPITAL EXPENSES	\$87,000	\$849,413

## CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$87,000	\$849,413
Donations / Other		
TOTAL CAPITAL FUNDING	\$87,000	\$849,413

## 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 (2002)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.50	\$1.70	\$60.50
Child	\$2.50	\$1.70	\$49.75
Student	\$2.50	\$1.70	\$49.75
Senior	\$2.50	\$1.70	\$25.50
Attendant	\$2.50	\$1.70	
Companion	\$2.50	\$1.70	
Other	Peak cash fare: \$3.50; Mon-Fri. 0630-0859 hours		

## EMPLOYEE DATA (2002)

	(Full-Time)	(Part-Time)
Operators	223	39
Other Operations (e.g. dispatchers)	26	9
Maintenance	14	
General Administration	14	
Other		
TOTAL NUMBER OF EMPLOYEES	277	48

Union Affiliations: Operators: ATU Local 279  
 Maintenance: N/A

Top Operator Wage Rate: \$18.68  
 Top Mechanic Wage Rate: \$20.33

## PERFORMANCE INDICATORS

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	7%	8%
Net Operating Cost / Capita	\$19.01	\$22.91
Total Exp. / Passenger	\$24.35	\$24.82
Total Exp. / Eligible Passenger	\$27.66	\$26.84
Transp. Exp. / Passenger		
Dedicated Service	\$21.18	\$22.81
Non-Dedicated Service (e.g. Taxis) *		\$20.70
Transp. Exp. / Hour (Dedicated Service)	\$37.76	\$42.06
<b>OPERATING</b>		
Registrants / Capita	0.0170	0.0181
Passengers / Capita	0.8443	1.0006
Passengers / Registrant	49.75	55.21
Passengers / Hour (Dedicated Service)	2.04	2.09
Km. / Passenger (Dedicated Service)	10.28	10.21
Average Speed (Dedicated Service)	21.00	21.33

## VEHICLE DATA

(2002)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	37	33	N/A	4
Accessible Vans/Minivans				
Small Buses	91	77	4	6
Other				
TOTAL DED. VEHICLES	128	110	N/A	N/A
Accessible taxis	N/A	N/A		

## PASSENGER STATISTICS

(2002)	Dedicated Service	Non-Dedicated Service
Ambulatory	424,322	28,858
Wheelchair/Scooter Users	216,529	
Attendants/Companions	52,926	1,582
Other		
TOTAL PASSENGER (%Total)	693,777 ( 96%)	30,440 ( 4%)

# OWEN SOUND

## OWEN SOUND SPECIALIZED TRANSIT

Contact: Ms. Lois O'Neill  
 Title: Operations Administrative Assistant  
 Telephone: (519) 376-1440  
 FAX: (519) 371-0511  
 e-mail:

Population served: 21,000  
 Service area (km²): 23.7  
 Communities served: 1  
 Service began: 1989  
 Advisory Committee members: 7  
 Eligibility Committee members: 3

**NUMBER OF REGISTRANTS** 163  
 Wheelchair/Scooter Users: 93 (57%)  
 Ambulatory: 70 (43%)  
 Attendants/Companions:  
 Other:

Note: \* Service Hour Exceptions: On Thursdays and Fridays, the service ran from 08:00 - 18:00.

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

	2001	2002
Rev. Veh. Km. - Dedicated Service		26,220
Tot. Veh. Km. - Dedicated Service		29,600
Rev. Veh. Hr. - Dedicated Service		2,340
Tot. Veh. Hr. - Dedicated Service		2,457
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

### PASSENGER DATA

Dedicated Service	6,360	5,338
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>6,360</b>	<b>5,338</b>
Subscription/Pre-booked	10%	10%
Reservation	85%	85%
On-Demand/Day of trip	5%	5%
UNACCOMMODATED TRIPS	5	2
NO-SHOWS/CANCELLED AT DOOR	3	2
NUMBER OF COMPLAINTS		3

### OPERATING EXPENSES

Administration	\$12,030	\$11,600
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$82,409	\$83,717
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel	\$5,166	\$6,709
<b>TOTAL OPERATING EXPENSES</b>	<b>\$99,605</b>	<b>\$102,026</b>

### OPERATING FUNDING SOURCES

Passenger Revenue	\$13,962	\$15,429
Other Operating Revenue		
<b>Total Operating Revenues</b>	<b>\$13,962</b>	<b>\$15,429</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$85,593	\$86,597
Donations / Other	\$50	
<b>TOTAL OPERATING FUNDING</b>	<b>\$99,605</b>	<b>\$102,026</b>

### CAPITAL EXPENSES

Vehicles Purchased	\$77,500	
Debt Servicing		
Other Capital Expenses		\$10,400
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$77,500</b>	<b>\$10,400</b>

### CAPITAL FUNDING SOURCES

Transit System	\$77,500	
Federal Contributions		
Provincial Contributions		
Municipal Contributions		\$10,400
Donations / Other		
<b>TOTAL CAPITAL FUNDING</b>	<b>\$77,500</b>	<b>\$10,400</b>

### SERVICE HOURS/SCHEDULING \*

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

### FARE STRUCTURE (2002)

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

### EMPLOYEE DATA (2002)

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

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

Top Operator Wage Rate:  
 Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	14%	15%
Net Operating Cost / Capita	\$4.08	\$4.12
Total Exp. / Passenger	\$15.66	\$19.11
Total Exp. / Eligible Passenger	\$15.66	\$21.28
Transp. Exp. / Passenger		
Dedicated Service	\$13.77	\$16.94
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		\$36.80
<b>OPERATING</b>		
Registrants / Capita	0.0210	0.0078
Passengers / Capita	0.3029	0.2542
Passengers / Registrant	14.39	32.75
Passengers / Hour (Dedicated Service)		2.28
Km. / Passenger (Dedicated Service)		4.91
Average Speed (Dedicated Service)		11.21

### VEHICLE DATA (2002)

	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>	<b>1</b>	<b>1</b>	<b>N/A   N/A</b>
Accessible taxis	N/A	N/A	

### PASSENGER STATISTICS (2002)

	Dedicated Service	Non-Dedicated Service
Ambulatory	3,540	
Wheelchair/Scooter Users	1,254	
Attendants/Companions	544	
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>5,338 ( 100%)</b>	<b>( 0%)</b>
* Total for all categories		

## TRANSHELP

Contact: Mrs. Vee Nicholas  
 Title: Operations Supervisor  
 Telephone: (905) 791-7800 x3027  
 FAX: (905) 277-5864  
 e-mail: nicholasv@region.peel.on.ca

Population served: 1,000,000  
 Service area (km²): 759.0  
 Communities served: 1  
 Service began: 1981  
 Advisory Committee members: 9  
 Eligibility Committee members: N/A

## NUMBER OF REGISTRANTS

1,795  
 Wheelchair/Scooter Users: 1,080 (60%)  
 Ambulatory: 715 (40%)  
 Attendants/Companions:  
 Other:

Dedicated Service operated by: 2 Private Contractors  
 Non-Ded. Service (e.g. Taxis) operated by: 4 taxi companies  
 Taxi Scrip Program available: NO

## ELIGIBILITY CRITERIA

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

## VEHICLE KILOMETRES & HOURS

	2001	2002
Rev. Veh. Km. - Dedicated Service	1,001,655	1,007,078
Tot. Veh. Km. - Dedicated Service	1,001,655	1,007,078
Rev. Veh. Hr. - Dedicated Service	48,480	50,273
Tot. Veh. Hr. - Dedicated Service	48,480	50,273
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	118,335	111,251
Non-Dedicated Service	113,427	109,048
TOTAL PASSENGERS	231,762	220,299
Subscription/Pre-booked	67%	68%
Reservation	32%	32%
On-Demand/Day of trip	1%	
UNACCOMMODATED TRIPS	1,659	1,497
NO-SHOWS/CANCELLED AT DOOR	7,678	8,536
NUMBER OF COMPLAINTS	400	

## OPERATING EXPENSES

Administration	\$1,135,866	\$1,255,245
Operations:		
Internal - Dedicated Service	\$1,359,358	\$1,447,778
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$1,949,591	\$1,827,674
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$840,523	\$858,635
Fuel	\$225,842	\$173,525
TOTAL OPERATING EXPENSES	\$5,511,180	\$5,562,857

## OPERATING FUNDING SOURCES

Passenger Revenue	\$390,898	\$414,875
Other Operating Revenue	\$45,911	\$18,060
Total Operating Revenues	\$436,809	\$432,935
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$5,074,371	\$5,129,922
Donations / Other		
TOTAL OPERATING FUNDING	\$5,511,180	\$5,562,857

## CAPITAL EXPENSES

Vehicles Purchased	\$385,000	\$693,000
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$385,000	\$693,000

## CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$120,800
Municipal Contributions	\$385,000	\$572,200
Donations / Other		
TOTAL CAPITAL FUNDING	\$385,000	\$693,000

## SERVICE HOURS/SCHEDULING

Weekday: 0530 to 2330	Sunday: 0900 to 2200
Saturday: 0900 to 2330	Holiday: 0900 to 2200
Advanced booking notice:	7 days
Minimum notice for reservation:	30.0 hours
Reservations/Scheduling:	Fully Computerized

## FARE STRUCTURE (2002)

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

## EMPLOYEE DATA (2002)

	(Full-Time)	(Part-Time)
Operators	25	14
Other Operations (e.g. dispatchers)	4	
Maintenance	4	2
General Administration	2	
Other	4	5
TOTAL NUMBER OF EMPLOYEES	39	21

Union Affiliations: Operators: CUPE Local 966  
 Maintenance: CUPE Local 966

Top Operator Wage Rate: \$17.74  
 Top Mechanic Wage Rate: \$22.57

## PERFORMANCE INDICATORS

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	8%	8%
Net Operating Cost / Capita	\$5.07	\$5.13
Total Exp. / Passenger	\$23.78	\$25.25
Total Exp. / Eligible Passenger	\$27.16	\$25.25
Transp. Exp. / Passenger		
Dedicated Service	\$20.50	\$22.29
Non-Dedicated Service (e.g. Taxis)	\$17.19	\$16.76
Transp. Exp. / Hour (Dedicated Service)	\$50.04	\$49.33
<b>OPERATING</b>		
Registrants / Capita	0.0020	0.0018
Passengers / Capita	0.2318	0.2203
Passengers / Registrant	118.49	122.73
Passengers / Hour (Dedicated Service)	2.44	2.21
Km. / Passenger (Dedicated Service)	8.46	9.05
Average Speed (Dedicated Service)	20.66	20.03

## VEHICLE DATA (2002)

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	39	25	4	6
Other				
TOTAL DED. VEHICLES	39	25	N/A	N/A
Accessible taxis	N/A	N/A		

## PASSENGER STATISTICS (2002)

	Dedicated Service	Non-Dedicated Service
Ambulatory	111,251*	109,048*
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	111,251 ( 51%)	109,048 ( 50%)
* Total for all categories		

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

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

Population served: 20,800  
 Service area (km²): 91.5  
 Communities served: 2  
 Service began: 1989  
 Advisory Committee members: 10  
 Eligibility Committee members: 2

**NUMBER OF REGISTRANTS**

492  
 Wheelchair/Scooter Users: 253 (51%)  
 Ambulatory: 239 (49%)  
 Attendants/Companions:  
 Other:

Note: \* Usually able to accommodate special occasion trips outside regular hours.

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**

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.

**2001****2002****SERVICE HOURS/SCHEDULING \***

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

**PASSENGER DATA**

Dedicated Service 14,124 13,152  
 Non-Dedicated Service  
**TOTAL PASSENGERS** 14,124 13,152  
 Subscription/Pre-booked 52% 52%  
 Reservation 40% 40%  
 On-Demand/Day of trip 8% 8%  
**UNACCOMMODATED TRIPS** 7 4  
**NO-SHOWS/CANCELLED AT DOOR** 94 83  
**NUMBER OF COMPLAINTS** 5

**OPERATING EXPENSES**

Administration \$62,944 \$61,940  
 Operations:  
   Internal - Dedicated Service \$60,073 \$62,691  
   Contract - Dedicated Service  
   Contract - Non-Dedicated Service  
   Contract - Taxi Scrip  
 Maintenance (Vehicles & Facilities) \$17,596 \$34,878  
 Fuel \$13,987 \$12,657  
**TOTAL OPERATING EXPENSES** \$154,600 \$172,166

**OPERATING FUNDING SOURCES**

Passenger Revenue \$51,427 \$49,151  
 Other Operating Revenue  
**Total Operating Revenues** \$51,427 \$49,151  
 Federal Contributions  
 Provincial Contributions  
 Municipal Contributions \$37,500 \$25,000  
 Donations / Other \$65,673 \$98,015  
**TOTAL OPERATING FUNDING** \$154,600 \$172,166

**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 (2002)**

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.50	\$3.50	
Child	\$3.50	\$3.50	
Student	\$3.50	\$3.50	
Senior	\$3.50	\$3.50	
Attendant	free		
Companion	free		
Other	\$1 per km outside municipalities		

**EMPLOYEE DATA (2002)**

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

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

Top Operator Wage Rate: \$13.00  
 Top Mechanic Wage Rate:

**PERFORMANCE INDICATORS**

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	33%	29%
Net Operating Cost / Capita	\$4.96	\$5.91
Total Exp. / Passenger	\$10.95	\$13.09
Total Exp. / Eligible Passenger	\$12.49	\$15.36
Transp. Exp. / Passenger		
Dedicated Service	\$6.49	\$8.38
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		

**OPERATING**

Registrants / Capita	0.0229	0.0237
Passengers / Capita	0.6790	0.6323
Passengers / Registrant	29.67	26.73
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

**VEHICLE DATA  
(2002)**

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	1	1	N/A	
Accessible Vans/Minivans	1	1	1	4
Small Buses	2	2	4	8
Other				
<b>TOTAL DED. VEHICLES</b>	<b>4</b>	<b>4</b>	<b>N/A</b>	<b>N/A</b>
Accessible taxis	N/A	N/A		

**PASSENGER STATISTICS  
(2002)**

	Dedicated Service	Non-Dedicated Service
Ambulatory	6,618	
Wheelchair/Scooter Users	4,594	
Attendants/Companions	1,940	
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>13,152 ( 100%)</b>	<b>( 0%)</b>

# PETERBOROUGH

## PETERBOROUGH HANDI-VAN

Contact: Mr. J.N. Kimble  
 Title: Manager of Transportation  
 Telephone: (705) 742-7777 x2895  
 FAX: (705) 742-3741  
 e-mail: jkimble@city.peterborough.on.ca

Population served: 74,000  
 Service area (km²): 62.5  
 Communities served: 1  
 Service began: 1976  
 Advisory Committee members: 12  
 Eligibility Committee members: 3

**NUMBER OF REGISTRANTS** 1,548  
 Wheelchair/Scooter Users: 507 (33%)  
 Ambulatory: 1,041 (67%)  
 Attendants/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

### VEHICLE KILOMETRES & HOURS

	2001	2002
Rev. Veh. Km. - Dedicated Service	270,800	283,300
Tot. Veh. Km. - Dedicated Service	285,000	298,200
Rev. Veh. Hr. - Dedicated Service	16,500	16,100
Tot. Veh. Hr. - Dedicated Service	17,360	16,900
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

### PASSENGER DATA

Dedicated Service	42,870	42,380
Non-Dedicated Service	330	320
<b>TOTAL PASSENGERS</b>	<b>43,200</b>	<b>42,700</b>
Subscription/Pre-booked	70%	71%
Reservation	29%	28%
On-Demand/Day of trip	1%	1%

### UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR	730	210
----------------------------	-----	-----

### NUMBER OF COMPLAINTS

### OPERATING EXPENSES

Administration	\$48,700	\$74,100
Operations:		
Internal - Dedicated Service	\$458,500	\$524,400
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$4,300	\$10,500
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$139,400	\$145,000
Fuel	\$46,900	\$48,100
<b>TOTAL OPERATING EXPENSES</b>	<b>\$697,800</b>	<b>\$802,100</b>

### OPERATING FUNDING SOURCES

Passenger Revenue	\$59,000	\$57,500
Other Operating Revenue	\$35,000	\$35,000
<b>Total Operating Revenues</b>	<b>\$94,000</b>	<b>\$92,500</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$603,800	\$709,600
Donations / Other		
<b>TOTAL OPERATING FUNDING</b>	<b>\$697,800</b>	<b>\$802,100</b>

### CAPITAL EXPENSES

Vehicles Purchased		\$1,088,800
Debt Servicing		
Other Capital Expenses		\$46,000
<b>TOTAL CAPITAL EXPENSES</b>		<b>\$1,134,800</b>

### CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$281,100
Municipal Contributions		\$853,700
Donations / Other		
<b>TOTAL CAPITAL FUNDING</b>		<b>\$1,134,800</b>

### SERVICE HOURS/SCHEDULING

Weekday:	0715 to 2245	Sunday:	0930 to 2000
Saturday:	0715 to 2212	Holiday:	
Advanced booking notice:	7 days		
Minimum notice for reservation:	24.0 hours		
Reservations/Scheduling:	Fully Computerized		

### FARE STRUCTURE (2002)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$1.75		\$64.00
Child	\$1.75		\$30.00
Student	\$1.75		\$45.00
Senior	\$1.75		\$30.00
Attendant	\$1.75		\$64.00
Companion	\$1.75		\$64.00
Other	Senior: Annual \$180, Semi-Annual \$110		

### EMPLOYEE DATA (2002)

	(Full-Time)	(Part-Time)
Operators	8	4
Other Operations (e.g. dispatchers)		
Maintenance		3
General Administration	1	2
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>9</b>	<b>9</b>

**Union Affiliations:** Operators: ATU Local 1320  
 Maintenance: ATU Local 1320

Top Operator Wage Rate: \$18.05  
 Top Mechanic Wage Rate: \$22.64

## PERFORMANCE INDICATORS

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	13%	12%
Net Operating Cost / Capita	\$8.16	\$9.59
Total Exp. / Passenger	\$16.15	\$18.78
Total Exp. / Eligible Passenger	\$16.98	\$19.71
Transp. Exp. / Passenger		
Dedicated Service	\$15.04	\$16.93
Non-Dedicated Service (e.g. Taxis)	\$13.03	\$32.81
Transp. Exp. / Hour (Dedicated Service)	\$37.14	\$42.46
<b>OPERATING</b>		
Registrants / Capita	0.0167	0.0209
Passengers / Capita	0.5838	0.5770
Passengers / Registrant	34.92	27.58
Passengers / Hour (Dedicated Service)	2.60	2.63
Km. / Passenger (Dedicated Service)	6.32	6.68
Average Speed (Dedicated Service)	16.41	17.60

### VEHICLE DATA

(2002)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	8	6	4	8
Other				
<b>TOTAL DED. VEHICLES</b>	<b>8</b>	<b>6</b>	<b>N/A</b>	<b>N/A</b>
Accessible taxis	2	N/A		

### PASSENGER STATISTICS

(2002)	Dedicated Service	Non-Dedicated Service
Ambulatory	20,400	200
Wheelchair/Scooter Users	20,000	100
Attendants/Companions	1,980	20
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>42,380 ( 99%)</b>	<b>320 ( 1%)</b>

# PETERBOROUGH COUNTY

## CAREMOBILE

Contact: Ms. Danielle Belair  
Title: Executive Director  
Telephone: (705) 749-0036  
FAX: (705) 742-7608  
e-mail: jane@commcareptbo.org

Population served: 53,913  
Service area (km²): 3877.2  
Communities served: 8  
Service began: 1992  
Advisory Committee members: 6  
Eligibility Committee members: N/A

## NUMBER OF REGISTRANTS

234  
Wheelchair/Scooter Users: 128 (55%)  
Ambulatory: 106 (45%)  
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

	2001	2002
Rev. Veh. Km. - Dedicated Service	26,898	22,948
Tot. Veh. Km. - Dedicated Service	53,796	45,895
Rev. Veh. Hr. - Dedicated Service	900	900
Tot. Veh. Hr. - Dedicated Service	1,800	1,800
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	1,982	1,982
Non-Dedicated Service		
TOTAL PASSENGERS	1,982	1,982
Subscription/Pre-booked	70%	75%
Reservation	29%	24%
On-Demand/Day of trip	1%	1%
UNACCOMMODATED TRIPS	20	25
NO-SHOWS/CANCELLED AT DOOR	5	3
NUMBER OF COMPLAINTS		

## OPERATING EXPENSES

Administration	\$6,910	\$7,303
Operations:		
Internal - Dedicated Service	\$37,229	\$37,564
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$13,975	\$13,346
Fuel	\$7,441	\$6,223
TOTAL OPERATING EXPENSES	\$65,555	\$64,436

## OPERATING FUNDING SOURCES

Passenger Revenue	\$9,096	\$9,768
Other Operating Revenue	\$216	\$16
Total Operating Revenues	\$9,312	\$9,784
Federal Contributions		
Provincial Contributions	\$25,000	\$24,999
Municipal Contributions		\$2,750
Donations / Other *	\$31,243	\$26,903
TOTAL OPERATING FUNDING	\$65,555	\$64,436

## 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 1700 Sunday:  
Saturday: Holiday:  
Advanced booking notice: 60 days  
Minimum notice for reservation: 24.0 hours  
Reservations/Scheduling: Manual

## FARE STRUCTURE (2002)

Cash	Tickets/Cards (unit price)	Monthly Pass
Adult		
Child		
Student		
Senior		
Attendant	free	
Companion	free	
Other	Flat rate of \$10 or \$20 depending on distance	

## EMPLOYEE DATA (2002)

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

Union Affiliations: Operators: N/A  
Maintenance: N/A

Top Operator Wage Rate: \$19.13  
Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	14%	15%
Net Operating Cost / Capita	\$1.04	\$1.01
Total Exp. / Passenger	\$33.08	\$32.51
Total Exp. / Eligible Passenger	\$35.13	\$37.01
Transp. Exp. / Passenger		
Dedicated Service	\$29.59	\$28.83
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$32.58	\$31.74
<b>OPERATING</b>		
Registrants / Capita	0.0040	0.0043
Passengers / Capita	0.0368	0.0368
Passengers / Registrant	9.22	8.47
Passengers / Hour (Dedicated Service)	2.20	2.20
Km. / Passenger (Dedicated Service)	13.57	11.58
Average Speed (Dedicated Service)	29.89	25.50

## VEHICLE DATA

(2002)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	1	1	4	8
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Accessible taxis	N/A	N/A		

## PASSENGER STATISTICS

(2002)	Dedicated Service	Non-Dedicated Service
Ambulatory	860	
Wheelchair/Scooter Users	881	
Attendants/Companions	241	
Other		
TOTAL PASSENGER (%Total)	1,982 ( 100%)	( 0%)

# PORT HOPE

## PORT HOPE MOBILTRANS

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

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

Population served: 12,500  
Service area (km²): 13.1  
Communities served: 1  
Service began: 1986  
Advisory Committee members: 3  
Eligibility Committee members: N/A

## NUMBER OF REGISTRANTS

200

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

## ELIGIBILITY CRITERIA

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

VEHICLE KILOMETRES & HOURS	2001	2002	SERVICE HOURS/SCHEDULING	
Rev. Veh. Km. - Dedicated Service			Weekday: 0815 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.				
PASSENGER DATA			FARE STRUCTURE (2002)	Tickets/Cards (unit price)
Dedicated Service	3,600	3,204	Cash	Monthly Pass
Non-Dedicated Service			Adult	\$1.50
TOTAL PASSENGERS	3,600	3,204	Child	\$1.50
Subscription/Pre-booked			Student	\$1.50
Reservation	100%	100%	Senior	\$1.50
On-Demand/Day of trip			Attendant	\$1.50
UNACCOMMODATED TRIPS			Companion	\$1.50
NO-SHOWS/CANCELLED AT DOOR			Other	
NUMBER OF COMPLAINTS				
OPERATING EXPENSES			EMPLOYEE DATA (2002)	(Full-Time)
Administration	\$7,000	\$7,000	Operators	
Operations:			Other Operations (e.g. dispatchers)	
Internal - Dedicated Service			Maintenance	
Contract - Dedicated Service	\$61,144	\$57,678	General Administration	
Contract - Non-Dedicated Service			Other	
Contract - Taxi Scrip			TOTAL NUMBER OF EMPLOYEES	
Maintenance (Vehicles & Facilities)	\$8,510	\$10,142	Union Affiliations: Operators:	N/A
Fuel			Maintenance:	N/A
TOTAL OPERATING EXPENSES	\$76,654	\$74,820	Top Operator Wage Rate:	
OPERATING FUNDING SOURCES			Top Mechanic Wage Rate:	
Passenger Revenue	\$5,332	\$4,806		
Other Operating Revenue				
Total Operating Revenues	\$5,332	\$4,806		
Federal Contributions				
Provincial Contributions				
Municipal Contributions	\$71,323	\$70,014		
Donations / Other				
TOTAL OPERATING FUNDING	\$76,655	\$74,820		
CAPITAL EXPENSES			PERFORMANCE INDICATORS	
Vehicles Purchased				
Debt Servicing				
Other Capital Expenses	\$7,500	\$7,500		
TOTAL CAPITAL EXPENSES	\$7,500	\$7,500		
CAPITAL FUNDING SOURCES				
Transit System				
Federal Contributions				
Provincial Contributions				
Municipal Contributions	\$7,500	\$7,500		
Donations / Other				
TOTAL CAPITAL FUNDING	\$7,500	\$7,500		

## PERFORMANCE INDICATORS

FINANCIAL	2001	2002
R/C Ratio	7%	6%
Net Operating Cost / Capita	\$5.71	\$5.60
Total Exp. / Passenger	\$21.29	\$23.35
Total Exp. / Eligible Passenger	\$21.29	\$23.35
Transp. Exp. / Passenger		
Dedicated Service	\$19.35	\$21.17
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0160	0.0160
Passengers / Capita	0.2880	0.2563
Passengers / Registrant	18.00	16.02
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

VEHICLE DATA (2002)	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses				
Other				
TOTAL DED. VEHICLES			N/A	N/A
Accessible taxis	N/A	N/A		

PASSENGER STATISTICS (2002)	Dedicated Service	Non-Dedicated Service
Ambulatory	3,204*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	3,204 ( 100%)	( 0%)
* Total for all categories		

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

Contact: Ms. Patricia Sutherland  
 Title: Co-ordinator  
 Telephone: (613) 392-9640  
 FAX: (613) 392-8400  
 e-mail: quinteaccess@bellnet.ca

Population served: 52,000  
 Service area (km²): 453.7  
 Communities served: 2  
 Service began: 1994  
 Advisory Committee members: 9  
 Eligibility Committee members: 3

**NUMBER OF REGISTRANTS**

385  
 Wheelchair/Scooter Users: 130 (34%)  
 Ambulatory: 185 (48%)  
 Attendants/Companions: 70 (18%)  
 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: \* Fare zone pricing in place.

\* Service hours vary depending on need.

\* The full-time co-ordinator also does the manual dispatching.

**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.

**2001****2002****SERVICE HOURS/SCHEDULING \***

Weekday: 0730 to 2200 Sunday: 0900 to 2100  
 Saturday: 0900 to 2200 Holiday: 0900 to 2100  
 Advanced booking notice: 7 days  
 Minimum notice for reservation: 24.0 hours  
 Reservations/Scheduling: Manual

**PASSENGER DATA**

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

UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

**OPERATING EXPENSES**

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

Maintenance (Vehicles &amp; Facilities)

Fuel

TOTAL OPERATING EXPENSES

**OPERATING FUNDING SOURCES**

Passenger Revenue  
 Other Operating Revenue  
 Total Operating Revenues

Federal Contributions

Provincial Contributions

Municipal Contributions

Donations / Other

TOTAL OPERATING FUNDING

**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 (2002)****Tickets/Cards****Cash (unit price) Monthly Pass**

Adult  
 Child  
 Student  
 Senior  
 Attendant  
 Companion  
 Other

free

**EMPLOYEE DATA (2002) \*****(Full-Time)****(Part-Time)**

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

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators: N/A  
 Maintenance: N/A

Top Operator Wage Rate: \$12.76

Top Mechanic Wage Rate:

**PERFORMANCE INDICATORS****FINANCIAL****2001****2002**

R/C Ratio 41%  
 Net Operating Cost / Capita \$2.59  
 Total Exp. / Passenger \$24.20  
 Total Exp. / Eligible Passenger \$29.51

Transp. Exp. / Passenger

Dedicated Service

Non-Dedicated Service (e.g. Taxis)

Transp. Exp. / Hour (Dedicated Service)

**OPERATING**

Registrants / Capita

Passengers / Capita

Passengers / Registrant

Passengers / Hour (Dedicated Service)

Km. / Passenger (Dedicated Service)

Average Speed (Dedicated Service)

27.75

**VEHICLE DATA  
(2002)****Number****Veh.  
Peak****Avg. Capacity per Veh.  
Wheelchair Ambulatory**

Non-Accessible Cars

N/A

Accessible Vans/Minivans

1

1

1

1

Small Buses

3

3

5

4

Other

TOTAL DED. VEHICLES

4

4

N/A

N/A

Accessible taxis

N/A

N/A

**PASSENGER STATISTICS  
(2002)****Dedicated  
Service****Non-Dedicated  
Service**

Ambulatory

4,571

Wheelchair/Scooter Users

3,238

Attendants/Companions

1,714

Other

TOTAL PASSENGER (%Total)

9,523 ( 100%)

( 0%)



## SUNSHINE COACH SERVICE

Contact: Mr. Allan Guest  
 Title: Manager  
 Telephone: (613) 432-2134  
 FAX: (613) 432-8645  
 e-mail:

Population served: 20,000  
 Service area (km²):  
 Communities served: 7  
 Service began: 1985  
 Advisory Committee members: 12  
 Eligibility Committee members: 12

## NUMBER OF REGISTRANTS

750  
 Wheelchair/Scooter Users: 300 (40%)  
 Ambulatory: 450 (60%)  
 Attendants/Companions:  
 Other:

Note: \* One full-time employee shared general administration and operator duties.

## 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

	2001	2002
Rev. Veh. Km. - Dedicated Service	107,764	130,650
Tot. Veh. Km. - Dedicated Service	185,800	201,000
Rev. Veh. Hr. - Dedicated Service	3,981	7,150
Tot. Veh. Hr. - Dedicated Service	6,864	11,000
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	18,154	19,902
Non-Dedicated Service		
TOTAL PASSENGERS	18,154	19,902
Subscription/Pre-booked	65%	65%
Reservation	25%	25%
On-Demand/Day of trip	10%	10%
UNACCOMMODATED TRIPS	45	40
NO-SHOWS/CANCELLED AT DOOR	60	60
NUMBER OF COMPLAINTS	10	5

## OPERATING EXPENSES

Administration	\$27,380	\$30,000
Operations:		
Internal - Dedicated Service	\$145,499	\$166,214
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$18,609	\$15,751
Fuel	\$21,427	\$23,849
TOTAL OPERATING EXPENSES	\$212,915	\$235,814

## OPERATING FUNDING SOURCES

Passenger Revenue	\$144,941	\$160,432
Other Operating Revenue	\$2,751	\$2,998
Total Operating Revenues	\$147,692	\$163,430
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$40,000	\$37,272
Donations / Other	\$25,000	\$45,000
TOTAL OPERATING FUNDING	\$212,692	\$245,702

## 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: 0730 to 1630 Sunday: 0900 to 1300  
 Saturday: Holiday:  
 Advanced booking notice: 90 days  
 Minimum notice for reservation: 24.0 hours  
 Reservations/Scheduling: Manual

## FARE STRUCTURE (2002)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$4.50		
Child	\$4.50		
Student	\$4.50		
Senior	\$4.50		
Attendant	free		
Companion	free		
Other	Out of town service requires separate rates.		

## EMPLOYEE DATA (2002) \*

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

Union Affiliations: Operators: N/A  
 Maintenance: N/A

Top Operator Wage Rate: \$13.76  
 Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	69%	69%
Net Operating Cost / Capita	\$3.26	\$3.62
Total Exp. / Passenger	\$11.73	\$11.85
Total Exp. / Eligible Passenger	\$12.03	\$12.18
Transp. Exp. / Passenger		
Dedicated Service	\$10.22	\$10.34
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$27.03	\$18.71
<b>OPERATING</b>		
Registrants / Capita	0.0375	0.0375
Passengers / Capita	0.9077	0.9951
Passengers / Registrant	24.21	26.54
Passengers / Hour (Dedicated Service)	4.56	2.78
Km. / Passenger (Dedicated Service)	5.94	6.56
Average Speed (Dedicated Service)	27.07	18.27

## VEHICLE DATA

(2002)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	3	3	2	3
Small Buses	1	1	4	8
Other	1	1	3	7
TOTAL DED. VEHICLES	5	5	N/A	N/A
Accessible taxis	N/A	N/A		

## PASSENGER STATISTICS

(2002)	Dedicated Service	Non-Dedicated Service
Ambulatory	11,728	
Wheelchair/Scooter Users	7,632	
Attendants/Companions	542	
Other		
TOTAL PASSENGER (%Total)	19,902 ( 100%)	( 0%)

**SARNIA CARE-A-VAN**

Contact: Ms. Pauline Anderson  
 Title: Deputy Director  
 Telephone: (519) 336-3271  
 FAX: (519) 336-3361  
 e-mail: panderson@city.sarnia.on.ca

Population served: 69,850  
 Service area (km²): 167.3  
 Communities served: 2  
 Service began: 1981  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

**NUMBER OF REGISTRANTS**

1,050 \*  
 Wheelchair/Scooter Users: 477 (45%)  
 Ambulatory: 573 (55%)  
 Attendants/Companions:  
 Other:  
 Registration Fee: \$ 2.00

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

Note: \* Blind persons might register to use the care-a-van service from November 1 to March 31 every year.  
 \* Semester pass for Elementary/Secondary students: \$115.00, for College students: \$130.00.

**VEHICLE KILOMETRES & HOURS**

	2001	2002
Rev. Veh. Km. - Dedicated Service	151,412	166,160
Tot. Veh. Km. - Dedicated Service	151,412	166,160
Rev. Veh. Hr. - Dedicated Service	9,046	9,957
Tot. Veh. Hr. - Dedicated Service	9,046	9,957
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

**PASSENGER DATA**

Dedicated Service	26,371	27,733
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>26,371</b>	<b>27,733</b>
Subscription/Pre-booked	48%	52%
Reservation	49%	45%
On-Demand/Day of trip	3%	3%
<b>UNACCOMMODATED TRIPS</b>	<b>166</b>	<b>237</b>
<b>NO-SHOWS/CANCELLED AT DOOR</b>	<b>207</b>	<b>226</b>
<b>NUMBER OF COMPLAINTS</b>	<b>5</b>	<b>3</b>

**OPERATING EXPENSES**

Administration	\$27,485	\$30,568
Operations:		
Internal - Dedicated Service	\$310,953	\$335,495
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$66,730	\$58,107
Fuel	\$25,856	\$26,400
<b>TOTAL OPERATING EXPENSES</b>	<b>\$431,024</b>	<b>\$450,570</b>

**OPERATING FUNDING SOURCES**

Passenger Revenue	\$40,204	\$42,577
Other Operating Revenue	\$11,478	\$12,599
<b>Total Operating Revenues</b>	<b>\$51,682</b>	<b>\$55,176</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$359,922	\$395,394
Donations / Other		
<b>TOTAL OPERATING FUNDING</b>	<b>\$411,604</b>	<b>\$450,570</b>

**CAPITAL EXPENSES**

Vehicles Purchased		\$85,220
Debt Servicing	\$8,194	\$8,006
Other Capital Expenses	\$7,000	\$9,050
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$15,194</b>	<b>\$102,276</b>

**CAPITAL FUNDING SOURCES**

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$15,194	\$47,776
Donations / Other		\$54,500
<b>TOTAL CAPITAL FUNDING</b>	<b>\$15,194</b>	<b>\$102,276</b>

**SERVICE HOURS/SCHEDULING**

Weekday: 0630 to 2230 Sunday:  
 Saturday: 0800 to 1800 Holiday:  
 Advanced booking notice: 5 days  
 Minimum notice for reservation: 24.0 hours  
 Reservations/Scheduling: Partially Computerized

**FARE STRUCTURE (2002) \***

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.00	\$1.50	\$55.00
Child	free		
Student	\$1.50	\$1.00	\$45.00
Senior	\$2.00	\$1.50	\$45.00
Attendant			
Companion			
Other	Attendants/Companions: pay regular fare		

**EMPLOYEE DATA (2002)**

	(Full-Time)	(Part-Time)
Operators	5	
Other Operations (e.g. dispatchers)		
Maintenance		1
General Administration		1
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>5</b>	<b>2</b>

**Union Affiliations:** Operators: CAW Local 4184  
 Maintenance: CAW Local 4184

Top Operator Wage Rate: \$17.57  
 Top Mechanic Wage Rate: \$20.73

**PERFORMANCE INDICATORS**

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	12%	12%
Net Operating Cost / Capita	\$5.43	\$5.66
Total Exp. / Passenger	\$16.34	\$16.25
Total Exp. / Eligible Passenger	\$17.45	\$17.46
Transp. Exp. / Passenger		
Dedicated Service	\$15.30	\$15.14
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$44.61	\$42.18
<b>OPERATING</b>		
Registrants / Capita	0.0132	0.0150
Passengers / Capita	0.3775	0.3970
Passengers / Registrant	28.54	26.41
Passengers / Hour (Dedicated Service)	2.92	2.79
Km. / Passenger (Dedicated Service)	5.74	5.99
Average Speed (Dedicated Service)	16.74	16.69

**VEHICLE DATA  
(2002)**

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

**PASSENGER STATISTICS  
(2002)**

	Dedicated Service	Non-Dedicated Service
Ambulatory	15,739	
Wheelchair/Scooter Users	10,065	
Attendants/Companions	1,929	
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>27,733 ( 100%)</b>	<b>( 0%)</b>

# SAULT STE MARIE

## SAULT STE MARIE TRANSIT PARABUS

Contact: Mr. Sam Piraino  
 Title: Chief Inspector / Scheduler  
 Telephone: (705) 759-5438  
 FAX: (705) 759-5834  
 e-mail: s.piraino@cityssm.on.ca

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: 69,900  
 Service area (km²): 223.5  
 Communities served: 1  
 Service began: 1975  
 Advisory Committee members: 18  
 Eligibility Committee members: 3

### ELIGIBILITY CRITERIA

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

**NUMBER OF REGISTRANTS** 1,836  
 Wheelchair/Scooter Users: 1,289 (70%)  
 Ambulatory: 547 (30%)  
 Attendants/Companions:  
 Other:

### VEHICLE KILOMETRES & HOURS

	2001	2002
Rev. Veh. Km. - Dedicated Service	163,383	164,836
Tot. Veh. Km. - Dedicated Service	163,383	164,836
Rev. Veh. Hr. - Dedicated Service	12,595	12,744
Tot. Veh. Hr. - Dedicated Service	12,595	12,744
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

### PASSENGER DATA

Dedicated Service	31,072	29,811
Non-Dedicated Service	6,921	7,237
<b>TOTAL PASSENGERS</b>	<b>37,993</b>	<b>37,048</b>
Subscription/Pre-booked		
Reservation		
On-Demand/Day of trip		
UNACCOMMODATED TRIPS		370
NO-SHOWS/CANCELLED AT DOOR	294	370
NUMBER OF COMPLAINTS		20

### OPERATING EXPENSES

Administration	\$30,971	\$33,293
Operations:		
Internal - Dedicated Service	\$351,688	\$359,688
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$64,901	\$67,616
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$62,052	\$51,118
Fuel	\$32,168	\$29,264
<b>TOTAL OPERATING EXPENSES</b>	<b>\$541,780</b>	<b>\$540,979</b>

### OPERATING FUNDING SOURCES

Passenger Revenue	\$74,415	\$73,041
Other Operating Revenue	\$6,391	\$4,767
<b>Total Operating Revenues</b>	<b>\$80,806</b>	<b>\$77,808</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$460,974	\$463,171
Donations / Other		
<b>TOTAL OPERATING FUNDING</b>	<b>\$541,780</b>	<b>\$540,979</b>

### CAPITAL EXPENSES

Vehicles Purchased	\$163,263
Debt Servicing	
Other Capital Expenses	
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$163,263</b>

### CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	\$163,263
Donations / Other	
<b>TOTAL CAPITAL FUNDING</b>	<b>\$163,263</b>

### SERVICE HOURS/SCHEDULING

Weekday:	0730 to 2400	Sunday:	0800 to 1100
Saturday:	0830 to 2400	Holiday:	0830 to 2400
Advanced booking notice:	1 days		
Minimum notice for reservation:	24.0 hours		
Reservations/Scheduling:	Fully Computerized		

### FARE STRUCTURE (2002)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult			
Child			
Student			
Senior			
Attendant			
Companion			
Other			
Wheelchair users:	\$1.75;		
ambulatory users:	\$7.25		

### EMPLOYEE DATA (2002)

	(Full-Time)	(Part-Time)
Operators	2	6
Other Operations (e.g. dispatchers)	1	
Maintenance	1	
General Administration	1	
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>5</b>	<b>6</b>

**Union Affiliations:** Operators: UTU Local 104  
 Maintenance: USWA Local 2251

Top Operator Wage Rate: \$17.25  
 Top Mechanic Wage Rate: \$20.42

## PERFORMANCE INDICATORS

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	15%	14%
Net Operating Cost / Capita	\$6.59	\$6.63
Total Exp. / Passenger	\$14.26	\$14.60
Total Exp. / Eligible Passenger	\$16.80	\$17.35
Transp. Exp. / Passenger		
Dedicated Service	\$14.35	\$14.76
Non-Dedicated Service (e.g. Taxis)	\$9.38	\$9.34
Transp. Exp. / Hour (Dedicated Service)	\$35.40	\$34.53
<b>OPERATING</b>		
Registrants / Capita	0.0243	0.0263
Passengers / Capita	0.5435	0.5300
Passengers / Registrant	22.35	20.18
Passengers / Hour (Dedicated Service)	2.47	2.34
Km. / Passenger (Dedicated Service)	5.26	5.53
Average Speed (Dedicated Service)	12.97	12.93

### VEHICLE DATA (2002)

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

### PASSENGER STATISTICS (2002)

	Dedicated Service	Non-Dedicated Service
Ambulatory		7,237
Wheelchair/Scooter Users	23,943	
Attendants/Companions	5,868	
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>29,811 ( 80%)</b>	<b>7,237 ( 20%)</b>

# SCUGOG-UXBRIDGE

## HANDI TRANSIT - SCUGOG/UXBRIDGE

Contact: Mr. Ben Chartier  
 Title: Executive Director  
 Telephone: (905) 571-1222  
 FAX: (905) 571-7390  
 e-mail: b.chartier@handitransit.com

Population served: 35,000  
 Service area (km²): 870.0  
 Communities served: 2  
 Service began: 1987  
 Advisory Committee members: 11  
 Eligibility Committee members: 11

## NUMBER OF REGISTRANTS

65  
 Wheelchair/Scooter Users: 47 (72%)  
 Ambulatory: 18 (28%)  
 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

Note: \* Service was available on weekends and holidays upon request.

\*Administrative expenses/resources shared with Whitby, Clarington, and Oshawa. Expense allocated proportionate to population.

## VEHICLE KILOMETRES & HOURS

	2001	2002
Rev. Veh. Km. - Dedicated Service	36,200	39,850
Tot. Veh. Km. - Dedicated Service	36,200	39,850
Rev. Veh. Hr. - Dedicated Service	1,750	2,200
Tot. Veh. Hr. - Dedicated Service	1,750	2,200
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	1,297	1,508
Non-Dedicated Service		
TOTAL PASSENGERS	1,297	1,508
Subscription/Pre-booked	25%	25%
Reservation	70%	70%
On-Demand/Day of trip	5%	5%
UNACCOMMODATED TRIPS	40	36
NO-SHOWS/CANCELLED AT DOOR	32	21
NUMBER OF COMPLAINTS		

## OPERATING EXPENSES

Administration *	\$16,326	\$16,414
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$28,177	\$33,356
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$11,431	\$7,872
Fuel	\$3,807	\$4,215
TOTAL OPERATING EXPENSES	\$59,741	\$61,857

## OPERATING FUNDING SOURCES

Passenger Revenue	\$7,593	\$8,976
Other Operating Revenue		
Total Operating Revenues	\$7,593	\$8,976
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$52,148	\$52,881
Donations / Other		
TOTAL OPERATING FUNDING	\$59,741	\$61,857

## CAPITAL EXPENSES

Vehicles Purchased	\$72,000
Debt Servicing	
Other Capital Expenses	\$800
TOTAL CAPITAL EXPENSES	\$72,800

## CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	\$72,800
Donations / Other	
TOTAL CAPITAL FUNDING	\$72,800

## SERVICE HOURS/SCHEDULING \*

Weekday: 0800 to 1700 Sunday:  
 Saturday: Holiday:  
 Advanced booking notice: 14 days  
 Minimum notice for reservation: 2.0 hours  
 Reservations/Scheduling: Partially Computerized

## FARE STRUCTURE (2002)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.00		
Child	\$1.00		
Student	\$3.00		
Senior	\$3.00		
Attendant	\$3.00		
Companion	\$3.00		
Other			

## EMPLOYEE DATA (2002) \*

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

Union Affiliations: Operators: Teamsters Local 938  
 Maintenance: N/A

Top Operator Wage Rate: \$15.55  
 Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	13%	15%
Net Operating Cost / Capita	\$1.53	\$1.51
Total Exp. / Passenger	\$46.06	\$41.02
Total Exp. / Eligible Passenger	\$50.50	\$44.22
Transp. Exp. / Passenger		
Dedicated Service	\$33.47	\$30.13
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$24.81	\$20.66
<b>OPERATING</b>		
Registrants / Capita	0.0019	0.0019
Passengers / Capita	0.0381	0.0431
Passengers / Registrant	20.59	23.20
Passengers / Hour (Dedicated Service)	0.74	0.69
Km. / Passenger (Dedicated Service)	27.91	26.43
Average Speed (Dedicated Service)	20.69	18.11

## VEHICLE DATA (2002)

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

## PASSENGER STATISTICS (2002)

	Dedicated Service	Non-Dedicated Service
Ambulatory	101	
Wheelchair/Scooter Users	1,298	
Attendants/Companions	109	
Other		
TOTAL PASSENGER (%Total)	1,508 ( 100%)	( 0%)

# SOUTH BRUCE

## BRUCE GREY & HURON DISABILITY

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

Population served: 50,000  
 Service area (km²):  
 Communities served: 9  
 Service began: 1979  
 Advisory Committee members: 13  
 Eligibility Committee members: N/A

## NUMBER OF REGISTRANTS

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

Note: \* Fare varies with the length of the trip.  
 \* Service available on-demand, twenty-four hours per day, seven days per week.

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

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.

2001 2002

## SERVICE HOURS/SCHEDULING \*

Weekday: Sunday:  
 Saturday: Holiday:  
 Advanced booking notice:  
 Minimum notice for reservation: 24.0 hours  
 Reservations/Scheduling: Manual

## PASSENGER DATA

Dedicated Service 28,932 27,542  
 Non-Dedicated Service  
 TOTAL PASSENGERS 28,932 27,542  
 Subscription/Pre-booked 80%  
 Reservation 20%  
 On-Demand/Day of trip

## UNACCOMMODATED TRIPS

## NO-SHOWS/CANCELLED AT DOOR

## NUMBER OF COMPLAINTS

## OPERATING EXPENSES

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

Maintenance (Vehicles & Facilities)

Fuel

TOTAL OPERATING EXPENSES \$424,446 \$388,161

## OPERATING FUNDING SOURCES

Passenger Revenue \$126,894 \$107,591  
 Other Operating Revenue  
 Total Operating Revenues \$126,894 \$107,591  
 Federal Contributions  
 Provincial Contributions  
 Municipal Contributions \$255,300 \$253,086  
 Donations / Other \$42,252 \$6,000  
 TOTAL OPERATING FUNDING \$424,446 \$366,677

## 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 (2002)

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

## EMPLOYEE DATA (2002)

	(Full-Time)	(Part-Time)
Operators	8	6
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration	1	
Other	1	
TOTAL NUMBER OF EMPLOYEES	10	6

Union Affiliations: Operators: N/A  
 Maintenance: N/A

Top Operator Wage Rate: \$11.67

Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

FINANCIAL	2001	2002
R/C Ratio	30%	28%
Net Operating Cost / Capita	\$5.95	\$5.61
Total Exp. / Passenger	\$14.67	\$14.09
Total Exp. / Eligible Passenger	\$14.67	\$14.09

Transp. Exp. / Passenger

Dedicated Service

Non-Dedicated Service (e.g. Taxis)

Transp. Exp. / Hour (Dedicated Service)

## OPERATING

Registrants / Capita

Passengers / Capita 0.5786 0.5508

Passengers / Registrant

Passengers / Hour (Dedicated Service)

Km. / Passenger (Dedicated Service)

Average Speed (Dedicated Service)

## VEHICLE DATA

(2002)	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	9			
Small Buses	1			
Other	1			
TOTAL DED. VEHICLES	11		N/A	N/A
Accessible taxis	N/A	N/A		

## PASSENGER STATISTICS

(2002)	Dedicated Service	Non-Dedicated Service
Ambulatory	27,542*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	27,542 ( 100%)	( 0%)

\* Total for all categories

# ST. CATHARINES

## PARATRANSIT SYSTEM OF ST. CATHARINES

Contact: Ms. Debbie Grandbois  
Title: Paratransit Supervisor  
Telephone: (905) 685-9844  
FAX: (905) 685-4050  
e-mail: dgrandbois@yourbus.com

Population served: 130,000  
Service area (km²): 97.0  
Communities served: 2  
Service began: 1979  
Advisory Committee members: 9  
Eligibility Committee members: 2

## NUMBER OF REGISTRANTS

1,485  
Wheelchair/Scooter Users: 769 (52%)  
Ambulatory: 716 (48%)  
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

## VEHICLE KILOMETRES & HOURS

	2001	2002
Rev. Veh. Km. - Dedicated Service	334,358	336,439
Tot. Veh. Km. - Dedicated Service	334,358	336,439
Rev. Veh. Hr. - Dedicated Service	16,959	15,678
Tot. Veh. Hr. - Dedicated Service	16,959	15,678
Non-Dedicated Service - Veh. Km.	29,510	27,809
Non-Dedicated Service - Veh. Hr.	2,242	2,032

## PASSENGER DATA

Dedicated Service	36,332	37,845
Non-Dedicated Service	4,619	4,207
<b>TOTAL PASSENGERS</b>	<b>40,951</b>	<b>42,052</b>
Subscription/Pre-booked	25%	20%
Reservation	65%	75%
On-Demand/Day of trip	10%	5%
UNACCOMMODATED TRIPS	755	563
NO-SHOWS/CANCELLED AT DOOR	272	263
NUMBER OF COMPLAINTS	10	6

## OPERATING EXPENSES

Administration	\$25,626	\$28,213
Operations:		
Internal - Dedicated Service	\$497,940	\$488,657
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$100,348	\$101,836
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$154,743	\$177,111
Fuel	\$46,021	\$38,553
<b>TOTAL OPERATING EXPENSES</b>	<b>\$824,678</b>	<b>\$834,370</b>

## OPERATING FUNDING SOURCES

Passenger Revenue	\$81,240	\$84,164
Other Operating Revenue	\$41,718	\$50,741
<b>Total Operating Revenues</b>	<b>\$122,958</b>	<b>\$134,905</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$701,720	\$698,755
Donations / Other		\$710
<b>TOTAL OPERATING FUNDING</b>	<b>\$824,678</b>	<b>\$834,370</b>

## CAPITAL EXPENSES

Vehicles Purchased	\$70,352	\$96,761
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$70,352</b>	<b>\$96,761</b>

## CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$31,931
Municipal Contributions	\$35,000	\$64,830
Donations / Other	\$35,352	
<b>TOTAL CAPITAL FUNDING</b>	<b>\$70,352</b>	<b>\$96,761</b>

## SERVICE HOURS/SCHEDULING

Weekday:	0730 to 2330	Sunday:	1030 to 1800
Saturday:	0900 to 2330	Holiday:	1030 to 1800
Advanced booking notice:	21 days		
Minimum notice for reservation:	24.0 hours		
Reservations/Scheduling:	Fully Computerized		

## FARE STRUCTURE (2002)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.25	\$2.10	\$75.00
Child	\$1.50	\$1.50	
Student	\$2.25	\$2.00	\$50.00
Senior	\$2.25	\$1.50	\$50.00
Attendant	\$2.25		
Companion	\$2.25		
Other			

## EMPLOYEE DATA (2002)

	(Full-Time)	(Part-Time)
Operators	8	
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration	1	3
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>9</b>	<b>3</b>

**Union Affiliations:** Operators: ATU Local 846  
Maintenance: ATU Local 846

Top Operator Wage Rate: \$18.84  
Top Mechanic Wage Rate: \$21.98

## PERFORMANCE INDICATORS

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	15%	16%
Net Operating Cost / Capita	\$5.40	\$5.38
Total Exp. / Passenger	\$20.14	\$19.84
Total Exp. / Eligible Passenger	\$22.14	\$21.79
Transp. Exp. / Passenger		
Dedicated Service	\$19.23	\$18.61
Non-Dedicated Service (e.g. Taxis)	\$21.73	\$24.21
Transp. Exp. / Hour (Dedicated Service)	\$41.20	\$44.92
<b>OPERATING</b>		
Registrants / Capita	0.0107	0.0114
Passengers / Capita	0.3150	0.3235
Passengers / Registrant	29.31	28.32
Passengers / Hour (Dedicated Service)	2.14	2.41
Km. / Passenger (Dedicated Service)	9.20	8.89
Average Speed (Dedicated Service)	19.72	21.46

## VEHICLE DATA (2002)

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	2	2		3
Small Buses	8	6	4	7
Other				
<b>TOTAL DED. VEHICLES</b>	<b>10</b>	<b>8</b>	<b>N/A</b>	<b>N/A</b>
Accessible taxis	1	N/A		

## PASSENGER STATISTICS (2002)

	Dedicated Service	Non-Dedicated Service
Ambulatory	19,230	2,108
Wheelchair/Scooter Users	15,045	1,904
Attendants/Companions	3,570	195
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>37,845 ( 90%)</b>	<b>4,207 ( 10%)</b>

## ST. MARY'S &amp; AREA MOBILITY SERVICE

Contact: Ms. Sharron Arnold  
 Title: Office Administrator  
 Telephone: (519) 284-4010  
 FAX: (519) 284-0261  
 e-mail:

Population served: 6,000  
 Service area (km²): 12.5  
 Communities served: 1  
 Service began: 1989  
 Advisory Committee members: 8  
 Eligibility Committee members: N/A

## NUMBER OF REGISTRANTS

460  
 Wheelchair/Scooter Users: 100 (22%)  
 Ambulatory: 340 (74%)  
 Attendants/Companions: 20 (4%)  
 Other:

Note: \* Private bus rentals available outside regular business hours at \$40 per hour.

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 &amp; HOURS

	2001	2002
Rev. Veh. Km. - Dedicated Service	23,212	24,093
Tot. Veh. Km. - Dedicated Service	23,212	24,093
Rev. Veh. Hr. - Dedicated Service		
Tot. Veh. Hr. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	8,557	8,379
Non-Dedicated Service	870	
TOTAL PASSENGERS	9,427	8,379
Subscription/Pre-booked	50%	80%
Reservation	45%	15%
On-Demand/Day of trip	5%	5%
UNACCOMMODATED TRIPS	20	10
NO-SHOWS/CANCELLED AT DOOR	20	20
NUMBER OF COMPLAINTS	3	2

## OPERATING EXPENSES

Administration	\$48,052	\$34,939
Operations:		
Internal - Dedicated Service	\$40,825	\$42,700
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$130	\$122
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities) *	\$2,300	\$3,522
Fuel	\$5,700	\$3,909
TOTAL OPERATING EXPENSES	\$97,007	\$85,192

## OPERATING FUNDING SOURCES

Passenger Revenue	\$29,947	\$31,356
Other Operating Revenue	\$2,813	\$1,281
Total Operating Revenues	\$32,760	\$32,637
Federal Contributions		
Provincial Contributions		\$11,220
Municipal Contributions	\$21,920	\$11,450
Donations / Other	\$15,203	\$21,732
TOTAL OPERATING FUNDING	\$69,883	\$77,039

## 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: 0900 to 1300
Saturday:	Holiday:
Advanced booking notice:	1 days
Minimum notice for reservation:	1.0 hours
Reservations/Scheduling:	

## FARE STRUCTURE (2002)

	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 (2002)

	(Full-Time)	(Part-Time)
Operators	1	4
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration		
Other		16
TOTAL NUMBER OF EMPLOYEES	1	20

Union Affiliations: Operators: N/A  
 Maintenance: N/A

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

## PERFORMANCE INDICATORS

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	34%	38%
Net Operating Cost / Capita	\$10.71	\$8.76
Total Exp. / Passenger	\$10.29	\$10.17
Total Exp. / Eligible Passenger	\$10.31	\$11.47
Transp. Exp. / Passenger		
Dedicated Service	\$5.71	\$5.98
Non-Dedicated Service (e.g. Taxis)	\$0.15	
Transp. Exp. / Hour (Dedicated Service)		
<b>OPERATING</b>		
Registrants / Capita	0.0600	0.0767
Passengers / Capita	1.5712	1.3965
Passengers / Registrant	26.19	18.22
Passengers / Hour (Dedicated Service)		
Km. / Passenger (Dedicated Service)	2.71	2.88
Average Speed (Dedicated Service)		

## VEHICLE DATA

(2002)	Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair   Ambulatory
Non-Accessible Cars	16	16	N/A
Accessible Vans/Minivans			
Small Buses	1	1	4   14
Other			
TOTAL DED. VEHICLES	17	17	N/A   N/A
Accessible taxis	N/A	N/A	

## PASSENGER STATISTICS

(2002)	Dedicated Service	Non-Dedicated Service
Ambulatory	5,604	
Wheelchair/Scooter Users	1,822	
Attendants/Companions		
Other	953	
TOTAL PASSENGER (%Total)	8,379 ( 100%)	( 0%)

# ST. THOMAS

## ST. THOMAS PARA TRANSIT SERVICE

Contact: Mr. Mark Sture  
 Title: Supervisor Roads and Transportation  
 Telephone: (519) 631-0368 x3  
 FAX: (519) 631-5542  
 e-mail: msture@city.st-thomas.on.ca  
 Dedicated Service operated by: 1 Private Contractor  
 Non-Ded. Service (e.g. Taxis) operated by: N/A  
 Taxi Scrip Program available: NO

Population served: 35,150  
 Service area (km²): 32.5  
 Communities served: 1  
 Service began: 1990  
 Advisory Committee members: 10  
 Eligibility Committee members: 3

**NUMBER OF REGISTRANTS** 433  
 Wheelchair/Scooter Users: 102 (24%)  
 Ambulatory: 331 (76%)  
 Attendants/Companions:  
 Other:  
 Registration Fee: \$12.50  
 Note: \* 2002 Fuel Expenses were included in the contract cost listed under Operations (Contract - Dedicated Service).

### ELIGIBILITY CRITERIA

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

### VEHICLE KILOMETRES & HOURS

	2001	2002
Rev. Veh. Km. - Dedicated Service	53,133	
Tot. Veh. Km. - Dedicated Service	53,900	
Rev. Veh. Hr. - Dedicated Service	6,020	
Tot. Veh. Hr. - Dedicated Service	6,020	
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

### PASSENGER DATA

Dedicated Service	14,405	16,200
Non-Dedicated Service		
<b>TOTAL PASSENGERS</b>	<b>14,405</b>	<b>16,200</b>
Subscription/Pre-booked	25%	
Reservation	74%	
On-Demand/Day of trip	1%	
UNACCOMMODATED TRIPS	35	
NO-SHOWS/CANCELLED AT DOOR	732	
NUMBER OF COMPLAINTS	15	

### OPERATING EXPENSES

Administration	\$322	\$6,790
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$131,746	\$181,500
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$18,600	\$17,240
Fuel*	\$13,665	
<b>TOTAL OPERATING EXPENSES</b>	<b>\$164,333</b>	<b>\$205,530</b>

### OPERATING FUNDING SOURCES

Passenger Revenue	\$34,885	\$39,960
Other Operating Revenue	\$5,451	\$5,645
<b>Total Operating Revenues</b>	<b>\$40,336</b>	<b>\$45,605</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$123,997	\$159,925
Donations / Other		
<b>TOTAL OPERATING FUNDING</b>	<b>\$164,333</b>	<b>\$205,530</b>

### 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>	

### SERVICE HOURS/SCHEDULING

Weekday:	0715 to 1830	Sunday:
Saturday:	0915 to 1830	Holiday:
Advanced booking notice:	1 days	
Minimum notice for reservation:	1.0 hours	
Reservations/Scheduling:	Manual	

### FARE STRUCTURE (2002)

	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			

### EMPLOYEE DATA (2002)

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

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

Top Operator Wage Rate: \$12.00  
 Top Mechanic Wage Rate: \$55.00

## PERFORMANCE INDICATORS

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	25%	22%
Net Operating Cost / Capita	\$3.76	\$4.55
Total Exp. / Passenger	\$11.41	\$12.69
Total Exp. / Eligible Passenger	\$11.58	\$12.69
Transp. Exp. / Passenger		
Dedicated Service	\$11.39	\$12.27
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$27.24	
<b>OPERATING</b>		
Registrants / Capita	0.0145	0.0123
Passengers / Capita	0.4365	0.4609
Passengers / Registrant	30.07	37.41
Passengers / Hour (Dedicated Service)	2.39	
Km. / Passenger (Dedicated Service)	3.69	
Average Speed (Dedicated Service)	8.83	

### VEHICLE DATA

(2002)	Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair Ambulatory
Non-Accessible Cars			N/A
Accessible Vans/Minivans			
Small Buses	2	2	
Other			
<b>TOTAL DED. VEHICLES</b>	<b>2</b>	<b>2</b>	<b>N/A</b>
Accessible taxis	N/A	N/A	

### PASSENGER STATISTICS

(2002)	Dedicated Service	Non-Dedicated Service
Ambulatory	16,200	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>16,200 ( 100%)</b>	<b>( 0%)</b>



# STRATFORD

## STRATFORD PARALLEL TRANSIT

Contact: Mr. Harry Eaton  
Title: General Manager  
Telephone: (519) 273-0511  
FAX: (519) 273-3760  
e-mail:

Population served: 29,000  
Service area (km²): 21.9  
Communities served: 1  
Service began: 1975  
Advisory Committee members: 10  
Eligibility Committee members: 2

## NUMBER OF REGISTRANTS

615  
Wheelchair/Scooter Users: 325 (53%)  
Ambulatory: 290 (47%)  
Attendants/Companions:  
Other:

Note: \* 2002 data were affected by 8 day strike.  
\* Service was also available on the 1st and 4th Thursday and 2nd Tuesday of every month until 2200 hours.

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

	2001	2002
Rev. Veh. Km. - Dedicated Service		
Tot. Veh. Km. - Dedicated Service		
Rev. Veh. Hr. - Dedicated Service	6,240	6,113
Tot. Veh. Hr. - Dedicated Service	6,240	6,113
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	19,310	17,662
Non-Dedicated Service	1,501	1,402
TOTAL PASSENGERS	20,811	19,064
Subscription/Pre-booked	55%	55%
Reservation	40%	40%
On-Demand/Day of trip	5%	5%
UNACCOMMODATED TRIPS	200	110
NO-SHOWS/CANCELLED AT DOOR	156	95
NUMBER OF COMPLAINTS	7	

## OPERATING EXPENSES

Administration	\$58,055	\$63,932
Operations:		
Internal - Dedicated Service	\$167,228	\$172,858
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$6,511	\$6,038
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$36,896	\$48,720
Fuel	\$18,154	\$15,485
TOTAL OPERATING EXPENSES	\$286,844	\$307,033

## OPERATING FUNDING SOURCES

Passenger Revenue	\$51,196	\$52,873
Other Operating Revenue	\$1,476	\$988
Total Operating Revenues	\$52,672	\$53,861
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$239,584	\$242,407
Donations / Other		
TOTAL OPERATING FUNDING	\$292,256	\$296,268

## CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		

## CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		\$20,000
Donations / Other		\$2,639
TOTAL CAPITAL FUNDING		\$22,639

## SERVICE HOURS/SCHEDULING \*

Weekday: 0800 to 1700	Sunday: 0900 to 1700
Saturday: 0900 to 1700	Holiday:
Advanced booking notice:	14 days
Minimum notice for reservation:	1.0 hours
Reservations/Scheduling:	Manual

## FARE STRUCTURE (2002)

	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	free		
Companion	free		
Other			

## EMPLOYEE DATA (2002)

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

Union Affiliations: Operators: IBEW Local 636  
Maintenance: N/A

Top Operator Wage Rate: \$14.31  
Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	18%	18%
Net Operating Cost / Capita	\$8.07	\$8.73
Total Exp. / Passenger	\$13.78	\$16.11
Total Exp. / Eligible Passenger	\$13.78	\$16.11
Transp. Exp. / Passenger		
Dedicated Service	\$11.51	\$13.42
Non-Dedicated Service (e.g. Taxis)	\$4.34	\$4.31
Transp. Exp. / Hour (Dedicated Service)	\$35.62	\$38.78

## OPERATING

Registrants / Capita	0.0216	0.0212
Passengers / Capita	0.7176	0.6574
Passengers / Registrant	33.30	31.00
Passengers / Hour (Dedicated Service)	3.09	2.89
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

## VEHICLE DATA (2002)

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

## PASSENGER STATISTICS (2002)

	Dedicated Service	Non-Dedicated Service
Ambulatory	7,891	1,402
Wheelchair/Scooter Users	9,771	
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	17,662 ( 93%)	1,402 ( 7%)
* Total for all categories		

# SUDBURY

## SUDBURY HANDI-TRANSIT

Contact: Mr. Robert Gauthier  
Title: Operations Supervisor  
Telephone: (705) 671-2489 x2411  
FAX: (705) 673-8719  
e-mail: robert.gauthier@city.greatersudbury.on.ca

Population served: 155,601  
Service area (km²): 3627.0  
Communities served: 7  
Service began: 2001  
Advisory Committee members: 12  
Eligibility Committee members: N/A

## NUMBER OF REGISTRANTS

4,101  
Wheelchair/Scooter Users: 1,964 (48%)  
Ambulatory: 2,087 (51%)  
Attendants/Companions: 50 (1%)  
Other:

Dedicated Service operated by: 1 Private 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

Note: \* Effective Sept. 1, 2001, all fares within the service area of the City of Greater Sudbury were harmonized to \$1.75 per one way trip. Also on Sept. 1, 2001, the service hours of operations in the Commuter Areas were harmonized from 0715 to 1700 hours.

VEHICLE KILOMETRES & HOURS	2001	2002
Rev. Veh. Km. - Dedicated Service		294,000
Tot. Veh. Km. - Dedicated Service		300,000
Rev. Veh. Hr. - Dedicated Service	25,190	16,200
Tot. Veh. Hr. - Dedicated Service	25,190	16,360
Non-Dedicated Service - Veh. Km.		20,000
Non-Dedicated Service - Veh. Hr.		1,300

## PASSENGER DATA

Dedicated Service *	56,010	50,045
Non-Dedicated Service *		15,925
<b>TOTAL PASSENGERS</b>	<b>56,010</b>	<b>65,970</b>
Subscription/Pre-booked		75%
Reservation		24%
On-Demand/Day of trip		1%

## UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

## OPERATING EXPENSES

Administration		\$199
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service *	\$1,373,000	\$1,117,589
Contract - Non-Dedicated Service		\$262,123
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
<b>TOTAL OPERATING EXPENSES</b>	<b>\$1,373,000</b>	<b>\$1,379,911</b>

## OPERATING FUNDING SOURCES

Passenger Revenue	\$127,410	\$126,735
Other Operating Revenue		\$12,180
<b>Total Operating Revenues</b>	<b>\$127,410</b>	<b>\$138,915</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$1,245,590	\$1,240,996
Donations / Other		
<b>TOTAL OPERATING FUNDING</b>	<b>\$1,373,000</b>	<b>\$1,379,911</b>

## 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: 0845 to 2145  
Advanced booking notice: 2 days  
Minimum notice for reservation:  
Reservations/Scheduling: Partially Computerized

## FARE STRUCTURE (2002)

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

## EMPLOYEE DATA (2002)

	(Full-Time)	(Part-Time)
Operators	6	5
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration	2	1
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>8</b>	<b>6</b>

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

Top Operator Wage Rate: \$14.38  
Top Mechanic Wage Rate: \$22.30

## PERFORMANCE INDICATORS

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	9%	10%
Net Operating Cost / Capita	\$8.01	\$7.98
Total Exp. / Passenger	\$24.51	\$20.92
Total Exp. / Eligible Passenger	\$27.22	\$22.44
Transp. Exp. / Passenger		
Dedicated Service	\$24.51	\$22.33
Non-Dedicated Service (e.g. Taxis)		\$16.46
Transp. Exp. / Hour (Dedicated Service)	\$54.51	\$68.31
<b>OPERATING</b>		
Registrants / Capita		0.0264
Passengers / Capita	0.3600	0.4240
Passengers / Registrant		16.09
Passengers / Hour (Dedicated Service)	2.22	3.09
Km. / Passenger (Dedicated Service)		5.87
Average Speed (Dedicated Service)		18.15

	Dedicated Service	Non-Dedicated Service
<b>PASSENGER STATISTICS (2002)</b>		
Ambulatory	21,927	12,366
Wheelchair/Scooter Users	23,643	3,559
Attendants/Companions	4,475	
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>50,045 ( 76%)</b>	<b>15,925 ( 24%)</b>
* Total for all categories		

## VEHICLE DATA (2002)

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	2	2	2	2
Small Buses	8	6	6	4
Other				
<b>TOTAL DED. VEHICLES</b>	<b>10</b>	<b>8</b>	<b>N/A</b>	<b>N/A</b>
Accessible taxis	N/A	N/A		

# THUNDER BAY

## HAGI TRANSIT INC.

Contact: Ms. Brenda Deck  
Title: Operational Coordinator  
Telephone: (807) 343-9320  
FAX: (807) 344-3521  
e-mail: al.buchan@hagi.ca

Population served: 120,000  
Service area (km²): 325.0  
Communities served: 1  
Service began: 1975  
Advisory Committee members: 12  
Eligibility Committee members: 12

## NUMBER OF REGISTRANTS

2,630  
Wheelchair/Scooter Users: 1,052 (40%)  
Ambulatory: 1,578 (60%)  
Attendants/Companions:  
Other:

Note: \* An expansion of service hours in 2002 helped reducing the number of unaccommodated trips.

## ELIGIBILITY CRITERIA

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

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

## VEHICLE KILOMETRES & HOURS

	2001	2002
Rev. Veh. Km. - Dedicated Service	576,139	601,267
Tot. Veh. Km. - Dedicated Service	576,139	601,267
Rev. Veh. Hr. - Dedicated Service	27,356	27,356
Tot. Veh. Hr. - Dedicated Service	27,356	27,356
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	77,771	78,857
Non-Dedicated Service	3,570	5,342
<b>TOTAL PASSENGERS</b>	<b>81,341</b>	<b>84,199</b>
Subscription/Pre-booked	50%	50%
Reservation	40%	40%
On-Demand/Day of trip	10%	10%
<b>UNACCOMMODATED TRIPS</b>	<b>5,348</b>	<b>1,331</b>
<b>NO-SHOWS/CANCELLED AT DOOR</b>	<b>1,019</b>	<b>1,000</b>
<b>NUMBER OF COMPLAINTS</b>	<b>6</b>	<b>12</b>

## OPERATING EXPENSES

Administration	\$100,370	\$218,504
Operations:		
Internal - Dedicated Service	\$825,788	\$856,358
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip	\$56,579	\$57,851
Maintenance (Vehicles & Facilities)	\$104,008	\$158,365
Fuel	\$99,410	\$106,827
<b>TOTAL OPERATING EXPENSES</b>	<b>\$1,186,155</b>	<b>\$1,397,905</b>

## OPERATING FUNDING SOURCES

Passenger Revenue	\$236,309	\$246,284
Other Operating Revenue	\$58,438	\$57,732
<b>Total Operating Revenues</b>	<b>\$294,747</b>	<b>\$304,016</b>
Federal Contributions		
Provincial Contributions	\$65,410	\$71,182
Municipal Contributions	\$885,700	\$1,057,129
Donations / Other		
<b>TOTAL OPERATING FUNDING</b>	<b>\$1,245,857</b>	<b>\$1,432,327</b>

## CAPITAL EXPENSES

Vehicles Purchased	\$295,812	\$144,946
Debt Servicing		
Other Capital Expenses		
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$295,812</b>	<b>\$144,946</b>

## CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$47,832
Municipal Contributions	\$244,864	\$97,114
Donations / Other	\$50,948	
<b>TOTAL CAPITAL FUNDING</b>	<b>\$295,812</b>	<b>\$144,946</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: 24.0 hours  
Reservations/Scheduling: Fully Computerized

## FARE STRUCTURE (2002)

	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 (2002)

	(Full-Time)	(Part-Time)
Operators	9	19
Other Operations (e.g. dispatchers)	3	3
Maintenance		
General Administration	1	
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>13</b>	<b>22</b>

**Union Affiliations:** Operators: ATU Local 966  
Maintenance: N/A

Top Operator Wage Rate: \$14.29  
Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	25%	22%
Net Operating Cost / Capita	\$7.43	\$9.12
Total Exp. / Passenger	\$14.58	\$16.60
Total Exp. / Eligible Passenger	\$15.39	\$17.50
Transp. Exp. / Passenger		
Dedicated Service	\$13.23	\$14.22
Non-Dedicated Service (e.g. Taxis)	\$15.85	\$10.83
Transp. Exp. / Hour (Dedicated Service)	\$37.62	\$41.00

## OPERATING

Registrants / Capita	0.0134	0.0219
Passengers / Capita	0.6778	0.7017
Passengers / Registrant	50.52	32.01
Passengers / Hour (Dedicated Service)	2.84	2.88
Km. / Passenger (Dedicated Service)	7.41	7.62
Average Speed (Dedicated Service)	21.06	21.98

## VEHICLE DATA (2002)

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	2	2	2	2
Small Buses	16	14	4	8
Other				
<b>TOTAL DED. VEHICLES</b>	<b>18</b>	<b>16</b>	<b>N/A</b>	<b>N/A</b>
Accessible taxis	N/A	N/A		

## PASSENGER STATISTICS (2002)

	Dedicated Service	Non-Dedicated Service
Ambulatory	42,449	3,205
Wheelchair/Scooter Users	32,071	2,137
Attendants/Companions	4,337	
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>78,857 ( 94%)</b>	<b>5,342 ( 6%)</b>

## TIMMINS HANDI-TRANS

Contact: Mr. David Onodera  
 Title: Transit Superintendent  
 Telephone: (705) 360-8475  
 FAX: (705) 360-1405  
 e-mail: transit@city.timmins.on.ca

Population served: 40,000  
 Service area (km²):  
 Communities served: 1  
 Service began: 1976  
 Advisory Committee members: 7  
 Eligibility Committee members: 4

## NUMBER OF REGISTRANTS

956  
 Wheelchair/Scooter Users: 481 (50%)  
 Ambulatory: 428 (45%)  
 Attendants/Companions:  
 Other: 47 (5%)

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

Note: \* Thursday Service Hours: 0700-2300 hours.

\* Employment Statistics did not include other staff from Conventional System as required.

## VEHICLE KILOMETRES &amp; HOURS

	2001	2002
Rev. Veh. Km. - Dedicated Service	137,579	134,376
Tot. Veh. Km. - Dedicated Service	137,579	134,376
Rev. Veh. Hr. - Dedicated Service	8,482	8,452
Tot. Veh. Hr. - Dedicated Service	8,482	8,452
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	15,231	14,245
Non-Dedicated Service		
TOTAL PASSENGERS	15,231	14,245
Subscription/Pre-booked	60%	76%
Reservation	20%	23%
On-Demand/Day of trip	20%	1%

## UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR 1,207

## NUMBER OF COMPLAINTS

## OPERATING EXPENSES

Administration	\$39,533	\$35,049
Operations:		
Internal - Dedicated Service	\$209,192	\$276,282
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$16,885	\$39,341
Fuel	\$22,203	\$17,706
TOTAL OPERATING EXPENSES	\$287,813	\$368,378

## OPERATING FUNDING SOURCES

Passenger Revenue	\$33,406	\$31,905
Other Operating Revenue		
Total Operating Revenues	\$33,406	\$31,905
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$254,407	\$336,473
Donations / Other		
TOTAL OPERATING FUNDING	\$287,813	\$368,378

## CAPITAL EXPENSES

Vehicles Purchased	\$80,000	\$89,120
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$80,000	\$89,120

## CAPITAL FUNDING SOURCES

Transit System		\$59,414
Federal Contributions		
Provincial Contributions		\$29,706
Municipal Contributions	\$80,000	
Donations / Other		
TOTAL CAPITAL FUNDING	\$80,000	\$89,120

## SERVICE HOURS/SCHEDULING \*

Weekday: 0700 to 1800 Sunday:  
 Saturday: 1000 to 1800 Holiday:  
 Advanced booking notice: 14 days  
 Minimum notice for reservation: 1.0 hours  
 Reservations/Scheduling: Fully Computerized

## FARE STRUCTURE (2002)

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

## EMPLOYEE DATA (2002) \*

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

Union Affiliations: Operators: CUPE Local 1140, 1544  
 Maintenance: CUPE Local 1544

Top Operator Wage Rate: \$18.32  
 Top Mechanic Wage Rate: \$21.27

## PERFORMANCE INDICATORS

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	12%	9%
Net Operating Cost / Capita	\$5.70	\$8.41
Total Exp. / Passenger	\$18.90	\$25.86
Total Exp. / Eligible Passenger	\$19.16	\$25.86
Transp. Exp. / Passenger		
Dedicated Service	\$16.30	\$23.40
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$29.27	\$39.44
<b>OPERATING</b>		
Registrants / Capita	0.0157	0.0239
Passengers / Capita	0.3413	0.3561
Passengers / Registrant	21.73	14.90
Passengers / Hour (Dedicated Service)	1.80	1.69
Km. / Passenger (Dedicated Service)	9.03	9.43
Average Speed (Dedicated Service)	16.22	15.90

VEHICLE DATA  
(2002)

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

PASSENGER STATISTICS  
(2002)

	Dedicated Service	Non-Dedicated Service
Ambulatory	14,245*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	14,245 ( 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: 2,500,000  
 Service area (km²): 630.0  
 Communities served: 1  
 Service began: 1975  
 Advisory Committee members: 15  
 Eligibility Committee members: N/A

## NUMBER OF REGISTRANTS

27,558  
 Wheelchair/Scooter Users: 15,207 (55%)  
 Ambulatory: 12,351 (45%)  
 Attendants/Companions:  
 Other:

Note: \* Registration fee of \$15.00 per registrant ceased in May 2002.

## ELIGIBILITY CRITERIA

Dedicated Service operated by: Transit System + 6 contractors  
 Non-Ded. Service (e.g. Taxis) operated by: 3 taxi companies  
 Taxi Scrip Program available: NO

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

## VEHICLE KILOMETRES &amp; HOURS

	2001	2002
Rev. Veh. Km. - Dedicated Service	8,820,130	9,318,159
Tot. Veh. Km. - Dedicated Service	9,435,939	10,098,089
Rev. Veh. Hr. - Dedicated Service	419,535	431,012
Tot. Veh. Hr. - Dedicated Service	446,095	469,049
Non-Dedicated Service - Veh. Km.	2,018,673	1,993,502
Non-Dedicated Service - Veh. Hr.	66,261	66,697

## PASSENGER DATA

Dedicated Service *	1,238,964	1,351,601
Non-Dedicated Service	295,815	293,657
TOTAL PASSENGERS	1,534,779	1,645,258
Subscription/Pre-booked	52%	52%
Reservation	47%	47%
On-Demand/Day of trip	1%	1%
UNACCOMMODATED TRIPS	62,300	48,700
NO-SHOWS/CANCELLED AT DOOR	43,900	46,400
NUMBER OF COMPLAINTS	2,542	2,128

## OPERATING EXPENSES

Administration	\$6,495,540	\$7,926,700
Operations:		
Internal - Dedicated Service	\$14,949,610	\$15,480,700
Contract - Dedicated Service *	\$6,722,394	\$8,219,300
Contract - Non-Dedicated Service	\$3,668,948	\$3,663,000
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$8,878,067	\$8,804,900
Fuel	\$1,284,581	\$1,216,400
TOTAL OPERATING EXPENSES	\$41,999,140	\$45,311,000

## OPERATING FUNDING SOURCES

Passenger Revenue	\$2,133,445	\$2,332,700
Other Operating Revenue	\$96,745	\$55,000
Total Operating Revenues	\$2,230,190	\$2,387,700
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$39,768,950	\$42,923,300
Donations / Other		
TOTAL OPERATING FUNDING	\$41,999,140	\$45,311,000

## CAPITAL EXPENSES

Vehicles Purchased	\$5,903,000	\$4,740,300
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$5,903,000	\$4,740,300

## CAPITAL FUNDING SOURCES

Transit System	\$3,000,000	\$1,632,300
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$2,903,000	\$3,108,000
Donations / Other		
TOTAL CAPITAL FUNDING	\$5,903,000	\$4,740,300

## SERVICE HOURS/SCHEDULING

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

## FARE STRUCTURE (2002)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.25	\$1.80	\$93.50
Child	\$0.50	\$0.40	
Student	\$1.50	\$1.20	\$80.00
Senior	\$1.50	\$1.20	\$80.00
Attendant			
Companion			
Other	Attendants/Companions: same as above		

## EMPLOYEE DATA (2002)

	(Full-Time)	(Part-Time)
Operators	224	
Other Operations (e.g. dispatchers)	41	
Maintenance	72	
General Administration	34	
Other		
TOTAL NUMBER OF EMPLOYEES	371	

Union Affiliations: Operators: ATU Local 113  
 Maintenance: ATU Local 113

Top Operator Wage Rate: \$22.92  
 Top Mechanic Wage Rate: \$27.87

## PERFORMANCE INDICATORS

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	5%	5%
Net Operating Cost / Capita	\$15.91	\$17.17
Total Exp. / Passenger	\$27.36	\$27.54
Total Exp. / Eligible Passenger	\$27.36	\$27.54
Transp. Exp. / Passenger		
Dedicated Service	\$25.69	\$24.95
Non-Dedicated Service (e.g. Taxis)	\$12.40	\$12.47
Transp. Exp. / Hour (Dedicated Service)	\$71.36	\$71.89
<b>OPERATING</b>		
Registrants / Capita	0.0096	0.0110
Passengers / Capita	0.6139	0.6581
Passengers / Registrant	63.64	59.70
Passengers / Hour (Dedicated Service)	2.95	3.14
Km. / Passenger (Dedicated Service)	7.12	6.89
Average Speed (Dedicated Service)	21.02	21.62

VEHICLE DATA  
(2002)

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	32	32	N/A	
Accessible Vans/Minivans	68	68	1	3
Small Buses	133	120	5	13
Other				
TOTAL DED. VEHICLES	233	220	N/A	N/A
Accessible taxis	68	N/A		

PASSENGER STATISTICS  
(2002)

	Dedicated Service	Non-Dedicated Service
Ambulatory	786,063	284,433
Wheelchair/Scooter Users	565,538	9,224
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	1,351,601 ( 82%)	293,657 ( 18%)

# TRENT HILLS

## CAMPBELLFORD DISTRICT RURAL TRANS.

Contact: Ms. Doreen Sharpe  
Title: President  
Telephone: (705) 653-1900  
FAX: (705) 653-5904  
e-mail:

Population served: 12,500  
Service area (km²): 509.5  
Communities served: 1  
Service began: 1992  
Advisory Committee members: 10  
Eligibility Committee members: 2

## NUMBER OF REGISTRANTS

437  
Wheelchair/Scooter Users: 106 (24%)  
Ambulatory: 281 (64%)  
Attendants/Companions: 50 (11%)  
Other:

Note: \* Upon request, appointments are available on Saturday, Sunday, and holidays.

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

	2001	2002
Rev. Veh. Km. - Dedicated Service	67,184	67,117
Tot. Veh. Km. - Dedicated Service	67,184	67,117
Rev. Veh. Hr. - Dedicated Service	2,250	2,563
Tot. Veh. Hr. - Dedicated Service	2,250	2,563
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	3,067	5,375
Non-Dedicated Service		
TOTAL PASSENGERS	3,067	5,375
Subscription/Pre-booked	15%	100%
Reservation	84%	
On-Demand/Day of trip	1%	
UNACCOMMODATED TRIPS	125	200
NO-SHOWS/CANCELLED AT DOOR	36	50
NUMBER OF COMPLAINTS	2	1

## OPERATING EXPENSES

Administration	\$41,288	\$25,931
Operations:		
Internal - Dedicated Service	\$45,064	\$46,682
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$11,354	\$8,450
Fuel	\$16,000	\$8,640
TOTAL OPERATING EXPENSES	\$113,706	\$89,703

## OPERATING FUNDING SOURCES

Passenger Revenue	\$23,034	\$21,896
Other Operating Revenue		
Total Operating Revenues	\$23,034	\$21,896
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$30,350	\$30,350
Donations / Other	\$47,074	\$32,645
TOTAL OPERATING FUNDING	\$100,458	\$84,891

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

## FARE STRUCTURE (2002)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$4.50	\$4.00	
Child			
Student			
Senior			
Attendant	free		
Companion	\$4.50		
Other			

## EMPLOYEE DATA (2002)

	(Full-Time)	(Part-Time)
Operators	1	4
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration		1
Other		
TOTAL NUMBER OF EMPLOYEES	1	5

Union Affiliations: Operators: N/A  
Maintenance: N/A

Top Operator Wage Rate: \$11.00  
Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	20%	24%
Net Operating Cost / Capita	\$7.56	\$5.42
Total Exp. / Passenger	\$37.07	\$16.69
Total Exp. / Eligible Passenger	\$37.38	\$17.33
Transp. Exp. / Passenger		
Dedicated Service	\$23.61	\$11.86
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$32.19	\$24.88
<b>OPERATING</b>		
Registrants / Capita	0.0397	0.0350
Passengers / Capita	0.2556	0.4300
Passengers / Registrant	6.44	12.30
Passengers / Hour (Dedicated Service)	1.36	2.10
Km. / Passenger (Dedicated Service)	21.91	12.49
Average Speed (Dedicated Service)	29.86	26.19

## VEHICLE DATA

(2002)	Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair Ambulatory
Non-Accessible Cars			N/A
Accessible Vans/Minivans	1	1	5 9
Small Buses			
Other			
TOTAL DED. VEHICLES	1	1	N/A N/A
Accessible taxis	N/A	N/A	

## PASSENGER STATISTICS

(2002)	Dedicated Service	Non-Dedicated Service
Ambulatory	4,098	
Wheelchair/Scooter Users	1,077	
Attendants/Companions	200	
Other		
TOTAL PASSENGER (%Total)	5,375 ( 100%)	( 0%)

# WALLACEBURG

## WALLACEBURG SPECIALIZED TRANSIT SERVICE

Contact: Mr. Dave White  
 Title: Traffic Technician  
 Telephone: (519) 360-1998 x3983  
 FAX: (519) 436-3283  
 e-mail: davew@chatham-kent.ca

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

Population served: 11,800  
 Service area (km²):  
 Communities served: 1  
 Service began: 1991  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

## NUMBER OF REGISTRANTS

331  
 Wheelchair/Scooter Users: 121 (37%)  
 Ambulatory: 210 (63%)  
 Attendants/Companions:  
 Other:

Note: \* Other eligibility criteria: doctor recommendation of disability.  
 \* Contractor provides operators and mechanics for Wallaceburg Specialized Transit Service

## ELIGIBILITY CRITERIA

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

## VEHICLE KILOMETRES & HOURS

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

2001 2002  
 2,500 2,500  
 2,500 2,500

## SERVICE HOURS/SCHEDULING

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

## PASSENGER DATA

Dedicated Service 6,700 6,476  
 Non-Dedicated Service  
 TOTAL PASSENGERS 6,700 6,476  
 Subscription/Pre-booked  
 Reservation  
 On-Demand/Day of trip

## UNACCOMMODATED TRIPS

NO-SHOWS/CANCELLED AT DOOR

NUMBER OF COMPLAINTS

## OPERATING EXPENSES

Administration \$14,500 \$13,500  
 Operations:  
 Internal - Dedicated Service  
 Contract - Dedicated Service \$74,500 \$79,500  
 Contract - Non-Dedicated Service  
 Contract - Taxi Scrip  
 Maintenance (Vehicles & Facilities)  
 Fuel

TOTAL OPERATING EXPENSES \$89,000 \$93,000

## OPERATING FUNDING SOURCES

Passenger Revenue \$20,000 \$22,000  
 Other Operating Revenue \$8,000  
 Total Operating Revenues \$28,000 \$22,000  
 Federal Contributions  
 Provincial Contributions  
 Municipal Contributions \$59,000 \$68,000  
 Donations / Other \$2,000 \$3,000  
 TOTAL OPERATING FUNDING \$89,000 \$93,000

## CAPITAL EXPENSES

Vehicles Purchased \$55,000  
 Debt Servicing  
 Other Capital Expenses  
 TOTAL CAPITAL EXPENSES \$55,000

## CAPITAL FUNDING SOURCES

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

## FARE STRUCTURE (2002)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.00		
Child	\$3.00		
Student	\$3.00		
Senior	\$3.00		
Attendant	free		
Companion	free		
Other	44 Rides for \$132		

## EMPLOYEE DATA (2002) \*

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

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators: N/A  
 Maintenance: N/A

Top Operator Wage Rate:  
 Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	31%	24%
Net Operating Cost / Capita	\$5.17	\$6.02
Total Exp. / Passenger	\$13.28	\$14.36
Total Exp. / Eligible Passenger	\$14.13	\$15.60
Transp. Exp. / Passenger		
Dedicated Service	\$11.12	\$12.28
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$29.80	\$31.80
<b>OPERATING</b>		
Registrants / Capita	0.0288	0.0281
Passengers / Capita	0.5678	0.5488
Passengers / Registrant	19.71	19.56
Passengers / Hour (Dedicated Service)	2.68	2.59
Km. / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

## VEHICLE DATA (2002)

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

## PASSENGER STATISTICS (2002)

	Dedicated Service	Non-Dedicated Service
Ambulatory	4,043	
Wheelchair/Scooter Users	1,917	
Attendants/Companions	516	
Other		
TOTAL PASSENGER (%Total)	6,476 ( 100%)	( 0%)

## WELLAND HANDI-TRANS

Contact: Ms. Margaret Fortin  
 Title: Office Coordinator  
 Telephone: (905) 732-6844  
 FAX: (905) 732-9422  
 e-mail: margaret.fortin@city.welland.on.ca

Dedicated Service operated by: Transit System/Municipality

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

Taxi Scrip Program available: NO

Population served: 46,965  
 Service area (km²): 86.0  
 Communities served: 1  
 Service began: 1981  
 Advisory Committee members: N/A  
 Eligibility Committee members: N/A

## NUMBER OF REGISTRANTS

962  
 Wheelchair/Scooter Users: 305 (32%)  
 Ambulatory: 634 (66%)  
 Attendants/Companions: 23 (2%)  
 Other:

Note: \* IRD maximizes client bookings to same destination locations.

\* Inter-municipal specialized transportation for medical trips only are not included in survey.

\* June 23 - Sept. 2, 2002 (10-week summer schedule)

## ELIGIBILITY CRITERIA

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

## VEHICLE KILOMETRES &amp; HOURS

	2001	2002
Rev. Veh. Km. - Dedicated Service	90,903	91,205
Tot. Veh. Km. - Dedicated Service	95,648	95,756
Rev. Veh. Hr. - Dedicated Service	4,872	4,859
Tot. Veh. Hr. - Dedicated Service	4,945	4,934
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service *	18,998	18,667
Non-Dedicated Service		
TOTAL PASSENGERS	18,998	18,667
Subscription/Pre-booked	67%	68%
Reservation	28%	29%
On-Demand/Day of trip	5%	3%
UNACCOMMODATED TRIPS	104	120
NO-SHOWS/CANCELLED AT DOOR	156	180
NUMBER OF COMPLAINTS	10	15

## OPERATING EXPENSES

Administration	\$54,680	\$55,200
Operations:		
Internal - Dedicated Service	\$151,779	\$151,015
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$43,069	\$49,564
Fuel	\$11,724	\$15,736
TOTAL OPERATING EXPENSES	\$261,252	\$271,515

## OPERATING FUNDING SOURCES

Passenger Revenue	\$31,448	\$30,428
Other Operating Revenue	\$7,044	\$5,451
Total Operating Revenues	\$38,492	\$35,879
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$220,760	\$235,636
Donations / Other	\$2,000	
TOTAL OPERATING FUNDING	\$261,252	\$271,515

## CAPITAL EXPENSES

Vehicles Purchased	\$16,675	\$83,170
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$16,675	\$83,170

## CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$24,975
Municipal Contributions	\$16,675	\$58,195
Donations / Other		
TOTAL CAPITAL FUNDING	\$16,675	\$83,170

## SERVICE HOURS/SCHEDULING \*

Weekday: 0715 to 1900 Sunday:  
 Saturday: 1000 to 1800 Holiday:  
 Advanced booking notice: 14 days  
 Minimum notice for reservation: 24.0 hours  
 Reservations/Scheduling: Fully Computerized

## FARE STRUCTURE (2002)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.20	\$1.59	
Child	\$2.20	\$1.59	
Student	\$2.20	\$1.59	
Senior	\$2.20	\$1.41	
Attendant	\$2.20	\$1.59	
Companion	\$2.20	\$1.59	
Other	Blind with CNIB card - free		

## EMPLOYEE DATA (2002)

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

Union Affiliations: Operators: ATU Local 1633  
 Maintenance: ATU Local 1633

Top Operator Wage Rate: \$18.65  
 Top Mechanic Wage Rate: \$21.13

## PERFORMANCE INDICATORS

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	15%	13%
Net Operating Cost / Capita	\$4.74	\$5.02
Total Exp. / Passenger	\$13.75	\$14.55
Total Exp. / Eligible Passenger	\$14.12	\$14.98
Transp. Exp. / Passenger		
Dedicated Service	\$10.87	\$11.59
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$41.77	\$43.84
<b>OPERATING</b>		
Registrants / Capita	0.0208	0.0205
Passengers / Capita	0.4045	0.3975
Passengers / Registrant	19.45	19.40
Passengers / Hour (Dedicated Service)	3.90	3.84
Km. / Passenger (Dedicated Service)	4.78	4.89
Average Speed (Dedicated Service)	18.66	18.77

VEHICLE DATA  
(2002)

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

PASSENGER STATISTICS  
(2002)

	Dedicated Service	Non-Dedicated Service
Ambulatory	11,547	
Wheelchair/Scooter Users	6,580	
Attendants/Companions	540	
Other		
TOTAL PASSENGER (%Total)	18,667 ( 100%)	( 0%)



# WEST ELGIN

## FOUR COUNTIES TRANSPORTATION

Contact: Ms. Joanne Groch  
 Title: Administrator/Treasurer  
 Telephone: 519-785-0560  
 FAX: 519-785-0644  
 e-mail:

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

Population served: 22,000  
 Service area (km²): 323.0  
 Communities served: 6  
 Service began: 1994  
 Advisory Committee members: 10  
 Eligibility Committee members: N/A

### ELIGIBILITY CRITERIA

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

## NUMBER OF REGISTRANTS

Wheelchair/Scooter Users: 14 (19%)  
 Ambulatory: 59 (81%)  
 Attendants/Companions:  
 Other:

Note: \* Other Criteria: Application to be signed by Health Care Professional or Physician  
 \* West Elgin updated their registrant list in 2002.  
 \* Service was available at other times upon request.

## VEHICLE KILOMETRES & HOURS

	2001	2002
Rev. Veh. Km. - Dedicated Service	55,371	51,424
Tot. Veh. Km. - Dedicated Service	55,371	51,424
Rev. Veh. Hr. - Dedicated Service	1,350	1,418
Tot. Veh. Hr. - Dedicated Service	1,350	1,418
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	1,390	1,169
Non-Dedicated Service		
TOTAL PASSENGERS	1,390	1,169
Subscription/Pre-booked	100%	100%
Reservation		
On-Demand/Day of trip		
UNACCOMMODATED TRIPS		
NO-SHOWS/CANCELLED AT DOOR	5	5
NUMBER OF COMPLAINTS		3

## OPERATING EXPENSES

Administration	\$1,393	\$1,360
Operations:		
Internal - Dedicated Service *	\$19,332	\$20,105
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$7,398	\$4,521
Fuel	\$6,167	\$6,035
TOTAL OPERATING EXPENSES	\$34,290	\$32,021

## OPERATING FUNDING SOURCES

Passenger Revenue	\$8,958	\$11,148
Other Operating Revenue		
Total Operating Revenues	\$8,958	\$11,148
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$24,432	\$19,973
Donations / Other	\$900	\$900
TOTAL OPERATING FUNDING	\$34,290	\$32,021

## 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: 0900 to 1600 Sunday:  
 Saturday: Holiday:  
 Advanced booking notice: 7 days  
 Minimum notice for reservation: 24.0 hours  
 Reservations/Scheduling: Manual

## FARE STRUCTURE (2002)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$7.00		
Child	\$7.00		
Student	\$7.00		
Senior	\$7.00		
Attendant	\$7.00		
Companion	\$7.00		
Other			

## EMPLOYEE DATA (2002)

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

Union Affiliations: Operators: N/A  
 Maintenance: N/A

Top Operator Wage Rate: \$13.10  
 Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	26%	35%
Net Operating Cost / Capita	\$1.15	\$0.95
Total Exp. / Passenger	\$24.67	\$27.39
Total Exp. / Eligible Passenger	\$24.67	\$27.39
Transp. Exp. / Passenger		
Dedicated Service	\$23.67	\$26.23
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$24.37	\$21.62
<b>OPERATING</b>		
Registrants / Capita †	0.0057	0.0033
Passengers / Capita	0.0632	0.0531
Passengers / Registrant †	11.03	16.01
Passengers / Hour (Dedicated Service)	1.03	0.82
Km. / Passenger (Dedicated Service)	39.84	43.99
Average Speed (Dedicated Service)	41.02	36.27

## VEHICLE DATA (2002)

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

## PASSENGER STATISTICS (2002)

	Dedicated Service	Non-Dedicated Service
Ambulatory	1,169*	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	1,169 ( 100%)	( 0%)
* Total for all categories		

# WEST PERTH

## MITCHELL & AREA MOBILITY BUS

Contact: Ms. Vicky WolfeHinz  
Title: Bus Manager  
Telephone: (519) 348-9765  
FAX: (519) 348-4420  
e-mail: maco@ritzlutheranvilla.com

Population served: 9,129  
Service area (km²): 579.4  
Communities served: 1  
Service began: 1989  
Advisory Committee members: 12  
Eligibility Committee members: 2

## NUMBER OF REGISTRANTS

312  
Wheelchair/Scooter Users: 147 (47%)  
Ambulatory: 146 (47%)  
Attendants/Companions: 19 (6%)  
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: \* Service hours are Tuesday 1000-1500, Wednesday 0900-1300, and Thursday and Friday 0900-1700. Hours outside of service times are available for charters through pre-bookings.  
\* Fares: \$5 for trips more than 2km beyond town boundary within municipality.

## VEHICLE KILOMETRES & HOURS

	2001	2002
Rev. Veh. Km. - Dedicated Service	20,823	20,667
Tot. Veh. Km. - Dedicated Service	21,323	21,652
Rev. Veh. Hr. - Dedicated Service	2,616	2,942
Tot. Veh. Hr. - Dedicated Service	2,866	3,242
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	5,509	5,470
Non-Dedicated Service		
TOTAL PASSENGERS	5,509	5,470
Subscription/Pre-booked		85%
Reservation		10%
On-Demand/Day of trip		5%
UNACCOMMODATED TRIPS	3	5
NO-SHOWS/CANCELLED AT DOOR	6	5
NUMBER OF COMPLAINTS	2	3

## OPERATING EXPENSES

Administration	\$9,214	\$10,060
Operations:		
Internal - Dedicated Service	\$27,785	\$35,045
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$5,305	\$6,598
Fuel	\$3,001	\$4,100
TOTAL OPERATING EXPENSES	\$45,305	\$55,803

## OPERATING FUNDING SOURCES

Passenger Revenue	\$11,939	\$11,684
Other Operating Revenue	\$7,260	\$7,962
Total Operating Revenues	\$19,199	\$19,646
Federal Contributions		
Provincial Contributions	\$11,651	\$11,640
Municipal Contributions	\$6,455	\$12,000
Donations / Other	\$8,000	\$12,517
TOTAL OPERATING FUNDING	\$45,305	\$55,803

## CAPITAL EXPENSES

Vehicles Purchased	\$93,767	
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$93,767	

## CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$6,000	
Donations / Other	\$87,767	
TOTAL CAPITAL FUNDING	\$93,767	

## SERVICE HOURS/SCHEDULING \*

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

## FARE STRUCTURE (2002) \*

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

## EMPLOYEE DATA (2002)

	(Full-Time)	(Part-Time)
Operators		7
Other Operations (e.g. dispatchers)		
Maintenance		
General Administration		1
Other		
TOTAL NUMBER OF EMPLOYEES		8

Union Affiliations: Operators: N/A  
Maintenance: N/A

Top Operator Wage Rate: \$15.62  
Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	42%	35%
Net Operating Cost / Capita	\$2.86	\$3.96
Total Exp. / Passenger	\$8.22	\$10.20
Total Exp. / Eligible Passenger	\$8.22	\$10.20
Transp. Exp. / Passenger		
Dedicated Service	\$6.55	\$8.36
Non-Dedicated Service (e.g. Taxis)		
Transp. Exp. / Hour (Dedicated Service)	\$12.59	\$14.11
<b>OPERATING</b>		
Registrants / Capita	0.0313	0.0342
Passengers / Capita	0.6035	0.5992
Passengers / Registrant	19.26	17.53
Passengers / Hour (Dedicated Service)	2.11	1.86
Km. / Passenger (Dedicated Service)	3.78	3.78
Average Speed (Dedicated Service)	7.96	7.02

## VEHICLE DATA (2002)

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

## PASSENGER STATISTICS (2002)

	Dedicated Service	Non-Dedicated Service
Ambulatory	5,470	
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
TOTAL PASSENGER (%Total)	5,470 ( 100%)	( 0%)
* Total for all categories		

# WHITBY

## HANDI TRANSIT - WHITBY

Contact: Mr. Ben Chartier  
Title: Executive Director  
Telephone: (905) 571-1222  
FAX: (905) 571-7390  
e-mail: b.chartier@handitransit.com

Population served: 96,000  
Service area (km²): 200.0  
Communities served: 1  
Service began: 1979  
Advisory Committee members: 11  
Eligibility Committee members: 11

## NUMBER OF REGISTRANTS

Wheelchair/Scooter Users: 184 (54%)  
Ambulatory: 156 (46%)  
Attendants/Companions:  
Other:

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

Note: \*Administrative expenses/resources shared with Oshawa, Clarington, and Scugog-Uxbridge. Expense allocated proportionate to population.

## VEHICLE KILOMETRES & HOURS

	2001	2002
Rev. Veh. Km. - Dedicated Service	89,000	92,000
Tot. Veh. Km. - Dedicated Service	89,000	92,000
Rev. Veh. Hr. - Dedicated Service	4,800	4,970
Tot. Veh. Hr. - Dedicated Service	4,800	4,970
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## SERVICE HOURS/SCHEDULING

Weekday: 0630 to 2300 Sunday: 0900 to 2300  
Saturday: 0630 to 2300 Holiday: 0900 to 2300  
Advanced booking notice: 14 days  
Minimum notice for reservation: 2.0 hours  
Reservations/Scheduling: Partially Computerized

## PASSENGER DATA

Dedicated Service	9,635	10,913
Non-Dedicated Service	1,023	1,052
TOTAL PASSENGERS	10,658	11,965
Subscription/Pre-booked	35%	35%
Reservation	60%	60%
On-Demand/Day of trip	5%	5%
UNACCOMMODATED TRIPS	350	215
NO-SHOWS/CANCELLED AT DOOR	181	207
NUMBER OF COMPLAINTS		

## FARE STRUCTURE (2002)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.50		
Child	\$1.00		
Student	\$2.50		
Senior	\$2.50		
Attendant	\$2.50		
Companion	\$2.50		
Other			

## OPERATING EXPENSES

Administration *	\$52,809	\$57,027
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$107,466	\$119,216
Contract - Non-Dedicated Service	\$7,746	\$7,946
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$22,376	\$35,832
Fuel	\$14,322	\$13,252
TOTAL OPERATING EXPENSES	\$204,719	\$233,273

## EMPLOYEE DATA (2002) \*

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

Union Affiliations: Operators: N/A  
Maintenance: N/A

Top Operator Wage Rate:  
Top Mechanic Wage Rate:

## OPERATING FUNDING SOURCES

Passenger Revenue	\$33,719	\$36,107
Other Operating Revenue		
Total Operating Revenues	\$33,719	\$36,107
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$171,000	\$197,166
Donations / Other		
TOTAL OPERATING FUNDING	\$204,719	\$233,273

## CAPITAL EXPENSES

Vehicles Purchased	\$78,000	
Debt Servicing		
Other Capital Expenses		\$800
TOTAL CAPITAL EXPENSES		\$78,800

## CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		\$78,800
Donations / Other		
TOTAL CAPITAL FUNDING		\$78,800

## PERFORMANCE INDICATORS

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	16%	15%
Net Operating Cost / Capita	\$1.86	\$2.05
Total Exp. / Passenger	\$19.21	\$19.50
Total Exp. / Eligible Passenger	\$20.67	\$20.96
Transp. Exp. / Passenger		
Dedicated Service	\$14.96	\$15.42
Non-Dedicated Service (e.g. Taxis)	\$7.57	\$7.55
Transp. Exp. / Hour (Dedicated Service)	\$30.03	\$33.86
<b>OPERATING</b>		
Registrants / Capita	0.0032	0.0035
Passengers / Capita	0.1158	0.1246
Passengers / Registrant	36.01	35.19
Passengers / Hour (Dedicated Service)	2.01	2.20
Km. / Passenger (Dedicated Service)	9.24	8.43
Average Speed (Dedicated Service)	18.54	18.51

## VEHICLE DATA

(2002)	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans				
Small Buses	3	3	7	4
Other				
TOTAL DED. VEHICLES	3	3	N/A	N/A
Accessible taxis	1	N/A		

## PASSENGER STATISTICS

(2002)	Dedicated Service	Non-Dedicated Service
Ambulatory	1,960	1,017
Wheelchair/Scooter Users	8,115	35
Attendants/Companions	838	
Other		
TOTAL PASSENGER (%Total)	10,913 ( 91%)	1,052 ( 9%)

# 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: 208,402  
Service area (km²): 120.6  
Communities served: 2  
Service began: 1978  
Advisory Committee members: 11  
Eligibility Committee members: 2

## NUMBER OF REGISTRANTS

2,339  
Wheelchair/Scooter Users: 1,434 (61%)  
Ambulatory: 905 (39%)  
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

	2001	2002
Rev. Veh. Km. - Dedicated Service	186,965	207,676
Tot. Veh. Km. - Dedicated Service	323,780	327,807
Rev. Veh. Hr. - Dedicated Service	14,500	15,280
Tot. Veh. Hr. - Dedicated Service	14,500	15,280
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	38,520	41,459
Non-Dedicated Service	42	
TOTAL PASSENGERS	38,562	41,459
Subscription/Pre-booked	65%	63%
Reservation	30%	30%
On-Demand/Day of trip	5%	7%
UNACCOMMODATED TRIPS	23	8
NO-SHOWS/CANCELLED AT DOOR	425	564
NUMBER OF COMPLAINTS	3	3

## OPERATING EXPENSES

Administration	\$207,134	\$209,136
Operations:		
Internal - Dedicated Service	\$454,532	\$510,073
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip	\$281	
Maintenance (Vehicles & Facilities)	\$47,910	\$53,351
Fuel	\$54,711	\$54,097
TOTAL OPERATING EXPENSES	\$764,568	\$826,657

## OPERATING FUNDING SOURCES

Passenger Revenue	\$111,056	\$133,800
Other Operating Revenue	\$5,550	\$22,132
Total Operating Revenues	\$116,606	\$155,932
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$671,312	\$668,951
Donations / Other		
TOTAL OPERATING FUNDING	\$787,918	\$824,883

## CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		\$34,591
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$34,591

## CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		\$34,591
Donations / Other		
TOTAL CAPITAL FUNDING		\$34,591

## SERVICE HOURS/SCHEDULING

Weekday: 0600 to 0030	Sunday: 0800 to 2200
Saturday: 0800 to 0030	Holiday: 0800 to 2200
Advanced booking notice:	21 days
Minimum notice for reservation:	2.0 hours
Reservations/Scheduling:	Fully Computerized

## FARE STRUCTURE (2002)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.30		
Child	\$2.30		
Student	\$2.30		
Senior	\$2.30		
Attendant	\$2.30		
Companion	\$2.30		
Other			

## EMPLOYEE DATA (2002)

	(Full-Time)	(Part-Time)
Operators	5	9
Other Operations (e.g. dispatchers)	2	2
Maintenance		
General Administration	1	
Other		
TOTAL NUMBER OF EMPLOYEES	8	11

Union Affiliations: Operators: Teamsters Local 880  
Maintenance: N/A

Top Operator Wage Rate: \$15.71  
Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	15%	19%
Net Operating Cost / Capita	\$3.24	\$3.22
Total Exp. / Passenger	\$19.83	\$19.94
Total Exp. / Eligible Passenger	\$21.34	\$21.51
Transp. Exp. / Passenger		
Dedicated Service	\$14.46	\$14.89
Non-Dedicated Service (e.g. Taxis)	\$6.69	
Transp. Exp. / Hour (Dedicated Service)	\$38.42	\$40.41
<b>OPERATING</b>		
Registrants / Capita	0.0113	0.0112
Passengers / Capita	0.1928	0.1989
Passengers / Registrant	17.14	17.73
Passengers / Hour (Dedicated Service)	2.66	2.71
Km. / Passenger (Dedicated Service)	4.85	5.01
Average Speed (Dedicated Service)	12.89	13.59

## VEHICLE DATA

(2002)	Number	Veh. Peak	Avg. Capacity per Veh.
			Wheelchair Ambulatory
Non-Accessible Cars			N/A
Accessible Vans/Minivans			
Small Buses	12	10	5 6
Other			
TOTAL DED. VEHICLES	12	10	N/A N/A
Accessible taxis	N/A	N/A	

## PASSENGER STATISTICS

(2002)	Dedicated Service	Non-Dedicated Service
Ambulatory	19,413	
Wheelchair/Scooter Users	19,015	
Attendants/Companions	3,031	
Other		
TOTAL PASSENGER (%Total)	41,459 ( 100%)	( 0%)

# WOODSTOCK

## WOODSTOCK PARATRANSIT

Contact: Mr. Rick D'Entremont  
Title: Works Superintendent  
Telephone: (519) 539-2382 x818  
FAX: (519) 421-3250  
e-mail: rdentremont@city.woodstock.on.ca

Population served: 34,000  
Service area (km²): 30.0  
Communities served: 1  
Service began: 1979  
Advisory Committee members: N/A  
Eligibility Committee members: N/A

**NUMBER OF REGISTRANTS** 129  
Wheelchair/Scooter Users: 52 (40%)  
Ambulatory: 77 (60%)  
Attendants/Companions:  
Other:  
Registration Fee: \$20.00  
Note: \* The City contributed \$20,000 to the Capital Replacement Reserve in 2002.

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

## VEHICLE KILOMETRES & HOURS

	2001	2002
Rev. Veh. Km. - Dedicated Service	23,248	23,780
Tot. Veh. Km. - Dedicated Service	23,248	23,780
Rev. Veh. Hr. - Dedicated Service		1,560
Tot. Veh. Hr. - Dedicated Service		1,560
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	4,541	4,546
Non-Dedicated Service	3,773	2,147
<b>TOTAL PASSENGERS</b>	<b>8,314</b>	<b>6,693</b>
Subscription/Pre-booked	50%	50%
Reservation	48%	48%
On-Demand/Day of trip	2%	2%
<b>UNACCOMMODATED TRIPS</b>	<b>47</b>	<b>34</b>
<b>NO-SHOWS/CANCELLED AT DOOR</b>	<b>1</b>	<b>31</b>
<b>NUMBER OF COMPLAINTS</b>	<b>4</b>	<b>2</b>

## OPERATING EXPENSES

Administration	\$20,255	\$23,349
Operations:		
Internal - Dedicated Service	\$36,212	\$35,851
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$8,709	\$5,082
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$4,110	\$15,132
Fuel	\$11,662	\$4,054
<b>TOTAL OPERATING EXPENSES</b>	<b>\$80,948</b>	<b>\$83,467</b>

## OPERATING FUNDING SOURCES

Passenger Revenue	\$13,428	\$11,725
Other Operating Revenue	\$3,000	\$2,750
<b>Total Operating Revenues</b>	<b>\$16,428</b>	<b>\$14,475</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$64,520	\$68,992
Donations / Other		
<b>TOTAL OPERATING FUNDING</b>	<b>\$80,948</b>	<b>\$83,467</b>

## 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>		

## SERVICE HOURS/SCHEDULING \*

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

## FARE STRUCTURE (2002)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.00	\$2.73	
Child	\$3.00	\$2.73	
Student	\$3.00	\$2.73	
Senior	\$3.00	\$2.73	
Attendant	\$3.00	\$2.73	
Companion	\$3.00	\$2.73	
Other			

## EMPLOYEE DATA (2002)

	(Full-Time)	(Part-Time)
Operators		5
Other Operations (e.g. dispatchers)		1
Maintenance		
General Administration		1
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>		<b>7</b>

**Union Affiliations:** Operators: CUPE Local 1146  
Maintenance: N/A

Top Operator Wage Rate: \$18.99  
Top Mechanic Wage Rate: \$21.36

## PERFORMANCE INDICATORS

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	20%	17%
Net Operating Cost / Capita	\$1.90	\$2.03
Total Exp. / Passenger	\$9.74	\$12.47
Total Exp. / Eligible Passenger	\$9.74	\$12.47
Transp. Exp. / Passenger		
Dedicated Service	\$11.45	\$12.11
Non-Dedicated Service (e.g. Taxis)	\$2.31	\$2.37
Transp. Exp. / Hour (Dedicated Service)		\$35.28
<b>OPERATING</b>		
Registrants / Capita	0.0048	0.0038
Passengers / Capita	0.2445	0.1969
Passengers / Registrant	50.70	51.88
Passengers / Hour (Dedicated Service)		2.91
Km. / Passenger (Dedicated Service)	5.12	5.23
Average Speed (Dedicated Service)		15.24

## VEHICLE DATA (2002)

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

## PASSENGER STATISTICS (2002)

	Dedicated Service	Non-Dedicated Service
Ambulatory	4,546*	2,147 *
Wheelchair/Scooter Users		
Attendants/Companions		
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>4,546 ( 68%)</b>	<b>2,147 ( 32%)</b>
* Total for all categories		

# WOOLWICH, WELLESLEY, & WILMOT

## WOOLWICH TRANSIT INC.

Contact: Ms. Cheryl Fisher  
 Title: Transit Manager  
 Telephone: (519) 669-4533  
 FAX: (519) 669-3124  
 e-mail: kiwanistransit@sympatico.ca

Population served: 45,000  
 Service area (km²): 843.0  
 Communities served: 3  
 Service began: 1992  
 Advisory Committee members: 12  
 Eligibility Committee members: N/A

## NUMBER OF REGISTRANTS

836  
 Wheelchair/Scooter Users: 284 (34%)  
 Ambulatory: 552 (66%)  
 Attendants/Companions:  
 Other:

Note: \* Upon request, Woolwich Transit Inc. might arrange Saturday, Sunday, and Holiday services.

## 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: 2 taxi companies

Taxi Scrip Program available: NO

## VEHICLE KILOMETRES & HOURS

	2001	2002
Rev. Veh. Km. - Dedicated Service	205,643	216,640
Tot. Veh. Km. - Dedicated Service	205,643	216,640
Rev. Veh. Hr. - Dedicated Service	7,013	7,124
Tot. Veh. Hr. - Dedicated Service	7,013	7,124
Non-Dedicated Service - Veh. Km.	6,001	9,183
Non-Dedicated Service - Veh. Hr.	281	294

## PASSENGER DATA

Dedicated Service	18,686	20,507
Non-Dedicated Service	860	832
<b>TOTAL PASSENGERS</b>	<b>19,546</b>	<b>21,339</b>
Subscription/Pre-booked	75%	76%
Reservation	22%	22%
On-Demand/Day of trip	3%	2%
<b>UNACCOMMODATED TRIPS</b>	<b>318</b>	<b>487</b>
<b>NO-SHOWS/CANCELLED AT DOOR</b>	<b>51</b>	<b>53</b>
<b>NUMBER OF COMPLAINTS</b>	<b>12</b>	<b>12</b>

## OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service	\$243,018	\$273,000
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$7,000	\$9,450
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$19,212	\$25,100
Fuel	\$28,215	\$30,200
<b>TOTAL OPERATING EXPENSES</b>	<b>\$297,445</b>	<b>\$337,750</b>

## OPERATING FUNDING SOURCES

Passenger Revenue	\$55,530	\$63,136
Other Operating Revenue		
<b>Total Operating Revenues</b>	<b>\$55,530</b>	<b>\$63,136</b>
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$232,514	\$267,000
Donations / Other	\$9,401	\$7,700
<b>TOTAL OPERATING FUNDING</b>	<b>\$297,445</b>	<b>\$337,836</b>

## CAPITAL EXPENSES

Vehicles Purchased	\$138,629
Debt Servicing	
Other Capital Expenses	
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$138,629</b>

## CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	\$138,629
Donations / Other	
<b>TOTAL CAPITAL FUNDING</b>	<b>\$138,629</b>

## SERVICE HOURS/SCHEDULING \*

Weekday: 0600 to 1800 Sunday:  
 Saturday: Holiday:  
 Advanced booking notice:  
 Minimum notice for reservation: 48.0 hours  
 Reservations/Scheduling: Partially Computerized

## FARE STRUCTURE (2002)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.00		
Child	\$2.00		
Student	\$2.00		
Senior	\$2.00		
Attendant	\$2.00		
Companion	\$2.00		
Other to Kitchener-Waterloo	\$6.00		

## EMPLOYEE DATA (2002)

	(Full-Time)	(Part-Time)
Operators	4	
Other Operations (e.g. dispatchers)	1	
Maintenance		
General Administration	1	
Other		
<b>TOTAL NUMBER OF EMPLOYEES</b>	<b>6</b>	

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

Top Operator Wage Rate: \$15.43  
 Top Mechanic Wage Rate:

## PERFORMANCE INDICATORS

	2001	2002
<b>FINANCIAL</b>		
R/C Ratio	19%	19%
Net Operating Cost / Capita	\$5.55	\$6.10
Total Exp. / Passenger	\$15.22	\$15.83
Total Exp. / Eligible Passenger	\$15.22	\$16.51
Transp. Exp. / Passenger		
Dedicated Service	\$15.54	\$16.01
Non-Dedicated Service (e.g. Taxis)	\$8.14	\$11.36
Transp. Exp. / Hour (Dedicated Service)	\$41.42	\$46.08
<b>OPERATING</b>		
Registrants / Capita	0.0182	0.0186
Passengers / Capita	0.4483	0.4742
Passengers / Registrant	24.68	25.53
Passengers / Hour (Dedicated Service)	2.66	2.88
Km. / Passenger (Dedicated Service)	11.01	10.56
Average Speed (Dedicated Service)	29.32	30.41

## VEHICLE DATA (2002)

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

## PASSENGER STATISTICS (2002)

	Dedicated Service	Non-Dedicated Service
Ambulatory	15,907	832
Wheelchair/Scooter Users	3,715	
Attendants/Companions	885	
Other		
<b>TOTAL PASSENGER (%Total)</b>	<b>20,507 ( 96%)</b>	<b>832 ( 4%)</b>

# YORK REGION

## YRT MOBILITY PLUS

Contact: Ms. Cherrie-Marie Chiu  
Title: Policy Analyst  
Telephone: (905) 762-1282 x5649  
FAX: (905) 762-2113  
e-mail: cherrie-marie.chiu@region.york.on.ca

Dedicated Service operated by: Transit System/Municipality  
Non-Ded. Service (e.g. Taxis) operated by: 10 taxi companies  
Taxi Scrip Program available: YES

Population served: 825,600  
Service area (km²): 1775.0  
Communities served: 9  
Service began: 2001  
Advisory Committee members: N/A  
Eligibility Committee members: N/A

## ELIGIBILITY CRITERIA

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

## NUMBER OF REGISTRANTS

6,326  
Wheelchair/Scooter Users: 1,604 (25%)  
Ambulatory: 4,722 (75%)  
Attendants/Companions:  
Other:

Note: \* YRT implemented a 5-year Service Plan in 2002. Mobility Plus services in the urban transit service area include the use of purpose-built accessible buses and contracted taxi services; ADAPT contracted services in King and East Gwillimbury; Simcoe Coach Lines contracted services in Georgina; and Wheels on Wheels contracted services in Whitchurch-Stouffville. \* Contract - Non-Dedicated Exp. included \$709,573 dispatching expenses performed by YRT in 2002.

## VEHICLE KILOMETRES & HOURS

	2001	2002
Rev. Veh. Km. - Dedicated Service	369,767	300,200
Tot. Veh. Km. - Dedicated Service	369,767	300,200
Rev. Veh. Hr. - Dedicated Service	23,325	23,211
Tot. Veh. Hr. - Dedicated Service	23,325	23,211
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hr.		

## PASSENGER DATA

Dedicated Service	68,323	49,765
Non-Dedicated Service	99,859	141,637
TOTAL PASSENGERS	168,182	191,402
Subscription/Pre-booked	57%	65%
Reservation	37%	33%
On-Demand/Day of trip	6%	2%
UNACCOMMODATED TRIPS	14	5
NO-SHOWS/CANCELLED AT DOOR	5,905	9,336
NUMBER OF COMPLAINTS	50	75

## OPERATING EXPENSES

Administration	\$297,100	\$333,600
Operations:		
Internal - Dedicated Service	\$766,900	\$749,309
Contract - Dedicated Service	\$113,000	\$148,065
Contract - Non-Dedicated Service *	\$1,121,100	\$2,593,119
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$223,500	\$278,126
Fuel	\$54,000	\$33,000
TOTAL OPERATING EXPENSES	\$2,575,600	\$4,135,219

## OPERATING FUNDING SOURCES

Passenger Revenue	\$261,000	\$387,750
Other Operating Revenue	\$17,000	\$40,431
Total Operating Revenues	\$278,000	\$428,181
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$2,297,600	\$3,640,460
Donations / Other		\$66,578
TOTAL OPERATING FUNDING	\$2,575,600	\$4,135,219

## CAPITAL EXPENSES

Vehicles Purchased	\$60,000
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	\$60,000

## CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	
Donations / Other	\$60,000
TOTAL CAPITAL FUNDING	\$60,000

## SERVICE HOURS/SCHEDULING

Weekday:	0600 to 2400	Sunday:	0830 to 2400
Saturday:	0600 to 2400	Holiday:	0830 to 2400
Advanced booking notice:	2 days		
Minimum notice for reservation:	48.0 hours		
Reservations/Scheduling:	Partially Computerized		

## FARE STRUCTURE (2002)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.00	\$1.70	\$68.00
Child	\$2.00	\$1.70	\$68.00
Student	\$2.00	\$1.70	\$68.00
Senior	\$2.00	\$1.70	\$68.00
Attendant	\$2.00	\$1.70	\$68.00
Companion	\$2.00	\$1.70	\$68.00
Other	GTA Weekly Pass \$37.25; Taxi Scrip (50% off taxi meter)		

## EMPLOYEE DATA (2002)

	(Full-Time)	(Part-Time)
Operators	11	3
Other Operations (e.g. dispatchers)	7	2
Maintenance		
General Administration	3	
Other	1	2
TOTAL NUMBER OF EMPLOYEES	22	7

Union Affiliations: Operators: CUPE Local 905  
Maintenance: N/A

Top Operator Wage Rate: \$20.24  
Top Mechanic Wage Rate: \$23.07

## PERFORMANCE INDICATORS

	2001	2002
R/C Ratio	11%	10%
Net Operating Cost / Capita	\$2.90	\$4.49
Total Exp. / Passenger	\$15.31	\$21.60
Total Exp. / Eligible Passenger	\$16.25	\$22.39
Transp. Exp. / Passenger		
Dedicated Service	\$16.94	\$24.28
Non-Dedicated Service (e.g. Taxis)	\$11.23	\$18.31
Transp. Exp. / Hour (Dedicated Service)	\$49.62	\$52.07

## OPERATING

Registrants / Capita	0.0077	0.0077
Passengers / Capita	0.2123	0.2318
Passengers / Registrant	27.54	30.26
Passengers / Hour (Dedicated Service)	2.93	2.14
Km. / Passenger (Dedicated Service)	5.41	6.03
Average Speed (Dedicated Service)	15.85	12.93

## VEHICLE DATA (2002)

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans/Minivans	4	4	2	3
Small Buses	13	10	5	11
Other				
TOTAL DED. VEHICLES	17	14	N/A	N/A
Accessible taxis	23	N/A		

## PASSENGER STATISTICS (2002)

	Dedicated Service	Non-Dedicated Service
Ambulatory	27,371	107,644
Wheelchair/Scooter Users	19,906	29,744
Attendants/Companions	2,488	4,249
Other		
TOTAL PASSENGER (%Total)	49,765 ( 26%)	141,637 ( 74%)